# Developing Interpersonal Attitudes and Skills – An imperative for corporate

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## Abstract:

*Today's key problem is the interpersonal attitude found everywhere in the world. Due the lack of proper attitude and behaviour conflicts are used to be arises everywhere such as organizations, departments, political parties, employees, society and individual home. Today it has become critical for the organization to maintain the interpersonal relationship among employees. Production organisations, service institutions, educational institutions, hospitals, transport organisation, etc have been suffering a lot due to the lack of attitude and skill to behave properly with the fellow colleagues, friends, strangers. Interpersonal attitude and skill are the quality possesses by a person to properly interact with others. In business domain, it is highly prerequisite ability of each and every employee. For the smooth functioning and continual growth of any organisation, it is very much essential to maintain interpersonal relationship among the employees. Organizations are used to conduct seminars, workshops, cultural activities to interact the employees and their families in a different environment at a common platform which helps them to become closer/open regardless of office conflicts. It helps a lot in resolving conflicts among employees and energises them to work together.*

## Keyword:

Attitude; skill; conflict; interpersonal,

## Introduction

An interpersonal skills and attitudes are the quality of an individual that is required to use to communicate with another person in day to day activities. It includes everything from communication and listening skills to attitude and deportment. The term refers to the character traits possessed by an individual rather than skills that may be taught. In an organization, employees having good interpersonal skills are supposed to be more productive than those having poor interpersonal skills due to their tendency to project a positive attitude and think for the possible solutions to the problems.

Interpersonal skill may be defined as the skills used by a person to properly interact with others. In the business domain, the term generally refers to an employee's ability to get along with others while getting the job done. Interpersonal skills include everything from communication and listening skills to attitude and deportment. Good interpersonal skills are a prerequisite for many positions in an organization.

Interpersonal skills also called life skills are used to communicate/interact with other people both individually and in groups. Working personnel with strong interpersonal skills are usually more successful in their professional as well as personal lives both. Employers are also used to seek employees/staffs with strong interpersonal skills for hiring in their organization. They need people who will work well in a team and be able to communicate effectively with their colleagues, customers and clients.

Interpersonal Skills should be so natural that one may take them for granted and do not think about how to communicate/interact with other people or group of peoples in the society or in an organization. These skills can be developed by continuous effort and spending a little time. Good interpersonal skills can improve many aspects of the human life both professionally and socially. They lead to better understanding and relationships among the people.

A list of Interpersonal Skills Includes followings:

- **Verbal Communication** - What to say and how to say it.
- **Non-Verbal Communication** - What to communicate without words, body language.
- **Listening Skills** - How to interpret both the verbal and non-verbal messages.
- **Negotiation** - Working with others to find a mutually agreeable outcome.
- **Problem Solving** - Working with others to identify, define and solve problems.
- **Decision Making** – Exploring and analysing alternatives to make sound decisions.
- **Assertiveness** – Communicating our values, ideas, beliefs, opinions, needs and wants freely.

There are a variety of skills that can help us to succeed in different areas of life. However, the foundations for many other skills are built on strong interpersonal skills since these are relevant to our personal relationships, social affairs and professional lives. Without having good interpersonal skills it is often more difficult to develop other important life skills.

Sometimes Interpersonal skills may also be referred as Social Skills, People Skills, Soft Skills, and Communication Skills or life skills. Although these terms can include interpersonal skills they tend to be broader and therefore may also refer other types of skills. Unlike specialised and technical skills (hard skills), interpersonal skills (soft skills) are also used every day and in every area of our lives. Interpersonal skills are not just important in the workplace, our personal and social lives can also benefit from better interpersonal skills. People with good interpersonal skills are usually perceived as optimistic, calm, confident and charismatic.

Attitude is a predisposition or a tendency to respond positively or negatively towards a certain idea, object, person, or situation Learn to Listen. It is the way we present ourselves in a particular situation. For example if we are on a ramp for the fashion show attitude is what we need to be the best in that field and vice versa. When we show our attitude in office in a negative manner we may lose the job. Attitude influences an individual's choice of action, and responses to challenges, incentives, and rewards.

An attitude is a hypothetical construct that represents an individual's degree of like or dislike for an item. Attitudes are generally positive or negative views of a person, place, thing, or event-- this is often referred to as the attitude object. People can also be conflicted or ambivalent toward an object, meaning that they simultaneously possess both positive and negative attitudes toward the item in question.

Following four elements may be considered as major components of attitude:

(1) Affective: emotions or feelings.
(2) Cognitive: belief or opinions held consciously.
(3) Combative: inclination for action.
(4) Evaluative: positive or negative response to stimuli.

Both personal characteristics and environment play a role in interpersonal attitude. A major determinant of attraction is closeness, or physical proximity. People who come into contact regularly and have no prior negative feelings about each other generally become attracted to each other as their degree of mutual familiarity and comfort level increases. The situation in which people first meet also determines how they will feel about each other. One is more likely to feel friendly toward a person first encountered in pleasant, comfortable circumstances.

Personality is another determinant of interpersonal attitude. In areas involving control, such as dominance, competition, and self-confidence, people tend to pair up with their competitors. People incline to others who are like themselves in terms of characteristics related to affiliation, including sociability, friendliness, and warmth. Another important factor in interpersonal attraction, especially during the initial encounter, is that of physical appearance, even among members of the same sex.

**Developing Interpersonal Attitudes and Skills**
Some tips are given as under for how to develop effective interpersonal attitudes and skills:

**Listening as a Learner**
Listening is one the essential attitude for learning. As a learner one should always express deep respect towards the preceptor/trainer/others. Listening is not just as hearing. Pay attention and take time to listen carefully with positive attitude to understand what others are saying through both their verbal and non-verbal communication. Listening is the ability to accurately receive and interpret messages in the communication process. Getting respect is not a necessity for facilitator but giving

respect is a necessity for the learner. In corporate it is very important to listen others with learning attitudes even though having the knowledge. In any organization success is not possible without mutual cooperation among the employees at all levels. Mutual cooperation is possible only if the employees possess interpersonal attitude and learning skill in them.

Respectfulness is not an intellect base factor, it is an emotion-a positive emotion. One of the reasons for depleted psychological energy level at workplace is too much of mind-talk and too much of heart-talk. Respectfulness shown to the person providing learning is an attitude which helps the learner to get the best possible out of the person providing learning. It is the key to all effective communication, without the ability to listen effectively messages are easily misunderstood, lead to communication break down and sender of the message can easily become irritated. Whenever interact with people or group of people, one should always listen others patiently and try to understand what they are trying to say. Once the subject of the discussion understood clearly, one may participate in the discussion effectively. A greater number of friends and social networks, improved self-esteem and confidence, higher grades at school and in academic work and even better health and general well-being. Studies have shown that, whereas speaking raises blood pressure, listening brings it down.
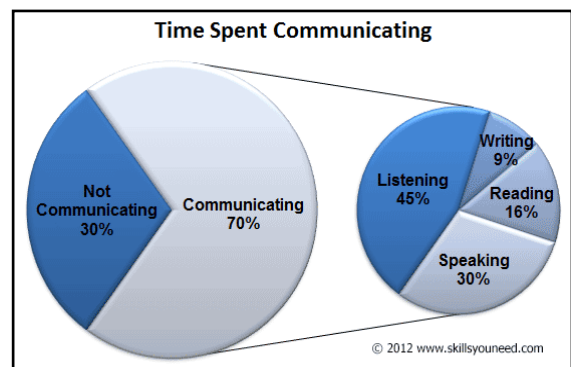


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## Choose right Words

Whenever talk to others, one should be aware of the words using to present his/her feelings**.** One should not misunderstand or confuse the issue. Practise clarity and learn to seek feedback to ensure your message has been understood. Encourage others to participate in discussion and use appropriate questioning to develop your understanding. Verbal Communication, introduces the subject, one may also be interested in Effective Speech for tips on how to use your voice to full effect and questioning which can help you encourage communication in others and clarify what they have said.

## Be Relax

During the discussion or communication with an individual or group, generally people are used to get nervous. When we are nervous we tend to talk more quickly and therefore less clearly.  Being tense is also evident in our body language and other non-verbal communication. Instead, try to stay calm, make eye contact and smile.  Let your confidence shine.

## Clarify

When you talk to the individual or in a group, always show your interest in the people there. Try to raise appropriate questions and seek clarification on the points that could be easily misunderstood. One should get excited during the discussion. Be relax and calm and understand the abstract of discussion.

## Be Positive

One should try to remain positive and cheerful.  People are much more likely to be drawn to you if you can maintain a positive attitude. Always try to be positive during the interaction especially to interact with an angry and disturbed person who boasts himself and also on higher position in the organization.

## Empathise

When we participate in a discussion people may have different points of view on the topic. We should try to understand the other's views and try to see things from their perspective. One may learn something whilst gaining the respect and trust of others.

## Understand Stress

We should learn to recognise, manage and reduce stress in ourselves and others. Although stress is not always bad, it can have a detrimental effect on our interpersonal communication. Learning how to recognise and manage stress, in ourselves and others, is an important personal skill.

## Learn to be Assertive

We should aim to be neither passive nor aggressive. Being assertive is about expressing your feelings and beliefs in a way that others can understand and respect. Assertiveness is fundamental to successful negotiation.

## Reflect and Improve

Always think about previous conversations and other interpersonal interactions, learn from the mistakes made and successes. Always keep a positive attitude but realise that you can always improve our communication skills.

## Working in Groups

We often find ourselves in group situations, professionally and socially. Learn all about the different types of groups and teams.

## Negotiation

Negotiation is the way by which one may settle differences with others. It is a process by which compromise or agreement is reached while avoiding argument and dispute. In any disagreement, individuals understandably aim to achieve the best possible outcome for their position. However, the principles of fairness, seeking mutual benefit and maintaining a relationship are the keys to a successful outcome. Specific forms of negotiation are used in many situations: international affairs, the legal system, government, industrial disputes or domestic relationships as examples. However, general negotiation skills can be learned and applied in a wide range of activities.  Negotiation

skills can be of great benefit in resolving any differences that arise between you and others. In order to achieve a desirable outcome, it may be useful to follow a structured approach to negotiation. For example, in a work situation a meeting may need to be arranged in which all parties involved can come together.

The process of negotiation includes the following stages:

1. Preparation
2. Discussion
3. Clarification of goals
4. Negotiate towards a Win-Win outcome
5. Agreement
6. Implementation of a course of action

### Problem Solving

Problem solving skill represents our attitude towards accepting the challenges and solving the given problems. This shows our ability to solve the problems using your creativity, reasoning, expertise and past experiences.

### Be Flexible and Adaptable

Flexibility and adaptability are the ornaments of a human being, especially working person. A flexible person can work in any environment. This shows the versatility of working under any circumstances /environment. The person having flexibility and adaptability works more efficiently and effectively and popular in both in the society as well as in the working organization. This skill shows your ability to adapt to the changing working conditions and work assignments. It deals with the openness to new ideas and concepts, working independently or as part of the team to work on multiple tasks.

### Be Appreciative

Almost every human being likes to hear something good about him/her. Keep the appreciative attitude towards others. We should always try to keep cheerful environment surrounding us at the workplace which helps in increasing the work efficiency as well as productivity.

Mentioning such skills in resume will make the employer to understand about our quality of maintaining the friendly work environment.

### Decision Making Skills

Everybody face the situations in their lives where they need to take decisions. Sometimes it is very tough situation when we have to take such decision that may be helpful to some people and harmful to the other. In such situations our decision-making skills helps in taking the appropriate decision in favour of the company whenever needed. In society also we encounter situations where we need to take unbiased decisions. A right decision may be dividend for any organization where as a wrong decision can be disaster. In corporate appropriate decision at a specific time in a specific situation is the key for the growth of the organization.

### Conflict Resolution

Conflict or interpersonal conflict, is a fact of life and a very common phenomenon which is used to arise during the discussion, workplace, playing, etc. It often emerges more when people are stressed, for example, when there are changes on the horizon, or when everyone is under pressure because of a looming deadline. However, conflict can also arise in relationships and situations outside work. Resolution of conflict in ways that lead to increased stress can be detrimental to the health. Improper conflict management may also lead to the stress and also cause to many health problems like hardening of the arteries, leading to increased risk of heart attacks, and high blood pressure.

Generally conflicts may be categorised in to following three types:

- **Personal** or **relational conflicts**: These are usually about identity or self-image, or important aspects of a relationship such as loyalty, breach of confidence, perceived betrayal or lack of respect.

- **Instrumental conflicts**: These are about goals, structures, procedures and means: something fairly tangible and structural within the organisation or for an individual.
- **Conflicts of interest:** It is concerned the ways in which the means of achieving goals are distributed, such as time, money, space and staff. They may also be about factors related to these, such as relative importance, or knowledge and expertise. An example would be a couple disagreeing over whether to spend a bonus on a holiday or to repair the roof.

Resolving conflicts in the beginning stage is usually easier, because positions are not so entrenched, others are less likely to have started to take sides, and the negative emotions are not so extreme. The best way to address a conflict in its early stages is through negotiation between the participants. Later on, those in conflict are likely to need the support of mediation, or even arbitration or a court judgement, so it's much better to resolve things early.

Mediation is the involvement of an impartial third party to support and help those involved in a conflict to find a resolution. The key difference between negotiation and mediation is that in negotiation, the parties involved work out their own agreement. In mediation, they have the support of the third party, the mediator, to help them come to an agreement.

Mediation, whether formal or informal, can often help solve conflicts that have gone beyond the negotiation stage.

It is inevitable that, from time-to-time, conflict and disagreement will arise as the differing needs, wants, aims and beliefs of people are brought together. Without negotiation, such conflicts may lead to argument and resentment resulting in one or all of the parties feeling dissatisfied. The point of negotiation is to try to reach agreements without causing future barriers to communications.

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