

## UNIT-2 CONVERSATION & SOCIAL SKILLS

- Conversation is an interactive comm. b/w two or more people. It is a mental occupation and not merely converting casual thoughts into words. The development of conversational skills and etiquette is an imp. part of socialisation.
- The purpose of conversation in terms of socialisation is to :-
  - a) self expression and interaction
  - b) getting to know the other person better.
  - c) building trust and credibility
- A good and effective conversation is a mutual process where the thoughts are transmitted not in isolation but in reaction to those received as well. The best conversations are exchanges and not interrogations. Therefore, a good conversationalist neither monopolises the conversation nor keeps silent all the time.
- Each person in a conversation should get a chance to contribute. In order to avoid confusion, it should be clearly and concisely worded.
- Speech is a formal process of talking to a group of people mostly in a manner to educate, influence or entertain the audience. Here, a speaker majorly dominates the speaking while the audience listens.
- \* Distinction b/w speech and conversation :-
  - a) Organisation structure → speech involves thoughts that are logically structured while conversation can jump from one

Topic to the other.

b) Language → speeches use formal language while conversations mainly use casual language, sometimes even containing profanity.

c) Method of delivery → speeches are always delivered in intentional settings and contexts whereas conversations may arise spontaneously.

### LISTENING & CONVERSATION :-

• When it comes to conversations, listening is an integral part. When a listener shows interest, it encourages the other person to speak because they feel valued and understood.

• Active listening allows a person to suspend judgement and extend grace to the speaker. For a conversation to be free flowing and natural, the listener has to be fully engaged, avoid distractions and be genuinely curious.

### \* Sustaining interest in conversations :-

- a) Showing interest by applying proper non-verbal cues.
- b) Practicing active listening
- c) Finding common ground to discuss on
- d) Asking open ended questions
- e) Applying empathy
- f) Linking and connecting the content
- g) Using progressive disclosure
- h) Incorporating story telling method

- i) involving everyone in the conversation.
- ii) avoid using long answers to keep the conversation flowing
- iii) Use appropriate language
- iv) know when to end the conversation appropriately.

RULES OF CONVERSATION:-

- i) One shouldn't monopolise the conversation
- ii) Avoid asking unnecessary details
- iii) Refrain from asking another question before the first one has been answered.
- iv) Do not interrupt while the other is speaking
- v) Do not contradict, especially if it's not imp.
- vi) Choose a sub. of mutual interest
- vii) conversation should be in harmony of the surrounding.
- viii) Be transparent and fully present
- ix) Do not exaggerate or misquote.
- x) Do not equate your experiences with theirs.

IMPORTANCE OF CONVERSATION:-

- a) It cultivates confidence and creates connections.
- b) It is the foundation of comm.
- c) It ignites ideas and creates productivity
- d) It helps in the development of individual personality
- e) It gives an individual a sense of value and encourages one to grow.
- f) It gives a platform to people for showcasing their personality.
- g) It acts as a source of knowledge gain.
- h) It pushes an individual towards the art of articulation

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i) It exposes an individual to variety of options and challenges their mental agility

ii) It helps in affirmations, relationship repairing and processing of negative feelings.

### RELATIONSHIP COMPETENCE :-

- Competency refers to the ability to do something successfully and efficiently. Relationship building is an imp. constituent of comm. and the competency in relationships ensures investment of individuals in relationships that lead to the achievement of shared results.
- Relationship competency skills are a combination of soft skills that a person applies to connect with others and form positive relationships. Some of the imp. relationship building skills are interpersonal skills, non verbal and verbal comm. skills, empathy, listening skills, emotional intelligence, networking skills etc.

### SOCIAL SKILLS :-

- A social skill is any form of emotional, behavioural, verbal/non-verbal skill that facilitates interaction and comm. with others where social rules ~~are~~ and relations are created, communicated in verbal and non-verbal ways.
- Human beings are social animals and hence, often crave for interaction. Developing social skills is being aware of how we communicate with others, the info. we send

and how it can be improved to make the overall process of comm. effective. Improving interpersonal skills lead to better social skills.

• The most common ways in which an individual exercises their social skills are -

- a) language used
- b) paralinguistic features of speech
- c) body language and physical gestures
- d) facial expressions and eye contact
- e) empathy and listening skills

• In technical and professional environment, keeping one's emotions in check in demanding and stressful situations and communicating effectively with team members and clients are some of the situations where social skills are applied.

IMPORTANCE OF SOCIAL SKILLS :-

- a) It develops and improves relationships in both personal and professional lives
- b) Improves communication skills
- c) It leads to greater efficiency at handling people.
- d) It leads to better team work building skills
- e) It enhances and increases growth in career prospectives
- f) It increases understanding and empathy skills
- g) It leads to overall mental and physical happiness



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## Role of communication :-

- Comm. skills are the key to developing and maintaining relationships and to building a strong social support network. Building good relations with other people can lead to happiness and reduce stress and anxiety. Imp. components of comm. that can be developed to improve social skills are -

i) Non-Verbal Comm. → a large part of our comm. is non-verbal. Therefore, in order to properly send messages to others, one must be careful of its usage and whether or not the correct meaning of the message is being understood.

ii) Conversational skills → having good conversational skills can greatly improve one's social skills. It becomes easy to strike a dialogue with others and understand them better to make healthy relationships.

iii) Assertiveness → assertive comm. is the honest exp<sup>n</sup> of one's own needs, wants and feelings while respecting those of the other person. However, assertiveness is a learned skill, not a personality trait.

## ATTRIBUTES OF SOCIAL SKILLS :-

a) Effective comm. → with good social skills, individuals develop a better understanding of their audience and are able to convey their thoughts and ideas in the best possible manner.

b) Conflict Resolution → it is the process and methods used by two or more parties to facilitate a resolved and peaceful

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and to a conflict. It is the ability of an individual to see a problem for as it and devise a workable solution for it.

c) Relationship Management → it is the ability to grow, develop and maintain relationships. Having good social skills allows an individual to inspire and influence, communicate and build bonds with clients and team members in an organisation.

d) Respect → learning to respect others inspite of any bias is an imp. social skill. Respect also means to understand someone's space and respecting it. An individual with good social skills will always respect the choices, opinions and views of others and also respect others decision of wanting their own space.

Social skills can be improved by :-

- a) Finding common ways to engage with others
- b) Asking open ended questions
- c) Encouraging others to express themselves
- d) Improving one's listening skills
- e) Working on nonverbal skills, majorly kinesics & occulesics
- f) Choosing effective comm. channels
- g) Accepting criticism and applying it productively
- h) Learning the art of small talk
- i) Observing others social skills
- j) Being assertive and <sup>not</sup> aggressive
- h) Practicing objectivity
- i) Offering genuine compliments
- k) Understanding the rules and norms of the society.

## FEEDBACK :-

- It is an essential component of business comm. and the ability to give and receive feedback in the correct manner is a desirable social skill. It is a two way process of understanding others and oneself constructively.
- Feedback is a way of learning where everyone tries to gain something positive from others suggestions. It acts as an opportunity to motivate to do better and leads to personality development.
- Feedback also needs to be timely, which in turn will allow the recipients to understand and act sooner. As a receiver of feedback, one must listen openly and utilise it in a productive manner.

## GOAL SETTING :-

- In any kind of environment, especially professional, it is imp. for an individual to be able to set specific goals. As a social skill, the ability to analyse and understand oneself and set productive goals, lead to overall personality development. It also allows others to assess the commitment level of an individual who has their goals set.
- Goal setting involves the process of developing an action plan designed to motivate and guide a person or group towards a goal. Goals are more deliberate than desires and temporary requirements. Therefore, goal setting means a person has thought, emotion and behaviour towards attaining a goal.



S - specific  
M - measurable  
A - attainable

R - realistic  
T - time based

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\*(A goal is an objective or a target one is trying to achieve.)\* [SMART GOALS]

### ADOPTING INTERPERSONAL SKILLS :-

- o Interpersonal skills are the qualities and behaviour one exhibits while interacting with others. They are one of the most intrinsic soft skills in technical comm. Interpersonal skills are both verbal and non-verbal and greatly influence one's chances of excelling at life and work.
- o Strong interpersonal skills of a person benefit both the individual and their organisation as it includes the ability to solve difficult problems and also maintaining relationships with people.
- o The most imp. and effective interpersonal skills are -
  - a) Communication - it is essential to be able to articulate one's thoughts clearly and appropriately. Both verbal and non-verbal skills must be applied effectively to communicate better.
  - b) Empathy - it is an essential quality to be able to understand others emotions and responding accordingly. People gravitate towards those who are capable of showing empathy.
  - c) Leadership - a motivated, capable individual who inspires and encourages others while taking control of situations, is a good leader who also moves towards achieving individual and team success.

d) listening - active listening is essential for better response formation. This also leads to clear understanding of instructions and delivering responses satisfactorily.

e) Teamwork - effective teamwork involves knowing when to take leadership and when to take stand back and support. A good team player will also have strong emotional intelligence.

f) Negotiation - as an interpersonal skill, negotiation is also an effective skill because it refers to the ability of an individual to be flexible in disagreements and yet reach a shared agreement with others.

g) Emotional Intelligence - the ability to keep not only one's own emotions in check but also to be able to understand and navigate through others emotions is a skilled trait.

#### Purposeful socialising :-

Socialisation is the process of inducting an individual into the social world. Purposeful socialising is the process through which an individual from birth through death, is taught the norms, values, customs and roles of the society in which they live.

It is done for the purpose of incorporating new members of the society to function smoothly. It also serves to preserve social order by keeping individuals in line with expectations.