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others to work co-

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operatively toward  
achieving organizational  
and team goals by  
effectively  
communicating high  
standards, offering  
productive performance  
feedback, and  
recognizing individual  
accomplishments

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student audiences, as well as those engaged in continuing education as part of the business world.

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empower/delegate, as  
well as  
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and others (de Janasz,  
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Karen O. Dowd. , Beth  
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Good interpersonal  
skills include the  
following: Active  
listening; Collaboration;  
Problem-solving;

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Conflict resolution;  
Empathy; Diplomacy;  
Adaptability;  
Leadership; Mediation;  
Patience; So, ask  
yourself: do any of the  
above interpersonal  
skills come naturally to  
you? Which would you  
like to improve and  
develop? Why Are  
Interpersonal Skills  
Important?

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## **What Are Interpersonal Skills and Why Are They So Important?**

A key interpersonal skill for those working in teams is conflict management, especially for those looking at leadership roles.

Conflict in the workplace can reduce productivity and cause negativity. Good

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conflict management skills include diplomacy, empathy, negotiation, assertiveness and compromise.

## **List Of Top 10 Interpersonal Skills, With Examples**

Demonstrate the importance of interpersonal skills in the workplace | Describe

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the manager's  
functions, roles and  
skills|Define  
organizational behavior  
(OB)|Show the value to  
OB of systematic  
study|Identify the major  
behavioral science  
disciplines that  
contribute to  
OB|Demonstrate why  
few absolutes apply to  
OB| Identify the  
challenges and

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opportunities managers  
have in applying OB  
concepts ...

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