CHAPTER 1: INTRODUCTION

WHAT IS INTERPERSONAL MASTERY?

Interpersonal Mastery includes the skills directly related to several Emotional Intelligence competencies: emotional self-awareness, emotional self-control, empathy, influence, and conflict management, at a minimum. One leader recently noted, “When you are a leader, your style, values, what you stand for and what you say, echo even when you’re not in the room.” The first step in managing that “echo” is self-awareness.

Interpersonal communication skills of deep listening, constructive feedback, and conflict management increase personal influence, and help prevent and resolve conflicts. Those who interact well with others experience higher levels of self-esteem and self-confidence because they can effectively influence those around them in the achievement of their goals.

Interpersonal Mastery is essential to an individual’s success in both their professional and personal lives. Many talented and intelligent people fail to succeed in their careers and relationships simply because they lack the interpersonal skills to build rapport and trust with others. Most people who lose their jobs involuntarily (not including layoffs and shutdowns), lose them NOT because of their failure of technical ability for the job at hand— but because of their failures interpersonally. “She/He does not play well with others!” or “He/She just didn’t get how we do things here.”

In this module we will explore interpersonal mastery in these ways:

1. We will explore Deep Listening.
2. We will observe, learn, and practice the 6 Steps of Constructive Feedback.
3. We will discuss Managing Up to your own leader.
4. We will learn and practice the 6 Steps of Conflict Management.

The purpose of the practice is to help you build your skills and build your confidence in the use of these tools you are learning within this MODULE.

IT’S ABOUT THE RELATIONSHIP.
IT’S ABOUT THE CONVERSATION.