

CSAT Interpersonal Skills

Interpersonal and Communication Skills for CSAT

The true meaning of Skill is possession of the qualities to do something or avail something done. Soft skills also known as non-technical skills are the personal values and interpersonal skills that determine a person's ability to work well with others in a project team. These skills include effective communication, leadership, and teamwork skills; showing problem solving abilities, initiative and motivation skills; showing honesty and strong work ethics. Communication is also a kind of interpersonal skill.

Solving questions on interpersonal skills is very crucial to understand the theory and the concepts. Components like confidence, friendliness and whether or not someone has a sociable nature, while others skills can be taught or enhanced upon like developing effective communication, organization and social graces.

Soft skills are being known by various names. These may include the following skills quoted below-

- Communication skills
- Team skills
- Leadership skills
- Etiquette
- Cross cultural skills
- Conflict resolution
- Anger management

Communication

Possessing desirable skills to integrate ideas to others effectively is an absolute key requirement for our career building. Communication is a two way process. Active listening is a very integral part of it. It consists the following mechanism stated below:

- **Sender:** As he initiated the message and tells why and what to communicate. The information that is being communicated should be useful and accurate and be absurd.
- **Encoding:** It is a process of delivering the information meant to be communicated into a form that can be sent and correctly decoded at the other end. One must be careful about cultural issues, wrong assumption, missing details and so on:

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- **Channel:** Message are sent through channels or modes, they may be verbal, face to face meetings, telephone, videoconferencing, written consisting letters, e-mails, memos and reports.
- **Decoding:** Just as successful encoding is a skill, so is successful decoding (for example, taking the time to read a message carefully, or listen actively). Confusion can arise from mistakes in encoding as well as decoding. This is typically the case if the decoder does not have accurate knowledge to understand the message well.
- **Receiver:** Message send to the individual members or audiences. Be careful about the actions or say reactions obtained by the message sent.
- **Feedback:** We get a Feedback by keeping an eye on the response of receiver to the message. Audience gives the feedback in the kind of verbal and non-verbal reactions to the communicated message.

Interpersonal Communication

Interpersonal communication varies with kinds of communication. The principles which are quoted below are the basic to interpersonal communication-

- Interpersonal communication is complicated.
- Interpersonal communication is contextual.
- Interpersonal communication is inescapable.
- Interpersonal communication is irreversible.

Functions of Interpersonal Communication

Interpersonal communication is crucial as it fulfills the following functions:

- Gaining information
- Establishing identity
- Interpersonal needs

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