INTERPERSONAL AND COMMUNICATION SKILLS

by:

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Meetings, calls, one-on-one conversation, conferences, repeat.

These are very normal for individuals who are in the management level considering that each day, their tasks require talking to people and co-managers, to stakeholders and other relevant persons who are being treated as clients. Interactions could never be avoided, and effective communication brought by excellent interpersonal skills will always help simplify the job.

According to Skills You Need (n.d), among the functions of interpersonal skills include information dissemination, influencing, making sense, forming contacts, maintaining relationships, giving emotional support, making decisions, anticipating behavior and regulating power. A survey conducted by the Association of Accounting Technicians (AAT) suggested that workers would eventually take down bigger compensation if this would mean that they are going to work with people who are not open for interpersonal communications such as accepting others' perspectives and suggestions and the like. Without the effective interpersonal skills, a manager may have difficulty in organizing his or her organization as well as demonstrating transactions externally.

When a leader possesses the interpersonal skills required, he or she is now able to act as moderator amongst the departments and eventually creating a positive workspace to everyone embraced by the concept of listening to every individual and being able to recognize dissimilar ideas. It must be noted that a manager must be the first to put up with whatever misunderstanding is happening, especially in cases where projects and
deadlines are up to be met. The organization has to be briefed of the goal and this will only be possible through effective communicative approach.

Leading a workspace composed of individuals possessing big differences from each other is hard and is a little too difficult to work out; however, through open communication and well-developed interpersonal skills, anyone could stand out and be given the podium with whatever creative idea he or she has. Leading different people is a complex task but lending an ear and opening the perspective are simple solutions.

Meetings, calls, interactions, repeat...but this time with less sweat and bigger skills.

References:


7 ways to improve interpersonal skills in the workforce. O.C. Tanner - Appreciate Great Work. (n.d.).