



Interpersonal Skills: Goal Directed Behaviour at Work (People and Organizations)

John Hayes

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This book defines interpersonal skills as goal directed behaviours used in face to face interactions which are effective in bringing about a desired state of affairs. It offers a series of conceptual frameworks that can be used for reading behaviour, that is for diagnosing what is going on, and for deciding how to act. Some of the skills which are examined in detail are listening, listening to non-verbal messages, information-getting, explaining, presenting, helping, influencing, negotiating and working with groups.

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