

Managing Interpersonal



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Description

Managing Interpersonal SOLVED PAPERS AND GUESS

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RATING OF BOOK: EXCELLENT

ABOUT THE BOOK

FROM THE PUBLISHER

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MANAGING INTERPERSONAL EFFECTIVENESS

Unit-I

Self-Definition and Perception – Self-Schemes – Gaining Self-Knowledge, Self-Knowledge – Self-Awareness – Self-Effectiveness – Self-Presentation Motives and Strategies – Self-Monitoring – Impression Management.

Unit-II

Communication and Language, Models of oral – Qualities and Profile of a Good Speaker – Written – Clarity, Responsibility, Simplicity, Style, Brevity Interpersonal Communication – Barriers – Ways of Overcoming – Non-Verbal Communication – Paralanguage – Eye Contact – Facial Expression – Kinesics, Body Language – Deception, and Detecting Deception.

Unit-III

Assertive Training: Nature – Importance and Relevance to Organizational Life – Assertion and Aggression, Assertive Writing, Preparing for Assertive Business Writing – Tools, Tips, Pitfalls, Persuasion Being assertive with Oneself – Cutting, Rewriting, Editing, Enhance individual assertiveness.

Unit-IV

Transactional Analysis

Introduction – Ego States – Exclusion Contamination – Strokes, Life Positions – Types of

Transactions – Time Structures – Withdrawal – Rituals – Pastimes –Activities – Games – Types – Stamps – Rackets and Sweat Shirts – Scripts – Advantages and Disadvantages of TA – TA Tips for Performance Interviews – Development Planning with Subordinates – TA Tips for Selection.

Unit-V

Counseling – Introduction – Other Interventions – Steps, Elements of Counseling – Counseling in Organizations – Training for Counseling. Anxiety and Stress – An Introduction to NLP, – Emotional Intelligence

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