



Code	Subject Title	Cr. Hrs	Semester
COMM-303	Interpersonal Skills	3	V
Year	Discipline		
3	Commerce		

UNIT 1: INTRAPERSONAL EFFECTIVENESS

Journey into self-awareness

- what is self-awareness
- benefits of self-awareness
- how to gain self-awareness
- self-analysis
 - a. Behavior
 - b. Personality
 - c. Attitudes
 - d. Perceptions
- others' perceptions
- self-disclosure
- diverse experience

Self-disclosure and trust

- what is self-disclosure
- benefits of self-disclosure
- fears associated with self-disclosure
- the role of self-disclosure in increasing self-awareness
- what is trust?
- the role of trust in organizations
- organizational trust-builders
- a note of caution

Establishing goals by identifying values

- what is goal-setting?
- why is goal-setting important?
- key behaviors for effective goal-setting
- clarifying values
- writing effective goals and goal-setting strategies

Self-management

- what are time and stress management and why they are important?
 - time management
 - stress management
 - why is management of our time and our response to stress important?
 - strategies for time and stress management
 - types of stress
 - responses to stress
 - organizational responses to stress
 - how to manage stress
 - overcoming fear of failure
 - the role of emotional intelligence
 - emotional intelligence and workplace performance



UNIT 2: INTERPERSONAL EFFECTIVENESS

The importance and skill of Listening

- what is listening?
- the importance of active listening
- active listening and organizations
- barriers to effective listening
- characteristics of active listening
- nonverbal communication

Conveying verbal messages

- what is communication?
- the communication channel
- effective media selection
- information richness and media selection
- barriers to communication
 - i. information overload
 - ii. time
 - iii. filtering
 - iv. emotions
 - v. message congruency
- assertive communication
 - how to communicate assertively
 - taking responsibility and "I" messages

UNIT 3: UNDERSTANDING AND WORKING IN TEAMS

Negotiation

- What is negotiation and why is it important?
- Why do we negotiate?
- benefits of honing negotiation skills
- integrative and distributive bargaining strategies
- five stages of negotiating
- strategies for negotiating effectively
 - a. scripting
 - b. framing
 - c. managing
- Additional tips for effective negotiating
- special situations in negotiations
- third party negotiations
- global negotiations

Building teams and work groups (facilitating team)

- What is team work?
- Why teams?
- potential limitations of teams
- types of team
- team developmental stages
 - i. forming
 - ii. storming
 - iii. norming
 - iv. performing



v. adjourning

- characteristics of high performance teams
- tips for effective teams
- why teams fail

Managing conflict

- What is conflict?
- Why is conflict management important?
- sources of interpersonal conflict
 - a. limited resources
 - b. differences in goals/objectives
 - c. miscommunication
 - d. differing attitudes, values, and perceptions
 - e. style differences
- conflict management strategies
- conflict prevention techniques

Effective meetings

- the importance and benefits of meetings
- problems with meetings
- strategies for effective meetings
 1. before the meeting
 - clarify the purpose of the meeting
 - decide who should participate in the meeting
 - develop a plan for the meeting
 2. during the meeting
 - pay attention to process
 3. after the meeting and between meetings

UNIT 4: LEADING INDIVIDUALS AND GROUPS

Project management

- What is project management?
- Why project management?
- benefits of project management
- eight steps to managing projects
 - i. define project objectives and scope
 - ii. determine project participants and stakeholders
 - iii. develop a time line or work plan
 - iv. establish check points and control mechanisms
 - v. identify and obtain necessary resources
 - vi. determine how project results will be measured
 - vii. set up an ongoing communication system
 - viii. debrief and evaluate the process and results at project end
- project management tools

RECOMMENDED BOOKS

- **INTERPERSONAL SKILLS AT WORK** BY JOHN HAYES
- **INTERPERSONAL SKILLS IN ORGANIZATIONS** BY SUZANNE C.