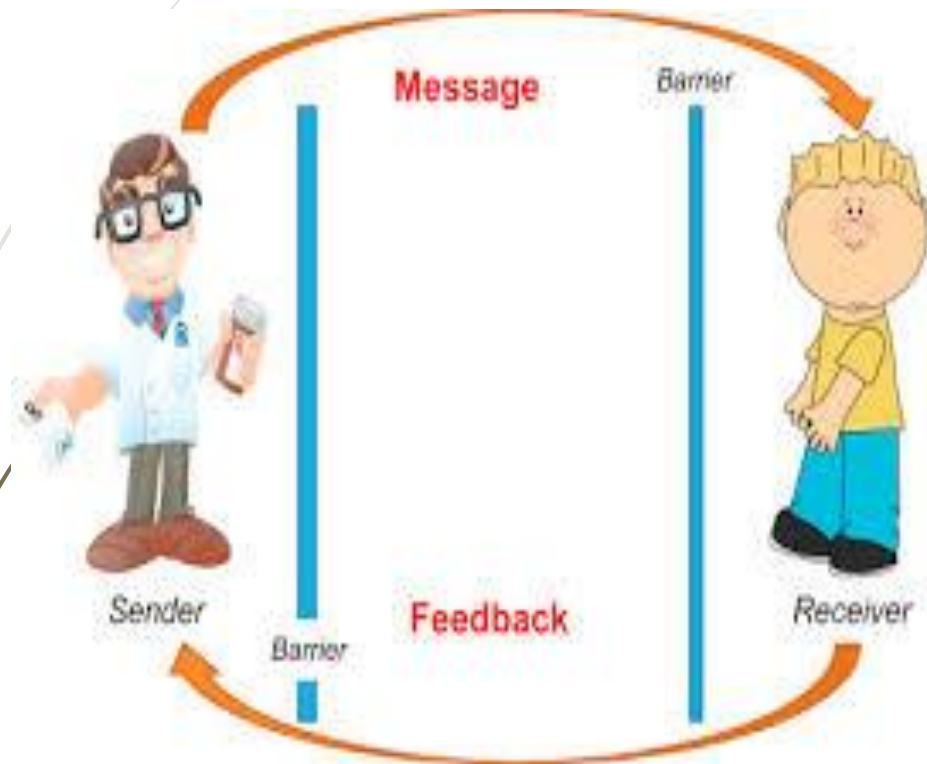


# Interpersonal communication



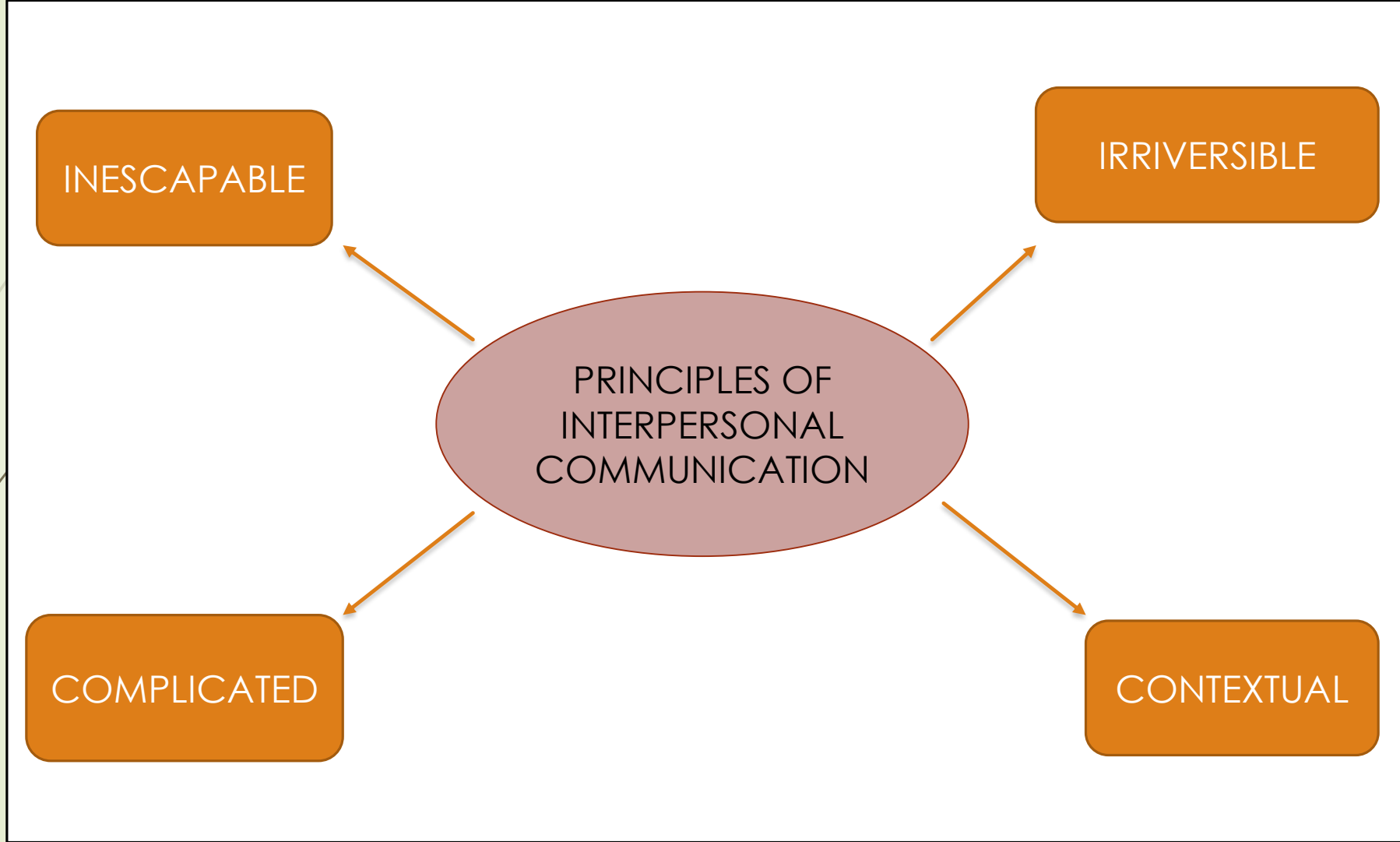


- The process by which people exchange information through verbal and non-verbal messages



# Importance

- Connect with people and contacts more easily
- Maintain good relationships with others
- Provide leadership and reassurance to those around you
- Express your needs in an effective manner
- Give -- and get -- emotional support and empathy
- Have the emotional intelligence to understand how decisions will affect others
- Know how to “read a room” when you are speaking
- Give and receive the information you need for every task
- Stay grounded and true to your best self



INESCAPABLE

IRRIVERSIBLE

PRINCIPLES OF INTERPERSONAL COMMUNICATION

COMPLICATED

CONTEXTUAL

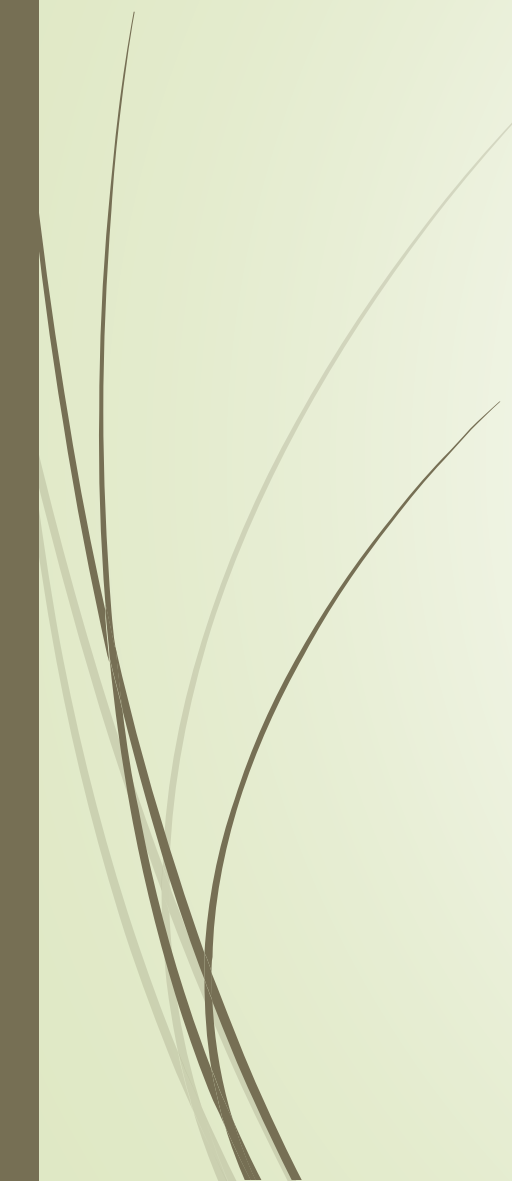
# INTERPERSONAL COMMUNICATION SKILLS


- ▶ LISTENING SKILLS
- ▶ VERBAL COMMUNICATION
- ▶ ASSERTIVENESS
- ▶ NON VERBAL COMMUNICATION



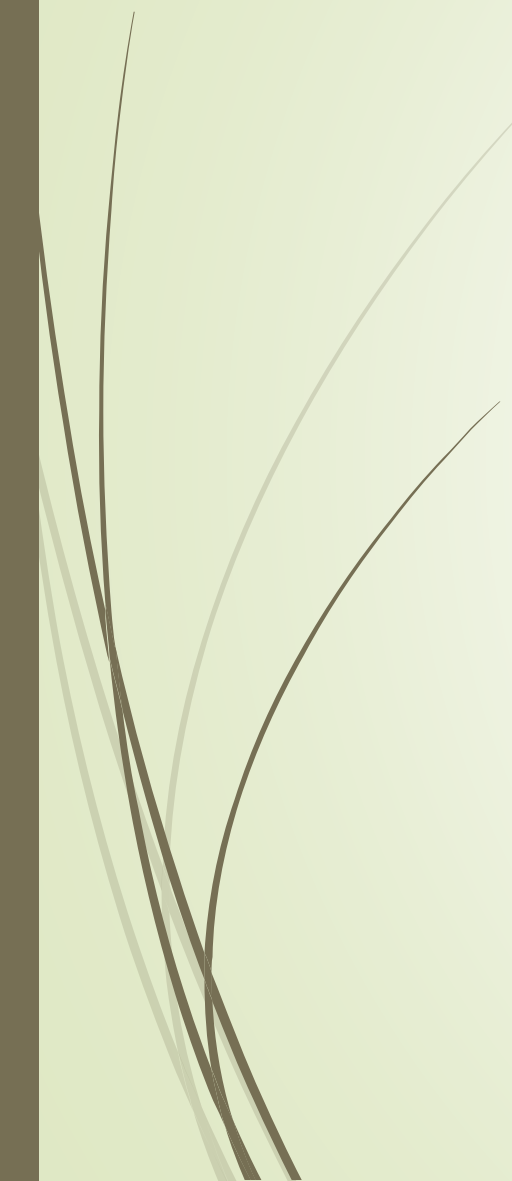


# EFFECTIVE INTERPERSONAL COMMUNICATION

- ▶ TRANSPARENCY
  - ▶ CLARITY OF COMMUNICATION
  - ▶ MULTIPLE CHANNELS TO INTERACT
  - ▶ FEEDBACK
- 



# How Can You Improve Your Interpersonal Communication Skills?

- ▶ Who do you perceive yourself to be?
  - ▶ How do others perceive you?
  - ▶ How do you want others to perceive you?
- 



# Improving interpersonal skills

- Seek opportunities to build relationships.
  - Be thoughtful about ways your interactions could improve.
  - Ask trusted friends or colleagues for constructive criticism.
  - Observe other positive interpersonal interactions.
  - Seek mentorship.
- 