

2. INTER PERSONAL COMMUNICATION SKILLS

The most powerful agent of growth and transformation is something much more basic than any technique: a change of heart - john well wood.

INTRODUCTION

"People skills" or interpersonal skills are an essential ingredient for success in any career. These skills create a positive communication climate in which people feel valued. The key factors to building a positive environment in all areas of one's life are interpersonal communication, active listening, critical thinking and emotional intelligence, which during a conflict focus on solving problems.

**Q.No.1. What are the Principles of Interpersonal Communication? (A)
(PM, N 10, M 14 - 4M, N 15 - 4M)**

Interpersonal communication is the process of exchanging messages between people whose lives mutually influence one another in unique ways in relation to social and cultural norms.

1. **Interpersonal communication is inescapable:**
 - a) We cannot keep ourselves away from communication.
 - b) The attempt to not to communicate, communicates something.
 - c) Not only through words but also through the tone of voice, gestures, postures, facial expressions etc, we constantly communicate to others.
2. **Interpersonal communication is irreversible:**
 - a) Once spoken, the words cannot be taken back.
 - b) The impact of unpleasant words remains for a long time.
3. **Interpersonal communication is complicated:**
 - a) Many issues are involved in interpersonal communication.
 - b) Some times making simple requests to others seems to be very tough.
4. **Interpersonal communication is contextual:** Communication does not take place in isolation. They are context specific:
 - a) **Psychological context:** It refers to the communicators needs, desires, values, personality etc .,
 - b) **Relational context:** It refers to status of the communicators and nature of interactions between them.
 - c) **Situational context:** It refers to situation i.e, formal or informal, and other social aspects.
 - d) **Environmental context:** It refers to the surroundings in which communication takes place e.g. Furniture location, noise level, temperature, season, time of day etc.
 - e) **Cultural context:** It refers to the cultural background of the communicators.

SIMILAR QUESTIONS:

1. Explain the following principles of interpersonal communication.

A. Write 1st and 3rd question of above answer

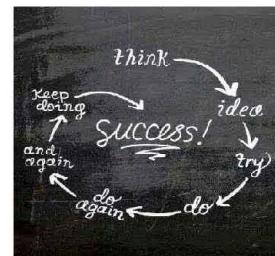
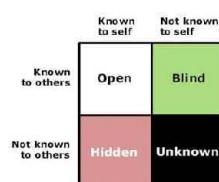
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Q.No.2. Explain the Functions of Interpersonal Communication? (A)
 (PM, RTP - M17, N16, N14 N15, M 10 - 5M, M 16 - 4M)

FUNCTIONS OF INTERPERSONAL COMMUNICATION:

1. **Gaining Information:** One reason to engage in interpersonal communication is to gain knowledge about other individual, to interact with him more effectively.
2. **Building Understanding:**
 - a) Interpersonal Communication helps to build the understanding with the other person.
 - b) It helps in building a positive environment in the workplace.
3. **Establishing Identity** (^{=individuality, personality}):
 - a) We also engage in interpersonal communication, to establish an identity.
 - b) It helps in maintaining and nurturing human relations.
4. **Interpersonal Needs:**
 - a) Every human being has some interpersonal needs like, making friends, seeking affection from others and showing affection on others.
 - b) Interpersonal communication helps us in fulfilling those needs.

The Johari Window



SIMILAR QUESTIONS:

1. What you mean by the function of gaining information in interpersonal communication.
- A. Write 1st point of above answer

Q.No.3. What are the tips for improving inter-personal skills in a business organization? (B)
 (PM, M11 - 8M)

TIPS FOR IMPROVING INTERPERSONAL SKILLS:

1. **Congruency in communication elements:** Congruency means matching i.e., in interpersonal communication there should be matching between verbal and nonverbal communication elements. Otherwise it may give rise to misunderstanding among the people. A uniform message ensures effective communication.
2. **Listening effectively:** Effective or active listening is very important skill to enhance interpersonal communication. Listening helps to build strong personal relationships.
3. The process of communication completes when the message as intended by the sender is understood by the receiver. Most of the persons assume that listening is natural trait, but practically many of us don't listen properly.
4. One needs to give sufficient attention to the communicator and make an effort to understand his view point.

Q.No.4. What is meant by Active Listening? State the importance of Active listening in the business communication skills? (A) (PM, M 09 - 5M, N 11 - 4M, M 13 – 4M, N16 - 4M)

ACTIVE LISTENING:

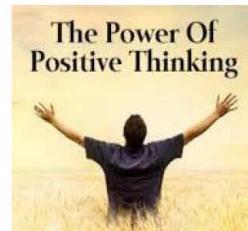
- a) Active listening means making a conscious effort to understand the message.
- b) What we regularly do is-“we hear but do not listen”.

- c) Hearing is through ears and listening is by mind.
- d) Listening happens when we understand and message as intended by sender. Therefore, every employer and worker needs a listening ear.
- e) If one does not learn how to listen, a great deal of what people are trying to tell you would be missed.



IMPORTANCE OF ACTIVE LISTENING: Active listening is important for several reasons:

- a) It aids the organization to carry out its mission.
- b) It helps individuals to develop in their careers.
- c) It provides information about important happenings in the organization.
- d) It assists them in doing their own jobs well.
- e) It also helps to build strong personal relationships.



SIMILAR QUESTIONS:

1. Explain the concept of Active Listening and specify the guidelines OR give some tips for effective active listening.

Ans: Refer above.

2. Explain the significance of 'active listening' in inter-personal communication skills. (N11 - 4M)

Ans: Refer the above answer.

Q.No.5. What are the guidelines for "Active Listening"? (B) (PM, M12 - 4M, M14 - 4M)

GUIDELINES FOR ACTIVE LISTENING:

1. Look at the person and suspend other things you are doing in order to understand the other person's concerns, intentions.
2. Be interested in what the other person is saying. If you just can't make yourself interested, you will lose important information, so try taking notes.
3. Listen to the tone of voice and inflection; look at gestures and body language – these may carry an unspoken message.
4. Restate what the person said. Restating their meaning is a way for you to make sure you understand the person clearly.
5. Ask questions once in a while to clarify the meaning. Doing so will keep you alert and let the other person know that you have been listening and are interested in getting all the facts.
6. Be aware of your own feelings and opinions.

Q.No.6. What is meant by 'Critical thinking'? How shall you develop critical thinking? (Or) Discuss the qualities of a critical thinker. (Or) Suggest the measures to develop critical thinking. What are the purposes of critical thinking? (A) (PM, N07 - 5M, M13 - 4M, N15 - 4M)

CRITICAL THINKING:

- Critical thinking is the discipline of carefully and skillfully using information, experience, observation and reasoning to make decisions, and do actions.
- Critical thinking refers to the act of questioning of every step of the thinking process.

- E.g: Have you considered all the facts? Have you tested your assumptions? Is your reasoning sound? Can you be sure your judgment is unbiased? Is your thinking process logical, rational and complete?

DEVELOPING CRITICAL THINKING (OR) QUALITIES OF A CRITICAL THINKER: To develop as a critical thinker, one must be motivated to develop the following attributes:

- Open-minded:** Readiness to accept and explore alternative approaches and ideas.
- Well informed:** Knowledge of the facts and what is happening on all fronts.
- Experimental:** Thinking through 'what if scenarios' to understand various alternatives and choose the best one.
- Contextual:** Keeping in mind the appropriate objective when thinking about some thing.
- Reserved in making conclusion:** A critical thinker never arrives at conclusions speedily .he will try to know all the facts before jumping to conclusions.

PURPOSE: Critical Thinking helps in-

- Bringing discipline to your thinking processes,
- Making good judgments, choices and decisions.

SIMILAR QUESTIONS:

1. Discuss the Qualities of a critical thinker?

A. Refer the above answer

Q.No.7. Why is the 'critical thinking' important part of success and wisdom? What steps are required to make it effective in a business organization? (2) (PM, N12 - 4M)

1. Critical thinking is the discipline of carefully and skillfully using information, experience, observation and reasoning to make decisions and do actions.
2. Critical thinking refers to the act of questioning of every step of the thinking process
3. This kind of questioning is called Socratic questioning.

STEPS TO MAKE CRITICAL THINKING EFFECTIVE IN A BUSINESS ORGANISATION

1. **Cause and effect analysis:** Ability to separate the motive or reason for an action or event (the cause) from the result or outcome (the effect)
2. **Classify and sequence:** you must be able to group items or sort them according to similar characteristics
3. **Compare and contrast:** you must be able to determine how things are similar and how they are different.
4. **Infer:** you must be skilled in reasoning and extending logic to come up with reasonable options or outcomes.
5. **Evaluation of various alternatives:** ability to determine sound criteria for making choices and decisions.
6. **Critical observation:** you must be skilled in attending to the details of what actually happened.
7. **Predict :** you must be able to find and analyze trends, and extend these to make sensible predictions about the future
8. **Rationalization:** Apply law of reason to judge and determine merits of an argument.
9. **Decide priorities:** you must be able to determine the importance of an event or situation and put it in the correct perspective.



10. **Summarize:** you must be able to prepare a brief report of what happened or what you have learned.

11. **Synthesize:** you must be able to identify new possible outcome by using pieces of information together that you already know.

SIMILAR QUESTIONS:

1. Briefly explain about the steps involved in critical thinking
- A. Refer above answer.

Q.No.8. What is meant by 'Emotional Intelligence' and 'Emotional Quotient' State any six social competencies associated with Emotional Intelligence. (Or) What is meant by 'Emotional Intelligence'? (B) (PM, M 07 - 5M, M 15 - 4M, N16 - 4M)

EMOTIONAL INTELLIGENCE: Emotional intelligence is the ability to recognize, understand and control our own emotions and feelings and those of others. It enables us to motivate ourselves and others.

EMOTIONAL QUOTIENT:

- a) EQ is a measure of a person's emotional intelligence.
- b) Our EQ is the capacity for effectively recognizing and managing our emotions and those of others.
- c) EQ is helpful to us to understand things about
 - Ourselves
 - Other individuals
 - groups

SOCIAL COMPETENCIES ASSOCIATED WITH EMOTIONAL INTELLIGENCE ARE AS FOLLOWS:

A. Social Awareness:

1. **Empathy:** Sensing others emotions, understanding their perspective and taking active interest in their concerns.
2. **Organizational awareness:** Knowing about current decisions and politics at the organizational level.
3. **Service:** Recognizing and satisfying clients and other stakeholders needs.

B. Relationship Management:

4. **Inspirational leadership:** Guiding and motivating the workforce with inspirational leadership.
5. **Influence:** persuading and influencing the employees.
6. **Developing others:** encouraging others through motivation, training, and by giving feedback.

Q.No.9. What are the personal competencies associated with emotional intelligence? (Or) Explain the 'Self - Awareness and Self - Management Personal Competencies' associated with emotional intelligence (Or) Discuss personal competencies that are associated with Emotional Intelligence. (B) (SM, M15 - 4M, N16 - 4M)

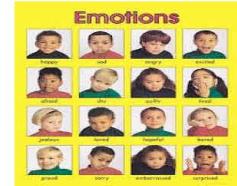
1. PERSONAL COMPETENCIES ASSOCIATED WITH EMOTIONAL INTELLIGENCE:

a) Self – awareness:

- i) **Emotional self-awareness:** Reading your own emotions and recognizing their impact; using 'gut sense' to guide decisions.



- ii) **Accurate self-assessment:** Knowing your strengths and weaknesses.
- iii) **Self-confidence:** A sound sense of your self-worth and capabilities.
- b) **Self – management:**
 - i) **Emotional self-control:** Keeping disruptive emotions and impulses under control.
 - ii) **Transparency:** Displaying honesty and integrity; trustworthiness.
 - iii) **Adaptability:** Flexibility in adapting to changing situations or overcoming obstacles.
 - iv) **Achievement:** The drive to improve performance to meet inner standards of excellence
 - v) **Initiative:** Readiness to act and seize opportunities.
 - vi) **Optimism:** Seeing the positive side in events.



APPLICATION ORIENTED QUESTIONS

Q.No.10. Listening is helpful in interpersonal communication skills-comment (A)

- a) Effective or active listening is a very important skill to enhance interpersonal communication. Listening helps to build strong personal relationships.
- b) The process of communication completes when the message as intended by the sender is understood by the receiver.
- c) Most people assume that listening is natural trait (ability), but practically very few of us listen properly.
- d) One needs to give the communicator of the message sufficient attention and make an effort to understand his viewpoint.

Q.No.11. "Understanding is the foundation for any relationship". Do you agree? Justify your answer? (C)

Interpersonal communication helps us to understand better about what someone says, Words can mean different things. Understanding comes from empathy, which is an important skill every manager needs to possess to be successful in interpersonal relations.

Q.No.12. "Hearing is through ears and listening is by mind".- elaborate with suitable examples?(C)

REFER answer to the question "Listening is helpful in interpersonal communication skills-comment".

Q.No.13. "Individual emotions often exercise pressure in the achievement of goals". – Comment. And how do you overcome your emotions with personal competence. (C)

- a) Emotions play important role in man's life.
- b) Having emotions is not bad but one should know how to channelize those emotions and use them for productive purposes.
- c) Otherwise they exercise pressure on the person in the achievement of the goals

TEST YOUR KNOWLEDGE

1. Differentiate your personal competence from social competence with your recent experience.
2. Which context of interpersonal communication deals with 'Psycho-Social' aspect of communication?
3. "Once a word goes out of your mouth, you can never swallow it back". Justify this statement with your recent experience.
4. Listening & Hearing are one and the same? Comment
5. How can you know that your subordinates have listening ability or not?
6. "EQ influence human beings than IQ" – discuss with suitable examples.
7. Which helps to keep disruptive emotions and impulses under control?
8. Explain cultural context of interpersonal communication with suitable examples?

THE END

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