Interpersonal Skills Essay 2

Interpersonal skills are generally referred to as the social skills one requires to effectively communicate with others. These include delegation, persuasion, attentive listening, leadership, and reflection, verbal and non-verbal communication.

Interpersonal skills as the word suggests are most often used in any given organization to measure a person’s capability to correspond and convey information through social communication and interactions. Interpersonal skills include seven main areas—verbal communication, non-verbal communication, listening skills, negotiation, problem solving, decision making, and assertiveness.

Interpersonal skills gauge as to how astute a person is, as they measure the level of a person’s adeptness in listening to others and the way he or she communicates and corresponds to the external stimulus. In a conflict situation good interpersonal skills play a pivotal role, as they can help alleviate the problem at hand. Interpersonal skills are developed with the interaction individuals have with family members, attending school, socializing with peer groups etc. Good interpersonal skills can aid in the reduction of stress, improving of social standing, augmenting intimacy,
resolving arguments, increasing understanding and spreading of joy and
good cheer all around.

Some examples of interpersonal skills include communication skills i.e. both
listening and speaking effectively. Assertive skills include expression of
thoughts without violating other people’s rights. Conflict resolution skills
may help to resolve issues, which may arise due to differences in opinion.
Similarly anger management skills also form an important aspect of
interpersonal skills, as they can prove to be beneficial in achieving goals,
solving complex problems, handling emergencies and can also help in the
maintenance of good health.

A person’s interpersonal skills may be assessed if the following questions
are asked. How often does one seek affirmation or approval from others, yet
fear being criticized at the same time? Doubt and second-guess one’s
behavior? Feel like an alien and isolate one’s self from people in
authoritative roles? Undermine one’s self and capabilities? Find it hard to
carry on with projects till the end? Lose control in conflict situations and lie
in order to avoid confrontation? Judge one’s self harshly? Feel that he or she
is unfairly treated by the society at large? Take one’s self way too seriously
and view others the same way too? Have a lot of problems developing and
maintaining intimate relationships? Have guilt trips when one puts others
needs above one’s own? Take responsibility for other people’s behavior?

Act impulsively before considering the alternative actions or repercussions of decisions? Lastly, having difficulty in expressing one’s personal feelings?

If one can identify with most of the questions above, then it may be true that he or she may need to develop better interpersonal skills. In order to do that one needs to work on one’s communication skills, conflict resolution, anger management and assertiveness. Once all these areas are worked upon, then one may be able to improve relationships with people as a consequence.

Verbal Communication includes the words used to disseminate knowledge and to get one’s point across to the other individuals. Whereas non-verbal communication is an amalgam of gestures, body language, expressions etc. A two-way communication is of prime importance in developing good interpersonal skills. Listening skills form a vital part in the basis of interpersonal skills. One needs to pay close attention and hear as to what the other person is saying. He can then only process the information being relayed, decipher it and formulate a cogent response.

The next most important element is called negotiation. This type of skill is fundamental for business communication. It literally means that a person has the ability to discuss the matter at hand and then reach an agreement in a professional way. An apt example would be the customer and employee
dynamic, where a person who is an empathetic listener would be better equipped to discussing situations and then reaching a fair solution, as compared to an employee who is uptight and undiplomatic and is not very good at solving problems. He may not be able to discuss the matter at hand, which would put him at a disadvantage due to his bad interpersonal skills.

Problem Solving is a type of interpersonal skill, which comes in handy when people need to resolve a crisis situation. Decision-making is also an important element of interpersonal skills and as the word suggests, it too has an important role in an organizational environment.

In a professional organization such as a healthcare center effective interpersonal communication (IPC) between the health care provider and the client forms the basis of improving client satisfaction, health outcomes and compliance. If there is a rapport between the health care provider and the patients, then they will be better equipped to understand their illness and treatment accordingly. As the interpersonal skills are strong at both ends, there will be more trust on the patient’s part and they will be more responsive to treatment measures. Nowadays there is a lack of interpersonal skills, even when there is widespread knowledge regarding the matter.

Effective communication can enable patients to disclose their critical
medical history to the health care providers, who in turn come up with more accurate diagnoses as a result. Good interpersonal skills help in providing better health care education and counseling, resulting in the best treatment options, patient compliance, cost effective measures and overall improved client-provider interactions.

Good interpersonal skills can lead to the following outcomes: 1) Once the patient provides an accurate account of his illness, it would lead to a better diagnosis of the disease. 2) The health care provider works in tandem with the client and selects the most viable treatment option, which is acceptable to the client. 3) The client has perfect clarity regarding his or her condition, therefore understands the prescribed treatment method. 4) A positive rapport is established between the client and the health provider. 5) Both parties are committed to keeping up with their part of the bargain and will fulfill their respective responsibilities during treatment and follow-up care.

A two-way dialogue needs to be established between the client and the provider, so that they both are able to listen to each other without interruption and can formulate a proper decision regarding the treatment options that need to be taken for the particular disease.

Good interpersonal interaction between client and provider is, by definition,
a two-way street where both speak and are listened to without interruption, can ask relevant questions, express their thoughts and exchange information after they are able to comprehend the message the other party is trying to relay. The client and provider relationship can be viewed as a partnership as each party adds to the equation, which would in turn maximize the end result. Mutual respect and trust is the key in providing a positive outcome. Health care providers need to foster a care giving environment, where they should encourage active questioning and interaction during office hours. The patients should be well looked after by the health care providers, so much so that they believe that their health care providers care for their welfare. Verbal and non-verbal communication is vital in demonstrating the care the health care providers feel for their patients. Attention needs to be paid to eye contact, listening patiently, questioning and empathizing with the patients, so that their trust can be gained and they feel worthy and important as a consequence. This forms the basis of good interpersonal skills in a health care organization. Furthermore the socio-economic gap needs to be bridged; this includes factors such as education, class, race, religion, ethnicity, economic status etc. All these factors contribute to how two individuals would feel about each other. The patients who visit health care organizations, are diverse in nature,
therefore it is the organization’s duty to bridge the gap and provide the same
treatment to everyone. There should be no barriers of any sort and the
communication should be open and a warm and welcoming atmosphere
should be provided for all.

Effective use of verbal and non-verbal communication should be employed,
so that the client and the provider can convey their points across. Words
express a message partially only; therefore the tone, gestures and attitude
form an important part of interpersonal skills as well. These need to be
employed in order to convey the patient’s message to the provider and vice
versa.

A provider needs to pay close attention to the patient by smiling
encouragingly, positively conveying messages and making eye contact etc.
non verbal communication is subject to customs and traditions to a large
extent, therefore care must be taken by the providers to conduct themselves
appropriately, especially when dealing with the opposite sex. For example
physical contact in some cultures may be deemed appropriate and is also
considered to be a sign of affection, but some might consider it to be highly
improper. Thus, care should be taken to develop proper interpersonal skills,
so that the proper message is conveyed, even when a person is
communicating non-verbally.
**Conclusion:**

Interpersonal skills are extremely important for both the extroverts and introverts alike, as they help people make progress in life. Effective communication forms the basis of everything in life, be it business or personal relationships. It is seen that those who are lacking in interpersonal skills are more incompetent, less qualified and therefore less attractive personality wise. They are not cut out to be leaders and will never be able to make progress as a consequence.

Interpersonal skills are like tangible assets that can help people build stronger relationships, rapports and credibility in any organization, be it business or a health care set up. Furthermore they can help in the attainment of respectability and recognition amongst peers, and not only that good interpersonal skills can influence and motivate people to aspire for leadership positions. A person with good interpersonal skills would naturally have more charisma and therefore he would be able to earn more financial rewards as compared with someone who lacks such skills.

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