

# Interpersonal Skills



**Dr. Sangeeta Jauhari**  
HOD , Managment

**Rabindranath Tagore University, Raisen District ,  
Bhopal Division**

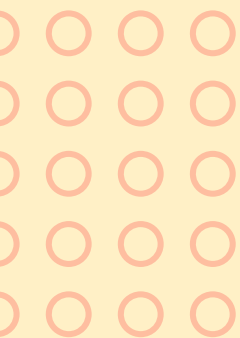
**[Sangeeta.jauhari.new@gmail.com](mailto:Sangeeta.jauhari.new@gmail.com)**



## **Expected Learning from the session :**

- ✓ **Need of interpersonal skills**
- ✓ **FIRO-B –Fundamental Interpersonal Relations Orientation-Behavior**
- ✓ **What to do to enhance Interpersonal Skills**



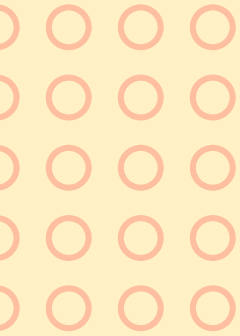




"Communication is a skill that you can learn. It's like riding a bicycle or typing. If you're willing to work at it, you can rapidly improve the quality of every part of your life."

~ Brian Tracy





# **FIRO-B**

**Fundamental Interpersonal Relations Orientation- Behavior can be defined as the way in which an Individual characteristically relates to other people.**



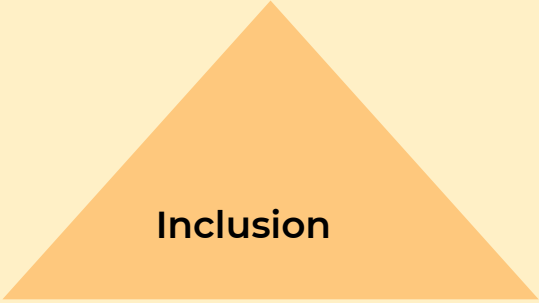
## FIRO- B

A Three dimensional theory of interpersonal Behavior(1958), propounded by William Schutz,An American pscychologist (1925-2002),teacher ,author and researcher .

Essential Interpersonal needs :

- 1) Need for Inclusion
- 2) Need for control
- 3) Need for affection



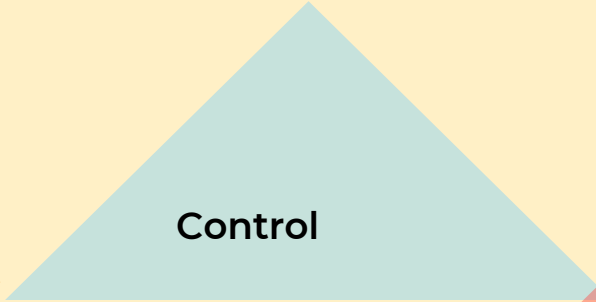


### **Inclusion**

**Similar to need for affection**



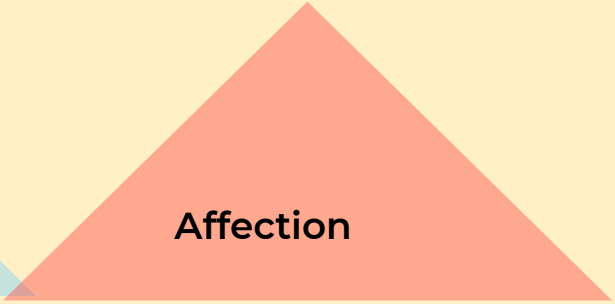
- The act of including
- The state of being included



### **Control**

**Similar to need for power**

- To have power on Something
- To direct actions or functions of something



### **Affection**

**Similar to need for intimacy**

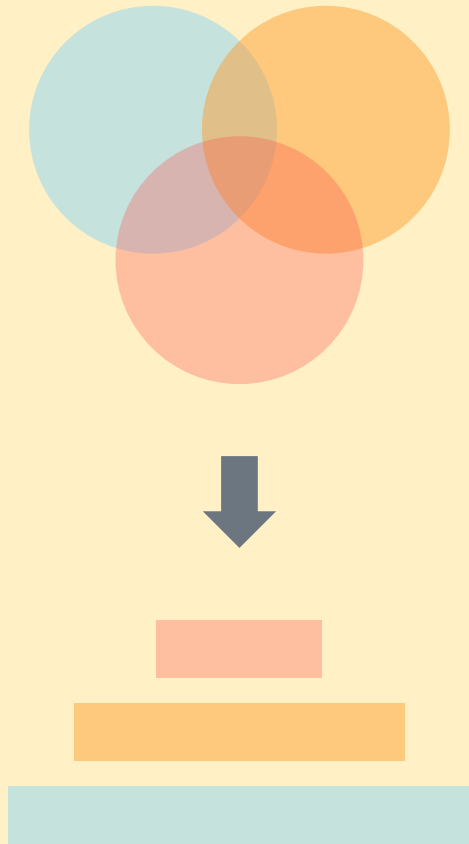
- A feeling of liking or caring for someone or something
- Desire to establish and maintain an emotional connection with people i.e. Respect ,love and affection





# Administering FIRO- B





**Administering FIRO-B**

**Average Time – 15 Minutes**


**54 Items**

**Group or individual  
administration**

**Guttman Scoring Method**

**Self Scorable**





eI- Expressed  
Inclusion

**How much you  
initiate**

Low – start expressing  
High- may get hurting  
sometime

eC-Expressed  
Control


**How much you can  
control**

Low – more inclined to be  
controlled by others  
High –sign of dominance

eA-Expressed  
Affection

**how much you show affection  
to others**

Low – affection is required for healthy  
relations  
High – need to be balanced



wI-Wanted  
Inclusion

**How much you want  
others to initiate**

Low – May consider group time  
wasteful  
High – May take lack of  
Acknowledgement as  
negative

wC-Wanted  
Control


**How much you allow  
others to control**

Low – May feel pressure by  
plans  
High – May consider standard  
procedures as important

wA-wanted  
Affection

**How much you expect  
affection from others**

Low –May find emotions as  
distracting as your own  
High- May need continuous  
feedback



|           | <b>Inclusion</b><br><b>Recognition</b><br><b>Belonging</b><br><b>Participation</b> | <b>Control</b><br><b>Influence</b><br><b>Leading</b><br><b>Responsibility</b> | <b>Affection</b><br><b>Closeness</b><br><b>Warmth</b><br><b>Sensitivity</b> | <b>Total</b>                    |
|-----------|--|---|---|---------------------------------|
| Expressed | eI   | eC  | eA  | Total Expressed                 |
| Wanted    | wI   | wC  | wA  | Total Wanted                    |
|           | Total Inclusion  | Total Control   | Total affection   | Overall Expressed +Wanted Score |



**Low Score – 0,1,2**

Behaviors are rarely displayed by you

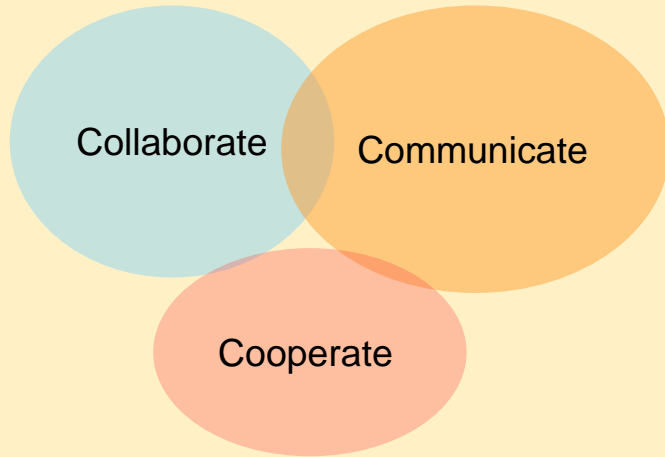
**Medium -3,4,5,6**

Behaviors will be noticeable by you ,but only sometime



**High – 7,8,9**

Behaviors are noticeable characteristics of you in most situations



3 C's of Success

## Check your Score

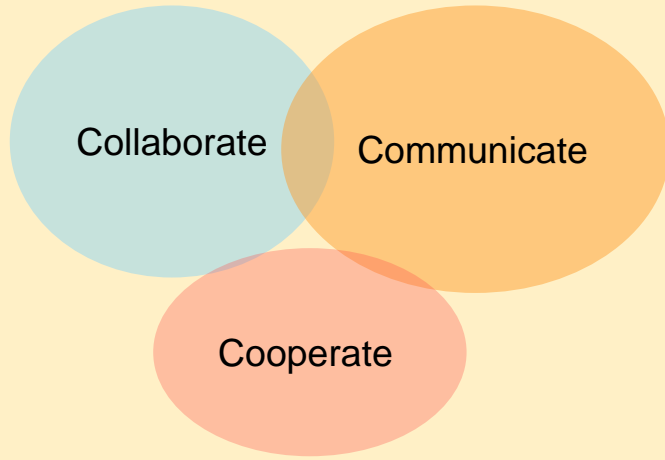
**0-15 – Low – Involvement with others is not the primary source of satisfaction. Intellectual stimulation predominates**

**16-26- Medium –Low – Involvements sometimes source of satisfaction, depending upon people and context.**

**27-38- Medium –High- Involvement is usually source of satisfaction.**

**39-54 –High – Involvement with others enjoyable and satisfying .**





3 C's of Success

## Ways to enhance Interpersonal Skills

- Active Listening
- Regular Reading
- Creative writing

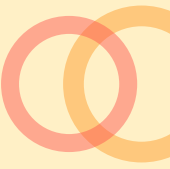
## 4C's of effective Communication

Clear

Courteous

Creative

Concern



# ***THANKS!***

MercyNeumark/william-schutz-phd-and-  
the-interpersonal-needs-theory

GauravSingh113/firo-b-14815912



CREDITS: This presentation template was created by Slidesgo, including icons by Flaticon, and infographics & images by Freepik.

