**Interpersonal Skills Key Terms**

1. **Tact** –the ability to say and do things in a respectful way
2. **Empathize** – trying to see things from another’s point of view to gain an understanding ofthat person’s situation.
3. **Stereotype** –an oversimplified, distorted belief about a person or group
4. **Prejudice** –an opinion based on insufficient information; a prejudgment, often based on aperson’s sex, race, or religion
5. **Attitude** –your basic outlook on life and your way of looking at people and the world
6. **Self-esteem** –recognition and regard for yourself and your abilities
7. **Arrogance** –overbearing behavior marked by excessive self-importance
8. **Diversity** –variety, in which each individual contributes something special