



## Interpersonal Skills

### Introduction

There is a lot to know in the field of horticulture – about plants, trees, shrubs, flowers, soil, design, plant maintenance, and the list goes on! There are some skills though that are harder to identify but still very important for the workplace. We call these skills interpersonal skills. And these skills are getting more and more important to employers.

Employers today are not just looking for employees who know about plants, how to take care of plants, etc. They are looking for employees who know how to work as part of a team and who have good communication skills. They value employees who know how to manage their time and how to motivate themselves and others at work.

This module has several resources to help you identify and build these interpersonal skills.

### Check Your Skills

First, let's see how you feel about your interpersonal skills. We'll then come back and see how you feel at the end of the module. Read each of the statements below and select the response that best describes you today.

Statements	I can do this	I would like to do this better	I can't do this
I know what verbal communication is and why it is important in the workplace			
I know what non-verbal communication is and why it is important in the workplace			
I know how to demonstrate confidence in my work			
I know how to work well with others in the workplace			
I know what language and behaviour is appropriate for the workplace			
I know tips to speak successfully in public			

### Communication

You may speak to many different people at work. What you say and how you say it depends on **who** you are speaking to and why you are speaking to them. The main things that affect the way you speak to people are:

- Your working **relationship** with them



- Your **attitude** towards them
- Your **reason** for speaking to them
- Your **appreciation** of any problems they might have in understanding you

As a labourer, you will have to speak to your supervisor, your co-workers, other workers in the industry, customers and sometimes other members of the public. Speaking is used to:

- Ask for information
- Pass on information
- Seek advice
- Give an opinion
- Give instructions or directions