

Part 2

Advanced Communication Skills



The Skills You
Need Guide to
Interpersonal Skills

The Skills You Need Guide to Interpersonal Skills

ADVANCED COMMUNICATION SKILLS

Skills You Need

This is one of a series of eBooks by Skills You Need available for sale at:
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INTRODUCTION

This book is the second in a series of books published by Skills You Need on interpersonal skills. Interpersonal skills are those that you use whenever you interact with another person.

Effective communication skills are vital to interpersonal interactions. They are the foundation of all interpersonal relationships. They are also highly valued by employers, and in any voluntary role, as good communication skills help organisations to run smoothly.

This book focuses on spoken or verbal communication skills. It follows the first book in the series, *An Introduction to Communication Skills*, which discusses effective speaking, non-verbal communication, personal presentation, and effective listening, as well as barriers to communication. We now move on to discuss more advanced communication skills including:

- How you can minimise misunderstandings by checking back and clarifying that you have understood correctly;
- How you can move on from simple interactions, and use your communication skills and emotional intelligence to build positive interpersonal relationships;
- The role in communications and interpersonal relationships of politeness and honesty;
- The importance of developing your assertiveness, and helping others to be more assertive in their interpersonal relationships and interactions, so that individual rights are respected; and
- How you can apply your communication skills to communicating in difficult situations, including giving and receiving feedback and persuading and influencing others.



HOW TO USE THIS BOOK

Like the first book in this series, *An Introduction to Communication Skills*, this book can simply be read.

We think that it will be most useful, however, if you also complete the exercises which are spread throughout the book, taking time to note down the outcomes, and also reflect on what you did, saw and learned in the process.

As with the first book, you may find it most useful if you do our Interpersonal Skills Self-Assessment test first to highlight areas that need particular improvement. You can find the self-assessment at www.skillsyouneed.com/ipstest, or you can buy a hard copy from the Skills You Need shop www.skillsyouneed.com/shop.