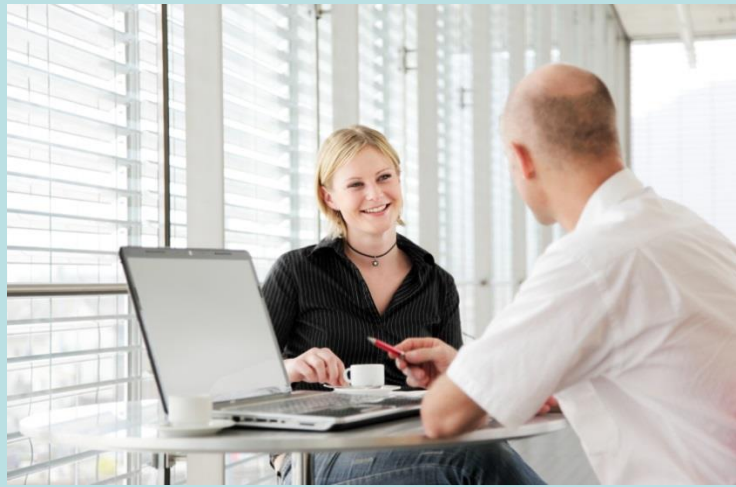


HUMAN RELATIONS: INTERPERSONAL JOB-ORIENTED
SKILLS, 12e

Andrew J. DuBrin



CHAPTER 5

INTERPERSONAL SKILLS FOR THE DIGITAL WORLD

EXAMPLES OF POSITIVE INTERPERSONAL BEHAVIOR RELATED TO DIGITAL WORLD (SAQ 5-1)

- If I made a Webcam presentation for work purposes, I would make sure that my grooming was at its best.
- I have received compliments about my ability to explain how to use technology to another worker.
- I have sent hand-written thank-you notes to people even if they use e-mail and text messaging.

EXAMPLES OF NEGATIVE INTERPERSONAL BEHAVIOR RELATED TO DIGITAL WORLD (SAQ 5-1)

- While working in a group I regularly check my e-mail and text messages.
- I often check Websites such as ESPN, Facebook, Twitter, or home shopping channels on my laptop while at a meeting.
- Social networking sites are a useful place to post nasty things about people I do not like.

POSITIVE INTERPERSONAL SKILLS WHILE USING SMART PHONES

1. Use a standard ring tone instead of a loud, unusual tone.
2. Inform the caller that you are receiving his or her call on a cell phone.
3. Inform work associates ahead of time if you are waiting for a call from a medical professional or in reference to an urgent home situation.

Positive Interpersonal Skills, continued

4. Ask your work associate if he or she would like you to access an item of work-related information using your smart phone.
5. Inform your coworker that you are shutting off your cell phone or smartphone during your conversation.
6. For business purposes, use a fully functioning phone and stay current with your smart phone bill.

Positive Interpersonal Skills, continued

7. When making calls from outside the office, search for a relatively quiet environment so your message will be clearer, and you will not have to ask the receiver to repeat information.
8. If absolutely necessary to take a personal cell phone call while interacting with a work associate, excuse yourself and move at least fifteen feet away to process the call.

Positive Interpersonal Skills, continued

9. When you are the driver of the vehicle, explain to your work associates that for safety's sake you are putting your cell phone away.
10. When at work, make any personal cell phone calls on break, and away from your assigned physical location, such as outside the building or in an employee lounge (but not in the restroom!).

NEGATIVE INTERPERSONAL SKILLS WHILE USING SMART PHONES

1. Accepting a call during a work conversation.
2. Wearing a cell phone earpiece in the presence of a coworker when not on the phone.
3. Making frequent personal calls on your phone in the earshot of coworkers.
4. Talking loudly and shouting on the cell phone.

Negative Interpersonal Skills, continued

5. Eating while making a phone call.
6. Constant handling or looking at the cell phone even when not in use.
7. Driving a work associate while under the influence of a smart phone including text messaging.
8. Accepting and sending phone messages from rest rooms.

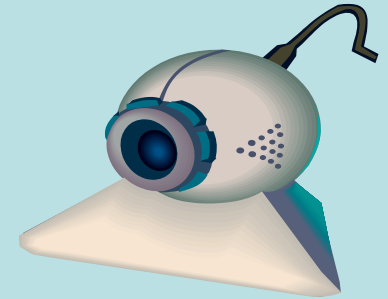
E-MAIL MESSAGES AND INSTANT MESSAGING

- The way in which a message is sent tells something about the sender.
- Heavy informality for business correspondence is poor etiquette.
- Company e-mail messages are the property of the company, not the sender.
- IM multiplies the opportunity to be rude—make sure message is valuable.

E-mail Messages and IM, continued

- Many companies are shifting away from e-mail, toward intranets and internal social networking sites.
- Suggestions about good and poor etiquette also apply to these other communication channels.
- Figure 5-1 in the text presents a comprehensive list for e-mail and messaging etiquette, such as “take care in writing e-mails.”

WEBCAM JOB INTERVIEWS



- Performing well in webcam job interview combines interpersonal and communication technology skills.
- Use of computer-based interviews is growing. Useful in watching body language and saving on travel costs.
- If successful on webcam interview, in-person interview may follow.

POSTIVE SUGGESTIONS FOR WEBCAM INTERVIEWS

1. Use even lighting.
2. Wear appropriate clothing.
3. Appear relaxed and not overly stressed.
4. Use or create an uncluttered area, free of personal belongings, pets, and TV.
5. Sit tall with good posture; stay your usual distance from computer.
6. Rehearse to practice these suggestions.

MULTITASKING AND POSITIVE INTERPERSONAL SKILLS

- Performing two tasks at once can enhance interpersonal skills when you are helping another person.
- When two people are holding a conversation for joint problem solving, multitasking can help solve the problem.
- The result of the joint problem solving is an enhanced interpersonal relationship.

MULTITASKING AND NEGATIVE INTERPERSONAL SKILLS

- Multitasking can trivialize the person with whom you are interacting (the person becomes less important than your caller).
- Contributing factor is **nomophobia**, the fear of being without a mobile phone.
- When responding to electronic interruption, attention is sapped for more time than it takes to read the message.

ELECTRONIC HARASSMENT

- Electronic communication facilitates harassing other people verbally.
- Frequent type of harassment is creating hostile environment by displaying pornography to coworkers against their wishes. Can also be declared illegal.
- Harassing others through communication technology is a negative interpersonal skill.

POSITIVE INTERPERSONAL SKILLS AND SOCIAL NETWORKING

1. Post gracious comments about employer.
2. Display compassion for people in need.
3. Demonstrate professional-level communication skills.
4. Demonstrate willingness to collaborate.
5. Pay deserved compliments to company personnel as well as public figures.
6. Establish meaningful contact with workers far and wide.
7. Help others grow and develop.

NEGATIVE INTERPERSONAL SKILLS AND SOCIAL NETWORKING

1. Using social networking sites to eliminate face-to-face interactions with work associates.
2. Showing casual approach at work as shown on social networking sites.
3. Posting confidential or derogatory information about your employer.
4. Posting extremely negative online reviews of other companies.

Negative Social Networking Skills, continued

5. Posting derogatory information and photos of a coworker.
6. Engaging in social networking during work hours.
7. Bragging too much about being an “online celebrity.” (Based on large numbers of followers and friends some workers think they are an Internet brand.)

LAPTOP AND SMART PHONE USE DURING MEETINGS

- Appropriate use of laptop and phone depends on company tradition and for company work.
- Consulting smart phone during meeting has the potential to annoy, thereby detracting from the image of the phone user.
- Electronic devices enhance interpersonal skills when used with permission to gather information relevant to meeting.

INTERPERSONAL ASPECTS OF PRESENTATION TECHNOLOGY

- Use of presentation technology provides opportunity to display interpersonal skills—good as well as poor.
- Biggest challenge is to maintain a human presence while still making effective use of the technology.
- Maintaining eye contact is good.
- Reading slides to audience considered a poor presentation skill, and so is too much fiddling with the equipment.

SKILLS FOR VIDEOCONFERENCING AND TELEPRESENCE

1. Choose your clothing carefully (both top and bottom clothing will be seen).
2. Speak in crisp, conversational tones, and pay close attention.
3. Never forget the powerful reach of the video camera (napping will be seen).
4. Avoid culturally insensitive gestures.
5. Decrease nervousness about the video interviews by rehearsing.

INTERPERSONAL SKILLS LINKED TO TELECOMMUTING

- Telecommuters miss out on face-to-face interactions vital for problem solving.
- Telecommuters can feel isolated from activities at main office, and miss out on encouragement and recognition.
- A solid human connection may be missing.
- Must make good use of limited face-to-face contact with other workers.

Telecommuting Interpersonal Skills, continued

- Upon seeing work associates, display warmth toward and interest in them.
- Stay in touch online with personal updates. (Did Sara win her soccer match?)
- Display high enthusiasm while attending in-person company meetings.
- Learn to work without much supervision.
- Adapt to working in isolation.

AVOIDING DAMAGE TO YOUR ONLINE REPUTATION

- Postings about you online can rapidly transmit favorable or unfavorable data about your interpersonal skills and judgment.
- Your reputation can be damaged by posting extreme viewpoints.
- Find ways to distance yourself from others who share your name—provide a link to your profile in your resume and post a clear picture of yourself on your online profiles.



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