



INTERPERSONAL SKILLS

Body language is a range of nonverbal signals that you can use to communicate your feelings and intentions. These include your posture, facial expressions, and hand gestures.

AT A GLANCE

CHALLENGES

- Attention to detail
- Acknowledgement
- Being courteous

STRATEGIES

- Real-life scenarios
- Day-to-day conversations
- Body language

BACKGROUND

Communication is far more than your linguistic intelligence or stupendous vocabulary. You may think that selecting your words is the most important part of getting a message across, but non-verbal communication actually plays a much bigger part than many of us are aware.

Some experts suggest that around **three-quarters** of the 'message' is communicated by non-verbal signals such as body language, tone of voice, and the speed at which you speak.

These non-verbal signals reinforce or contradict the message of our words, and are much harder than words. They are therefore a much more reliable signal. Learning to read body language is a vital part of communication.

The same issue was faced by our learner, Mr. Umesh, who was born and brought up in New Delhi.

Although he was good at speaking, he wanted to improve in the area of interpersonal skills. He conveyed that as a professional, he wants to become effective in how he speaks and presents himself in front of others.

APPROACH

Using our **experiential learning approach**, we provide the learner with the comfort to express himself without hesitation. We emphasize on purposefully engaging with the learner in the process in order to enhance their knowledge as well as develop skills. By engaging the learner in **hands-on experiences and reflection**, they are better able to connect theories and knowledge learned in the classroom to real-world situations. Identification of needs was done with the help of **'audio-visual' recording** via google meet. It was found out that the majority of time when speaking his right hand would latch onto their left hand. When not talking, both hands would cross in front of the body. **Few gestures** were made since their hands were not free to gesture. His hands would stay within his body limit. This expressed his **lack of confidence** because it appeared that the learner was physically closing himself off to others.



JOURNEY

In the initial stage, Mr.Umesh was lacking the professional interpersonal skills such as:

ATTENTION TO DETAIL

While articulating his thoughts he was not emphasizing on words and phrases and also not stressing on sentences which reflects the attention to detail. We, in turn, pointed out a few areas which need more deliberations around the usage of hand gestures as well as voice modulation to reflect the "attention to detail" factor for instance.

Thus, we can say that paying attention to detail refers to a person's ability to focus on both the small and important details which s/he wants to communicate to people around.

Eg. A person delivering a speech with hand and facial expression is much more impactful than a person standing on stage with a rigid posture and delivering a speech.

ACKNOWLEDGEMENT

Even if he was understanding the concepts, lack of acknowledgement led to the misunderstanding. He did not communicate acknowledgement through head movement or eye contact.

For example, nodding the head indicates that one is understanding whereas maintaining eye contact shows your interest and people often blink their eyes to convey a message of understanding.

We stressed on the importance of the acknowledgement and thus made him understand the difference between a person acknowledging as well as how it creates your impression on the speaker.

BEING COURTEOUS

He was not able show courtesy in the right manner while delivering his speech such as building relationship with the audience, breaking the ice in the beginning and listening to the feedback in the constructive way. So, we focused on these aspects.

This helps in fostering positive relationships and work environments. In fact, a survey by the Society for Human Resource Management (SHRM) listed respectful treatment of all employees as the **top factor** contributing to employee job satisfaction.

For example, listening to what others have to say rather than listening only to respond.

OUTCOME

Interpersonal skills may be about how you relate to others, but they start with you. Body language is one of the critical aspects which emphasizes on the the use of physical gestures, expressions, and mannerisms to communicate non-verbally.

Non-verbal behaviours can allow people to be at ease, build trust and connections with others. However, they can also confuse others, generate tension, and even create an uncomfortable environment.

For example, real Intention is explained better when combined with body language.

These are certain skill sets that are crucial for professionals to be able to exercise in the work environment.

TESTIMONIAL



I was with this program for the last 3 months. I could observe some amazing improvement in my interpersonal skills. They worked on my body language and the basics of non-verbal skills. They not just corrected me but also helped me understand and improve. I have thoroughly enjoyed the learning process and the programs it offered like public speaking, presentation skills and extempore skills.

UMESH

CYBER SECURITY SPECIALIST