**Interpersonal Skills KEY**

**Student Notes**

1. **Personal Traits**

* Personal Ethics
* Creativity, Initiative, and Responsibility
* Attitude
* Self-Control/Orderliness
* Self-Awareness & Willingness to Change
* Self-Esteem
* Empathy

Personal Ethics



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

1. View difficult assignments as a challenge
2. Positive attitude flows over into other areas

Self-Control/Orderliness

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

Self-Awareness & 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 on the job 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

1. **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 overcommit yourself or you will regret it
* Sometimes “NO” is okay!

Goal Setting

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