INTERPERSONAL SKILLS

Communicating effectively:

speaking clearly
listening actively
being vocally interesting
being clear about my purpose
using body language
e.g. facial expressions,
establishing eye contact
pausing to create interest
choosing the right time
choosing the right place
avoiding distractions (cell phone)
avoiding whining or pleading
thanking the group etc

Giving & receiving feedback & feedforward

identify the learning goal identify the learner's strengths advise on how to develop them be clear & constructive about weaknesses and how they might be addressed (where to next steps) provide opportunities for improvement etc

<u>Supporting/encouraging</u> <u>others</u>

Solving problems

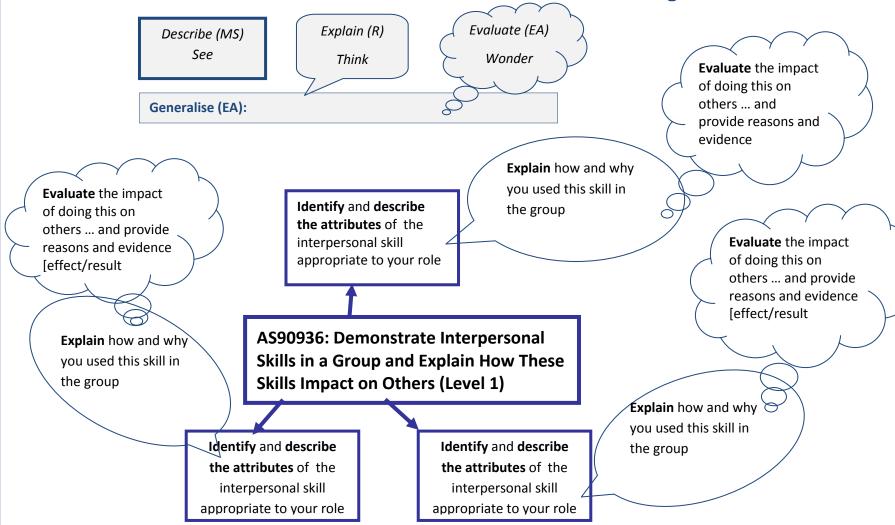
Resolving conflict

Co-operating with others

Accepting diversity

Including others

HookED DESCRIBE** Map



Make a generalisation about the impact of your use of interpersonal skills in a group.

Overall because (reason) ... because (evidence)

