



Advanced Social Skills

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Advanced Social Skills

- **Social Skills**
- **Influencing skills**
- **Communication Skills**
- **Conflict Management**
- **Leadership**
- **Change Management**
- **Building Bonds**
- **Collaboration**

Skills we use to communicate and interact with each other, both verbally and non-verbally, through gestures, body language and our personal appearance.

(social skills)

In emotional intelligence the term 'social skills' refers to the skills needed to handle and influence other people's emotions effectively.

(EI social skills)

- Persuasion and Influencing Skills
- Communication Skills
- Conflict Management Skills
- Leadership Skills
- Change Management Skills
- Building Bonds (Rapport)
- Collaboration and Cooperation | Team-Working Skills

- Usually achieved through excessive insistence or coercion but this are usually met with resistance or negative emotions
- Do not:
 - criticize or condemn
 - complain or gossip
 - talk about possible risks or losses
 - insist on your gains
- Do:
 - be genuinely interested
 - smile, be friendly and respectful
 - ask question to understand needs
 - start with a question that requires a positive answer (preferably 'Yes')
 - talk in terms of other people's interests
 - ask questions instead of providing orders or suggestions
 - arise interest or curiosity

- Thinking that you are better at persuasion than you actually are.
- Trying too hard to persuade. (usually turns into aggression)
- Failing to put in the effort required to get what you want.
- Talking too much.
- Providing too much information.
- Getting desperate.
- Being afraid of rejection.
- Making assumptions.
- Forgetting that the whole conversation is important.

- Active listening
- Questioning Skills
- Clear Speaking
- Reflection
- Clarifying

- Compete or Fight
- Collaboration
- Compromise or Negotiation
- Denial or Avoidance
- Smoothing Over the Problem

- Assume responsibility
- Convey vision
- Show interest in people
- Highlight the silver lining
- Smile
- Delegate

- Assess and address the human side
- Start from the top
- Explicitly define the change
- Create ownership
- Communicate with all layers involved
- Talk to the people
- Stay calm

- Small talk and interest in other people
- Get to know people as they are
- Ask question, listen and remember
- Avoid threatening or risky topics
- Provide support when asked for
- Keep your word
- Delegate and/or show trust

- Communication
- Confidence and trust
- Mutual respect
- Support
- Accountability
- Conflict Management

THANK YOU!

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