

Interpersonal relationships

Nishantha Kamaladasa

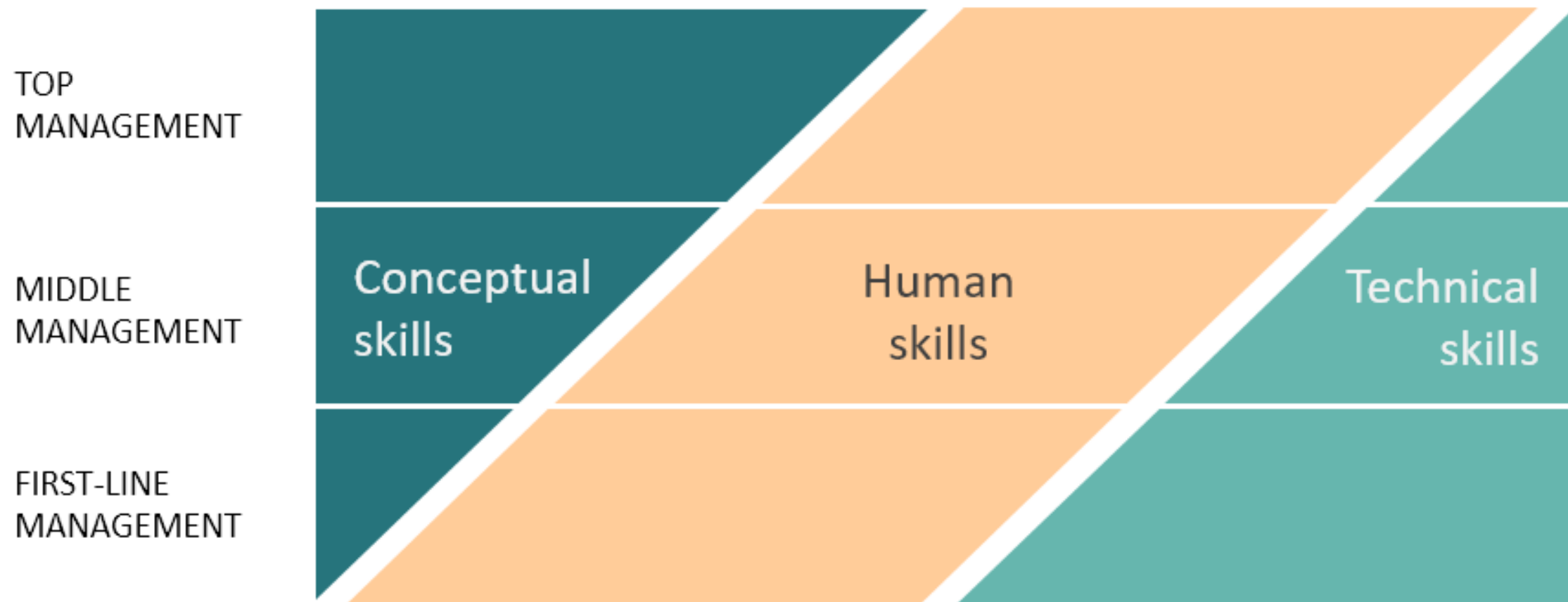
“85% of your financial success is due to **your personality and ability to **communicate, negotiate, and lead.****

Shockingly, only 15% is due to technical knowledge.

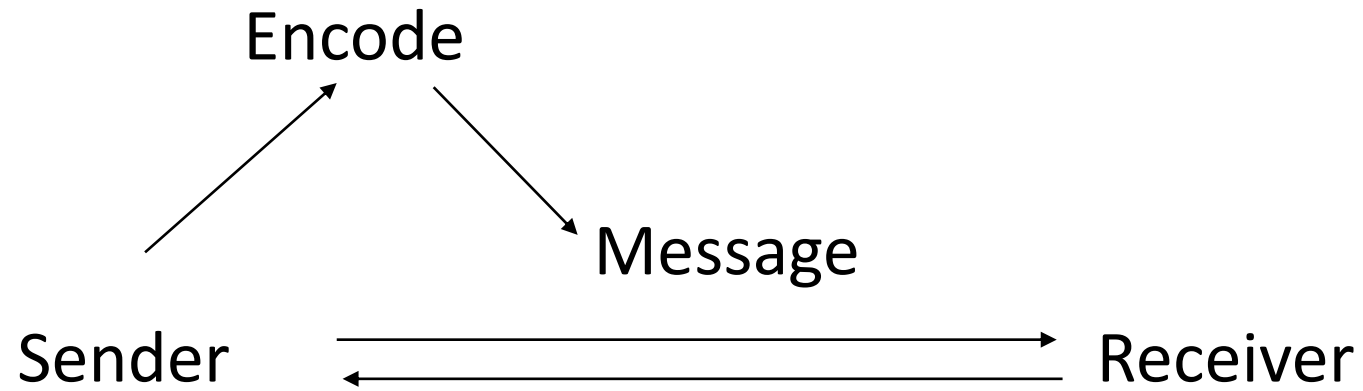
~ Carnegie Institute of Technology

Management Skills

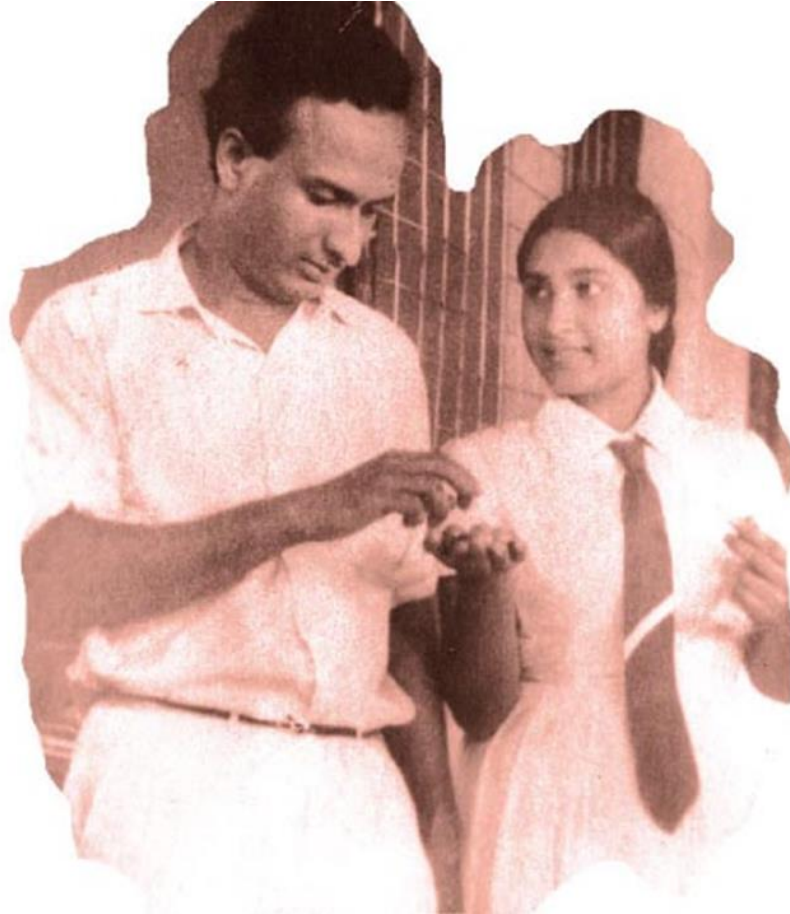
by Robert L. Katz



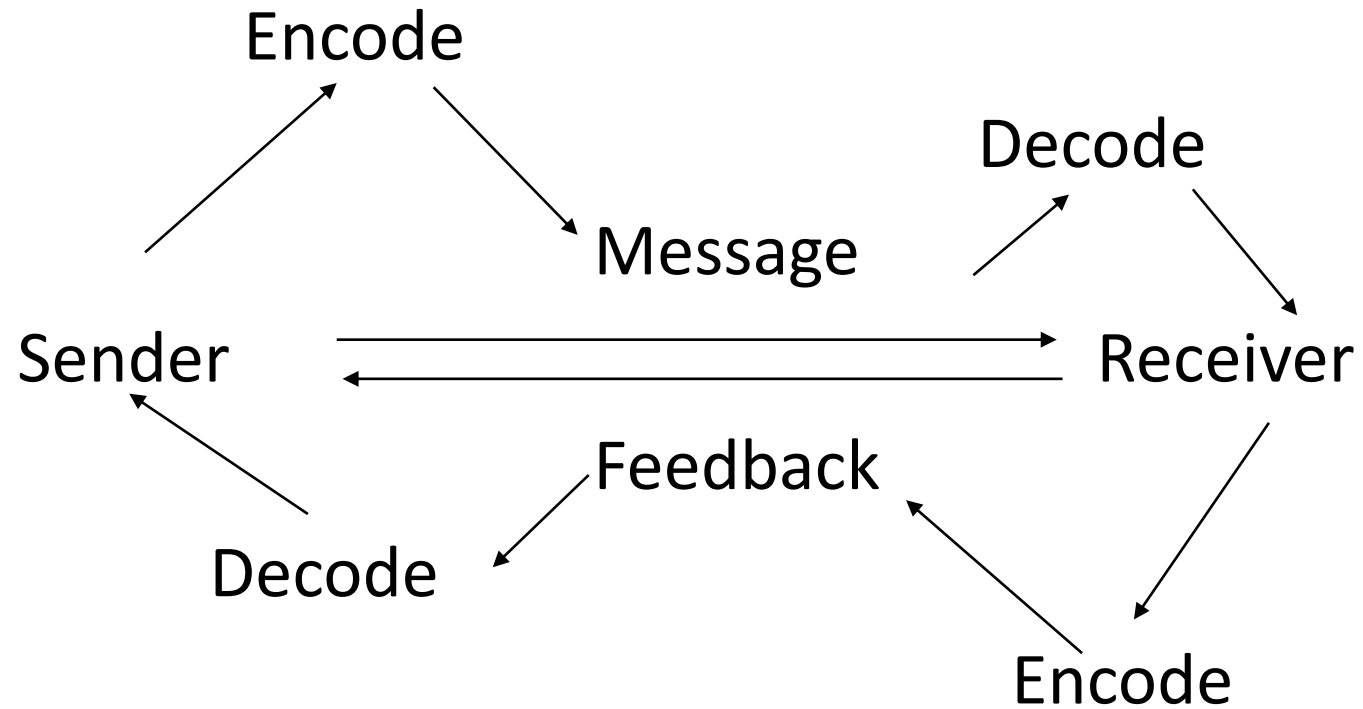
Communication Process



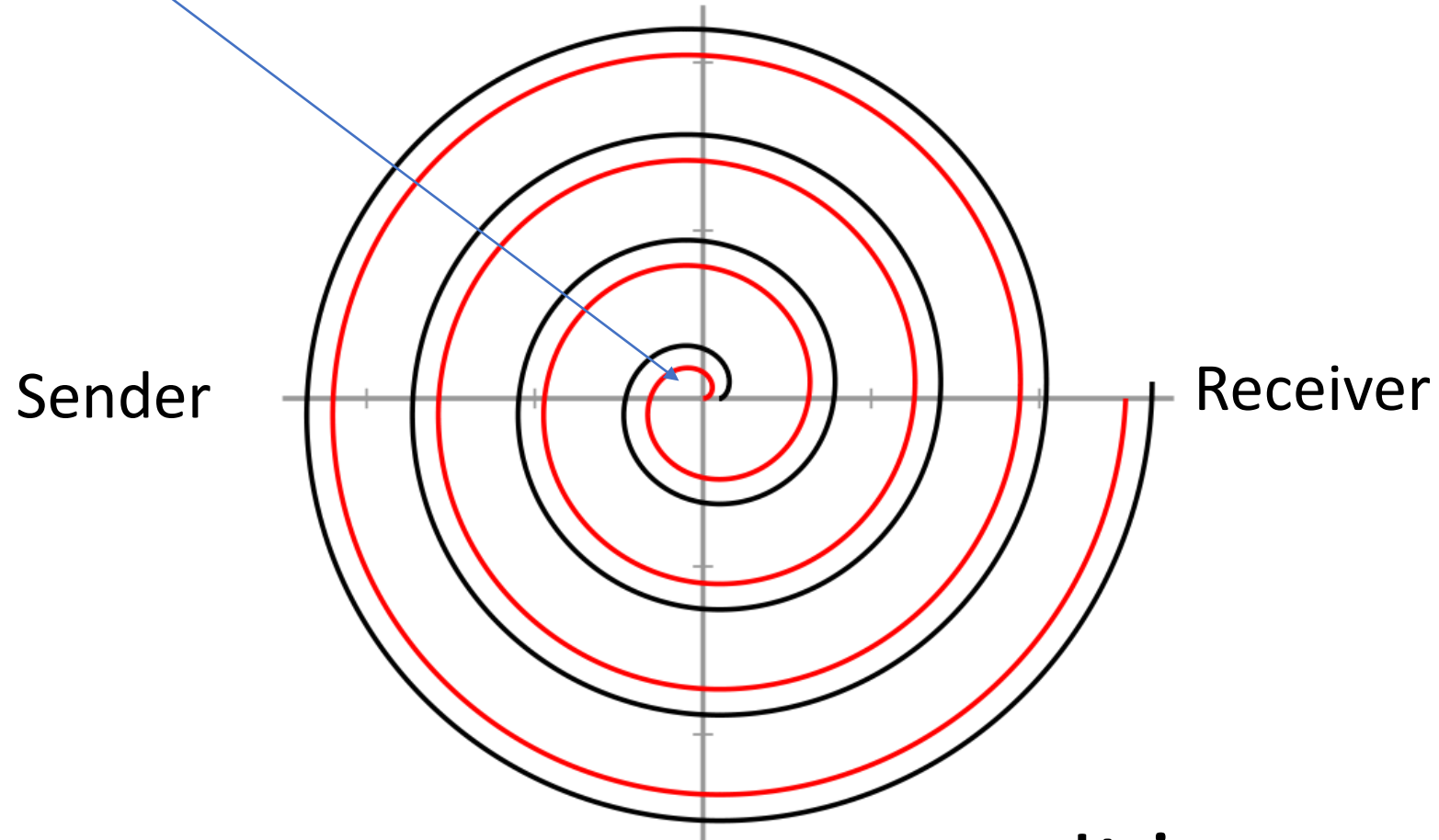
Encoding love



Communication Process



Finally, they meet here

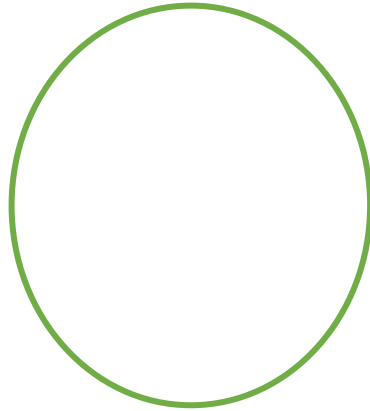
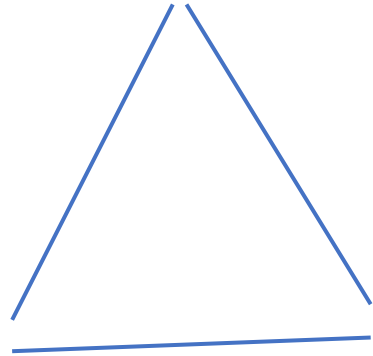


It is a process

Start is important

- Whether you come together or falls apart largely determined by the **first few steps**
- A **positive image that you create will support** you throughout the journey, if you don't do a very big mistake
- When you are in their book **they will ignore some of your trivial mistakes, but if not, the mistakes would appear very large**

Can you identify these?



He is the
the
President

Finish is important

- That is the place from which the next round would start
- Start is the investment for the current and the finish is the investment for the future

Body is important

- That is where your message is stored
- Starting from simple move to complex
- Known to unknown
- Current status to the desired status
- Past to future
- Problem to solution
- Where people are to where you want them to be



Daily Thought.

**The Greatest Mistake we Humans
make in our Relationships:**

"We Listen Half, Understand Quarter,

Think Zero and React DOUBLE!"

Repent ten times but never learn

We have two minds

Fast thinking

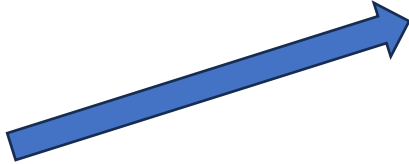
Dominantly Emotional

- This came first to us
- Two basic extremes (friend or enemy)
- Signal goes to the emotional mind first
- Reaction is quick
- Can create a panic attack

Slow thinking

Dominantly Rational

- This was a later addition
- Signal goes to the rational mind with a lag
- If emotional mind is in turmoil rational mind does not work properly
- If not, it could give a more thoughtful response
- Sometimes it gives an alternate course of action, different to what is initially suggested by the emotional mind



Emotional mind gives a quick reaction

- Laden with prejudices and habits
- It is in the auto-pilot mode
- Your rational mind realize the folly only later

Practice this process



1. Stop

- නවතින්න
- සන්සුන් වෙන්න
- හිතන්න

Stop

Be calm

Think

Practice this process

2. Think



- ඇත්තට ම සිදු වූයේ කුමක් ද? What happened?
- සහ කම්පනය ඇති කර ගන්න. Empathy
- ඔබට කළ හැක්කේ කුමක් ද? What can I do?
- විකල්ප මොනවා ද? Alternatives?
- එක එකෙහි පසු විපාක මොනවා ද? Consequences?
- වඩාත් හොඳ කුමක් ද? What is best?

Practice this process



3. Act

- සහ කම්පනයෙන් යුක්තව තීරණය ක්‍රියාවේ යොදවන්න. Implement the decision with empathy.

The three questions

- Most important moment?
 - Most important person?
 - Most important task?
- Full attention and full commitment



Relationships - Two types

Transactional Relationship

- Use the person as it is for your purpose and pay the person as per the output/outcome



Transformational Relationship

- **Develop** the person to deliver better results and to achieve heights and **compensate** for a long term relationship



Public relations help you to build your network

- It is for a long-term relationship
- Not one off

For inter personal relations what is primary?

- Talking nicely
 - or
 - Listening attentively
- Before to be understood
 - Try understanding the other

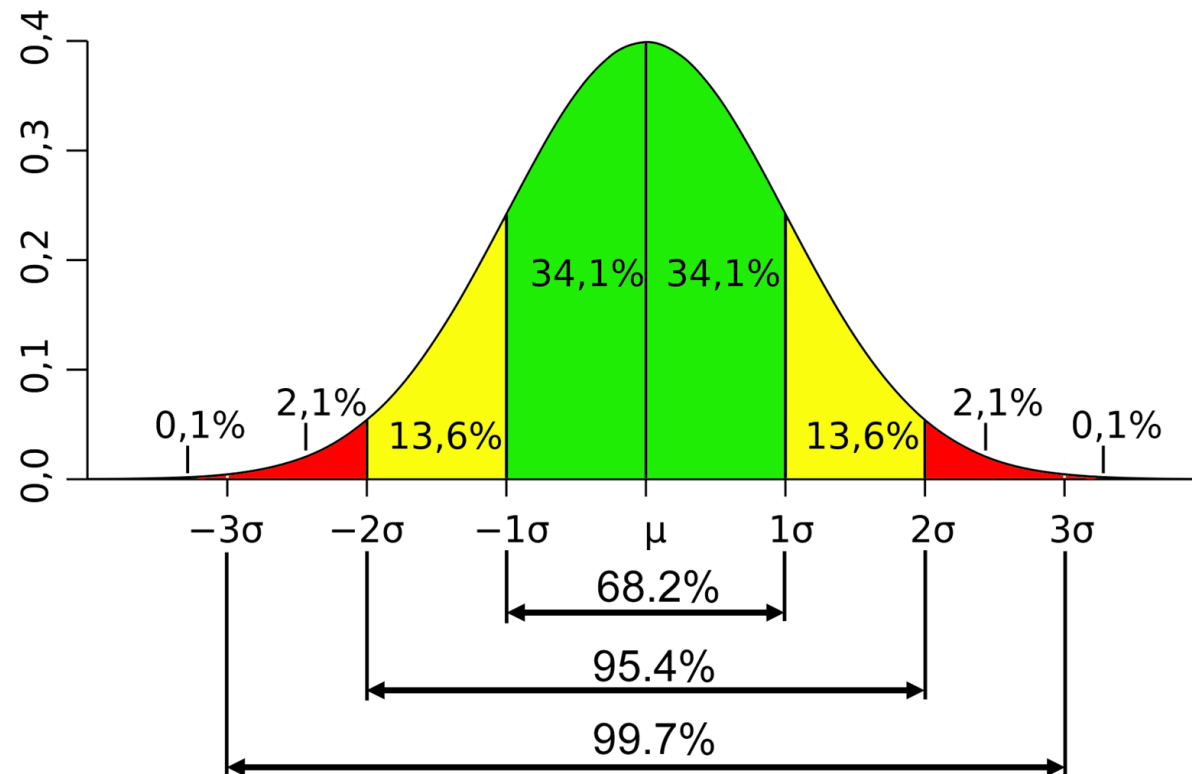
Understanding a person

As a human being

- General human behavior

As a specific person

- Specific orientations

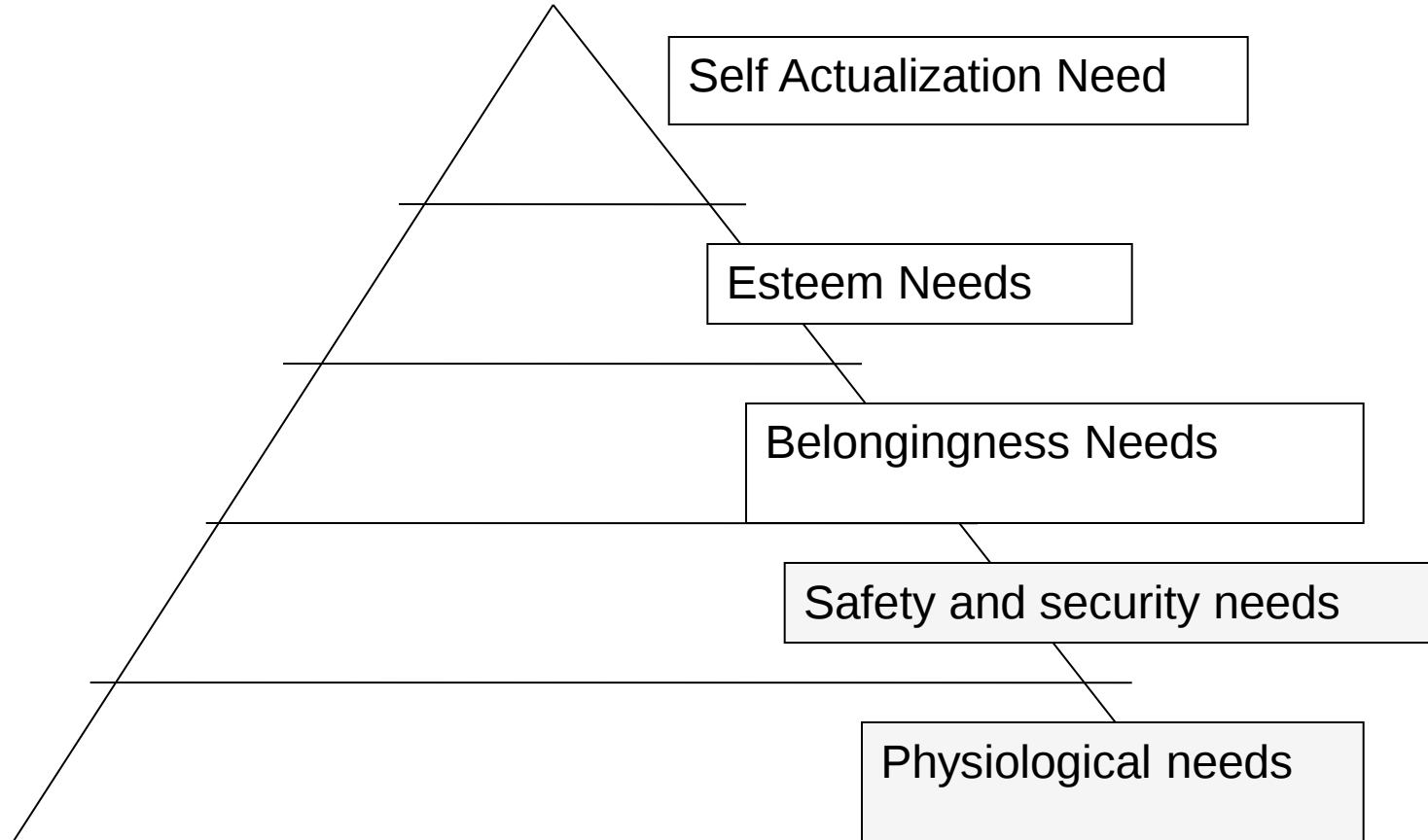


Maslow Hierarchy of Needs

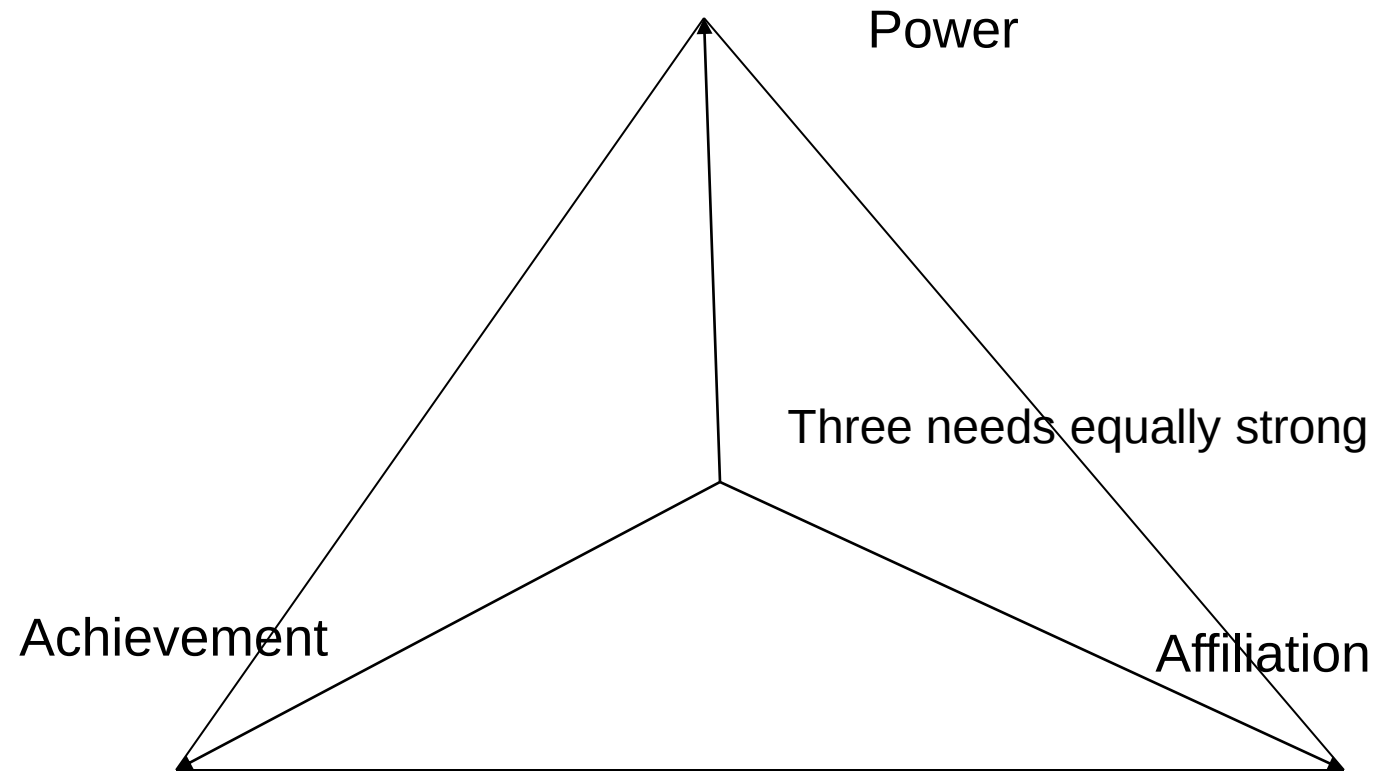
- Growth



- Survival



Three Basic Needs



Your mental status

- Id
 - **Animal** desires and needs
(hunger, sex, security, etc)
- Ego
 - **Human** desire - Identity
(Your story build over years, the image, identity)
- Super-ego
 - **Spiritual**/ god's desire
(Feeling of a member of the larger world - entire echo-system)

Do you understand

- Those of you whom you know
- What about the strangers?

Understanding people

Stranger (be vigilant)

- Look at their certificates and referrals
- Have a chat with former bosses
- Look at the social median presence, FB/Linked-in profile and pages
- Search the internet
- Interview the person

Known person (be sensitive)

- Listen to their words and tone
- Observe their facial expressions, gestures and behavior
- Extract the underlying message by deconstructing the encoded version
- What the person has really done and achieved (his/her deeds)





Responding to a person

- Look at the eyes
 - Have positive facial expressions
 - Make positive gestures
 - Listen attentively
 - Paraphrase to show you are understanding what the person say
- [President Barack Obama Makes Surprise Visit \(youtube.com\)](#)



Some one you can
trust

– who will be there,
for you, without
dictating terms

When someone is going through a storm, your silent presence is more powerful than a million empty words.

Quotes & Thoughts



~ Thema Davis ~



Someone who will not
interfere

but be with you in your side

Understanding people

Theory X

- People often seek to minimize effort and conserve energy as a natural instinct for efficiency and survival.
- Push starters



Theory Y

- Some individuals enjoy adventure and challenges because they provide excitement, novelty, and opportunities for personal growth.
- Self starters



Two types – criteria initiative

Push starters

- Those who work when they are told
- Reactions are varied

Self starters

- Those who initiate something without being told
- Initiatives at different levels

Push starters

– externally driven

When your boss ask you to do something

- Say not possible giving all the excuses
- Accept but tell upfront that this is not going to work; however you would try
- Accept but ask lot of questions how it should be done/ what if
- Accept without questions but will be back when the 1st simple problem occur
- Accept and try; will come back only you fail in your efforts
- Somehow other do it; without referring back and enjoy doing it that way



Self starters

- internally driven

Even without the initiation of the manager you would

- Bring issues for manager's attention
- Bring not only issues but also suggestions to address issues
- Think of a detail proposal with an action plan on addressing issues and bring it to the notice of the manager
- Bring a detail proposal and show willingness to undertake the implementation and ask help
- Implement something new, without even asking any help, but with the blessings of the management



Why there are
two
categories?
Self starters
and push
starters?



At the beginning most have been self starters



But later life has taught them to be push starters



Leaders have been responsible (including parents, teachers and other guardians)



Leader also could reverse it

Two types

Intrinsic - Self

- Internally driven
- High initiative

What do they need?

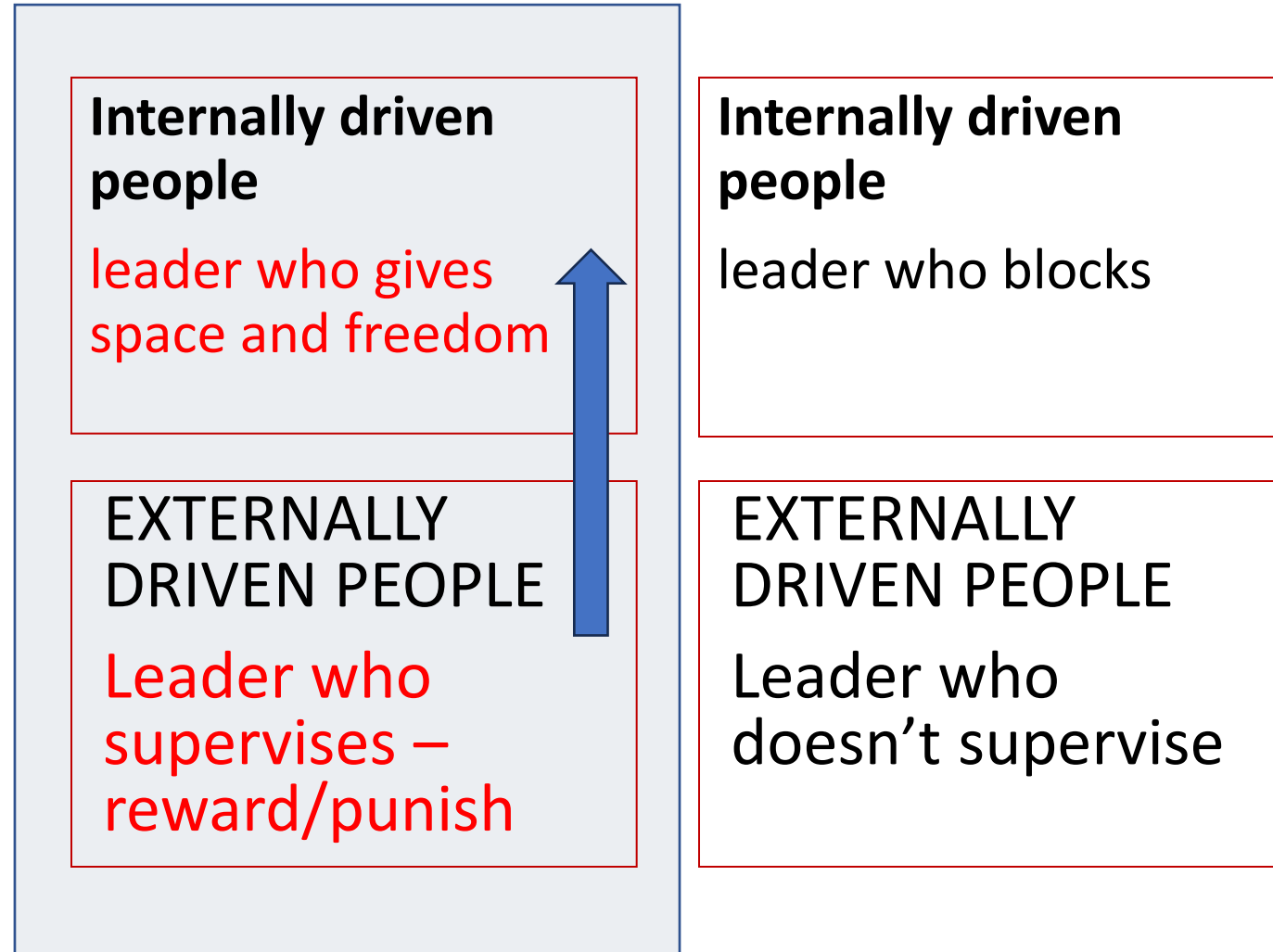
- Such people need space and freedom
- Clear indication of the required output

Extrinsic - Push

- Externally driven
- Low initiative

- Such people need clear instructions, supervision, punishments and rewards
- They need to be motivated and inspired

Four situations – Leader subordinate match



Create self starters – be a transformational leader

- Empower people
- Enjoy performance
- Give permission to experiment, to make mistakes and guide them to learn out of those
- Take the blame if something goes wrong even when you are not directly responsible
- But give the credit when they succeed even when you also have helped

Give credit and take blame is not easy

- You need to have an abundance mentality
- You shouldn't have an insecure feeling
- You are out of the scope of competing with your team
- You value the team score more than the individual

You open up

- When you feel safe
- When you know that you will not be judged; there will be unconditional love
- When there is trust
- When there is empathy

Difference between sympathy and empathy

Sympathy

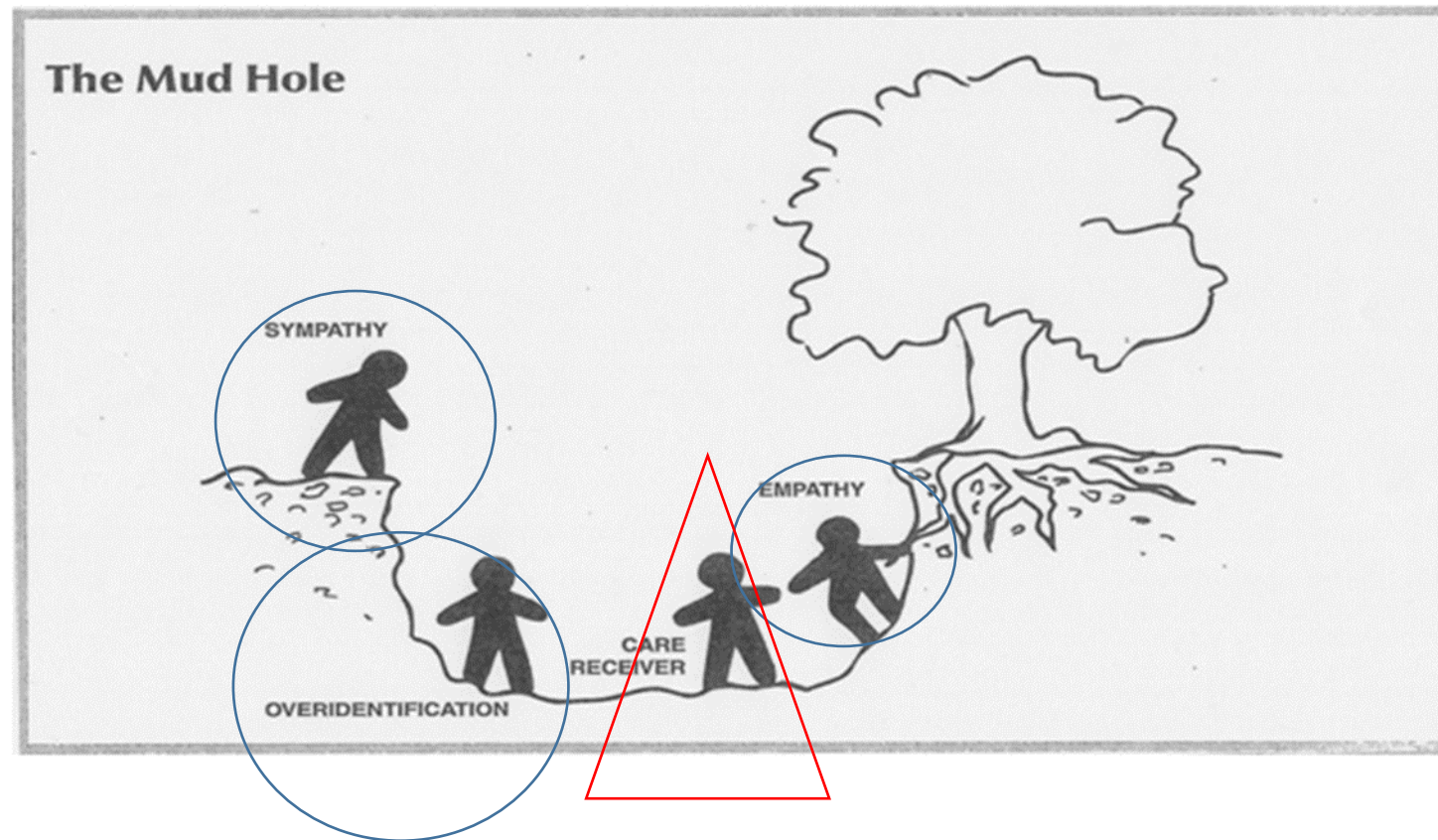
- Sympathizer gets the upper hand, credit, in command, held in respect
- Sympathized feel inferior, dependent
- Hierarchical relationship will emerge
- Relationship is fixed for future

Empathy

- Identify with the other person (his/her emotions, concerns), you bring yourself to other's position
- Empathized feel supported not inferior
- No hierarchy is built – both on equal footing
- Empathy could be reversed in future

What is created in university ragging?

Difference between sympathy, empathy and over-identification



NLP techniques - Mirroring

- Mirroring body language and slang words:



Confronting and cooperating

Sitting in opposite sides



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Sitting alongside



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Dominant voice – at a party serving liquor

- I think you had enough
- Have some fun, “හෙට මැරණක් හිතට සැපයි අද ජොලි කරලා”
- You are an adult, you should know your limits

Three characters inside our mind

- Parent Ego
 - Protective, loving, advising, controlling, nurturing
- Child Ego
 - Fun loving, curious, imaginative, rebellious, adventurous, freedom seeking
- Adult Ego
 - Rational and objective (deals purely with facts, figures and logical arguments)

(Games People Play – By Eric Berne)

All three voices in one – Salesman episode

- Be careful, he will sell you something unwanted and get your money.
- Have some fun, go and look, may be something interesting
- Weigh the pros and cons, look at facts and decide rationally

Voice comes out when circumstances are ripe

- Inside the class
- Once you are leaving

Emotions

- Parent and child ego states are full of emotions and feelings
- Adult ego state is devoid of emotions



Difference in parenting

Critical Nurturing



“Don’t be rude,
say thank you!”

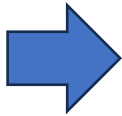


“How did [Grandma’s
gift/your friend offering
to help/such a nice

Parents are different – so with parent ego state

Nurturing Parent

- Facilitating
 - Give freedom and space to grow
- Spoon feeding
 - In the name of protections restrictions are imposed hampering the growth



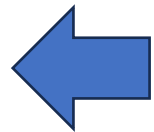
Critical / Controlling Parent

- Constructive criticism
 - Criticize the act
- Destructive criticism
 - Criticize the child



Spoon feeding

- ම. කවන්න ද?
- ඉන්න මම ඇඳ ගසල දෙන්න.
- [?] ඔයා පාඩම් කරන්න මම ඒවා බලාගන්නම්
- [?] ඔයා කුස්සියට එන්නෙපා එක දෙක කරනවා
- [?] මැෂින් එකට රෙදි දාන්න එපා ඔයා දන්නෙ නෑ
- [?] අයන් එකට අතපිව්වෙයි අයන් කරන්න එපා
- [?] ගෑස් එකට කොන්ඩෙ වැටෙයි ලිප ලගට යන්න එපා
- [?] ඔයා අතුගුවට මට හරියන්නෙ නෑ ඕක මමම කරන්න ඕන



Children are different – so with child ego state

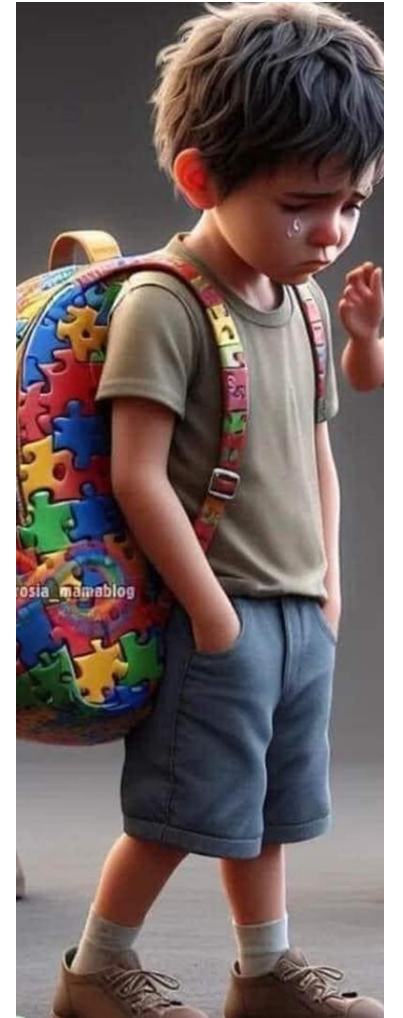


Natural

- Fun loving and open
 - Enjoy the freedom without hurting others
- **Rebellious and mischievous**
 - Go out of the way to have fun becoming a nuisance

Adopted

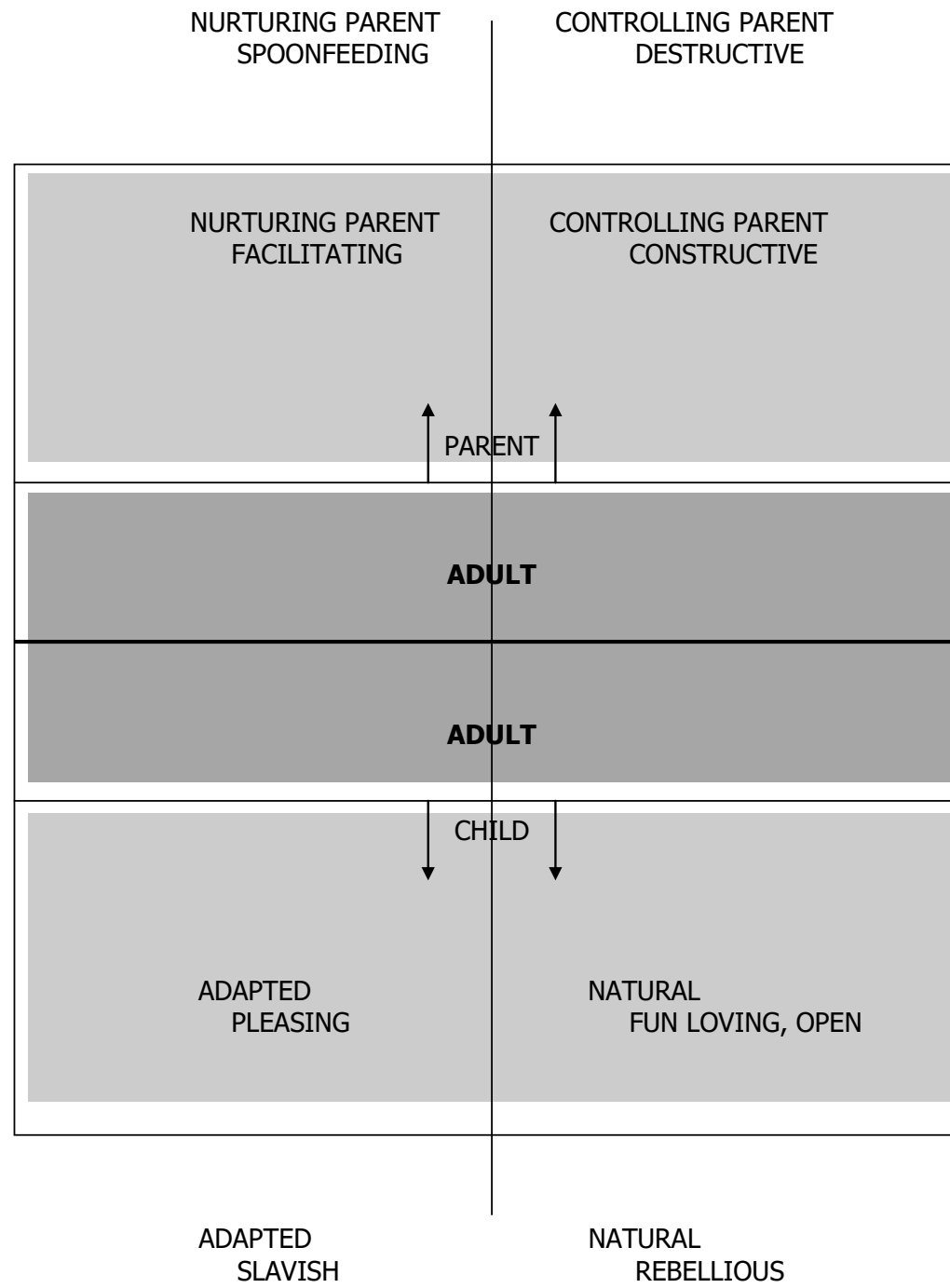
- Pleasing
 - Do things to please without hurting others
- **Slavish**
 - Do things to please even hurting both self and others



Adult is an adult

- No different variations

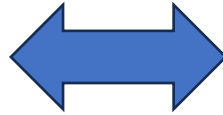




Response

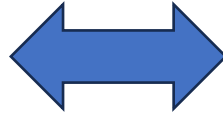
Critical / Controlling Parent

- Constructive criticism
- Destructive criticism



Child

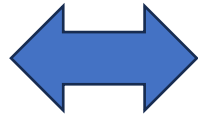
- Adapted pleasing child
- Slavish



Response

Nurturing Parent

- Facilitating
- Spoon feeding



Child

- Natural fun loving
- Rebellious



Adult to adult

- Can end up with a stalemate
- Emotions are called for (කිරි ඵරන්ත අඬන්ත ඔඵ්ත)

How to play the game

When you serve

- Remember to be within the court

When you are served

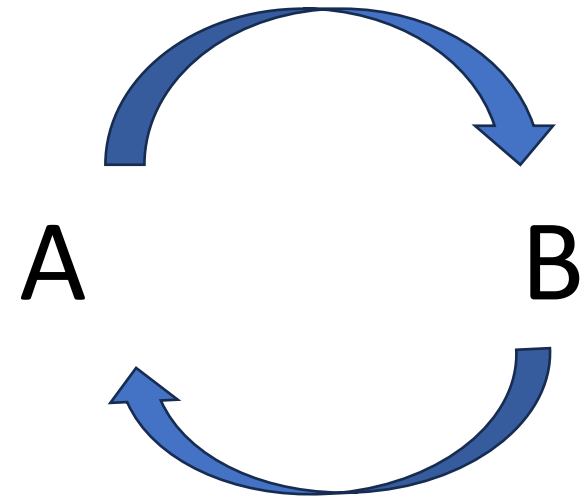
- Remember that you will be tempted to play out of the court by others
- Remember to be within without losing the patience

Be careful – human relationships are cyclic

Linear



Cyclic



Public and employee relations

- Not winning a battle
- But the war
- Foundation for a long-term relationship
- It is a win-win game
- Your win should not signal a defeat for the other
- Help people to win their battles
 - they will work with you to win the war

