

# INTERPERSONAL RELATIONSHIP

## TRAINING MODULE

SARDAR PATEL INSTITUTE OF PUBLIC ADMINISTRATION

# CONTENTS

## 1. INTRODUCTION

## 2. SYLLABUS

- ❖ SUBJECT INTRODUCTION

- ❖ AIMS OF TRAINING

- ❖ TRAINING OBJECTIVES

- ❖ TRAINING CONTENTS

- ❖ TARGET AUDIENCE

- ❖ TRAINING PROGRAMME & DESIGN

- ❖ TRAINING TECHNIQUES/METHODOL

## 3. TENTATIVE SCHEDULE OF TRAINING

## 4. LIST OF FACULTIES

## 5. GUIDELINES FOR TRAINERS/FACULTY

## 6. REFERENCES

# INTRODUCTION

In today's competitive world, we all the time have to be aware that how we communicate with everyone whom we meet and we must create a favourable impression on the mind of the other person.

It is with this season, that this particular skill takes a very important place in our life style. If we want to be successful, we have to have very good relations with all those with whom we come in contact.

## AIMS OF THE TRAINING

The main aim of this training is to give all personnel of Government offices in various fields the exposure of how to have good relations with in the various Government Officers and the out side world so that they create a favourable impression with the general public also.

## TRAINING OBJECTIVES

All trainees will become aware all the time when they are communicating with everyone face to face and with this awareness the general public will have a much better impression of all the government personnel with whom they come in contact for various work.

# TRAINING CONTENTS

This training programme comprises 10 units

## **Unit-1 Basic principles of Interpersonal skill**

This unit shows interpersonal skills which we use when we communicate and deal with other people face to face. We must improve our personal effectiveness. Many organisations are promoting staff because of “people skills” rather than technical ability alone. We need flexibility to deal with variety of people.

## **Unit-2 Steps to improve Interpersonal skill**

This unit will focus exclusively on the steps to improve interpersonal skill.

Improving our interpersonal skills take 03 steps:

(1) Become aware of the way we communicate with others. (2) Develop a broader repertoire of behavioural skills (3) Select the “Right” response at the right time.

## **Unit-3 Impact of our tone in Interpersonal skill**

In this unit, we will look impact of our tone in interpersonal skill. It is not what you say but the way that you say it. Over a third of the impact of our communication comes from our tone of voice. Tone of voice affects our relationships with others. Changing your tone could change their response

## **Unit-4 Behaviour breeds behaviour**

Dealing with difficult people .Do not allow their behaviour to control you. Avoid emotional traps. Stop-Look-Listen-Then respond Don't React. Tackle "issues" not "people" If you want to change someone else's behaviour-try changing your own.

## **Unit-5 Transactional Analysis**

**Parent Ego State:** Give advice-Criticise-Discipline-Moralise-Nurture-Protect-Make rules-Teach-Judge.

**Child Ego State:** Fear-Anger-Rebel-Curiosity-Creativity-Trust-Love-Excitement-Self Indulge-aggression-Servility(Slavery)

**Adult Ego State:** Store information-plan-check alternatives-Make decisions-Reason-Recall information-Evaluate-Estimate probabilities, set limits.

## **Unit-6 Identify your skill & Recognise various Ego:**

This unit focuses on the presentation of your skills Recognise various Ego.

(1)Stop Moping around, smarten yourself up.

(2) You ought to know better

(3) Learn to recognise your child ego. It is vulnerability-Fears-Method of expressing feelings.

(4) Learn to recognise your parent ego. It is rules-Fixed ideas-expressing commands.

(5) Be sensitive to the child in others. Respond by praise-smiling-saying the person's Name-Give attention.

## **Unit-7 Develop a Broader Repertoire**

**Develop an assertive style:** Assertive behaviour is expressing your feelings, thoughts, wishes and stand up for your own basic rights without violating the rights of others. Having self respect and respect for others.

### **Non-Assertive Behaviour:**

- Aggressive
- Passive

## **Unit-8 First Rule of Assertiveness**

In this unit, we will know the first rule of assertiveness.

- Know others have rights
- Decide what you want to say & say it clearly & concisely.
- Be prepared to change your mind.
- Look for a Win-Win situation where appropriate.

## **Unit-9 Good formula for Assertive Statements**

### **Use these three steps:**

- Show the other person you understand things from their view (Donot confuse by saying you agree with him).
- Say what you feel or think.
- Say what you want to happen.(what action you want).

## **Unit-10 General Formula to develop Interpersonal Skill**

- Greetings: Sincere with a smile & appreciation. Take interest in people.

- Mind your P's & Q's
- Show empathy
- Feelings and love
- Take time to collect evidence before blaming. Do not jump to conclusions.
- Taking ownership & responsibility
- Respecting other's opinion.
- Encouraging open discussions-Having an open mind
- Encouraging new ideas.
- Praise in public & Reprimand in private.
- Never Argue-Be cool.
- Punctuality.
- Discipline.
- Avoid misunderstanding-Double. Check.
- Avoid criticism-Handle with Care.
- Problem Solving-Take in to confidence.
- Open to change-PMA-inspiration

## TARGET AUDIENCE

All personnel of various Government Departments

## TRAINING PROGRAMME AND DESIGN

<b>Duration</b>	<b>Time</b>	<b>Session</b>	<b>Total Sessions</b>
First Day	06 Hours 15 minutes	05 Sessions	10 Sessions
Second Day	06 Hours 15 minutes	05 Sessions	

## TRAINING METHODOLOGY

Different Methods used by Faculty:

- ❖ Lecture Sessions
- ❖ Group Discussion
- ❖ Experience Sharing
- ❖ Question-Answer Session



# TENTATIVE SCHEDULE OF TRAINING

	<b>Time</b>	<b>Subject</b>	<b>Session</b>
<b>DAY-1</b>	9-00 to 9-30	<ul style="list-style-type: none"> <li>• Registration</li> </ul>	
	9-30 to 12-15	<ul style="list-style-type: none"> <li>• Basic principles of Interpersonal Skill</li> <li>• Steps to improve Interpersonal Skill</li> </ul>	
	12-15 to 1-15	<b>L u n c h</b>	
	1-15 to 4-00	<ul style="list-style-type: none"> <li>• Transactional Analysis</li> </ul>	
	4-00 to 5-15	<ul style="list-style-type: none"> <li>• Impact of our tone in Interpersonal Skill</li> <li>• Behavior breeds behavior</li> </ul>	
		<b>Time</b>	<b>Subject</b>
<b>DAY-2</b>	9-30 to 12-15	<ul style="list-style-type: none"> <li>• Identify your skill &amp; Recognize various Ego</li> </ul>	
	12-15 to 1-15	<b>L u n c h</b>	
	1-15 to 4-00	<ul style="list-style-type: none"> <li>• Develop a Broader Repertoire</li> <li>• First Rule of Assertiveness</li> <li>• Good formula for Assertive Statements</li> <li>• General Formula to develop Interpersonal Skill</li> </ul>	
	4-00 to 5-15	<ul style="list-style-type: none"> <li>• Interactions/Questionnaires Review/Feedback &amp; Certificate Distribution</li> </ul>	

**Tea Brake : 10:45 to 11:00 & 2:30 to 2:45**

## REFERENCES

- The Speed of trust
  - Seven Habits of highly effective people
- } Stepheny R. Covey
- Non-verbal Behaviour in inter relations by Virginia P. Richmond
  - Inter personal Communication: Everday Encounters by Julia T. Wood
  - Human Relations in Business: Developing Inter personal & Leadership skills by Michael G. Aamodt
  - Human Relations: The Art & Science of Building Effective Relationships by Vivian Hamilton
  - Effective Human Relations-personal & Organisational Applications by Barry L. Reece
  - Interpersonal Communication by Sarah Trenholm