



Interpersonal Skills in Organizations

Suzanne de Janasz, Karen O. Dowd, Beth Schneider

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This experiential, workbook-style text focuses on key skill sets necessary for personal and managerial success in organizations today. These skill sets are: · Intrapersonal skills – those skills essential for understanding oneself and one's personality: perception, awareness, disclosure and trust, value clarification, goal setting, identifying barriers to personal change and time-and stress-management. · Interpersonal skills – those skills necessary for working with others: conveying verbal messages, listening and non-verbal communication, giving and receiving feedback, communicating with diverse others and overcoming barriers to communication. · Team skills – those skills required for understanding and working in teams: forming, leading and facilitating teams, decision-making [including ethical decision frameworks], problem-solving, running meetings and project management. · Advanced interpersonal skills – those skills needed for leading and developing others: coaching and mentoring, empowerment and delegation, persuasion, networking, politicking, negotiation and conflict management.

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