

Interpersonal Communication Skills: Working Together

SC Association of Counties

Why Smart People Fail

1. **Poor interpersonal skills**
2. **Wrong fit**
3. **Lack of commitment**
4. **Wild card (bad luck)**
5. **Self-destructive behavior**
6. **Too scattered to focus**
7. **Hanging on**

Behavioral Communication Styles

AMIABLE

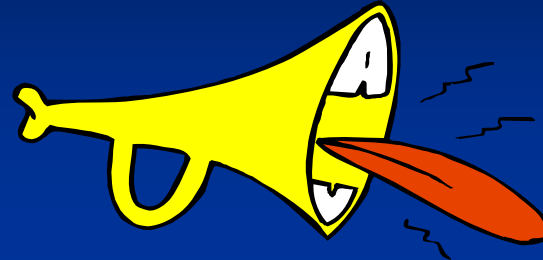
EXPRESSIVE

ANALYTICAL

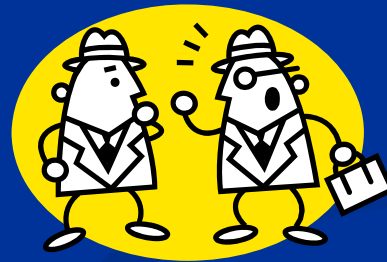
DRIVER

Perceptions Are Reality

- **Tone of Voice**



- **Body Language**



- **Choice of words**



Body Language Tune Outs and Turn Offs

1. Too much perfume
2. Limp handshake
3. Avoid eye contact
4. Poor voice quality
5. Fidgeting, jingling

- 6. Talking too much**
- 7. Superior gestures**
- 8. Shifting, moving around**
- 9. Biting your nails**
- 10. Leaning into a person before they are ready**

Getting Others to See Things Your Way

- 1. Let him state his case**
- 2. Pause before you answer**
- 3. Don't insist on winning 100 percent**
- 4. State your case moderately**
- 5. Speak through third persons**
- 6. Let the other person save face**