

# **Powerful Interpersonal Skills:**

How to Successfully Win Friends, Influence  
Others, and Build Comradery and Respect at Work

Cheryl C. Jones  
[SimplyTheBestResults.com](http://SimplyTheBestResults.com)

## **Introduction**

It truly amazes me how many people find fault with others for their poor communication skills when they, themselves, have done nothing to improve their own!

Interpersonal communication is a two-way street. By nature, and probably by pure definition, communication is the exchange of information both coming and going. Yet, most people hold the expectation that it is the *other* person's responsibility to speak clearly, to know and ask directly for what they want, and to listen fully and respond appropriately to what is being said. Unfortunately, this kind of thinking requires little responsibility by the individual themselves.

Another unfortunate impact of this kind of thinking is that it does little to improve relationships or build trust in the workplace - or for that matter, in our private lives. Instead, it creates rifts between coworkers, frustration in managers, dissatisfaction from customers, and left unchecked, creates disagreeable environments.

On the personal side, poor communication can lower trust for those you love, cause undeserved suspicion, and result in less than fulfilling relationships.

The good news is that it doesn't have to be this way. This book is designed to raise your self-awareness and polish your communication skill set, so that you may experience greater confidence and enriched interpersonal relationships.

## **How to Read This Book**

This book is intended to assist you in developing advanced interpersonal skills. The tools and techniques presented here will help you build confidence and expertise to

handle all of your interpersonal relationships with ease in both your work and private life.

There are several ways you might approach reading this book. The best way to integrate these new skills into your life is to read one chapter each day and immediately implement the action item at the end of the chapter. By immediately practicing the action, you begin to strengthen your arsenal of skills over a relatively short period of time – 18 days.

Although, you may be tempted to read this book from beginning to end in one sitting, please don't. It is designed to be read one chapter at a time to give you time to integrate the information and new skills into your daily life.

However, I would like for you to feel free to read the chapters in any order you prefer. It is not necessary that they be read in the sequence they were written. Each chapter has been designed to stand on its own and as a result, you can easily open to any random chapter and start there, if you wish.

I also recommend that you further anchor your experience by answering the questions and journaling about your experiences directly in the pages that follow the chapter.

Cheers!



## **Chapter One**

## Fired On The Spot!

It was clearly not my best day at communicating. In fact, I could have been fired on the spot!

Brian, my manager, burst into the back office yelling; “I want a manager on the floor of the restaurant right now!” The three other managers and I were sat stunned first, by his intrusion and second, by the intensity of his voice. His was clearly angry.



Immediately, I responded emotionally I yelled back at him with the same volume and intensity, “We’re in a scheduling meeting! Give us a few minutes!”

“Well, hurry it up then! I want someone on the floor at all times.” He said as he turned and left.

It was that very day, I enrolled in a training class to help me understand human interactions and learn communication skills to help me better relate to not only Brian, both others, as well. Two weeks later the same scenario occurred again, but this time I was better prepared to deal with Brian’s explosion.

As Brian burst into the back room to bark his orders I stood up and asked him if he’d be willing to give me 10 seconds. I stepped him a couple of feet away from the other managers and said, “Thanks for letting us know what you need. What I would like to know is if you would be willing to speak more softly to me when you have an urgent need? It was just the thing to ease the tension between us. He responded with a slight smile, “Yes, I can do that. Thanks for slowing me down.”

The moral of this story is that when you are prepared with the right interpersonal communication skills you don't have to rely on knee-jerk reactions in times of stress that may result in negative outcomes.

Not only did I **not** get fired from that job. Gradually my interactions with my boss improved, as did our mutual respect. When employees and managers are trained in how to appropriately relate interpersonally, great things can happen.

Now, take a moment to inhale deeply. Now, exhale. Let go of all the tension in your body.

### **Today's Action Item:**

Starting today, record your thoughts and experiences throughout this program. Record the techniques and changes in your communication patterns, as well as the changes in responses you receive from others. You may also want to record how you feel after applying the daily techniques. Remember to follow the KISS principle with your journal entries, K – I – S – S which stands for: Keep It Super Simple.

### **Engaging Questions:**

1. How would you rate your current ability to relate and communicate with others?

Needs work																			Excellent
	1	2	3	4	5	6	7	8	9	10									

2. What kind of response do you receive from other when you engage in conversation?

- Cold shoulder or ignored
- Neutral or lukewarm response
- Positive or validating reply
- Encouraging

**Journal Entry:**

What response would you prefer to receive?

---

---

---

---

What kind of relationships would like to create with those people who are most frequently in your life?

---

---

---

---

---

---

---

---