

Interpersonal Skills

Asking Questions Effectively:

1. **Ask!** Don't be afraid to ask questions.
2. **Ask open questions.** Open questions require a qualified response. Open questions are usually preceded by who, when, where, what, how, and why.
3. **Ask purposeful questions.** Ask questions with the goal of making the other person feel at ease. Some questions are designed to challenge the other person's thinking, and encourage a lively debate or deliberation.

Communicate with Power (Verbally)

1. **Stick to the point.** Powerful communication is not about saying as many things as you can in a given period of time. Rather, it is about sticking to what is relevant to the discussion, and getting your message across in the shortest --- but most impact-laden --- way possible.
2. **Don't be too casual.** The use of paraphrasing, slang, street talk, and bad grammar can detract from your credibility, especially if you're mingling with potential clients, employers, and business partners.
3. **Emphasize key ideas.** Stress the highlights of your communication.
4. **Tailor-fit your communication to your audience.**
5. **Connect.** Power in communication is sometimes determined by the quality of your rapport with others.

Body Language

Body language refers to the messages we send to other people through our posture, facial expression, gestures, and bodily movements.

The following are some tips and techniques you can follow to be able to use body language effectively.

1. Increase your awareness of your body language.
2. Know how certain behaviors are typically interpreted.
3. Practice! Practice! Practice!

Interpersonal Skills

Starting a Conversation

The following are some tips in starting a conversation:

1. Understand what holds you back
2. Know what you have to offer
3. Be interested about people
4. Create an arsenal of conversation starters
 - Introduce yourself
 - Comment on something in your immediate surroundings, maybe the location or the event you both are attending
 - Comment on something the other person/ people would find interesting
5. Relax

The Four Levels of Conversation

- **Small Talk.** This is commonly referred to as the 'exchange of pleasantries' stage. In this level, you talk only about generic topics, subjects that almost everyone is comfortable discussing.
- **Fact Disclosure.** In this stage, you tell the other person some facts about you such as your job, your area of residence, and your interests.
- **Viewpoints and Opinions.** In this stage of the conversation, you can offer what you think about various topics like politics, the new business model ---or even the latest blockbuster. It helps then to read and be curious about many things, from politics to entertainment to current events.
- **Personal Feelings.** The fourth stage is disclosure and acknowledgment of personal feelings.

Using Mnemonics

Here are examples of mnemonic devices you can use in name recall:

- **Clustering by Categories** - Grouping the items that you need to remember into categories can help you remember them better.
- **Visualizing Interactive Images** - Some people memorize better when they create a scene in their heads where all the items that they have to remember are interacting with each other in some active way.
- **Acronyms** - This is a method where you devise a word or expression in which each of its letters stand for a name.
- **Acrostics** - This mnemonic device follows the same logic as acronyms except that one forms a sentence rather than a single word to help one remember new words. For example one might remember '*all babies cry loudly*' for Allan, Betty, Chris and Lisa.