



## What are Interpersonal Skills?

Interpersonal skills are essential for good communication, but they don't come naturally to everyone. They are skills that will help you to work better, and more effectively with your colleagues and have the potential to improve your customer service skills. But what are they?

Interpersonal skills are: being able to greet people, being able to join in activities with others, beginning and continuing a conversation, the ability to resolve conflict when necessary. Further to this interpersonal skills can also mean reading social cues and working collaboratively with others.

So, how do you develop your interpersonal skills? We hope that the ideas below will help.

**Have a smile on your face:** Try to maintain a positive attitude

**Appreciate others:** praise others with kind words of encouragement. Say thank you.

**Meeting new people:** try to remember a person's name when you meet them for the first time. If you don't often meet new people, consider joining a club or group, or doing some volunteering.

**Ensure that you listen:** practice listening to others. We have two ears and one mouth which indicates we should often do more listening than speaking. Ensure that you really listen to what others have to say.

**Resolve conflicts:** instead of joining in, look to see how a situation can be resolved.

**Communicate clearly:** try to think before you speak to make sure you say exactly what you want to say. Don't blurt out impulse comments, instead ensure you give a considered answer.

**Think about how the other person is feeling:** This is also known as empathy. Try to understand how a situation appears to another person. In order to do this you need to stay in touch with your own emotions otherwise you will find it hard to empathise with others.

**Don't complain:** choose one or two close friends to chat to about your complaints and concerns. It creates a negative atmosphere when you are surrounded by others often complaining.

**Public Speaking:** Practice giving a presentation or speech to a close friend or colleague, the more practice you have the better you will become. If you are happy to ask for constructive criticism and feedback it will improve your skills even further. Consider joining toastmaster – an organisation that will get you speaking in front of a crowd.

Working well with others involves understanding and appreciating individual differences. Improving your interpersonal skills takes time and practice. Don't be afraid to take risks, take small steps. We hope that as you develop your interpersonal skills you will feel more confident when filling in application forms, writing your CV and attending interviews.

How useful was this information sheet tot you? Let us know your feedback. Please contact [Jobsplus@hyde-housing.co.uk](mailto:Jobsplus@hyde-housing.co.uk)

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