

INTERPERSONAL SKILLS

WHAT IS IT?

The ability to interact well with others through use of effective communication, active listening, a positive attitude, and empathy for others.



WHY IS IT IMPORTANT?

Employers in all industries place high importance on hiring candidates with this skill. Having great Interpersonal skills builds strong relationships and promotes trust which will benefit any organization.



HOW CAN I GET BETTER AT IT?

- Practice active listening and ask follow-up questions
- Control your emotions. Calmly share your feelings
- Communicate in a way that makes others feel valued
- Put yourself in others' shoes so that you can understand their point of view



WHAT ARE SOME EXAMPLES OF IT?

TIP: Think of examples you might have from your own experience and keep them in mind for when you prepare for interviews!

- Putting down your phone when someone is speaking
- Noticing a coworker is upset and asking if they are ok
- Introducing yourself to others sitting near you in class
- Thanking someone for their help or acknowledging a job well done
- Arriving early to an interview/meeting
- Making eye contact with the person that is speaking to you

NCTC CAREER SERVICES CENTER

(940) 498-6259 | TEXT: (940) 290-6442

CAREERSERVICES@NCTC.EDU | NCTC.EDU/CAREER-SERVICES



NCTC
CAREER SERVICES

TIME TO APPLY INTERPERSONAL SKILLS

PRACTICE INTERVIEW QUESTIONS FOCUSED ON INTERPERSONAL SKILLS

- Describe how you would build a relationship with a new client or customer?
- Tell me about a time that you disagreed with your manager or a co-worker. How did you handle it?

REFLECTION

- What are some examples where you had to use interpersonal skills in your classes?
- How could interpersonal skills be used in your current job or in the career you want to have?
- Why do employers want people who have strong interpersonal skills?

WHAT DOES CAREER SERVICES DO?

Resumes

1-on-1 Coaching

Practice Interviews

Job Fairs

Professional Skills

Career/ Major Exploration

NCTC CAREER SERVICES CENTER

(940) 498-6259 | TEXT: (940) 290-6442

CAREERSERVICES@NCTC.EDU | NCTC.EDU/CAREER-SERVICES

