

## CHAPTER NO. 4: PDS- INTERPERSONAL RELATIONS

### SUMMARY

#### **Introduction**

All of us are social beings and interact with others in the process of satisfying our human needs and achieving our goals. In management, irrespective of your level, you have to interact with others – peers, superiors and subordinates. And most importantly, in some organizations, with general public. You may have to communicate with people of different sexes, ages, education, skills, personalities and temperaments. Ability to understand the nature and dynamics of interactions with others will help an individual to become more effective communicator – which means more positive respect for self better performance and achievement of organizational goals, more satisfied and committed employees, effective relationships with superiors and peers, more satisfied consumers or clients.

#### **Interpersonal role of manager**

- Figurehead
- Leader
- Liaison

#### **Dimensions of interpersonal relationship**

##### **Interpersonal relationship**

- Reciprocal social and emotional interaction between two or more individuals in an environment.
- Close association between individuals who share common interests and goal.

## **Role of communication in IPR**

Communication is the KEY

- Communication is the lifeline of any relationship. Without it, the relationship will starve to its death.
- *Elizabeth Bourgeret*
- You can change your world by changing your words... Remember, death and lives are in the power of the tongue.

## **Power of active listening**

Worth of listening

- It is not the voice that commands the story; it is the ear.

- *Italo Calvino*

- The most important thing in communication is hearing what isn't said.

- *Peter Drucker*

Thought of the hour

The biggest communication problem is we do not listen to understand.

We listen to reply.

## **Self assessment**

### **Self-Awareness**

- Good relationships with others stem from a better understanding of ourselves.
- Increased self-awareness helps us develop an understanding of how our behavior influences others.

### **Self-Acceptance**

- The degree to which you like and accept yourself is the degree to which you can like and accept others.
- Self-acceptance is the key to successful interaction with others.
- Able to cope better with change, responsibility, diversity, and teams.