

# INTERPERSONAL RELATIONS FOR JOB CREATION

A PRESENTATION AT THE ORIENTATION OF PARTICIPANTS OF THE JOB AND  
WEALTH CREATION PROGRAMME UNDER THE S.M.A.R.T AGENDA OF  
'PROSPERITY FOR ALL DELTANS

By  
S. A. UKEJE

# OUTLINE

- THE NATURE OF MAN
- WORK AND WEALTH IN HUMAN WELFARE
- INTERPERSONAL RELATIONS AND ACHIEVEMENT
- HOW TO BUILD GOOD INTERPERSONAL RELATIONS
- CASE STUDY OF SUCCESS THREATENED BY POOR INTERPERSONAL SKILLS
- CAPITALISING ON POSTIVE EXPERIENCES

# THE NATURE OF MAN

- The human infant is the most vulnerable living animal
  - Resulting in Attachment
- Dependence on others continue even after infancy
  - Learning and Development flourish when attachment is secure
    - Numerous benefits follow low attachment-related avoidance and anxiety
- Who we are is what others accept us as in different contexts

# THE NATURE OF MAN(Cont'd)

- ▶ From Family or Kinship relations support comes as:
  - Compassion
  - Passion
  - Love
  - Confidence
  - Appreciation

# THE NATURE OF MAN (Cont'd)

- ▶ From Economic Relations support comes as welfare enhanced by:
  - Trust
    - Suspicion and rivalry inhibits trade
  - Reduced transactions cost
    - Cooperation enlarges markets and reduces effort required
  - Facilitation of mutually beneficial interactions
    - Favourable mutual feelings helps solve dilemmas of collective action

# WORK AND WEALTH IN HUMAN WELFARE

- ▶ To satisfy human needs it is important to work
  - Where there is no need, there would be no work
- ▶ For the individual, work provides an inner creative joy
  - Where there is no work, there would be no joy
- ▶ Commonly, individuals identify themselves by work-related terms
  - Mechanic, Architect, Athlete, Soldier, Musician

# WORK AND WEALTH IN HUMAN WELFARE (Cont'd)

- ▶ Work prevents inactivity and boredom
  - Puts human energy to proper use
    - Unused energy creates disorders in humans
  - Unpleasant, unimportant and unpaid work is better than no work
- ▶ Useful and happy work requires skill and constructiveness
  - Constructive work may be unpleasant in the beginning, but very pleasant at the end
    - positively contributes to subjective well-being

# WORK AND WEALTH IN HUMAN WELFARE (Cont'd)

- ▶ Employment is a means of obtaining sufficient economic resources
  - Essential for material well-being
    - Creates interpersonal and group situations
- ▶ Could be by being an Entrepreneur or being an Employee
- ▶ Working as an Entrepreneur is both challenging and rewarding



# WORK AND WEALTH IN HUMAN WELFARE (Cont'd)

- ▶ An Entrepreneur is an Innovator
  - Organises a new industry
  - Reforms or revolutionalises existing industry
    - Opens a new source of supply or new outlet
    - Undertakes some innovative activity
- ▶ Each work step involves relating with significant others
  - Suppliers, Consumers, Workers and Regulators

# WORK AND WEALTH IN HUMAN WELFARE (Cont'd)

- ▶ Four Stages of the Entrepreneurial Process are
  - Identifying and Evaluating opportunity
  - Developing a Business Plan
  - Determining the Resources required
  - Managing the resulting entity
- ▶ An Entrepreneur, more than an Employee requires Good Interpersonal Skills to successfully Create Wealth

# INTERPERSONAL RELATIONS AND ACHIEVEMENT

- ▶ Interpersonal relation is an association between two or more people who:
  - share common goals and objectives
  - have more or less similar interests
  - think along the same lines
  - respect each other's views and opinions
  - are honest and transparent to themselves

# INTERPERSONAL RELATIONS AND ACHIEVEMENT (Cont'd)

- ▶ It is advantageous if the individuals come from similar backgrounds
- ▶ There are very few things that individuals can achieve alone
  - So to be human is to be involved in interpersonal relationships
  - Trade and business interactions create occasion for interpersonal relations

# INTERPERSONAL RELATIONS AND ACHIEVEMENT (Cont'd)

- ▶ Good Interpersonal Skills are therefore necessary for success in economic endeavours
  - Verbal Communication
    - What we say and How we say it
  - Nonverbal Communication
    - What is communicated without words
      - Body language
  - Listening Skills
    - How verbal and non-verbal communication from others is interpreted

# INTERPERSONAL RELATIONS AND ACHIEVEMENT (Cont'd)

- ▶ **Negotiation**
  - Working with others to find mutually agreeable outcome
- ▶ **Problem solving**
  - Working with others to identify, define and solve problems
- ▶ **Decision making**
  - Exploring and Analysing options to make sound decisions

# INTERPERSONAL RELATIONS AND ACHIEVEMENT (Cont'd)

- ▶ Assertiveness
  - Communicating own Values, Ideas, Beliefs, Opinions, Needs and Wants freely
- ▶ Individuals who learn how to develop interpersonal relationships with every body they meet experience more success than those who do not

# INTERPERSONAL RELATIONS AND ACHIEVEMENT

- ▶ Employees who bond well will perform optimally
- ▶ Good interpersonal relations enable Effective Work Teams to form in organisations
- ▶ To work successfully and make career progress other employees and managers will expect that you:
  - Show Respect



# INTERPERSONAL RELATIONS AND ACHIEVEMENT (Cont'd)

- Give your Best
- Be Honest
- Keep lines of Communication Open
- Maintain Boundaries
- Be Positive
- Manage your Emotions
- Be Open to Feedback

# HOW TO BUILD GOOD INTERPERSONAL RELATIONS

- ▶ There are various approaches to developing good interpersonal relationship with friends, partners, colleagues
- ▶ Knapp's Relationship Escalation Model or Uncertainty Reductions Theory
  - At the first meeting, show your Best Side
  - Next, try to discover yourselves for common grounds

# HOW TO BUILD GOOD INTERPERSONAL RELATIONS

## (Cont'd)

- If there are common grounds, invest in strengthening relations
- Begin to Do things together
- ▶ Social Exchange Theory
  - Individuals continually assess rewards and costs of relationships
  - Continue if the rewards are equal to or more than the cost

# HOW TO BUILD GOOD INTERPERSONAL RELATIONS

(Cont'd)

## ▶ Dialectical Theory

- Everything is changing, expect interpersonal relationships to change
  - Be open and ready for communication and compromise

## ▶ Attachment Theory

- Childhood experiences of bonding shape interpersonal relationships in later life
  - Healthy nurture make for successful attachments later in life

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# HOW TO BUILD GOOD INTERPERSONAL RELATIONS

## (Cont'd)

- Otherwise, people may repeat what they learned or seek for what was missing with those they meet later.
- ▶ **Duck's Relationship Filtering Model**
  - People consider different cues in sequence as they get to know someone
  - Sets of filters helps people choose relationships to follow
  - In social encounters, Physical appearance, Verbal or Nonverbal Communication and Personality of the other person in a sequence are used to

# HOW TO BUILD GOOD INTERPERSONAL RELATIONS

## (Cont'd)

- evaluate other's basic thought construct
- Only the ones who pass through these filters will end up in relationships
- Distance matters in relationships
  - Start relationship with someone who stays close by or works with you

# CASE STUDY OF SUCCESS THREATENED BY POOR INTERPERSONAL SKILLS

## Poor Interpersonal Skill

- ▶ Jennifer is a successful employee within her organisation
- ▶ However her CFO considers that she is a poor communicator and he needs to let her know
- ▶ How will you go about it?

# CASE STUDY OF SUCCESS THREATENED BY POOR INTERPERSONAL SKILLS

## (Cont'd)

- ▶ You are Jennifer's CFO, and you believe you can coach her
- ▶ How would you approach her and what would you say?
- ▶ What issues would you work on with her?
- ▶ How would you hold Jennifer accountable for improvement on the issues you identified?



# CAPITALISING ON POSITIVE EXPERIENCES

- ▶ Sharing good news with others increases the perceived value of those events
  - The others are enabled to savour those experiences
    - Whether strangers or those in everyday close relationships
  - Enthusiastic response promotes trust and a prosocial orientation toward the other
    - The response have personal and interpersonal consequence

# CAPITALISING ON POSITIVE EXPERIENCES (Cont'd)

- ▶ People can capitalise on positive events in an interpersonal context to work towards flourishing relationships yielding
  - Increased positive emotions
  - Subjective well-being and self-esteem
  - Intimacy and commitment
  - Trust, liking, closeness, and stability
    - With increased positive effect and well-being (beyond the impact of the positive event itself)

# CAPITALISING ON POSITIVE EXPERIENCES

- ▶ Relationships in which partners responded to "good news" communication enthusiastically are associated with higher relationship well-being

# END

