



INTERPERSONAL RELATIONSHIP

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Managing Relations



Interpersonal Relationship(IR)

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No matter how hard you work or how many brilliant ideas you may have, if you can't connect with the people who work around you, your professional life will suffer.



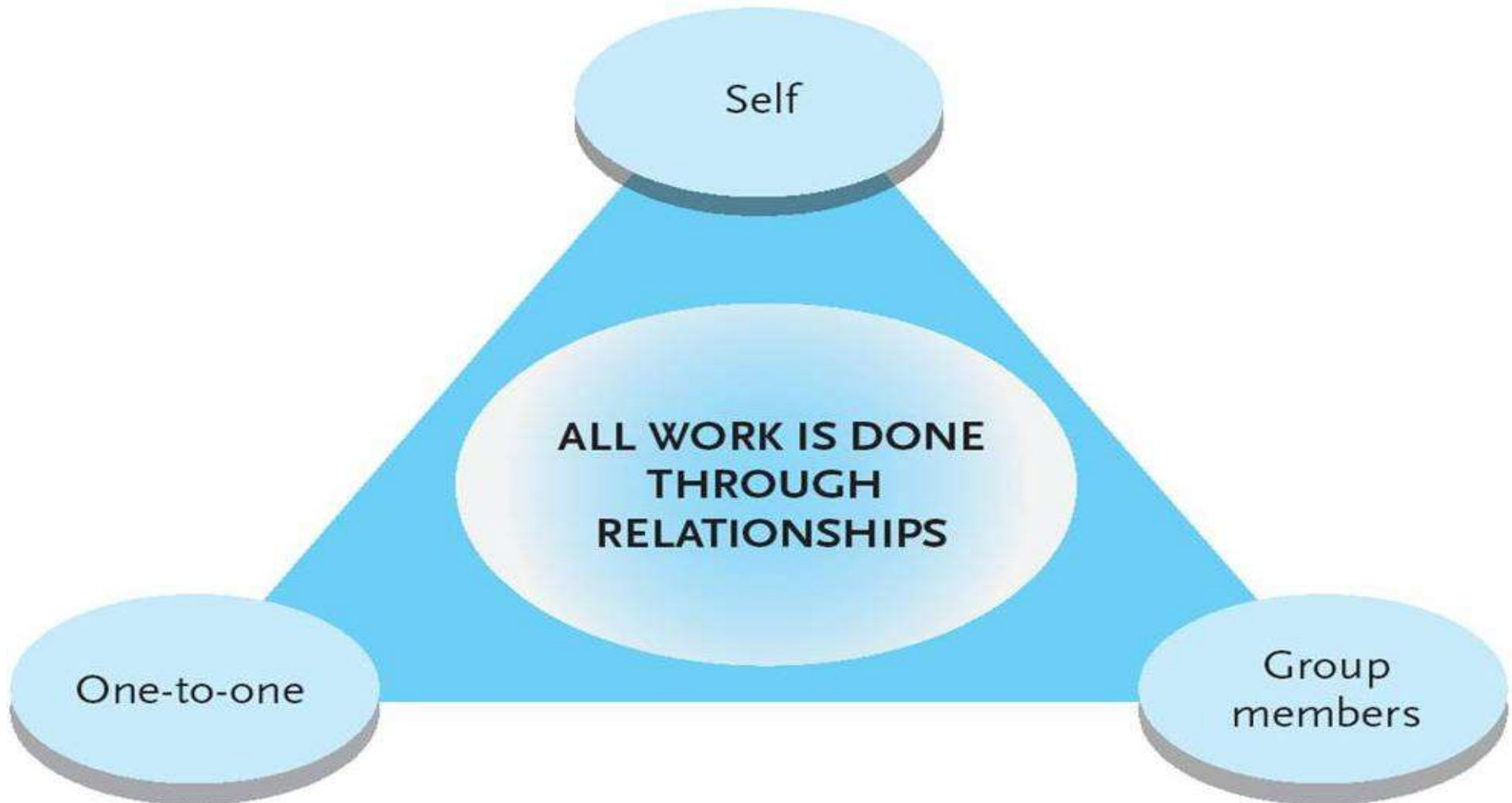
IR for a manager: why It Matters.....

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- ❑ Academic intellect is not enough for the professional success
- ❑ Technical proficiency does not win the prize
- ❑ Recent trends in the workplace give new importance to human relations
- ❑ Self management and effective interpersonal relationships made the difference between success and failure.



Managing Interpersonal Relationship





Interpersonal Relationship

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- What people talk to each other?
- How people Behave with each other?
- Why people talk to each other the way they do?
- Why we like some one and are comfortable around them?
- Why do we have awkward moments with some people?



Interpersonal Relationship Skills

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The basic skills practiced by interpersonally competent people include the following:

- Building rapport
- Communicating
- Asserting self
- Negotiating
- Working with group



The art of Building Rapport

- ❑ Matching and mirroring helps to build rapport.
- ❑ Behavioural research show that mirroring an matching - coping other people's body language, mannerisms, and repeating their words – helps build trust and establish rapport.
- ❑ Rapport building is at the root of effective communication.



Communication is the key

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Communication is the lifeline of any relationship. Without it, the relationship will starve to death

-Elizabeth Bourgeret



Why communication fail?

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“The problem with communication.....
Is the illusion that it has been
accomplished.”

- George Bernard Shaw



Interpersonal Relationship

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- Balance is possible between different dimensions of life.
- Start relationships with zero to establish healthy relations.
- Every relationship is for ME.
- Crux of relationship is attitude and behaviour.
- We cannot change behaviour of others but changing ours is possible.



Transactional Analysis (TA)

TA is an analysis of Transactions that go on between human beings who are interacting with each other ... [that] explains why people differ from each other and behave the way they do with each other



TA.....

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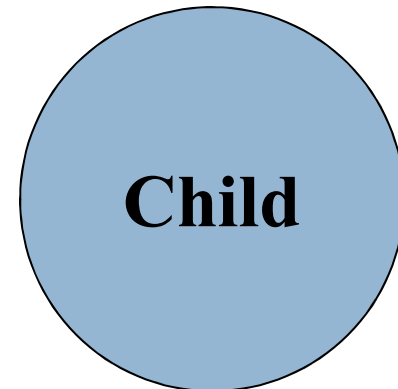
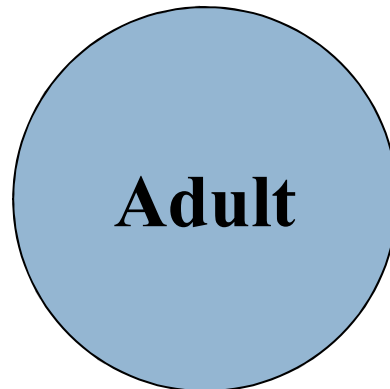
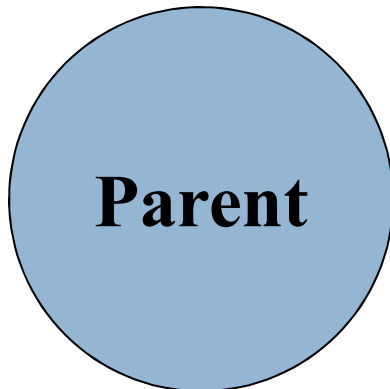
- A transaction can be understood as a set of a stimulus and a response when people engage themselves in communication or social exchange
- An Ego state is defined as "a coherent system of feelings which motivates a related set of behaviour patterns"



TA.....

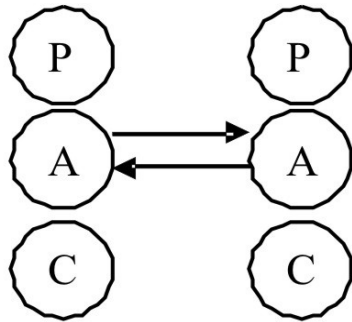
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The three ego states are separate, permeable repositories of all our experiences and manage all our attitude and behaviour, known as Parent, Adult and Child.

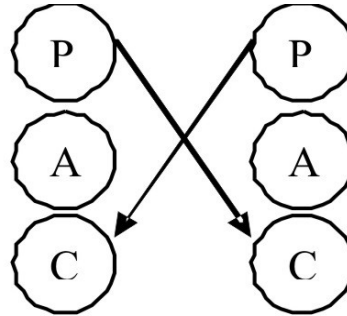




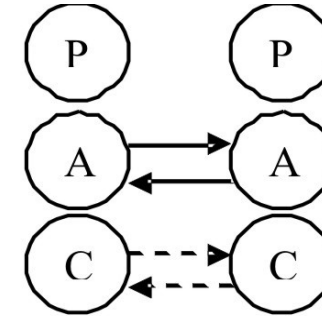
Complementary, Crossed and Covert Transactions



(A) Parallel Transaction



(B) Crossed Transaction



(C) Covert / Duplex Transaction

- Complementary transaction occurs when response to a stimulus is from an expected ego state
- A transaction is crossed when unexpected or inappropriate response is made to a transaction stimulus
- A covert or duplex transaction contains hidden message and involves more than two ego states



Activating effective ego state

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- No state of mind is good or bad.
- They will either be helpful or unhelpful in certain situations.
- PAUSE YOUR BEHAVIOUR FOR FRACTION OF SECOND
- This helps activation of mind and adult ego state and will help identify effective ego state for the particular moment.



IPR for a manager/leader

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- ❑ Understanding self
- ❑ Building a positive functional multidisciplinary team
- ❑ Improving intra and/or inter team communication, coordination and cooperation
- ❑ Improved decision making and problem solving



Sustainable Relationship

- ❑ Compatibility
- ❑ Caring
- ❑ Commitment
- ❑ Compromise
- ❑ Constructive disagreement





Thank you

