

## SCHOOL OF PHARMACY

### REPORT ON

### SOFT SKILL DEVELOPMENT PROGRAM ON

### “INTERPERSONAL RELATIONSHIP SKILLS”

**School of Pharmacy** has conducted an online Soft Skill Development Program on “Interpersonal Relationship Skills” for the students of B.Pharmacy I, II, & III year students from 24<sup>th</sup> to 26<sup>th</sup> May 2021 in association with TASK at Nalla Narasimha Reddy Education Society’s Group of Institutions, Hyderabad.

#### Day 1 - Soft Skill Development Program on “Interpersonal Relationship Skills”

The speaker focused on the necessity and importance of having good interpersonal skills.

Interpersonal skills are the qualities and behaviors we exhibit while interacting with other people. They are considered to be one of the most sought-after soft skills.

Strong interpersonal skills are a key indicator of success in a working environment, as benefits include the ability to cooperate with teammates to solve difficult problems, as well as simply enhancing your popularity around the office.

She also explained about stages of developing these skills as Acquaintance, Build-up, Continuation, Deterioration and Ending. The pillars of good and effective interpersonal skills are Credibility, Reliability, Connection and Clarity.

The speaker listed the factors that affect relations as

- Compatibility.
- Communication.
- Honesty.
- Stay calm.
- Forgiving.
- Smile.
- Time.



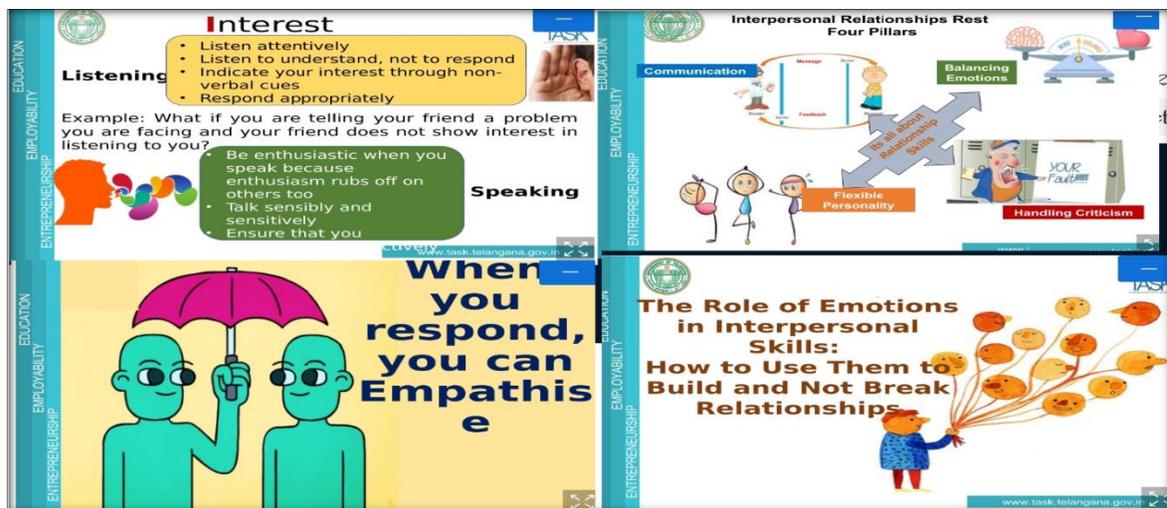
Few glimpses of Day 1 – Interpersonal Relationship Skills Training

Day 2 - Soft Skill Development Program on “Interpersonal Relationship Skills”

Speaker discussed that Interpersonal skills often become so natural that we take them for granted, never thinking about how we communicate with other people. If you have developed good habits, this is fine. However, it is of course also possible to develop bad habits, and then fail to understand why your communications or relationships are suffering.

Feelings play a big role in communication. Emotional awareness, or the ability to understand feelings, will help you succeed when communicating with other people. If you are emotionally aware, you will communicate better. Sometimes, understanding how a person is communicating with you is more important than what is actually being said.

Speaker enlightened the students on how to handle the situations in a better way by taking few cases as an example.



Few glimpses of Day 2 – Interpersonal Relationship Skills Training.

## Day 3 - Soft Skill Development Program on “Interpersonal Relationship Skills”

Speaker discusses about the advantages of being a flexible personality. She claimed that people view themselves as more flexible than they actually are. That's because we all aspire to those positive behaviors, and we judge ourselves on how we intend to act as well as on how we do act. Flexibility involves your personal attitudes toward yourself, others, and the situations you face. It indicates your degree of willingness to change your perspective and/or your position, when it's appropriate.

Speaker mentioned about an important parameter called constructive criticism, she also declared that it helps to have good relations. Constructive criticism is a helpful way of giving feedback that provides specific, actionable suggestions. Rather than providing general advice, constructive criticism gives specific recommendations on how to make positive improvements.

The speaker concluded that interpersonal skills at work can't be overstated. An absence of these skills can lead to miscommunication, discontent, and inefficiency, while strong interpersonal skills can contribute to the success of your company and that of your own career.

The image displays four slides from a presentation. The top-left slide, titled "Non Flexible(Rigid/Stiff) Vs Flexible", compares "STIFF THINKING" (where one can only see things in the way they already thought about them) with "FLEXIBLE THINKING" (where one can see things in a new way and look at a challenge with a new lens). The top-right slide features a superhero character and a list of traits: "I'm Trustworthy", "Communicative", "Collaborative", "Empathetic", "Receptive", and "Productive". The bottom-left slide, titled "Constructive vs. Destructive Criticism", provides a side-by-side comparison of their characteristics. The bottom-right slide, titled "Remember:", lists five points for handling criticism and includes a Venn diagram showing the intersection of "People who need Constructive Criticism" and "People who think they can Handle Constructive Criticism", with the intersection labeled "People who Can Actually Handle Constructive Criticism".

Constructive Criticism	Destructive Criticism
• Intends to educate	• Intends to embarrass
• Related to the work	• Feels like a personal attack
• Helps build on an idea	• Tears down an idea
• Makes the outcome better	• Makes the person feel worse
• Is intelligent and calculated	• Includes rapid-fire and random responses
• Comes along to help	• Tries to take over

**Remember:**

1. Do not criticize without giving things a thought.
2. Criticism is not to be given always.
3. If you really think that you can help someone, tell them what you really think. **Accept Criticism with Grace and Appreciation**  
1. Stop Your First Reaction. If your first reaction is to lash back at the person giving the criticism, or to become defensive, take a minute before reacting at all. ...
2. Turn a Negative Into a Positive. ...
3. Thank the Critic. ...
4. Learn from the Criticism. ...
5. Be the Better Person

Few glimpses of Day 3 – Interpersonal Relationship Skills Training

  
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