


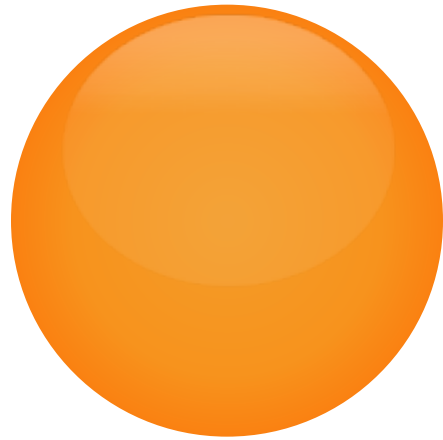
a tour of skills needed for life 



introducing

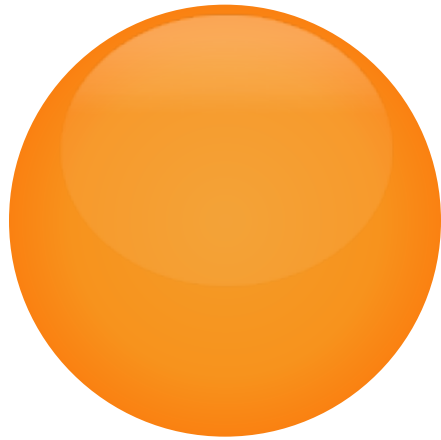
INTERPERSONAL SKILLS





3 COMPANIES HIRING (COACHING, MARKETING, CONSULTANCY)

Exercise 



HARD SKILLS/ TECHNICAL OTHER CORE SKILLS: INTERPERSONAL

Tools people use to interact and communicate with individuals in any environment/ situation



Areas of Interpersonal Skills



Areas of Interpersonal Skills



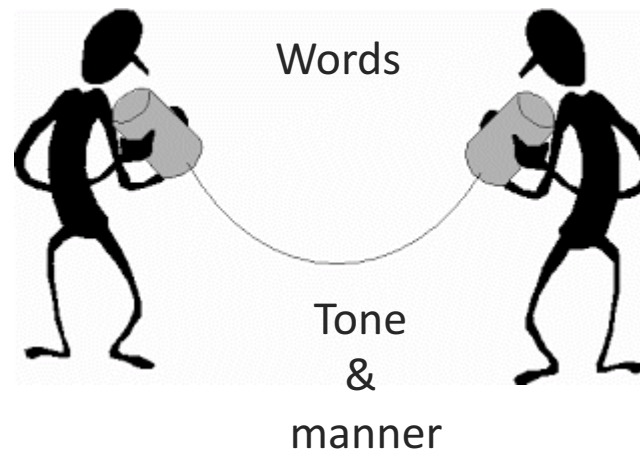
Areas of Interpersonal Skills





Verbal Communication

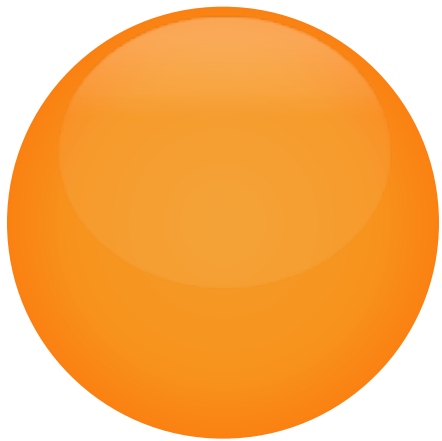
orders
&
directions





Non-verbal communication

Expressing; body language and hand gesture



Defensive



Arrogance



Annoyed



Irritated



Happy



Confused



Worried



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



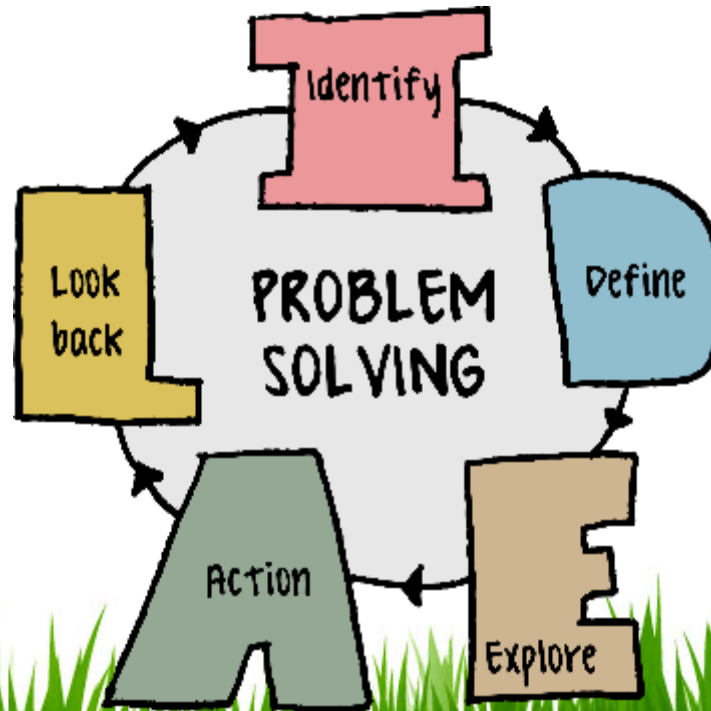
Discuss
&
Reach
agreement

Professional
manners

solutions

5

Problem-solving



Blamestorming



Decision-making





ASSERTIVENESS



X Passive
X aggressive

Stand up for rights, calm & positive way. 



<https://www.skillsyouneed.com/ls/index.php/343479>

Discover yourself





All the best

