**Interpersonal Skills KEY**

Student Notes

1. Personal Traits Personal Ethics

Creativity, Initiative and Responsibility Attitude Self-Control/Orderliness

Self-Awareness & Willingness to Change Self Esteem

Empathy

Personal ethics:

* + Honesty
	+ Integrity
	+ Play Fair

Creativity Initiative and Responsibility

* Find new ways to do your job (cuts boredom)
* Do what needs to be done without being told
* Be accountable for your actions

Attitude

* Develop a positive attitude
* View difficult assignments as a challenge
* A positive attitude flows over into other areas

Self-Control/Orderliness

* Make a list of strengths & weaknesses
* You may think you know everything!
* The first 100 years are the hardest!
* Adaptable employees are valuable
* What does it mean to be tactful?
* A must when dealing with difficult customers

Self-Awareness & Willingness to Change

* The way you see yourself – your value
* Demonstrate self-esteem on the job by showing confidence in your work
* Build customers’ self-esteem too
1. Call them by name o Smile and greet them

Self-Esteem

Empathy

* + Understand another’s situation or frame of mind
	+ Putting oneself in another’s place
1. Personal Skills Assertiveness:
	* Stand up for yourself, but don’t be pushy
	* Don’t boss others
	* Make sure you know what you’re talking about

Time Management:

* Budget your time
* Don’t over-commit yourself or you will regret it
* Sometimes “NO” is okay!

Goal Setting:

* What do you want out of: Life

 Career?

 Personal Relationships?

* Where do you plan to be in \_\_\_\_\_\_ years?
* Continue to ask yourself this question!