

# Interpersonal Skills

## Asking Questions Effectively:

1. **Ask!** Don't be afraid to ask questions.
2. **Ask open questions.** Open questions require a qualified response. Open questions are usually preceded by who, when, where, what, how, and why.
3. **Ask purposeful questions.** Ask questions with the goal of making the other person feel at ease. Some questions are designed to challenge the other person's thinking, and encourage a lively debate or deliberation.



## Communicate with Power (Verbally)

1. **Stick to the point.** Powerful communication is not about saying as many things as you can in a given period of time. Rather, it is about sticking to what is relevant to the discussion, and getting your message across in the shortest --- but most impact-laden --- way possible.
2. **Don't be too casual.** The use of paraphrasing, slang, street talk, and bad grammar can detract from your credibility, especially if you're mingling with potential clients, employers, and business partners.
3. **Emphasize key ideas.** Stress the highlights of your communication.
4. **Tailor-fit your communication to your audience.**
5. **Connect.** Power in communication is sometimes determined by the quality of your rapport with others.

## Body Language

Body language refers to the messages we send to other people through our posture, facial expression, gestures, and bodily movements.

**The following are some tips and techniques you can follow to be able to use body language effectively.**

1. Increase your awareness of your body language.
2. Know how certain behaviors are typically interpreted.
3. Practice! Practice! Practice!

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## Starting a Conversation

The following are some tips in starting a conversation:

1. Understand what holds you back
2. Know what you have to offer
3. Be interested about people
4. Create an arsenal of conversation starters
  - Introduce yourself
  - Comment on something in your immediate surroundings, maybe the location or the event you both are attending
  - Comment on something the other person/ people would find interesting
5. Relax

## The Four Levels of Conversation

- **Small Talk.** This is commonly referred to as the 'exchange of pleasantries' stage. In this level, you talk only about generic topics, subjects that almost everyone is comfortable discussing.
- **Fact Disclosure.** In this stage, you tell the other person some facts about you such as your job, your area of residence, and your interests.
- **Viewpoints and Opinions.** In this stage of the conversation, you can offer what you think about various topics like politics, the new business model ---or even the latest blockbuster. It helps then to read and be curious about many things, from politics to entertainment to current events.
- **Personal Feelings.** The fourth stage is disclosure and acknowledgment of personal feelings.

## Using Mnemonics

Here are examples of mnemonic devices you can use in name recall:

- **Clustering by Categories** - Grouping the items that you need to remember into categories can help you remember them better.
- **Visualizing Interactive Images** - Some people memorize better when they create a scene in their heads where all the items that they have to remember are interacting with each other in some active way.
- **Acronyms** - This is a method where you devise a word or expression in which each of its letters stand for a name.
- **Acrostics** - This mnemonic device follows the same logic as acronyms except that one forms a sentence rather than a single word to help one remember new words. For example one might remember '*all babies cry loudly*' for Allan, Betty, Chris and Lisa.