**Interpersonal Skills Key**

Student Notes

* Personal Traits
* Personal ethics
* Creativity, initiative and responsibility Attitude
* Self-control or orderliness
* Self-awareness and 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)
* Doing what needs to be done without being told
* Be accountable for your actions

Attitude

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

Self-control or orderliness

* Tactfulness…what does it mean?
* A must when dealing with difficult customers

Self-awareness and willingness to change

* Make a list of strengths and weaknesses
* You may think you know everything!
* The first 100 years are the hardest!
* Adaptable employees are valuable

Self-esteem

* The way you see yourself, your value
* Demonstrate self-esteem by showing confidence in your work
* Build customers self-esteem too
  + Call them by name
  + Smile and greet them

Empathy

* Understand another’s situation or frame of mind
* Putting oneself in another’s place

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 saying no is okay

Goal setting:

* What do you want to get out of?
  + Life?
  + Career”
  + Personal Relationships?
* Where do you plan to be in \_\_\_\_\_\_years?
  + Continue to ask yourself this question!