

# **UNIVERSITY OF LAGOS**

## **INTERPERSONAL SKILLS IN HUMAN RELATION**

**PAPER PRESENTATION AT THE A-2 DAY TRAINING  
FOR PERSONAL ASSISTANTS FOR EXCELLENT  
PERFORMANCE**

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**BY**

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# **INTERPERSONAL SKILLS IN HUMAN RELATION**

# OUTLINE

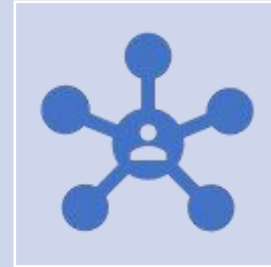
- 1. WHO IS A PERSONAL ASSISTANT?**
- 2. DEFINITION OF INTERPERSONAL SKILLS**
- 3. EXAMPLES/TYPES OF SKILLS**
- 3. IMPORTANCE OF INTERPERSONAL SKILLS**
- 4. STEPS TO IMPROVING INTERPERSONAL SKILLS**

# WHO IS A PERSONAL ASSISTANT?

A person who assists a specific person with their daily business or personal task.



# WHO IS A PERSONAL ASSISTANT?



A personal assistant  
personal aide (PA)  
personal secretary (PS).

is a first point of contact to the  
visitors.



Deals with correspondence and  
phone calls. Managing itinerary,  
diaries and organizing meetings and  
appointments.

# GETTING TO KNOW ONE ANOTHER BETTER



# PEOPLE WE NEED TO RELATE WITH IN THE UNIVERSITY OF LAGOS

- BOSS
- STUDENTS
- STAFF/COLLEAGUES
- PARENTS/GUARDIANS
- VENDORS/CONTRACTORS
- OTHERS



# WHAT ARE INTERPERSONAL SKILLS

Interpersonal skills are:

- people skills
- social skills
- social intelligence skills.

The behaviors and tactics a Personal Secretary or a Personal Assistant uses to interact with others effectively in a workplace.

Interpersonal skills aid PA/PS to read signals that others send and interpreting them accurately in order to responses effectively.



# TYPES OF INTERPERSONAL SKILLS IN HUMAN RELATION

## ✓ ACTIVE LISTENING

Listening is an essential skill that bring in clients' and colleagues' attention. PAs must have active listening skills to the visitors. This will make them feel valued and respected.



# EXAMPLES/TYPES OF INTERPERSONAL SKILLS IN HUMAN RELATION

## ✓ **TEAMWORK**

- Is between individuals with similar skills for maximum efficiency/productivity in a workplace.
- Working together to achieve a common goal involves sharing ideas, being open to others' suggestions, and working together.



# TYPES OF INTERPERSONAL SKILLS IN HUMAN RELATION

## ✓ **COLLABORATION**

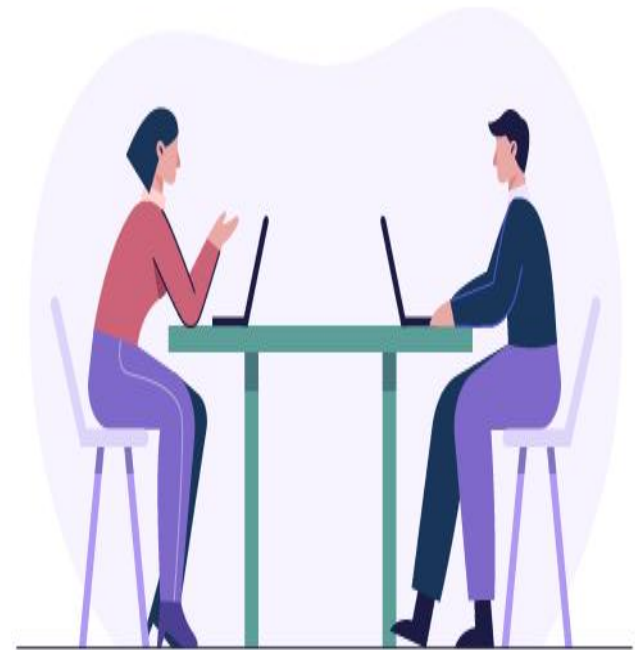
- Collaborative teams comprise members with diverse skills, which enhances the creative input on task or job.



# EXAMPLES/TYPES OF INTERPERSONAL SKILLS IN HUMAN RELATION

## ✓ COMMUNICATION

- Perhaps the most important interpersonal skill in any job is the ability to communicate well. E.g. an executive based job will call for excellent verbal and non-verbal communication skills.



## ✓ EMPATHY

- *Empathy is the ability to perceive and relate to the thoughts, emotions, or experiences of others.*
- For example, if a customer or colleague complains for any reason, PA's must listen to their concerns thoughtfully by expressing compassion towards their issues.



# ✓ LEADERSHIP

- Leadership qualities are not limited to a managerial position.
- *One with this quality will stand out by displaying qualities such as integrity, clear communication, accountability, vision and self-awareness. They excel in decision-making, empowering others, fostering creativity and motivating and inspiring their teams.*



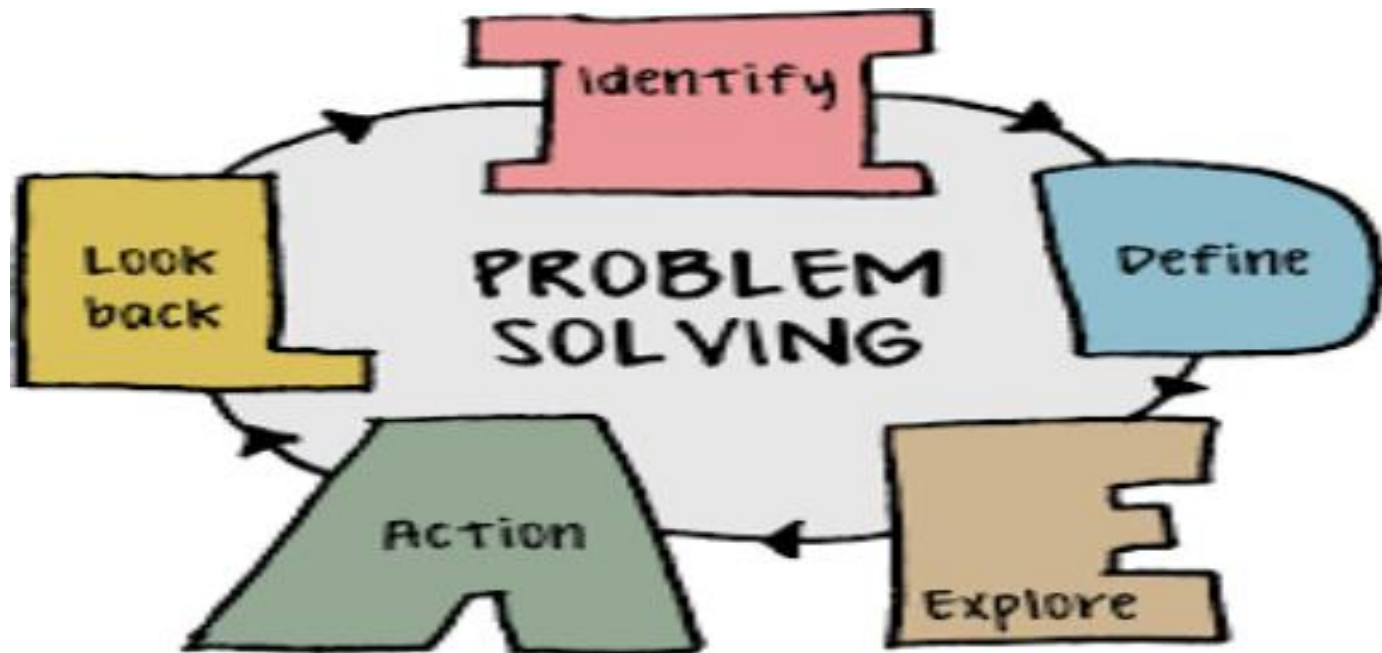
# ✓ **DECISION-MAKING**

- Decision-making skills are those skills that aid in your ability to choose solutions to challenges.
- With these skills, you can make informed decisions once collecting all the relevant information and data and considering multiple viewpoints



# ✓ PROBLEM-SOLVING

- This the ability to handle difficult or unexpected situations in the workplace as well as complex business challenges.



# ✓ **CONFLICT MANAGEMENT**

- Issues can occur between two staff members, between yourself and an employee, or between the client and company, you must ensure you listen carefully to both sides and use creative problem-solving skill to arrive at a solution.



# ✓ **NEGOTIATION**

- Negotiation skills are the skills you use to come to an agreement between two or more people.



## ✓ EMOTIONAL INTELLIGENCE

- Ability to manage both your own emotions and understand the emotions of people around you.

## SIGNS OF LOW EMOTIONAL INTELLIGENCE



Poor emotional control



Difficulty recognizing emotions



Poor social skills



Low empathy



Self-centeredness



Blaming others

# ORGANISATIONAL SKILLS

“A DIS-ORGANISED PERSONAL ASSISTANT WILL  
ORGANISE, A DIS-ORGANISED ORGANISATION”

– UNKNOWN

Being organized in the workplace involves using a range of important skills, such as:

- ✓ **Time management.**
- ✓ **Communication.**
- ✓ **Setting goals.**
- ✓ **Delegation.**
- ✓ **Working under pressure.**
- ✓ **Self-motivation.**
- ✓ **Analytical thinking.**
- ✓ **Attention to detail**



# STEPS TO IMPROVING INTERPERSONAL SKILLS

**1. Figure out what you need to improve.** Identify areas of interpersonal communication you can strengthen by asking for feedback from colleagues, managers, family or friends.



**2. Learn to control your emotions.** Wait until you are calm to have conversations with colleagues. You are more likely to communicate confidently and effectively if you have a positive attitude and are not stressed or upset.



# STEPS TO IMPROVING INTERPERSONAL SKILLS

**3. Try to Settle Disputes:** Every office experiences disputes, fights, or banter, resulting in a toxic work environment. We have all seen one or the other conflicts among co-workers and managers. But are you the person your employee or co-worker turns up to in case of a dispute?



**4. Show Interest:** Suppose you've had a bad day at work. Your manager has spoiled your day, and you're loaded with tension. You walk up to a colleague, and they want to speak to you about their problems. Both of you are having a hard time. How will you deal with it?

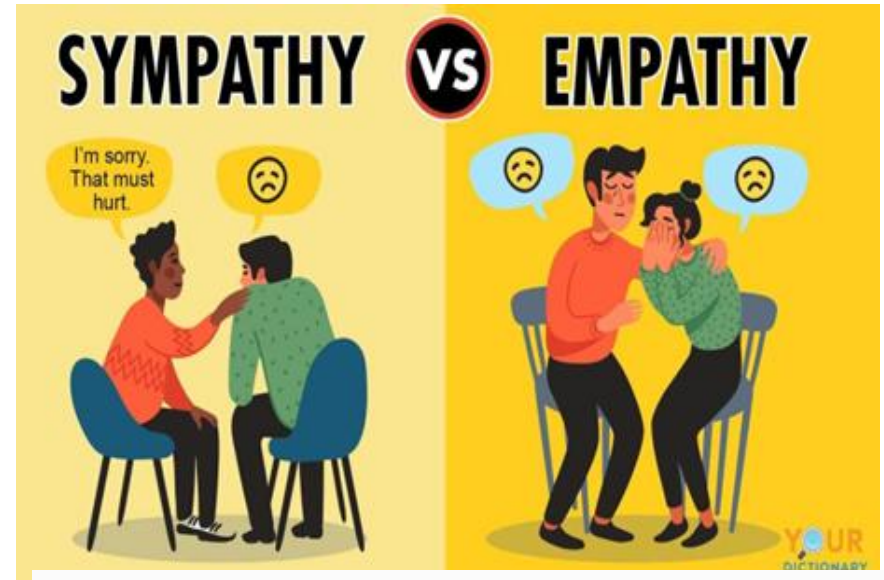


# STEPS TO IMPROVING INTERPERSONAL SKILLS

## 5. Be Considerate and Practice Compassion:

Empathy, otherwise known as compassion, is the ability to understand others' feelings without judging them. PAs must react accordingly to sadness, anger, or anxiety.

6. **Active listening** can be practiced by repeating back a speaker's comment to make sure true communication is taking place. Also, demonstrate active listening skill by providing a carefully considered and appropriate answer.



# STEPS TO IMPROVING INTERPERSONAL SKILLS

**7. Reflect on your interactions.** Keep notes or a journal about your conversations and interactions at work so you can learn how to handle or communicate things better.

**8. Record yourself.** Use a video or voice recorder to tape yourself speaking, then watch or listen to it to identify where you can improve your communication skills.



# **FOUR DON'T'S OF INTERPERSONAL SKILLS**

- Don't directly challenge the person even if the individual is wrong.
- Don't let the conversation wander off the specific problem.
- Don't participate in fault finding. It doesn't help to shift the blame.
- Don't let your personal feeling get in the way. Remain professional and courteous.

# QUESTIONS AND ANSWERS







# CONCLUSION

## Golden Rule...

Treat others as you  
want to be treated

## Platinum Rule...

Treat others the way  
they want to be  
treated

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- "The greatness of a man is not in how much wealth he acquires, but in his integrity and his ability to affect those around him positively." ~ Bob Marley
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