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## **The 5 Essential People Skills**

The 5 Essential People Skills: How to Assert Yourself, Listen to Others, and Resolve Conflicts (Dale Carnegie Training)

Paperback - November 17, 2009 by Dale Carnegie Training

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Communication Call people by name Admit making mistake Hold people too high standards Show sincere interest in colleagues Offer specific rather than general praise Avoid making promises that cannot be fulfilled Show gratitude Be considerate Help others Be humble Help others save face

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Policymaking is of its very nature a people-centered business-a

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good reason why highly effective policy analysts display not only superb technical expertise but excellent people skills as well. Those "people skills" include the ability to manage professional relationships, to learn from others about policy issues, to give presentations, to work in teams, to resolve conflict, to write for multiple audiences, and to engage in professional networking.

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The 5 Essential People Skills teaches us that an assertive message contains 3 major parts: describe and summarize the fact of the situation express your thoughts and feelings clearly state your want and needs (including benefits to the other party)

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People skills are the tools you use to communicate and interact

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effectively with others. Individuals with strong people skills are able to predict behavior, relate to others, and socialize easily. People skills also are known as soft skills, interpersonal skills, social skills, emotional intelligence, and interpersonal intelligence.

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- with self reflection
- Conducting a honest self assessment
- Assessing your outer world
- Learn to respond to assertiveness
- Take the road test

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- Relate to the seven major personality types
- Live up to your fullest potential while achieving personal success

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