

INTERPERSONAL RELATIONS

and

INTERPERSONAL SKILLS

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Why a Program on Interpersonal Relations ?

Interpersonal relations are important for our **physical** and **emotional well-being**. They can help us feel **happier, more secure, respected and less lonely**.



IMPORTANCE

- **Good Interpersonal Relations** help us navigate our world, face challenges, celebrate wins and overcome stressful situations.
- **Good Interpersonal Relations** generate a sense of openness, generosity and goodwill.
- **Good Interpersonal Relations** are one of our greatest blessings.

IMPORTANCE

Research on successful individuals shows that they attribute their **success** to:

85 % to **interpersonal skills** and

15 % to **technical skills**

WHAT IS INTERPERSONAL RELATIONSHIP?

An interpersonal relationship is a **strong, deep, close association or acquaintance** between two or more people.

This includes in it -

family, kinship relations, friends, colleagues, neighbours, relations with associates, and places of worship.

First let us see how we live our Life:

We live our life in five(5) stages:

- as a **Student** (child / adult)
- as an **Employee** (in an organised sector or self-employed)
- as a **Husband or Wife**
- as a **Parents** and
- as a **Citizen**

■ In all the above phases of life we need good interpersonal relationship

But in all these five stages, many of us encounter problems :

- **Children brought up in an atmosphere where parents are always, play-blame-game, with each other, their children, bring bad reports, not only from school, colleges, but from society too, thus multiplying more problems.**
- **Working parents don't have enough time for proper rearing-up of their children with the result they are spoiled and become problem.**

**Children need parents in their formative years.
Parents must spend quality times with their children.**

Many marriages, celebrated with excitement and beauty, at huge expense, turn sour and end in separation..

Let us see how good IPR helps at School /college level:

- ❖ At school, interpersonal skills help students clear their doubts, develop friendly relations with their classmates, develop teamwork and collaborative attitude, improve their presence of mind and enhance their memory.
- ❖ A good IPR at school or college level can significantly benefit a student by fostering a positive learning environment, enhancing collaboration on projects, improving communication with teachers and peers, boosting self-confidence, providing emotional support, and ultimately leading to better academic performance and a greater sense of belonging within the institution.

At workplace:

- ❖ The workplace retains a central role in many people's lives.
- ❖ People, in general, spend more time at work than on any other daily activity. It is vital that individuals within any organization, feel connected & supported by peers, subordinates, and leaders.

Good interpersonal relationships at workplace :

- ❖ Fosters a positive culture due to increased levels of trust and respect among colleagues.
- ❖ Improve employee morale, productivity, teamwork, and overall job satisfaction.

خوشی خوشی کام پر جاتے ہیں اور .

خوشی خوشی واپس گھر آتے ہیں۔

● To-days citizens, due to poor interpersonal relations, confront threats in life, such as:

- ◆ poor relations with kins, children, neighbors,**
- ◆ threats due to cultural pollution,**
- ◆ due to religious biases,**
- ◆ scarcity of resources,**
- ◆ unclean environment,**
- ◆ corruption, etc.**

- **We do not want any of these adversities happen to us.**

Do we ? No.

- **We all want to succeed, in all the five spheres of life.**
- **But that can happen only, when we learn about, Life Management skills.**
- **One such skill is Inter-personal Relationship skill. Of course, high EQ helps a lot.**

IMPORTANCE

- **Interpersonal relationships and skills are crucial for all the aspects of human life, impacting emotional, social, and even physical well-being of self , family and at social circles**
- **Interpersonal skills are the **life skills**, we use every day, to communicate and interact with other people, individually and in groups.**

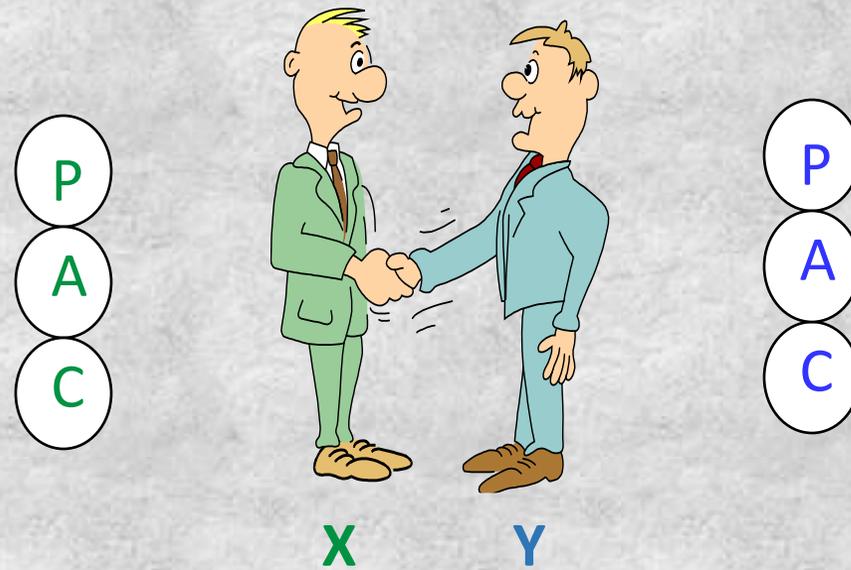
- **People with strong ‘interpersonal skills’, are usually more successful, in both their professional and personal lives.**

They are perceived as calm, confident and charismatic , the qualities that are often endearing or appealing to others.

- **Interpersonal skills are also sometimes referred to as soft skills or people skills.**

COMMON FORMS OF SOCIAL EXCHANGES

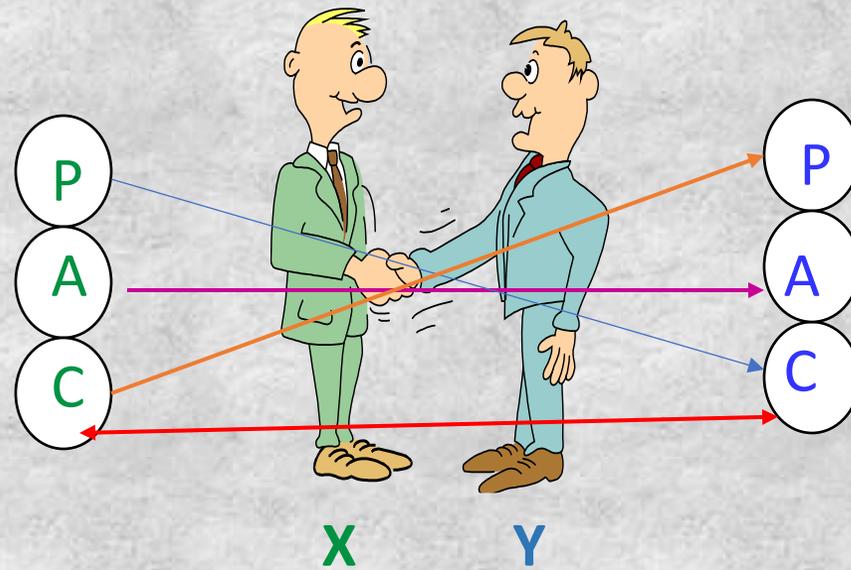
Transaction between persons



P-Parent ; A-Adult ; C-Child

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COMMON FORMS OF SOCIAL EXCHANGES

Human hunger for strokes

- Every person has the need to be talked, touched, to be recognized or appreciated by others.



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Need to be guided



Need to be appreciated



Need to be recognised

- These biological and psychological needs are called **“hungers”** / **“strokes”**.

WHAT IS INTERPERSONAL RELATIONSHIP ?

❖ Interaction with others

Components include :

- **Developing / Maintaining Rapport**
- **Listening to others attentively**
- **Displaying sensitivity**
- **Eliciting Feelings and Ideas**
- **Presenting Feedback**

A PERSON UTILIZING INTERPERSONAL SKILLS

- Shows Interest in Others
- Is Supportive in his behaviour
- Rephrases to show Understanding
- Respects Privacy of self and others
- Expresses a Willingness to Listen

A PERSON UTILIZING INTERPERSONAL SKILLS

- **Ask open-ended questions** asking questions is an art 71
What , Where , Why, When , Who, How (5Ws & 1H)
- **Discuss issues rather than persons,**
- **Requests for more input, when in doubt,**
- **Is specific and solution oriented.**

INTERPERSONAL RELATIONS

A MATTER OF REALISATION

◆ A person is a biological rarity.

◆ He is important in God's scheme of things.

but

“You are not important” “I am”

..... attitude prevails.

- **The other person, regardless of his status, his income, his colour of skin, his cast, his height, is important.**

- **People do more for you when you make them feel important.**

Unfortunately **“Me, Myself & I”** culture is prevalent or common.

Like :

“ ‘I would say’, ‘here is my idea’ and ‘I think it is the best idea’ and ‘I get annoyed when people disagree with me’ ”

Suggestion :

Stop hogging the spotlight and let others shine too.

Effects of showing interest in others

- ◆ customers will buy more from you,
- ◆ employees will work harder for you,
- ◆ associates will go out of their way to co-operate with you,
- ◆ your boss will do more to help you
- ◆ your life partner will love you more

The only requirement from you, is :

make them feel important

Rejoicing in another's Happiness is a sign of Good Interpersonal Skill

An example how to be happy in another's happiness:

“My inner child(CC & RC of TA) got upset and my heart sank,” recalled Ms. Suman, a teacher and educator from Madras University, when she heard that her friend passed the IAS exam, in her first attempt, whereas she had failed the same test .

She collected courage, shifted her attitude from feeling **jealous**, she called her friend and told that: “I failed the same test” ; she further said but ----

“I share your happiness and congratulate you” and told her that she inspired her.

(example of switching over from **Rebellious Child Mode** to **Adult /NP Mode-TA**)

Finding pleasure in another person's good fortune is what social scientists call "freudenfreude," a term (inspired by the German word for "joy") that describes the bliss we feel when someone else succeeds, even if it doesn't directly involve us. Freudenfreude is like social glue, it makes relationships "more intimate & enjoyable."

In German Language there is a word FREUDENFREUDE pronounced as feuden fued)

दूसरे की खुशी या सफलता पर खुशी मनाना

دوسرے کی خوشی یا کامیابی میں خوش ہونا

You will find this word written in industries in Germany like Thiruvalluvar quotes in TN)

A Few Tips To Follow to improve IPR and for becoming a likeable person



1- PRACTICE APPRECIATION

- **Make it a rule to let others know you appreciate what they do for you.**
- **Practice appreciation with a warm, sincere smile.**
How you greet people by saying **Good Morning, Salam**
- **Practice appreciation by letting others know how you depend on them.**

An earnest remark like:

“Shushma, I don’t know what I’d do without you” makes her feel good.
Sharu Rangnekar to his wife

● **People thrive on compliments whether 6 or 60; 9 or 90.**

Example: A widow.....

Be generous, Compliment people on little things:

● **for their appearance,**

(example: you are wearing a nice shirt ,
you are looking smart etc.

.... But not likeji : Binny you are wearing a nice pantie

● **the way they do their routine work,**

e.g.: you are very systematic; I like the tea you make

● **for their ideas,** e.g. you are really a creative person

● **for their loyal /sincere efforts.**

Unfortunately,

Majority of people are:

'miser' in appreciation and
'generous' in **criticizing** others

- ◆ **“When was the last time that you surprised your wife with a special gift or a word ?”**
- ◆ **Some men wonder why their wives no longer treat them like Mr. King , with a crown !**
- ◆ **I want each of you to discover what a little unexpected remembrance will do, to build, a better home environment.**

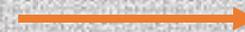
- ◆ “To-day, just to see the how power of praise do wonders.

Spend just ten - fifteen (10-15) rupees and take a long-stemmed red rose to your wife and then tomorrow morning tell us what happened.”

Note: It matters how you hand over it to her.

- ◆ **Do something special for your family often.**
It is not a costly gift but it's thoughtfulness that counts.

But not like this



2-PRACTICE CALLING PEOPLE BY THEIR NAMES

(of course, to your peers, juniors, friends , etc. and **Not** to your Seniors)

- **People like to be called by name. It gives everyone a boost, to be addressed by name.**

Incident: Syt GD Birla and the worker Akhlaque , Chandan Singh
Mr.G.C.Jain / President Himmatramkaji

- **Pronounce the name correctly, and spell it correctly.**

3-SHARE GLORY, SHOULDER RESPONSIBILITY

“Give credit, take blame”;

means that:

when something goes well, you should acknowledge and praise the contributions of others ("give credit"),

while when something goes wrong, you should accept responsibility and take the blame yourself, even if you weren't solely responsible;

it is the quality of a good leader , who prioritizes team success over personal glory.

4. PRACTICE SELF-CONTROL (*BARDASHT*)

Self Control means keeping disruptive Emotions and Impulses in check.

Mike Tyson, during heavy weight boxing title match, in 1997, lost his self control that he bit off a chunk of Holyfield's ear. It cost him 3 million USD penalty and a year's suspension from boxing.

People with this competence of **self control**:

- **Manage their impulsive feelings and distressing emotions well.**
- **Stay calm, composed and positive even in trying moments.**

Example : Total Blackout of the Plant; Rajiv Gandhi when told about IG assassination

- **Think clearly and stay focused under pressure.**

P-A-C

5-LEARN TO LIVE HARMONIOUSLY WITH SELF AND WITH OTHERS.

BE A LIKEABLE PERSON

- ◆ The more harmonious the work environment , higher the productivity, less tension and fewer mistakes.
- ◆ One has to be in peace with oneself and for doing this, **accept people as they are, not as you desire them to be.**
- ◆ Let us understand that we are interdependent that success depends on the **support of other people.**

Suggestions :

6- KEEP IN MIND THE FACT THAT NO PERSON IS PERFECT

Some people are more nearly perfect than others, but no man is absolutely perfect.

The most common human quality about human beings, is that they make mistakes, all kinds of them.

7. RECOGNIZE THE FACT THAT THE OTHER FELLOW HAS A RIGHT TO BE DIFFERENT

- ◆ **Never play God about anything.**
- ◆ **Never dislike people because:**
 - **their habits are different from your own, or**
 - **they wear different clothes, or**
 - **they follow different religion than yours',**
 - **they eat the food they like etc.**

Accepts people for what they are, and not as you desire them to be.

There are neither 100 per cent Good nor 100 per cent Bad.

It would be a dull world, if people were all alike and everybody was perfect.” Gulistan mein Kahin bhi phool ek jaisey nahin hote

Note this simple but key fact:

- **No person is all good and no person is all bad.**
- **The perfect person just doesn't exist.**

8-DON'T BE A REFORMER.

- Put a little more **“live-and-let-live”** approach into your philosophy .
- Most people intensely dislike being told **“you are wrong.”**
- You have a right to your own opinion, but sometimes it's better to keep it to yourself.

Remember: Kindness pays

TEN COMMANDMENTS OF HUMAN RELATIONS

1. Speak to people

There is nothing as nice as cheerful word of greeting.

2. Smile at people

It takes 72 muscles to frown only 14 to smile

3. Call people by name

The sweetest music to anyone's ears is the source of his or her own name.

4. Be friendly and helpful

If you want friends be friendly with others

5. Be cordial

Speak and act as if every-thing you do is a genuine pleasure for you

6. Be genuinely interested in others

You can like almost everybody if you try

7. Be generous in praise & cautious in criticism

People generally remember the impolite words you spoke about them

8. Be considerate

There are generally three sides of feelings to any controversy:

Your's , the Other person's and the Right side.

9. Be alert to others needs

What counts most in life is what you do to others

10. Add to this

**A good sense of humour,
A big dose of patience,
A little dust of humility,
The intoxicant of love thus
prepared, Will last forever.**

You Will be Rewarded Manifold



**But Journey to Improve Interpersonal
Relations will continue**