a tour of skills needed for life

introducing
INTERPERSONAL SKILLS
3 COMPANIES HIRING (COACHING, MARKETING, CONSULTANCY)
HARD SKILLS/ TECHNICAL OTHER CORE SKILLS: INTERPERSONAL

Tools people use to interact and communicate with individuals in any environment/situation
Areas of Interpersonal Skills

1. Verbal Communication
2. Non-verbal communication
3. Listening skills
Areas of Interpersonal Skills

4 Negotiation
5 Problem-solving
6 Decision-making
Areas of Interpersonal Skills

Assertiveness
Verbal Communication

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orders & directions

Words
Tone & manner

Verbal Communication
Non-verbal communication

Expressing; body language and hand gesture
Frowns, angry stares vs. smiles and clearly speaking, body language (hand to explain)
Listening skills

Hear vs. listen / attentively hear and process info correctly
Be a Good Listener

- Eyes are on the speaker
- Brain is thinking about what is being said
- Mouth is quiet
- Ears listen carefully
- Hands are still
- Feet are still
Negotiation

- Discuss
- Reach agreement
- Professional manners
- Solutions

WIN - WIN
Problem-solving
Decision-making
ASSERTIVENESS

Stand up for rights, calm & positive way.
Discover yourself

https://www.skillsyouneed.com/ls/index.php/343479
All the best