

INTERPERSONAL SKILLS AND HUMAN RELATIONS

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OUTLINE

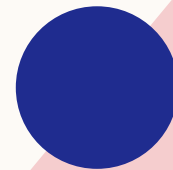
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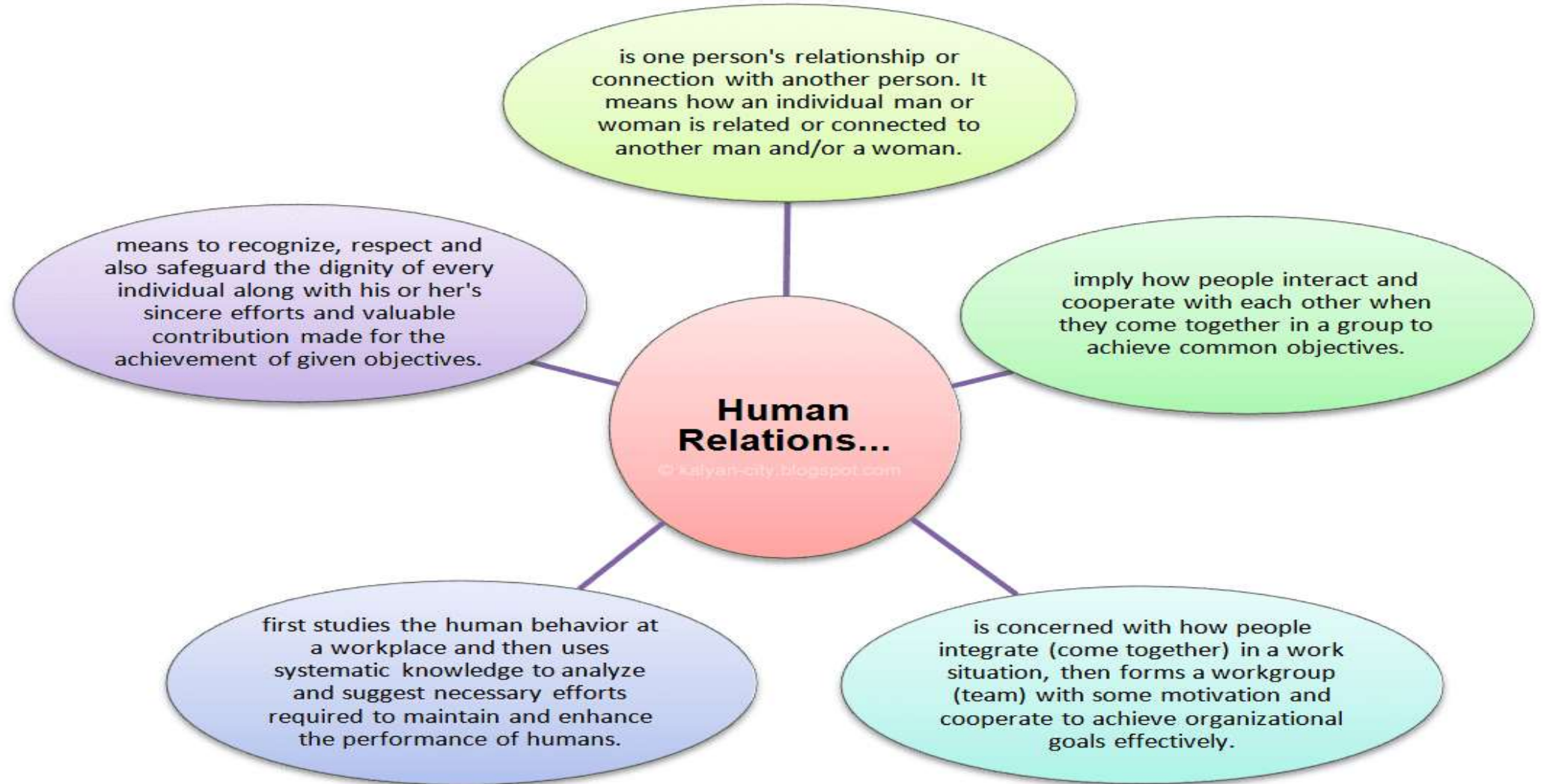
INTRODUCTION

- According to Aristotle, human beings are social animals.
- This means that they are driven by a desire for community and belonging?
- In other words, they naturally seek the companionship of others as part of their well being.
- And, as Baruch Spinoza observes, “they depend on one another to meet their everyday needs.
- This human social dynamic includes building and maintaining intimate or close social relationships.

INTRO. CONTN'D

- They are also beneficial from an evolutionary standpoint—social interactions help people build communication skills and cooperate to achieve a common goal.
- In a society, humans depend on other members in every field of life.
- They cannot live alone in a society and also cannot fulfill their needs without the help of others.
- It is therefore natural that they have to contact other fellow beings to fulfill their needs.
- This can be achieved through good interpersonal skills and human relation

WHAT IS HUMAN RELATION?



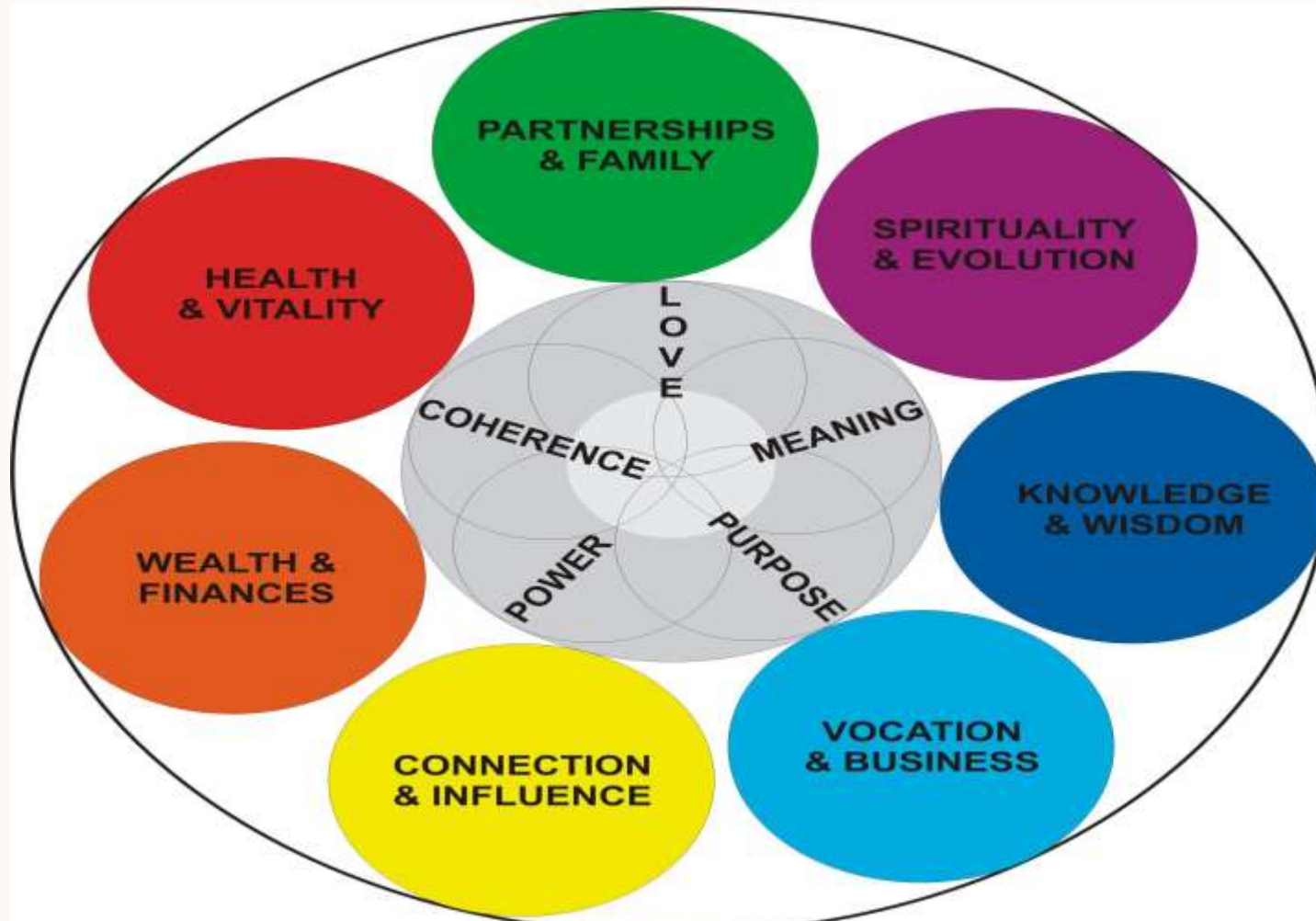
HUMAN RELATIONS CONTN'D

- Human relation simply means all types of interaction among people.
- It is any connection between two or more people, which can be either positive or negative.
- An individual can have a relationship with a wide range of people, including family and friends, colleagues, acquaintances etc
- How one defines a relationship depends on various factors, including what matters to individual, professionalism, morals and values, etc., and how the other person feels.

HUMAN RELATIONS CONTN'D


- Communication is the skill upon which all human relations are built
- Communication here simply means effective communication
- For communication to be effective, it must be clear, correct, complete, concise, and compassionate.
- For any relationship, there is always a purpose
- Whether this purpose is achieved or not depends on the interpersonal skills deployed.

HUMAN RELATION CHART



HUMAN RELATION IN THE WORKPLACE

- Relationships between employees and management are of substantial value in any workplace.
- Human relations is the process of training employees, addressing their needs, fostering a workplace culture and resolving conflicts between different employees or between employees and management.
- It plays a huge role in employee productivity, job satisfaction, employee retention, culture, customer engagement, and even resource management.
- Human relations skills improve communication and collaboration amongst employee groups and teams in the workplace.
- And it requires a very good interpersonal skills



COMING TOGETHER IS A BEGINNING.
KEEPING TOGETHER IS PROGRESS.
WORKING TOGETHER IS SUCCESS.

Henry Ford

WHAT THEN IS INTERPERSONAL SKILL?

- Interpersonal skills involve the ability to communicate and build relationships with others.
- Often called ‘people skills’, they tend to incorporate both your innate personality traits and how you’ve learned to handle certain social situations.
- To effectively communicate and interact with one another, human beings need
- interpersonal skills.
- These skills are vital when interacting with other people at an individual or group level.
- Developing your interpersonal skills enhances your success both personally and professionally.

INTERPERSONAL SKILLS



SPECIFIC INTERPERSONAL SKILLS

- Effectively translating and conveying information.
- Being able to accurately interpret other people's emotions.
- Being sensitive to other people's feelings.
- Calmly arriving at resolutions to conflict.
- Avoiding gossip.
- Being polite.

IMPROVING INTERPERSONAL SKILLS

1. Smile and Be Appreciative - Many people would love to associate with a happy person
2. Listen Actively and Pay Attention To Others - When other people are talking to you, make them feel like you're interested through active listening.
3. Communicate Clearly and Use Humor.
4. Understand Others and Avoid Complaining - It is important to empathize with what others are going through.
5. Being assertive.

WHY SUB-DEANS, COURSE ADVISERS AND FACULTY OFFICERS?

- These categories of staff perform multiple roles and in effect, interact with different people ranging from students, colleagues and management in the course of their duty.
- The roles include:
 - i. *In loco parentis*
 - ii. Conflict resolution officer
 - iii. Problem solver
 - iv. Administrator
 - v. Mediator
 - vi. Counsellor
- These roles require appropriate interpersonal skills to be properly executed

THE SKILL SET

- Personality characteristics
- Effective communication
- Emotional intelligence
- Assertiveness
- Unconditional positive regard
- Active listening
- Empathy
- Professionalism

PERSONALITY CHARACTERISTICS

- Personality characteristics are the enduring tendencies that shape our behavior, thoughts, and emotions
- They are influenced by biological, psychological, and social factors, and can vary across situations and culture.
- Personality traits can affect our well-being, relationships, career choices, and coping strategies, as well as our interests and values

EFFECTIVE COMMUNICATION

- Effective communication is the process of exchanging ideas, thoughts, opinions, knowledge, and data so that the message is received and understood with clarity and purpose.
- When we communicate effectively, both the sender and receiver feel satisfied.
- Communication occurs in many forms, including verbal and non-verbal, written, visual, and listening.
- It can occur in person, on the internet (on forums, social media, and websites), over the phone (through apps, calls, and video), or by mail.

EMOTIONAL INTELLIGENCE

- Emotional intelligence is the ability to recognize, understand and manage your own emotions as well as being able to understand and influence the emotions of others.
- It involves being aware that emotions drive behaviors and impact people either positively or negatively.
- Some key signs and examples of emotional intelligence include:
 1. An ability to identify and describe what people are feeling
 2. An awareness of personal strengths and limitations

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3. Self-confidence and self-acceptance
4. The ability to let go of mistakes
5. An ability to accept and embrace change
6. A strong sense of curiosity, particularly about other people
7. Feelings of empathy and concern for others
8. Showing sensitivity to the feelings of other people
9. Accepting responsibility for mistakes
10. The ability to manage emotions in difficult situations

CASE 1

Peter is a 500 level Medical student who is in a good academic standing and suddenly goes to the sub-dean's office requesting to see the Sub-dean. On seeing the Sub-dean, he told the sub-dean that he does not want to continue with Medicine anymore and that he will need a transfer to Theatre Arts Department.

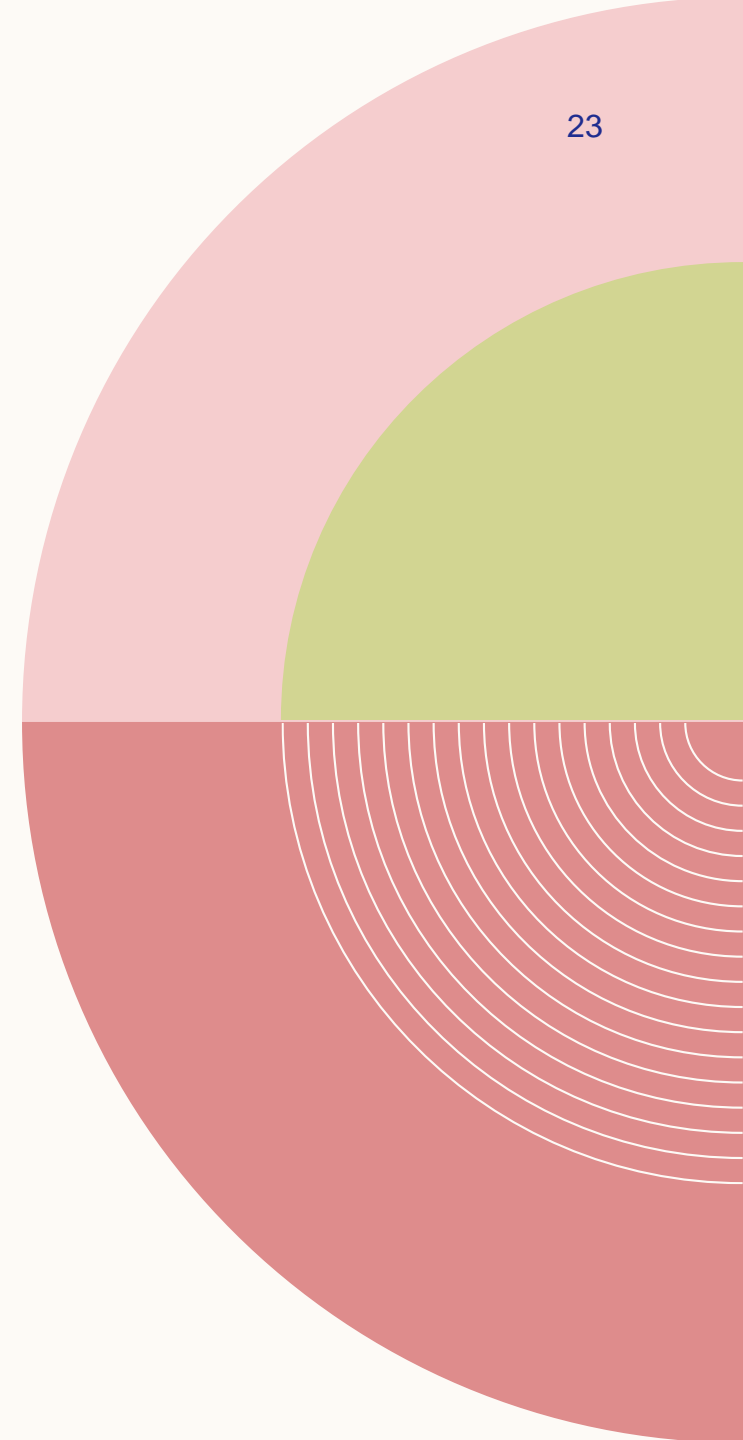
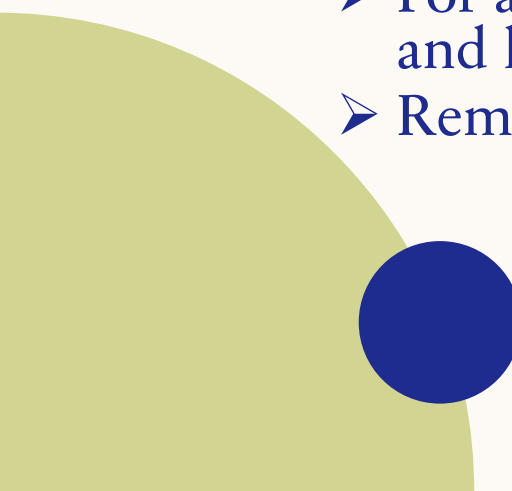
CASE 2

Jimoh is an extra year Physics student who recently saw his results and discovered that he failed one of the compulsory courses he did outside the department. He was advised by his colleagues to go and meet the course adviser to fix it.

As the course adviser, what are you going to do?

CONCLUSION

- Effective communication is the fulcrum upon which human relation is built.
- Effective communication is dependent on interpersonal skills
- Interpersonal skills are not distributed evenly
- For those who lack them, the good news is that it can be learnt
- For those who have them, it can be improved upon
- For any space you find yourself, good interpersonal skills and human relation will always stand you out.
- Remember human beings are social animals.



THANK YOU

Till another time,

