

# INTERPERSONAL SKILLS

## WHAT ARE INTERPERSONAL SKILLS?

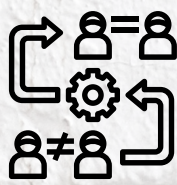
Interpersonal skills are all the behaviors that allow you to work well with others.

## DIFFERENT TYPES OF INTERPERSONAL SKILLS

### Communication



### Conflict Management



### Empathy



### Leadership



### Listening



### Negotiation



### Positive Attitude



### Teamwork



## IMPROVING INTERPERSONAL SKILLS



### Increase Confidence

Confidence makes it easier for you to express your ideas. Jot down some of your strengths. Keep the list handy and look over it periodically to remind yourself what you have to offer.

### Ask for Feedback



Ask your colleagues for feedback on your interpersonal skills. Take in what they say and use it to help yourself improve.

### Listen Then Ask Questions



Practice listening more in a conversation

### Put Yourself in Their Shoes



Try not to act too quickly and put yourself in the other person's shoes. If something seems to be making them upset, try to understand why and how you can help.

### Take a Class



Local universities or adult education centers may provide relevant courses to help.