UNIT- 2
SOCIAL SKILLS

COMMUNICATION SKILLS

Man is a social animal; to live happily he needs to communicate with others. Today's world is a competitive world. To create own place here, we should be excellent in our communication skills; it is possible to be aware of the language skills that are the roots of our communication. With its help, we can share our thoughts, emotions and feelings between two or more people.

Language skills include (LSRW) Listening, Speaking, Reading and Writing. To acquire any new or second language, that particular individual should simultaneously proceed with these four language skills. It shows that to have perfection in communication, that person should have knowledge of language skills.

LISTENING

Among the four language skills, listening is the first and the most important skill. Good listening leads to good speaking. The pupils should be trained to develop a good listening ear, which recognizes English sounds, stress and intonation patterns. It helps them to discriminate between English sounds and the sounds of them other tongue. It helps them develop the auditory memory and a feeling for English.

The first objectives of teaching Language is listening to Language and understand it. It is the skill to be taught to and learnt by learners of any language. All of us learnt our mother tongue first by listening to it as babies. In our teaching context, listening is not more use of the ears, but using the brain to understand what has been listened to. So listening is termed as a knowledge-guided process. It involves active cognitive processing of the spoken form of language.

MEANING OF LISTENING

To listen means to pay attention to what is said, read, announced, spoken, or played. Hearing is the involuntary physical process of sensing, whereas listening is the voluntary mental process of sensing, whereas listening is the voluntary mental process of perceiving. This distinction between hearing and listening allows you to identify listening as a unique skill. Listening is a receptive skill that involves three basic stages- learning, processing and evaluating. While listening one must be skilled in how to listen, why to listen, when to listen, and to whom to listen. To be a good listener, follow these tips and become a successful communicator.

TIPS FOR EFFECTIVE LISTENING

- Assimilate and process information
- Be effective
- Maintain eye contact
- Stay focused
- Focus on content
- Listen completely
- Avoid emotional involvement
- Avoid distractions

DETERMINANTS OF LISTENING SKILLS

The listening is determined by two factors. They are interest and usefulness. One listens to that which she is interested and to that which she finds useful. In this connection the teaching of English should be more interesting and purposeful. This will enhance the listening skill of the learners.

KINDS OF LISTENING

There are two types of listening

a. Casual listening or extensive listening

b. Focused listening or intensive listening

CASUAL LISTENING

Sometimes, we listen to TV or radio commentaries or programmes while we doing some work or talking with our friends. In political meeting we can find majority of the audience is found busily talking among themselves rather than listening to what the speaker are blasting out through the microphones. This type of listening without any specific purpose is called causal listening/extensive listening.

FOCUSED LISTENING

Sometimes, we watch TV and listen to the radio very closely or keenly or seriously in order to get any important news. Similarly we will expect some announcement eagerly in a railway station or when an auto passes our house. This kind of purpose oriented listening is called focused listening or intensive listening. In this type of listening prior knowledge of the purpose of listening helps us to increase our eagerness.

Generally in classrooms, a teacher expects the students to listen attentively to the teachings. Listening can be encouraged by giving then and there what to expect and what to listen. This help of the teacher will promote the listening competency of the students.

DEVELOPING LISTENING SKILLS AMONG THE STUDENTS

The following are some of the ways and approaches to develop listening skill of the learners:

- The learners should be made to listen to speeches delivered through radio, TV, and tapes.
- Rhyming poems help the teacher to attract the learners. This will enhance their ability of listening.
- The use of pictures also an effective cause, for example, the teacher shows the picture of the railway station and asks few questions: what do you see in the railway station? Can you see the railway master?
- Story telling also helps the students of develop their listening skill.

BENEFITS OF LISTENING SKILLS

- It helps an individual to know the areas of agreement and disagreement.
- It minimizes misunderstandings.
- It helps us to understand other views and also to discover the flaws in our position
- It helps an individual to acquire the necessary skills through learning with the help of this he/she can achieve his/her set goals.

SPEAKING

Speaking is perhaps the most demanding skill for the most demanding skill for the teacher to teach, in their own language children are able to express emotions, communicate intentions and reactions, explore the language and make fun of it, so they are expected to be able to do the same in English. When pupils have acquired a good number of words (vocabulary), then it is time for them to acquire speech skills. As we know that language is primarily speech and a good speech skill ensures good reading and writing. Correct speech involves

- The ability to use words, phrases and idioms already learnt with intelligible pronunciation
- Knowledge of grammar is also essential
- The pupil should be able to read aloud textual matter with correct pronunciation and stress
- They should be able to make a conversation on topics of interest
- They should use basic courtesy formulas, conventional greetings and other expressions
- They should ask and answer questions and maintain a conversation with their classmates and teachers

DEVELOPING SPEAKING SKILLS AMONG THE STUDENTS

The speaking skills can be developed among the learners through some activities and practices

Reproduction exercises

1. The teacher produces a sound and asks the students to reproduce it. It is done individually or in chorus. For example: P-/p/, B-/b/ and so on.
2. The teacher speaks words one by one the students listens to her and reproduce it. For example: Kite, ball, lord etc.

Question-answer technique

1. The teacher puts question to the class one by one. The students give the answers appropriately who is the father of our nation? Who is the first women prime minister of India?
2. Questions and answers may be between one student and other students. For example, what is your name? What did you bring for lunch? Do you have a pencil to lend me?

ROLE PLAY

Role play is liked by children immensely. They love to act the part of different characters in a play or a story. They should be given different roles and asked to say their speech naturally. These speeches may be based on story or textbook lesson. For example; act as your father, Julius Caesar , Othello and so on.

DIALOGUES

Dialogues in a story are the most natural way of making the students to learn to speak. There is immediate connection between situation and sentences, expression and experiences. That is the best way of learning language quickly The teacher may read the dialogues with action, gestures, and feeling. Children can imitate in chorus, in groups and individually.

NARRATION

Students may be asked to narrate their own experiences .how they celebrate their birthday or the festivals. The occasions for such oral composition in and out of the classroom are immense.

By performing actions

The teacher shows some actions or gestures and the students are asked to respond them.

By showing pictures or a chart

The teacher shows a picture or a chart to the students and ask them to

speak on it one by one or they may be shown a film for a few minutes and then they are asked to speak a few sentences about it. If not question are also asked related to it. For example: A picture of cow. Film on Alice in Wonderland etc.

By giving an outline of a story

The students are asked to complete short stories that are started by their teacher.

Benefits of Speaking Skills:

- Speaking helps us to build self-confidence.

- It can communicate and articulate our thoughts and ideas.

- It gives the individual the ability to lead. It improves our quality of role.

- It is a very important skill to receive recognition.

- It helps in career development.

READING

Reading is an important skill at every walk of an individual's life, especially in schools, colleges and at the work place (For people occupying administrative posts). It is a receptive or input skill. This is because reading is a medium of discovering information to expand one's knowledge and understanding of the subject of any kind.

That's why it is said that reading is to the mind is what exercise is to the Body'. Reading

Indeed makes a man complete. For overall development in one's life, that particular person should be a good reader. It is proven that SQ3R methods (Survey, Question, Read, Recite and Review) are the techniques to sharpen the textbook readings kills.

WHAT IS READING?

Reading is the process of looking at written symbols and letters and understanding the meaning of them. It's one of the four main language skills along side listening, speaking and writing. Reading is usually the third language skill that you learn in your language-it comes after listening and speaking. When we read, we look at written symbols (letters, punctuation ,spaces) and use our brains to convert them into words and sentences that have meaning to us. We can read silently (in our heads) or read aloud-speaking every word that we read.

To be able to read, we need to be able to

- Identify the words we see (word recognition)·
- Understand what they mean (comprehension)·
- Connect words and their meaning so that reading is automatic and accurate (fluency).

TYPES OF READING

There are different types of reading depending on the nature and purpose. They are:

- Loud Reading
- Silent Reading
- Intensive Reading
- Extensive Reading
- Skimming and Scanning

1. Loud Reading

Oral reading or reading aloud is a skill to be cultivated in the early stages. A lot of reading aloud by rotation goes on in our class rooms. It must be seen whether the pupils are reading with understanding or only "barking at print". Oral reading is that in which there is vocalization of every word that we read. It gives quick command over large number of words.

2. Silent Reading

Silent reading is essentially an individual activity. Communication is not between one and another, but between the author and the reader. Silent reading is considered as the most important aspect of reading.

It should therefore be encouraged as soon as children have acquired a certain fluency.

3. Intensive Reading

Intensive reading means a detailed study of the prescribed prose text. It concentrates upon the language, information and grasping of the sense . It is also called detailed study

4. Extensive Reading

Extensive reading is also known as rapid reading or independent silent reading. It gives practice in reading for information only and concentrates upon subject matter.

5. Skimming and Scanning Skimming

Skimming is one of them a in reading styles. It is a Method of quick collection of information from the printed page. When skimming, make the fullest possible use of the headings and sub-headings provided and be particularly aware of key or topic sentences in the paragraph.

Scanning

A style of reading adopted when looking for specific information. For example:

- Reading a section of text for a date.
- Locating a telephone number from a directory.
- Looking up a word in a dictionary.

Suppose you search a crowd of faces on a busy bus station as you await the arrival of a friend, your eyes scarcely pause as they move from one face to another until you locate the person you are looking for. In the same way it is possible to search the text for a specific piece of information.

Benefits of Reading Skills:

- It helps to increase the vocabulary.

- It increases one's creativity.

- It plays a vital role in developing critical thinking.

- It shows the students new things and can

- Reading develops the human mind.

- It helps to discover new things.

- Reading develops the imagination.

- Reading is essential in developing a good self-image.

WRITING

Writing plays a crucial role in one's development. That's why it is of equal importance as other language skills, which we have discussed earlier. We use written communication to express different kinds of messages. It gives access to knowledge.

It is a form of communication where an individual puts his/her feelings and ideas on paper, organizes their knowledge and beliefs into convincing arguments and conveys meaning through well-constructed text. Writing skills plays a fundamental role in all kinds of professions. To be successful in life, that individual should be good at writing. Because all kinds of formal communication used to happen in written form. To learn to write you must go through learning to read.

BENEFITS OF WRITING SKILLS

- It provides us with permanent record for future reference.

- It is important as legal proof.
- It helps to get a job.

- It widens one's vocabulary.

- It increases productivity.

Different Modes of Writing

In your classroom, you will likely ask students to write for a variety of purposes :to persuade, to inform, to entertain, etc. Because of this, your certification exams will test your ability to decide which mode of writing is appropriate for a given rhetorical situation as well as your ability to identify what mode of writing samples represent. Use the brief descriptions below to refresh your memory about these modes, but don't forget that some rhetorical situations will require you to blend these models rather than to use them in isolation

NARRATIVE

Narrative writing tells a story. Presenting readers with a sequence of events. If you see dialogue, characters, and a plot, the odds are good that you are reading narrative writing.

Examples: a fictional short story you write for your creative writing class, a true story about something that happened to you.

Narrative writing can be found in:

All types of fiction (e.g., novels, short stories, novels) Poetry Biographies Human interest stories Anecdotes

As I cycled down the trail, I heard children giggling and whooping just around the bend. I crested a small hill and coasted down the curving path until I found the source of the noise. Three little girls sat in the grass by a big oak tree. They were startled to see me, and I smiled kindly to put them at ease.

"What are you doing?"I asked."Nothing, "they chirped in unison.

DESCRIPTIVE

Descriptive writing is what it sounds like, writing that describes a person, place, thing, emotion, situation, etc. in a vivid way. Descriptive writing appeals to the senses and paints a picture in the reader's mind.

Examples: a detailed discussion of your home town that allows the reader to imagine each street and land mark, a profile of your grandmother that makes the reader feel like she has met her.

Descriptive writing can be found in:

Fiction poetry advertising journal and diary writing. The children pedaled leisurely down the Happy Ville Bike Trail, their giggles and whoops reverberating through the warm spring air. Sweet-scented wildflowers brought an array of colour to the gently undulating landscape, tempting the children to dismount now and then so they could lay down in the spring, soft grass.

Through description, this passage paints a vivid picture of a scene on the new bike trail.

Expository/Informative

Expository or informative writing is used to provide the reader with facts about a particular subject,

to explain something that might not be familiar to readers.

Examples: an explanation of how to cook your favorite dish, an essay comparing and contrasting different forms of renewable energy. Expository writing can be found in: Textbooks Journalism (except for opinion and editorial articles) Business writing Technical writing Essays Instructions
All of these kinds of writing are expository because they aim to explain and inform.

Persuasive/Argumentative

Persuasive writing is driven by the desire to convince readers to share your perspective on an issue. Persuasive writing often presents readers with facts like expository writing does, but these facts are presented in the way that makes it clear how they support the particular view point the writer is trying to defend. That is, the facts serve as evidence to support the argument the writer is making.

Example : an essay in which you make an argument about which form of renewable energy is most promising, an editorial for your school newspaper protesting the dress code.

Though many people use persuasive and argumentative writing interchangeably, the common core distinguishes between the two, using persuasive to describe writing that aims to persuade the reader through appeals to emotions and ethics, while argumentative writing aims to persuade the reader through appeals to expertise and knowledge.

Persuasive writing can be found in:

Advertising Opinion and editorial pieces Reviews Job applications.

Digital Literacy

Digital literacy means having the skills you need to live, learn, and work in a society where communication and access to information is increasingly through digital technologies like internet platforms, social media, and mobile devices.

Developing your critical thinking skills (opens in new window) (PDF,128kB) is essential when you're confronted with so much information in different formats–searching, sifting, evaluating, applying and producing information all require you to think critically.

Communication is also a key aspect of digital literacy. When communicating in virtual environments, the ability to clearly express your ideas, ask relevant questions, maintain respect and build trust is just as important as when communicating in person.

Why is Digital Literacy Important?
To understand digital literacy, we must first discuss what digital literacy is. Digital literacy encompasses the skills required to use technology safely, effectively and responsibly. As technology continues to become more and more in grained in daily life, the importance of learning digital literacy skills is becoming increasingly apparent. Below are five reasons students should learn digital literacy skills.

1.Support Educational Progress

One of the first reasons digital literacy skills are important is because of the increased use of technology in education. The use of technology as learning tool has grown past in the last 15 years. With technology platforms such as computers, tablets and the internet becoming increasingly prominent in k-12 schools and universities.

Students with digital literacy skills will be more comfortable and confident in these learning platforms, while those without digital literacy skills may have their progress studied by an inability to or lack of confidence in navigating the related technology. In addition with the majority of standardized state assessments being administered online, it is increasingly important that students have the confidence to focus on the material in question instead of being slowed or distracted by using technology for the test.

2. Increase Online Safety

Online risks are complex and ever-changing, with nefarious individuals or groups continually discovering and creating new ways to take advantage of others. While digital literacy cannot prevent students from facing safety challenges online, it can empower them with important knowledge, tools, processes and resources to help protect their safety and privacy as much as possible.

3. Understand Digital Responsibility

Along with online safety, digital literacy also teaches digital responsibility, which is the ability to consume and communicate information ethically online. Increased technology dependence exposes students to challenges related to copyright and plagiarism. Cyber bullying, vetting informational resources, and interacting responsibility with others. Digital literacy skills help students master their ability to understand and effectively navigate these challenges, making them more responsible digital citizens.

4. Improves Social Opportunities

Whether we like it or not, more and more social interaction take place online. one hand, digital literacy plays a role on being able to socialize with people outside of your immediate territory. Where friendships and even familial relationships used to depend on slow-communication, the use of technology eliminates the barriers of location when it comes to socialization.

However, this opened world of social opportunities also exposes people-especially young people-to dangerous social scenarios. Mastering digital literacy skills allows students to connect with others online while protecting their information and safety.

5. Improve Digital Equity

Digital equity also helps to bridge the digital divide. Even with the proliferation of technology in households and educational   institutions, there remains a disproportionate number of minority workers with limited digital literacy skills. By making digital literacy a priority in K-12 education, institutions can help to improve digital literacy among underrepresented groups, helping to up skill these students so they may have increased career opportunities in the future.

6. Supports lifelong skills

While technology is ever-changing, digital literacy foundations empower students with base knowledge and skills that can be applied to various types of technology now as well as in future. For instance, learning basic concepts such as input/output application operation, discerning hardware devices and how to use them etc, can provide basic transferable knowledge that can be applied to new and emerging technologies.

EFFECTIVE USE OF SOCIAL MEDIA

What is Social Media?

A set of websites & applications that enable users for making as well as sharing anything for part 1c1patmg in social networking is called Social Media.

It is not just only limited to posting vacation snaps online. It is an interactive computer-mediated technology for sharing of various ideas, information, career interests, and other forms of expression through apparent communities & worldwide network.

Importance of social media for students
Social media plays a very vital role in every student's life. With its help, providing and fetching a lot of information, communicating with friends, classmates, teachers and colleagues have become an easy-fit option.
Students and teachers now get connected while making better use of this platform for gaining and providing education, respectively.

Advantages of Social Media to Students However, social media has been criticized a lot Because of the effect it has on the way to students gaining & retaining information. It offer splentiful opportunities for interaction as well as learning.

There are several reasons for using internet-based media as a positive tool for children.

1. Educational Benefits of Social Media

Over many years social media has gained superior credibility as a trusted source of information & a platform where organizations can interact with their global audiences. Using social media, teachers can improve technological ability & students' involvement in studies.

It also provides a good sense of collaboration in the classroom while making better communication skills with students.

2. Easy sharing of Information

Sharing of info, links to other sites has now become super easy for students as they share pieces of Information to their friends, classmates and other connections.

Much of the time they are connected to the internet through mobile hones, laptops, PCS, tablets, etc, for transmitting views opinions, tips, study materials, school projects and various other kinds of useful reading stuff to each other. With this, they exchange helpful information about their exams and classes.

3. Social Credibility

many schools, colleges and universities have begun the facility of interconnecting with a large no of students through means of social media networks for example, facebook, twitter, and youtube.

These channels can be utilized to impart and to communicate school news, educational info, make declarations and provide students with more valuable data.

This creates involvement between the school and students, which help handle several student-related issues through the group associations.

4. Cost-effective Communication

Social media is an excellent & free medium for the end-user! It cannot only be used to communicate. It is also an outstanding device! Technology to promote things such as events, new courses, and various advanced research.

It is thus be used to enhance improvement in learning.

5. Any time connectivity

There is often someone to reply from the international community as geographical factors

donot restrict most of the social networking sites. ATC (Anytime connectivity) has become possible due to the arrival of various social media websites.

You can post your question and wait for few hours to get a solution to your queries.

6. SharingInformation&Know1edge

Social media provides a platform where one can share their knowledge and gain credibility in their chosen field(s) or specialization(s). They can also acquire information and insights from others within an online community.

Reasons Why Social Media is useful for Students

There are lots of causes of why social media is useful for students that can be explained at once.

1. Web-based social networks can provide relevant information, for example, examination and bits of knowledge on different themes or analytics and insights on various topics or issues for study purposes.

2. It is vital to be dynamic in different possible social platforms as an educational institution. This helpmakes better student training methodologies while shaping the culture of students.

Impact of social media in Education

Social media is a new media technology in education that can expand your point of view on different subjects and gives a highlight to the original content. It gives you an opportunity of engaging with specialists to find solutions on topics that you may need assistance.

Social media has gained plausibility as a definitive source of information. Hence it is an excellent platform where organizations can interact with audiences in large no's.

The main thing about utilizing social media for learning is that you soon realize who the specialists are in various field s and subjects. When you begin following these experts, you find out more and additional help from them. This enables you to deliver incredible results.

How can Social Media be used in Education?

Today, many schools in India & education institutions are adapting these developments in to their frame works and depending on group assets and systems to improve the life of students.

The utilization of social media in education helps students, teachers, and parents forgetting more valuable information while connecting with learning groups and other educational systems.

Social network sites and websites provide with lots of chances to improve their techniques of learning and teaching to students and schools, respectively. Through these networks, you can join social media modules or plug-in that empower sharing and collaboration.

Students can benefit themselves through online tutorial exercises through YouTube. Online courses are

offered by colleges through Skype and a full cluster of assets that are shared through social communities. All above mentioned points are the benefits of social media education in schools. Going through above advantages, one can understand the importance of social networking in the educational field in today's world.

Effective uses of Non-verbal Communication

Non-verbal communication is the transmission of messages or signals through an on-verbal platform such as eye contact, facial expressions, gestures, posture, use of objects and body language. Non-verbal communications ends cues to others using actions rather than words.

There are a number of different uses of non-verbal communication. Here area few of these:
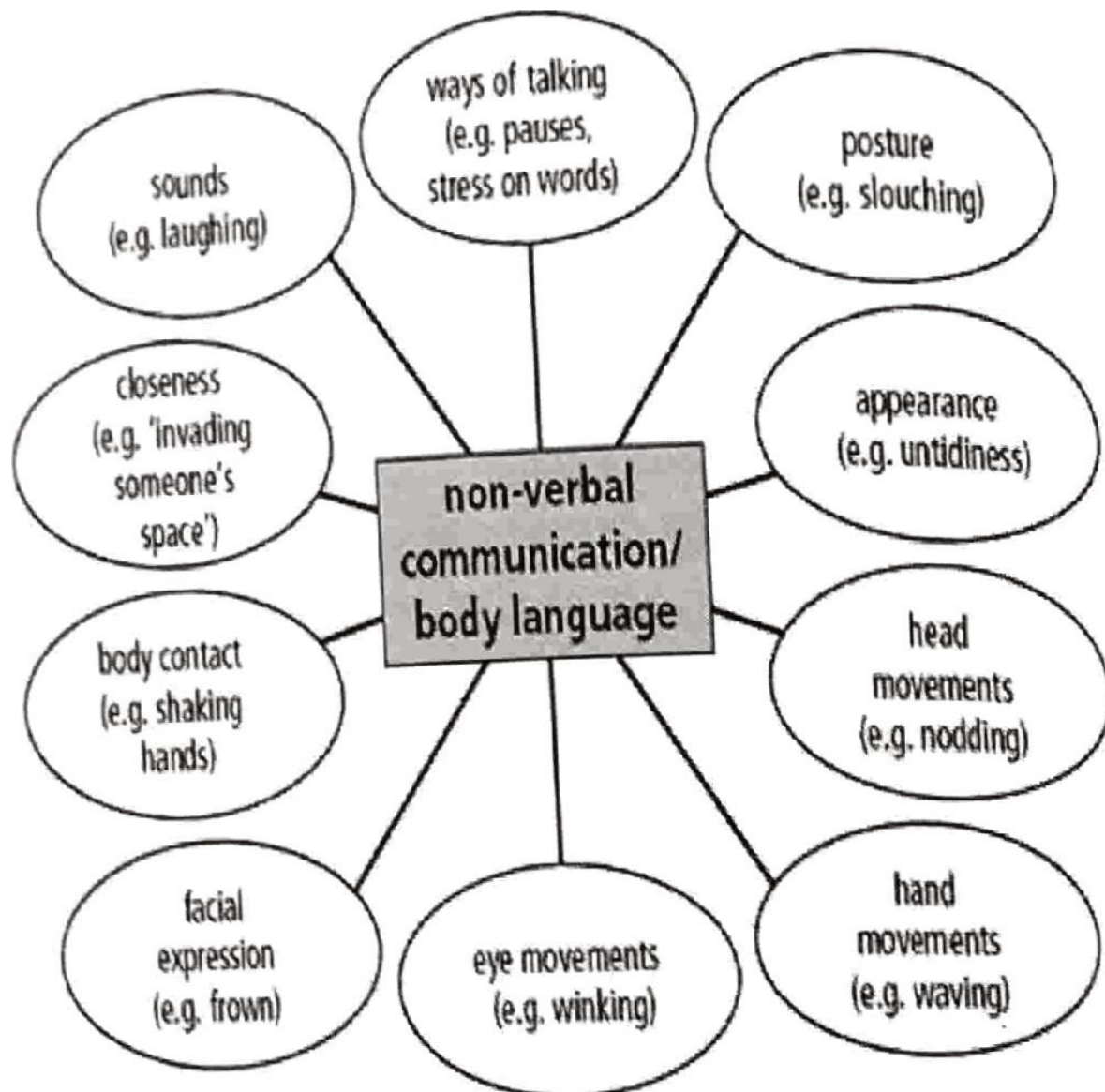
Modifying speech

Non-verbal communication has a significant effect on what is communicated. Modifications include:

Bodily smells (eg.pheromones)

Speech modifiers are particularly significant when taken combination with speech and when used at key points in speech, for example in creating emphasis.

- Replacing speech

- Communication can be done without speaking. For example:

- Pointing with feet legs hands, head or whole body

- Gestures with fingers, hands and arms.

Tilting of head

Movement of any combination of the 90 muscles in the face.

Replacement for speech can be direct one-for-one gestures with clear meaning or may be less or conscious movements with signal requests, attitudes and intent.

Controlling conversation

Conversation is a process of turn-taking in talking.

Non-verbal signals are used a great deal in requesting, offering and managing control of who is speaking.

This includes:

- Butting into speech to take control.

- Speaking louder or faster to retain control.

- Pausing to allow others to but tin.

- Stopping to request others to speak.

- Leaning forward and moving to request speaking.

- Looking away or moving back to shown on readiness to listen.

Conveying personality and status

Non-verbal communication extends beyond bodily actions to anything that's ends messages. This includes much about who you are, and in particular where you fit into the social hierarchy. Such items include:

- Dress, including style, tidiness. Coordination.

- Personal adornments from jeweler to watches and badges
- Office and desk space at work including size and types of computer, chair etc
- Items owned from cameras to cars to houses
- Expressing emotion

Emotions are particularly expressed through on-verbal communication where the voice and body can tell a lot more about how you feel than your words. In particular, if you feel unable to express emotions verbally, your words and body language can easily conflict, sending messages that may be interpreted as stress or deceit.

Communication techniques

Communicating effectively will benefit you in every aspect of your life. Good communication skills impact your relationship with every person you interact with.

Leaders need to communicate their messages to people with in their teams clearly. Your ability to communicate well can create a stronger sense of team work among your employees. If you're not communicating effectively, you won't be able to lead others successfully.

Five techniques of Communications:

1. Verbal Communication

The most common form of communication is the spoken word. It can be used to convey information, ask questions or request a response from others. Verbal communication includes all forms of speech, such as talking, shouting, whispering, singing, chanting, and reading aloud.

2. Non-verbal Communication

There are many other ways that people communicate with each other without using words. Non-verbal communication includes nodding, shaking hands, pointing, eye contact, smiling, frowning, touching, leaning forward, standing up straight, sitting down, crossing arms etc. These gestures help us understand what another person means when they speak.

We also use non-verbal cues to express ourselves to others. For example, if someone smiles at me while I'm speaking to him, he might be expressing interest in what I have to say. Or if he leans back in his chair, it tells me that he doesn't want to hear what I am saying.

3. Written Communication

The written word has been an important means of communication since ancient times. Written communication includes letters, e-mails ,faxes, memos, reports, and other written messages. Written messages include text on paper and computer screens. Writing allows us to store large amounts of information quickly and easily.

4. **Visual Communication**

An other way that we communicate with each other is through pictures or images. Visual communication includes photographs, paintings, diagrams, charts Maps, graphs, drawing, sketches, animations, and videos

5. **Listening**

Active listening is one of the most important types of communication because if we cannot listen to the person sitting across from us. We cannot effectively engage with them think about a negotiation- part of the process is to assess what the opposition wants and needs. Without listening it is impossible to assess that which makes it difficult to achieve a win/win outcome.

Interpersonal skills

Interpersonal skills are the set of skills we use to interact and communicate with others.

We demonstrate interpersonal skills whenever we engage with people around us, and they determine our ability to build relationships and work with others.

Having good interpersonal skills is a key professional strength that can set you a part from other candidates. Interpersonal skills can improve your ability to do well in interviews and build productive, long-lasting relationships in your personal and professional life.

Components of Interpersonal skills

Emotional intelligence

Employees with strong emotional intelligence are able to relate to others and maintain a level head in the

Face of emotionally-charged situations. They are a depart managing social dynamics and ensuring that those around them feel heard, seen, and understood.

Emotionally intelligent employees are   particularly effective in customer-facing roles as well as collaborative positions and make great leaders and managers. This skill however is beneficial in any and every job and holds timeless appeal for employers.

Here are some qualities that contribute to emotional intelligence

• Social awareness

• Perceptiveness

• Thoughtfulness

• Consideration for others

•Self-management

•Empathy

•Active listening

2. Communication

Communication is an essential interpersonal skill to demonstrate to employers. Any job that involves team based collaboration or deals directly with customers or clients requires effective communication skills.

Here are three additional communication-related skills to highlight your resume:

Verbal communication

Your ability to verbally communicate with others is a key interpersonal skill no matter what kind of work you do. From performing well in interviews to giving quarterly presentations or even just connecting with coworkers, you are going to need to verbally communicate at some point. Using your verbal communication skills can have a major impact on your ability to build strong relationships and achieve your career goals.

Active listening

Active listening is a crucial skill in any position that requires you to work with other people. Actively listening to others allows you to connect with them, demonstrates that you understand what they are communicating and opens the door to effective collaboration and problem-solving.

Strong listening skills are particularly beneficial in positions where understanding and responding to the needs of the customers and clients determines your success, like those in customer service or sales.

Digital communication

Today digital communication is becoming a primary mode of communication in the workplace, even between team members sharing an office. Whether you're writing emails or talking to coworkers on Slack, you'll need to demonstrate an ability to communicate professionally over digital mediums.

3. Reliability

Reliability encapsulates your work ethic and the ability to see things through to the end. Simply being on time for work every day puts you on the fast track for promotion, and always fulfilling promises is a key way to earn social capital in the work place.

Although reliability is a beneficial Interpersonal skill for any job, it has added value for trades people In industries such as plumbing or construction. Arriving on time and completing high-quality work goes along way in earning a solid reputation and repeat customers.

Few other industries benefit as much as the trades from recommendations and positive word-of-mouth between friends and neighbors.

4. Leadership

Leadership is an interpersonal skill that sets candidates apart from their peers. Employers are always looking for motivated and capable employees who can inspire others and take charge when work needs to be finished.

Leadership involves not only delegating and strategizing, but also getting the most out of every employee and helping everyone feel like they' remaking valuable contributions to the organization.

Here are several leadership skills for your resume:

- Communication
- Adaptability
- Organization
- Time management
- Delegation
- Motivation
- Problem solving
- Conflict resolution

5. Positivity

Candidates and employees who demonstrate positivity are much more likely to find success in a position and be well liked at the company.

Positivity is especially important for positions that involve customer service or managing client relations, because positivity can be infectious and easily influence your ability to make a sale or close a deal.

Employers value positivity because positive employees tend to focus on the good in a situation, and are more likely to believe that good outcomes can be achieved. Positive employees are also more motivated and pursue tasks with enthusiasm.

6. Negotiation

Negotiation is not only the act of buying or selling goods, but any interaction where you engage another person in a discussion in an attempt to come to a shared agreement.

Negotiation skills are particularly important for those working in industries like law, sales, business, or politics. However, negotiation skills can come in handy in any position.

Here are several skills that will make you a better negotiator:

Emotional intelligence

Communication skills

Strategizing

Planning

7. Openness to feedback

No company wants to hire a stubborn or closed minded employee. So its important to show that you are receptive to feedback.

Being open to feedback is especially useful in entry-level positions, when you lack professional experience and are learning valuable industry specific skills on the job.

Some skills that help cultivate openness to feedback are:

- Flexibility
- Active listening
- Humility
- Open-mindedness
- Adaptability

8. Empathy

People at work gravitate towards those who are capable of showing empathy and relating to their colleagues on a personal level.

You can display empathy at work in a variety of ways. For example, you could lend an ear to a colleague experiencing problems in the company or step into support a project when unfore seen difficulties strike.

Empathy is especially effective if you work in education because students are better able to grow, Learn, and thrive in environments that are emotionally supportive. Some empathy skills to highlight in your resume are;

- Perceptiveness

- Emotional intelligence

- Cultural sensitivity

- Active listening

9. Teamwork

Modern places often require that employees rely on each other in some capacity and are willing to support others when called upon.

Effective team work involves knowing when leadership is required and when it's important to be supportive.

Candidates should put extra focus on their capacity for teamwork If applying for a role in an industry likes often are development, which requires a large number of people to work together to complete a single project.

Tip

Use the word "we" instead of "I" when describing group accomplishments in your cover letter to emphasize a team-minded attitude in your job application.

Here are some team work skills to showcase on your resume:

• Delegation

• Negotiation

• Collaboration

• Cooperation

• Creativity

• Idea exchange

• Listening

10. Conflict Resolution

Employers want to hire employees that can manage their own relationships In the workplace, rather than requiring the involvement of management or HR.

If you're able to demonstrate good conflict resolution skills then it's more likely you'll be considered for leadership or managerial roles.

To be good at conflict management, you must be a strong communicator. It's important to be able to listen to all parties in any given conflict and to understand the basis for the disagreement. Only after fully understanding this can steps be taken to reach an agreement.

Here are some skills that aid in conflict resolution:

Non verbal communication

De-escalation

Mutual respect

Negotiation

Dimensions of interpersonal relationships

Dimensions of interpersonal relationships have been studied for decades outside of computational linguistics, mostly in psychology and social science in general.

Cooperative vs. competitive

A relationship is cooperative if both people (a) have a common interest or goal, (b) like each other (c) benefit from the relationship or (d) think alike or have similar views. Otherwise, the relationship is competitive.

Equal vs. Hierarchical

A relationship is equal if both people (a) have the same social status, (b) are at the same level in the power structure, (c) share similar responsibilities, or (d) have the same role. Otherwise, the relationship is hierarchical.

Intense vs. Superficial

A relationship is intense if both people interact with each other frequently, i.e., they are involved repeatedly. Otherwise, the relationship is superficial.

Pleasure vs. Task Oriented

A relationship is pleasure oriented if both people interact socially and their relationship is not bound by professional rules or regulations. Otherwise, the relationship is task oriented.

Active vs. Passive

A relationship is active if both people are involved in a shared activity or event that gran1s the relationship. Otherwise, the relationship is passive. For example, individuals commuting to work in the same car have an active relationship, but those who happen to take the same subway line to work have a passive relationship.

Intimate vs. Ultimate

A relationship is intimate if both people are emotionally close and warm to each other. Otherwise, the relationship in un -intimate.

Temporary vs. enduring

A relationship is temporary if it lasts less than a day. A relationship is enduring if it lasts over a month. Otherwise (if it lasts more than a day and less than a month), this dimension is undefined.

Concurrent vs. Non concurrent

A relationship is concurrent if both people are involved in an even tor action at the same time. Otherwise, the relationship is Non concurrent.

Spatially Near vs. Distant

A relationship is spatially near (or near for short) if both people are at the same location during the event that grants the relationship. Otherwise, the relationship is spatially distant (or distant). Interpersonal skills form an integral part of your professional toolbox. From collaborating on a project with a colleague to liaising with an important external stakeholder you need the confidence, empathy and communication skills to make the most of every interaction. Strong interpersonal skills will help young a in allies and simultaneously demonstrate to your s u p e r v i s o r that you are capable of bringing out the best to others. And that's a key aspect of career advancement.

Follow these nine tips to improve your interpersonal skills in the workplace:

1. Cultivate a positive outlook

Teach yourself to be positive by reminding yourself everyday of the good things about your life and your job. If you're up set about a personal matter, set those feelings aside until after work. If you're stressed about a work issue, look for the positive in the situation and try To build on that.

2. Control your emotions

Work isn't the place to be overly emotional. Whether you're extremely irritated, severely depressed or ecstatically happy, take a deep breath and tone your emotions down. Always express yourself in a calm, patient manner.

3. Acknowledge others' expertise

One of the best ways to build trust at work is to let your co-workers know you appreciate their expertise. Ask for their help on projects and give credit where credit is due.

4. Show a real interest in your colleagues

You work side-by-side with your colleagues with eight hours every day; it's only logical that you'll learn something about their lives. Make a point of getting to know what's important to your co-workers. It will help solidify your relationships with them.

5.Find one good trait in every co-worker

Not all of us like every single person we work with but you can't let personal preference get in the way of peak performance. If a colleague's personality clashes completely with your own, the best way to handle the situation is by finding at least one good trait in that person- preferably something professional.

6.Practice active listening

In the all Business article "Ten Ways to Improve Your Interpersonal Skills, "the editors advise practicing active listening. You can do this by maintaining eye contact with the speaker, nodding our head, and repeating what he or she says in your own words. The speaker will feel respected and you're likely to be able to recall the conversation more easily afterwards.

7. Be assertive

According to the Help Guide org article "Effective Communication: Improving Communication Skills in Your Work and Personal Relationships, "it's important to be assertive. Be confident in your ability and Opinions and don't be afraid to express your needs, as well as your limits

8. Practice Empathy

Gaina well-rounded view of things by putting yourself in other people's shoes. This will help you develop empathy for others, which in turn goes along
Way in finding solutions that work for all involved.

9. Maintain your relationships

Connect with college friends and former colleagues on social media or through email; try to set up face-to- face meetings now and then. This shows your connections that you still value the relationship- and that can go along way in helping you advance your career.

Selman's Stages of Interpersonal Reasoning

Selman defines interpersonal reasoning as the ability to understand the relationship between motives and behavior among a group of people. According to Selman, this ability changes as children achieve cognitive ability

The ability to differentiate and coordinate social perspectives hypothetically represents the person's cognitive ability and levels of reasoning about various issues of friendship. From this, one can conclude that Selman's theory of social development places much emphasis on the link between cognitive and social aspects of development.

STAGE0:Egocentric level (about ages 4-6)

Children do not recognize that other persons may interpret the same social event or course of action differently from the way they do. They do not reflect on the thought of self or others. They can label the overtly expressed feelings of others but do not comprehend cause-and-effect relations of social interactions.

STAGE 1:Social information role taking(about ages 6-8)

Children are able to differentiate between their own interpretation of social interaction and the interpretations of others in limited ways. But they cannot simultaneously think of their own view and those of others.

STAGE2:Self-reflective role taking (aboutages8-10)

Interpersonal relations are interpreted in relation to specific situations where by each person understands the expectations of the other in the particular context.
Children are, however, not yet able to view the two perspectives at once.

STAGE3:Multiple role taking (aboutages10-12)

Children become capable of taking a third-person View which permits them to understand the expectations of themselves and of others in a variety of situations as if they were spectators

STAGE 4: social and conventional system taking (about ages 12-15+)

Each individual involved in a relationship with another understands many of the subtleties of the interactions involved. In addition, a societal perspective begins to develop. That is, actions are judged by how they might influence all individuals, not just those who are immediately concerned.

As children mature, they take more information into account. They realize that different people react differently to the same situation. They develop the ability to analyze the perspectives of several people involved in a situation from the view point of an objective bystander, and they can even imagine how different cultural or social values would influence the perceptions of the bystander.

EMPATHY

Empathy Means to Lean In with Compassion. This is a topic we're impassioned about at Heartmanity, especially because empathy is so integral to emotional intelligence (EQ),being compassionate, and connecting with the people you love and work with.

Think about the happiness of a week end off work versus the joy of a wedding or the twisted pleasure of Schadenfreude, German for the enjoyment of another's misfortune.

Empathy has different facets, too. In fact, empathy also comes from a German word, Einfuhlung, meaning feeling in. "And just as there are many ways to feel; there are multiple ways to experience empathy.

So let's begin with the basics: What is the definition of empathy?"

From an emotional researcher's stand point, its "the ability to sense other people's emotions, coupled with the ability to imagine what someone else might be thinking or feeling."

From a human and vulnerability perspective and according to Brene Brown, "Empathy is communicating that incredible healing message of 'You're not alone.·

The three types of empathy that psychologists have defined are: Cognitive, Emotional, and Compassionate.

As an aside, it's worth noting that empathy is a relatively new idea and is still being defined by social and cognitive psychologists. As The Atlantic's article "A Short History of Empathy "points out:" The term's only been around for about a century-but over the course of its existence, its meaning has continually changed."If empathy is a murky concept to you, read our piece 'What is Empathy and Why is it important?"

Empathy Is important. And the type of empathy that you express or experience matters as well.

Cognitive, Emotional, and Compassionate empathy all manifest in different ways. Reflecting on your own experiences at home, at the office. Or with friends and family, it probably won't take long for you to notice the different types in your own life. There are plentiful example son TV, in politics, and in pop culture to draw from as well; however, many of them exhibit a lack of emotional intelligence, too. See if you can tell the difference between when a person is responding with empathy or not.

TYPES OF EMPATHY

Cognitive Empathy

·" Cognitive empathy definition: "Simply knowing how the others person feels and what they might be thinking. Sometimes called perspective-taking· What it's concerned with: Thought, understanding, intellect. Benefits: Helps in negotiations, motivating their people, understanding diverse viewpoints, and is ideal for virtual meetings

Pit falls: Can be disconnected from origin or deep emotions; doesn't put you in another's shoes in a felt sense. Cognitive Empathy is about thought as much as emotion. It is defined by knowing, understanding, or comprehending on an intellectual level. As most of us know, to understands add ness is not the same

thing as feeling sad.

On the other hand, cognitive empathy is, in some ways, like mixing apples and oranges. To truly understand another person's feelings, don't you, in some sense; have to be able to feel them yourself? Therefore, those who respond with Cognitive Empathy can risk seeming cold or too detached

Emotional Empathy

Emotional empathy definition: "when you feel physically along with the other person, as though their emotions were contagious."-Daniel Goleman.

What it's concerned with: feelings, physical sensation, and mirror neurons in the brain.

Benefits: Helps in close interpersonal relationships and careers like coaching, marketing, management, and HR.

`Pitfalls: Can be overwhelming, or in appropriate in certain circumstances, just like it sounds, involves directly feeling the emotions that another person is feeling. You've probably heard of the term "empathy." Meaning a person with the ability to fully take on the emotional and mental state of another. The quote that comes to mind is: "l have a lot of feelings".

This type of response might seem disconnected from the brain and thinking, but as Goldman points out, emotional empathy is actually deeply rooted in a human's mirror neurons. All animals have neurons that fire in a certain way when they see another animal acting, making them relate to that action in their own body and brain. Emotional empathy does exactly that with the feelings someone experience sin reaction to a situation.

When your partner-or any one you deeply love- comes to you in tears, it's a natural response to feel that pull on your heart strings. Like crying at a wedding or cringing when someone stubs their toe, it's a deep- seated, gut reaction that often feels like a visceral human response. Connecting with another human in this way is intimate and can form a strong bond.

Like cognitive empathy, Emotional Empathy has its flip side of emotional empathy occurs the ability to manage their own distressing emotions writes Goleman. This can be seen in the psychological exhaustion that leads to burn out. Feeling too much can make even small interactions overwhelming.

Compassionate Empathy

Empathy definition: with this kind of empathy we not only understand a person's predicament and feel them, but are spontaneously moved to help, if needed:-Daniel Goleman

What it's concerned with: Intellect, emotion, and action.

Benefits: Considers the whole person.

Pitfalls: Few-this is the type of empathy that we're most often striving for the majority of the time, Compassionate Empathy is ideal. Cognitive Empathy may be fitting for the workplace. Monetary negotiations, or surgeon's offices; Emotional Empathy may be the first response with children and for our loved ones;

Compassionate Empathy strikes a powerful balance of the two. In fact, it could even be used today for your teen doing hours of school work online and feeling the overwhelmed during the school year or bored in summer.

Feelings of the heart and thoughts of the brain not opposites. In fact, they're intricately connected.

Practice for fostering empathy

Empathy begins with the capacity to take another perspective, to walk in another's shoes. But it is not just that capacity. Sales people, politicians, actors and marketers are often very skilled attacking other perspectives but they may not care about others. Conmen and torturers take other perspectives so they can exploit people's weaknesses. Empathy includes valuing other perspectives and people. It's about perspective- taking and compassion.

How can parents cultivate empathy? The following are five guide posts based on research and the wisdom of practitioners.

1. Empathize with your child and model empathy for others

Children learn empathy both from watching us and from experiencing our empathy for them. When we empathize with our child they develop trusting, secure attachments with us. Those attachments are key to their wanting to adopt our values and to model our behavior and therefore to building their empathy for others.

2. Make caring for others a priority and set high ethical expectations

If children are to value others' perspectives and show compassion for them, it is very important that they hear from their parents that caring about others is a top priority and that it is just as important as their own happiness. Even thou most parents say that raising caring children is a top priority, often children are not hearing that message.

3. Provide opportunities for children to practice empathy

Children are born with the capacity for empathy, but it needs to be nurtured throughout their lives. Learning empathy is in certain respects like learning a language or a sport. It requires practice and guidance. Regularly considering other people's perspectives and circumstances helps make empathy a natural reflex and through trial and error, helps children get better at tuning in toot hers' feelings and perspectives.

4. **Expand your child's circle of concern**

We often talk about empathy as a quantity. The issue is whether children can empathize or how much empathy they have. It is who they have empathy for. For most of us, it is not hard to have empathy for our family members and close friends. It is also human nature to have empathy for people who are like us in some way. As parents and care takers, it is not only important that we model appreciation for many types of people. It is important that we guide children in understanding and caring for many kinds of people who are different from them and who may be facing challenges very different from their own challenges.

5. Help children develop self-control and manage feelings effectively

Often when children don't express empathy it is not because they don't have it. It is because some feeling or image is blocking their empathy. Often the ability to care for others is overwhelmed, for example, by anger, shame, envy or other negative feelings. Helping children manage these negative feelings as well as stereotypes and prejudices about others is often what "releases" their empathy.

Service Learning

Service Learning is an educational approach where a student learns theories in the classroom and at the same time volunteers with an agency (usually a non-profit or social service group) and engages in reflection activities to deepen their understanding of what is being taught.

It is a cycle of theories, practices. And reflection tools to broaden knowledge and critical thinking skills for social change.

You might commonly hear it related to terms such as civic engagement, community development, advocacy, philanthropy, social change, volunteerism, community service and experiential learning.

As a result of service learning, students learn more about the community and themselves while fulfilling

A Need in the community and meeting classroom or degree requirements..Students in any discipline can participate. The courses are usually most directly tied to social science courses (for example ·political science, sociology, environmental studies and psychology) and pre-professional courses (for example: education, social work and business).

Some Examples of Service Learning Projects?

Service Learning involves almost any helping activity. We generally refer to direct service to individuals, indirect service to people, and advocacy work.

Direct service includes tutoring, serving meals, working with patients, helping a refugee family, walking foster dogs, or participating in events at a nursing. Many psychology and education courses corporate direct service.

Indirect service is something behind the scens to help. such as organizing a fundraising event. Working in resale shop, stocking a food pantry, collecting donations or planting trees to help the environment. Fields such as environmental studies and sociology offer more indirect service opportunities.

Advocacy can take the form of the students writing letters to government officials, demonstrating in a picket line or educating others about possible policy changes political science and criminal justice feature more advocacy work.

Why is Service Learning Important?

For starters, service learning is important because it connects student laring in the classroom with real world experiences in the community. Students who participate in it are more deeply engaged· communities, gain practical skills, develop their career and personal interests, and are usually more engaged citizens.

At a societal level, it is important for people to be involved and aware of the communities each other and be more conscientious individuals. Creating opportunities for young people

Increases their involvement.

Finally, it in stills the habit of performing a service for others. Students who engage early service work for there to their lives.

How do I benefit as a student?

- Through service learning, students
- Learn more about their relationship with the communities they engage with
- Learn more about their capacity for serving other
- Refine their decision-making abilities and acquire other career related skills. Better understand the meaning of responsible learning.
- Grow in their awareness of cultural differences.

SOCIAL CURRICULUM DESIGN

Social curriculum Design is a creative practice dedicated to understanding school problems and supporting positive social change. Social Curriculum Design does not solve social problems. Social curriculum creates opportunities that shift relationships between people and people and people and institutions, to support positive social change.

There are many ways to integrate community engagement into an existing course, depending on the learning goals, the size of the class, the academic preparation of the students, and the community partnership or project type. Below are some general tips to consider as you begin:

Required with in a course: In this case, all students are involved in service as an integrated aspect of the course. This expectation must be clearly stated at the first class meeting, on the syllabus, with a clear rationale provided to students as to why the service component is required. Exceptions can be arrange don an Individual basis or students can transfer to another class. I fall students are involved in service it is easier to design coursework (i.e class discussions, writing assignments, exam questions) that integrates the service experience with course objectives. Class sessions can involve agency personnel and site visits. Faculty report that it is easier to build community partnerships if a consistent number of students are involved each semester.

Multiple course projects: Community engagement projects with one or more partners may span different courses in the same semester or multiple courses over a year or longer. These projects must be broad enough to meet the learning goals of multiple courses overtime, and because of this they may have a cumulative impact ton both student learning and community development that is robust. Such projects may be particularly suited to course clusters or learning communities within or across disciplines. Or course sequences, say, with in a major, that build student capacity towards advanced learning and community action goals.

Social Curriculum Design focus on educating a group of people-whether a minority group or the society as a whole-rather than a student. The objective is to improve the society as a whole.

Social Curriculum Design is meant to reach out beyond the classroom and into the community to explore and solve their problems. This is very much an activist model, where students are encouraged to be reading activity in their community where life problems, community affairs and real would problems exist. It is a problem solving curriculum

Features of social curriculum

- The primary focus of this curriculum is to focus education on socially relevant and significant factors

- The focus is on problems that engage the real world.

- Learning is presented through a project approach rather than working on independent projects.

- Group and group work is an important aspect of this curriculum.

- It is a curriculum to solve the local community's problem

- It help students strengthen their conviction to ensure a better life themselves and for others.

Project based learning is a dynamic classroom approach in which students actively explore real world problems and challenges and acquire a deeper knowledge.

Teachers' role in Social Curriculum Design

In the Social Curriculum Design, teachers have a very important role. They serve as facilitator and organizing group efforts. Children are not born with all necessary social skills to work together as a group. Therefore the teacher helps students develop their social skills and create a climate for collaboration and team building. The teacher is responsible for turning their class into problem solving unit. They help their unit solve their community based problems by planning and coordinating trips into the community. They are also responsible for making connections with community members who will further help the students with their projects.

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