



*The Future begins Today*

“THE FUTURE BEGINS TODAY”

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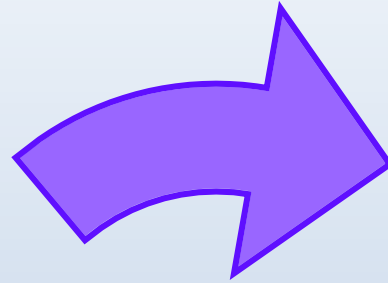
# Interpersonal Relationship

## Class 2

**1<sup>st</sup> October 2019**

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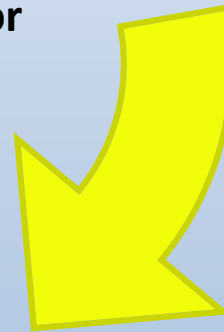
**affiliations**

**social associations**

**between two or  
more people**



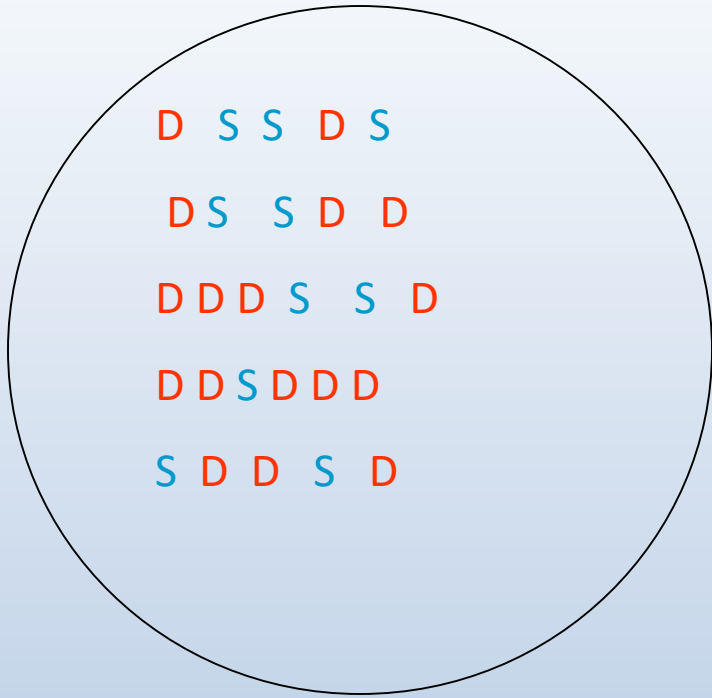
**connections**



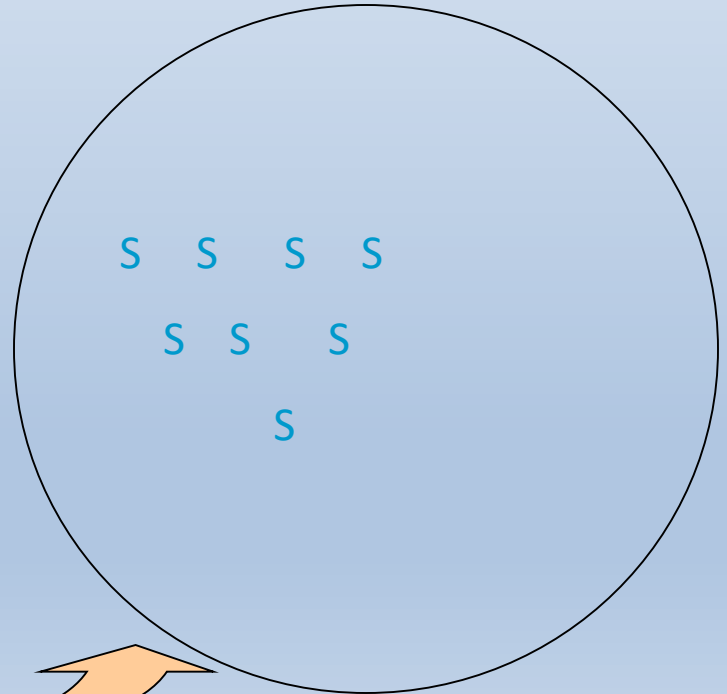
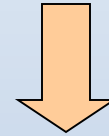
Interpersonal Relationships vary in differing levels of intimacy and sharing, implying the discovery or establishment of common ground, and may be centered around something(s) shared in common.

# SIMILARITY?

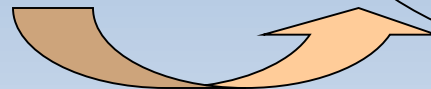
- A) **COGNITIVE CONSISTENCY** : (WE LIKE OURSELVES, THEREFORE WE LIKE THOSE WHO ARE LIKE US)
- B) **SOCIAL COMPARISON** : (VALIDATION OF ONE'S BELIEFS)
- C) **ANTICIPATE/PREDICT** OTHER'S BEHAVIOR : (e.g., LIKES/DISLIKES, INTERESTS)
- D) THEY **WILL LIKE US** ALSO (RECIPROCAL)



Reject those who are **dissimilar**



End result is that we are left with similar people to interact with



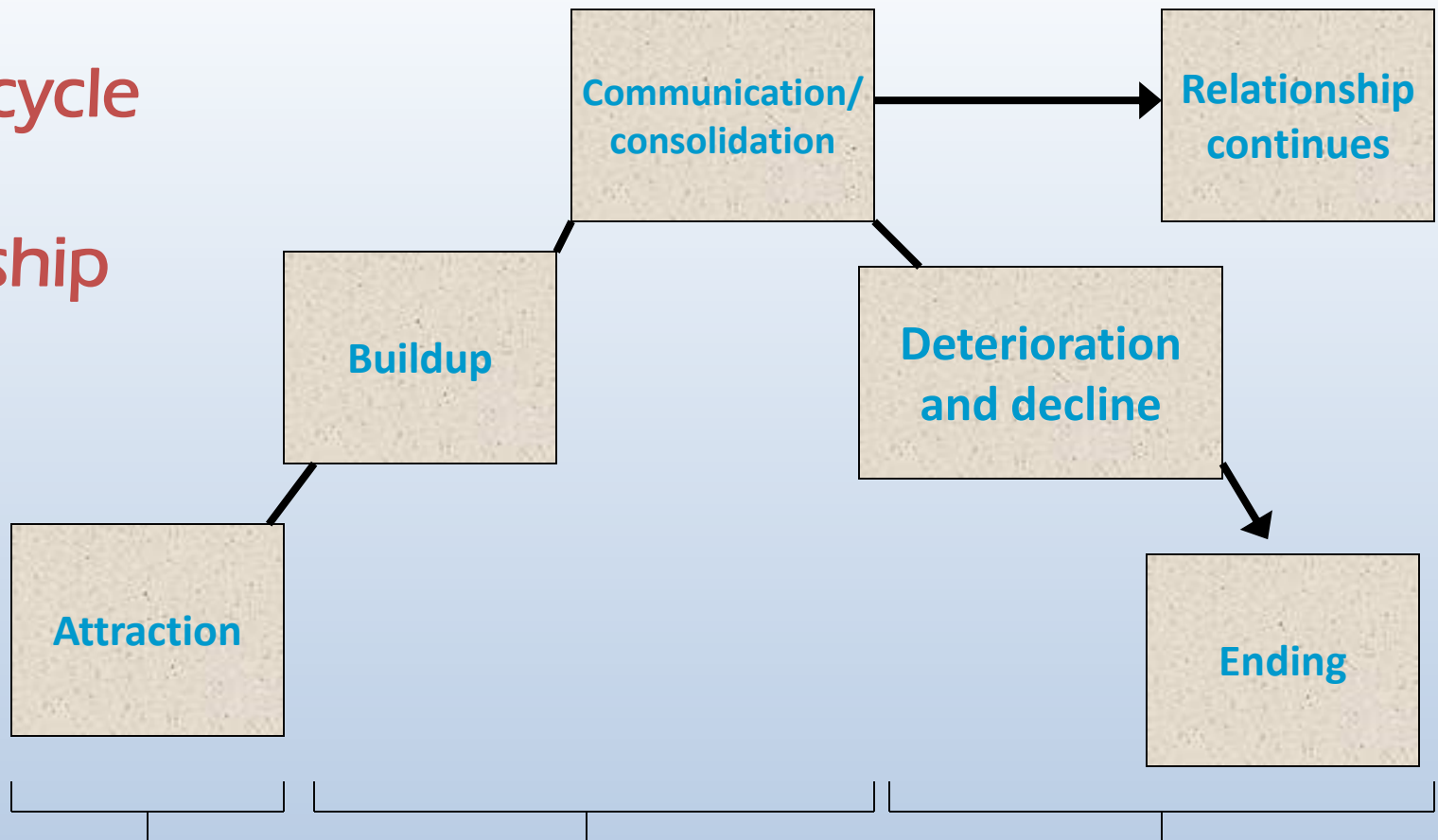
# Ten Stages of Relational Development

1. Initiating: Making contact with another person
2. Experimenting: emergence of “small-talk”
3. Intensifying: expression of feelings; spending more time together
4. Integrating: Identity as one social unit is created
5. Bonding: symbolic public gestures to show commitment

## **Ten Stages of Relational Development, cont.**

6. Differentiating: re-establish individual identity
7. Circumscribing: shrinking interest and  
commitment
8. Stagnation: boredom
9. Avoiding: when stagnation becomes unpleasant
10. Termination: ending

# The life cycle of a relationship



Important variables influencing attraction

**Triggering factors:**  
Proximity, Similarity, Erotic love etc...

**Social-exchange and equity:**  
Communication, Self-disclosure, Communal concern, External supports

**Social-exchange and equity/inequity:** Relative attractiveness of alternatives, Barriers to dissolution

Emotion

High: Heady feeling of romantic love

Low: Relationship in stable state

High: Upset of deterioration and trauma of disruption



# Social Exchange Theory

- **Costs** (Inputs) → Loss of freedom, \$, time, etc.
- **Benefits** (Outputs) → Companionship, sexual fulfillment, etc.
- **Comparison Level** (e.g., a standard) → Other person in a relationship, yourself in the past, an ideal
- Comparison Level for **Alternatives** → Evaluation of the value of other partners

# Rosenfield, Hayes, & Frenzt (1976): Relationships: Defining Main Characteristics

- **FORMALITY:** the amount of distance between the people defines the type of relationship, from formal to intimate.
- **ACCESSIBILITY:** the openness, willingness to exchange information (self-disclosure).
- **RECIPROCITY:** certain behaviors are called for in the relationship and others are prohibited; each person has expectations which must be fulfilled.
- **COMMITMENT:** the degree to which each person is uniquely a part of the relationship; the interchangeableness of the people.
- **SPONTANEITY:** the freedom or lack of freedom to engage in spontaneous behaviors, free of role expectations of the other.

# Three types of confirming messages

- Recognition- showing recognition of another person's presence
- Acknowledgment- to recognize and validate another's ideas and feelings
- Endorsement- recognizing another's ideas and feelings and showing agreement for them.

# Disconfirming responses

- Messages that deny the values of another person
- May take the form of disagreeing with or ignoring another person's message

# Six success elements in Relationships

- It takes a combination of
  1. Self-awareness,
  2. Self confidence,
  3. Positive personal impact,
  4. Outstanding performance,
  5. Communication skills and
  6. Interpersonal competence
  7. build and nurture strong, lasting, mutually beneficial relationships.
  8. resolve conflict in a positive manner. (Bilanich)
- to succeed in your career and life.

# Self-Disclosure

- Definition: deliberately revealing information about oneself that is significant and that would not normally be known to others
  - Deliberate: purposeful
  - Significant: revealing important information
  - Not known to others

# Self-discrepancy theory (Higgins, 1987)

- *Difference between how we would really like to be (ideal self) and how we think others feel we ought to be.*

# Self Dissonance

- Contradiction between the way you think and the way you act is called **Self Dissonance**.



# Social Penetration Model (Altman & Taylor)

- Concerned with two factors that determine the intimacy of interpersonal relationships
  - Breadth: range of subjects being discussed
  - Depth: shift from nonrevealing messages to more personal ones

# What are Interpersonal Skills?

- A set of behaviours which allow you to communicate effectively and unambiguously in a face-to-face setting
- They can also be thought of as behaviours which assist progress towards achieving an objective



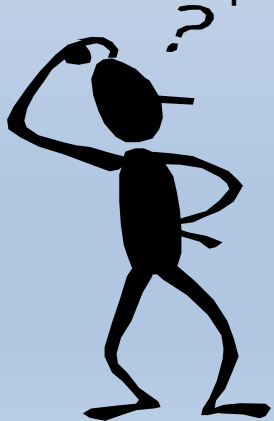
# Interpersonal Skills/ Facilitation Skills

listening



language &  
communication

questioning



\*! conflict handling



using  
feedback



# Six interpersonal skills

1. Analyzing the situation
2. Establishing a realistic objective
3. Selecting appropriate ways of behaving
4. Controlling your behavior (Self awareness)
5. Shaping other people's behavior
6. Monitoring our own and others' behavior

# Five dimensions of interpersonal competence

1. Initiating relationships.
2. Self-disclosure.
3. Providing emotional support.
4. Asserting displeasure with others' actions.
5. Managing interpersonal conflicts.

# The Importance of Interpersonal Relationships

- **Interpersonal Intelligence** - the ability to relate effectively to others is considered one major form of human intelligence.
- **Emotional Intelligence** - includes interpersonal awareness and empathy and has been found to be more important for personal and professional success than intellectual ability.

# Developing Effective Interpersonal Skills

- **Communication and Conversation Skills**

- Be a good listener
- Nonverbal messages
- Be open to topics
- Communicate ideas precisely and concisely
- Think before speaking

- **Human Relation Skills (“People Skills”)**

- Remember names
- Refer to people by name when interacting
- Remember information about people
- Be positive
- Be complimentary

- **Human Relation Skills**, continued...
  - Be reliable and dependable
  - Be a sharing person
  - Be a caring person
  - Be a helping person
  - Treat people with respect
  - In person versus online
  - Situate and locate yourself to meet others
  - Join a fraternity or sorority
  - Attend parties
  - Facebook and MySpace



# Interpersonal Communication

- Interpersonal communication deals with relationships between people, usually in face-to-face private settings.
- Interpersonal communication is the primary way relationships are created, maintained, and changed.

# Communication Styles

- There are four styles of communication:
  - passive
  - aggressive
  - passive-aggressive
  - assertive
- **Passive communication** involves the inability or unwillingness to express thoughts and feelings. Passive people will do something they don't want to do or make up an excuse rather than say how they feel.
- The **aggressive style of communication** involves overreaction, blaming and criticizing. Aggressive people try to get their way through bullying, intimidating or even physical violence. They do not or will not consider the rights of others.

- Passive-aggressive is a combination of the first two styles - they avoid confrontations (passive), but will be manipulative to get what they want (aggressive). Passive-aggressive people will sometimes use facial expressions that don't match how they feel, i.e. smiling when angry.
- Assertive behaviour involves standing up for oneself. Assertive people will say what they think and stand up for their beliefs without hurting others.

# Assertiveness vs Aggressiveness

- Assertiveness, or confrontation, means taking the initiative or first steps to deal with a problem in a constructive, self-protective manner. Assertiveness attacks the problem, not the person.
- Aggressiveness attacks the other person rather than the problem. It is a destructive desire to dominate another person or to force a position or viewpoint on another person; it starts fights or quarrels.

- Many causes of conflict arise due to miscommunication.
- Once you understand your own communication style pitfalls, you can correct them and communicate more effectively.
- Remember “Aggression breeds Aggression”!

# What is Conflict?

- Conflict occurs in situations in which there is opposition. Opposition occurs when a solution cannot be found in a disagreement.
- Conflict is a disagreement through which the parties involved perceive a threat to their needs, well-being, interests or concerns.
- Perceive a threat can be physical, emotional, power, status, intellectual, etc.
- Conflict is healthy and a normal part of any human relationship.

# There are five methods to handle conflict

- Running away
- Being obliging to the other party
- Defeating the other party
- Winning a little/ losing a little
- Co-operating

# Resolving conflict is an art of communication



Use interpersonal communication skills



# Interpersonal Communication skills

- **I-statements** help you express the way you feel and what you want with great clarity.
- **A respectful tone of voice** conveys that you are taking others seriously and that you also expect to be taken seriously. In addition, people with good communication skills are assertive without being aggressive or manipulative.
- **Eye contact** is vital for good communication.
- **Appropriate body language** encourages conversation.
- **Clear, organized ideas** help you accurately and honestly describe your feelings and contribute to conversations and to decisions that need to be made. Good communicators are also specific

# Eric Berne and Transactional Analysis

People have three ego states: parent, adult, child

- **Parent:** when a person thinks, feels & behaves in ways copied from his/her parents
- **Child:** thinking, feeling, behaving as one did as a child
- **Adult:** thoughts, feelings, or behaviors that are a direct result of current happenings

**Key point:** people shift in & out of these states

# STROKES

- Positive
- Negative
- Neutral

# JOHARI WINDOW

KNOWN TO SELF    NOT KNOWN TO SELF

KNOWN TO OTHERS

NOT KNOWN  
TO OTHERS



# Life Positions

Attitude toward Oneself

Positive

I'm OK —  
You're not OK

I'm OK —  
You're OK

Negative

I'm not OK —  
You're not OK

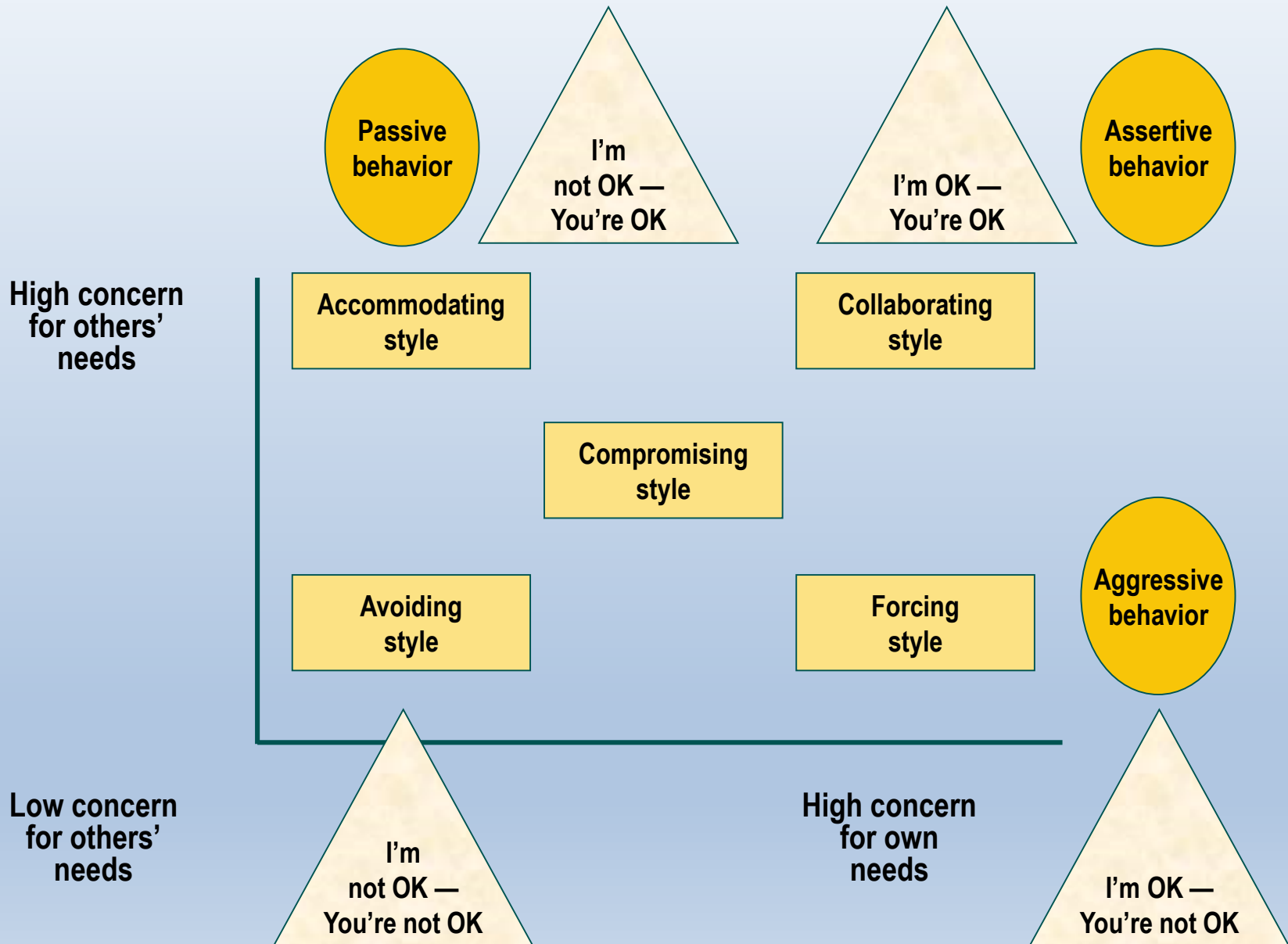
I'm not OK —  
You're OK

Negative

Positive

Attitude toward Others

# Management Conflict Styles



# SOME SHOTS OF OUR CLASS



"This project has been funded with support from the European Commission. This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein."