**Interpersonal Skills**

Student Notes

Answer Key

1. Personal traits
   1. Personal ethics
      1. Honesty
      2. Integrity
      3. Play fair
   2. Creativity, initiative, and responsibility
      1. Find new ways to do your job (cuts boredom)
      2. Do what needs to be done without being told
      3. Be accountable for your actions
   3. Attitude
      1. Develop a positive attitude
      2. View difficult assignments as a challenge
      3. Positive attitude flows over into other areas
   4. Self-control/orderliness
      1. Tactfulness…what does it mean?
      2. A must when dealing with difficult customers
   5. Self-awareness and willingness to change
      1. Make a list of strengths and weaknesses
      2. You may think you know everything!
      3. The first 100 years are the hardest!
      4. Adaptable employees are valuable
   6. Self-esteem
      1. The way you see yourself (your value)
      2. Demonstrate self-esteem on the job by showing confidence in your work
      3. Build customers’ self-esteem too
         1. Call them by name
         2. Smile and greet them
   7. Empathy
      1. Understand another’s situation or frame of mind
      2. Put yourself in another’s place

II. Personal Skills

1. Assertiveness
   1. Stand up for yourself, but do not be pushy
   2. Do not boss others
   3. Make sure you know what you are talking about
2. Time Management
   1. Budget your time
   2. Do not over-commit yourself or you will regret it
   3. Sometimes “no” is okay!
3. Goal Setting
   1. What do you want out of
      1. Life
      2. Career
      3. Personal relationships
   2. Where do you plan to be in \_\_\_\_\_\_ years?
   3. Continue to ask yourself this question!