

People Skills

Eventually, we discovered that great instructors had qualities that allowed them to develop and maintain excellent rapport with others. At first, we simply referred to these qualities as "people skills." What are they?

People skills are those that involve how people relate to each other when they communicate, provide feedback to each other, work on teams, and resolve conflicts.

Some examples of people skills include:

- ❖ Being a good listener
- ❖ Providing feedback or criticism in a constructive, non-threatening manner
- ❖ Working to develop and maintain positive relationships
- ❖ Exhibiting personal and professional traits that motivate others
- ❖ Maintaining a polite and tactful attitude when interacting and even disagreeing with others
- ❖ Being sincerely interested in the welfare and success of others

So far we have provided only a short list of some of the more important people skills. There are, of course, many others.

How many of the people skills listed below would you like to improve in your own professional development?

- ❖ Being a good listener
- ❖ Providing constructive feedback
- ❖ Contributing to positive relationships
- ❖ Motivating others
- ❖ Being polite and tactful
- ❖ Exhibiting a sincere interest in others

What do you think you would do if you observed another instructor in your school who was consistently not doing his job properly and didn't seem to care?

- A. I would personally talk to him about my observations.
- B. I would discuss my concerns with my department head or other school administrator.
- C. I would probably ignore the situation so as to maintain rapport with the instructor.
- D. I would anonymously notify either the instructor or the administration that the problem exists.

Sometimes maintaining your integrity can present moral dilemmas. If an instructor's job is not supervisory in nature, he or she has no responsibility to formally evaluate the performance of peers; however, we all know that when a co-worker is not doing his job, it can affect the well-being of many others.