
Chapter 10 Interpersonal Skills

Section 10.1 Personal Interactions

Section Outline with Content and Academic Vocabulary

Section Outline

Building Good Relationships

- Self-Esteem and Self-Awareness

- Positive Attitude

- Initiative and Responsibility

- Self-Control

- Creativity

- Time Management

- Stress Management

 - Stress Relief

- Assertiveness

- Flexibility

Ethics in the 21st-Century Workplace

- Honesty

- Respect

- Fairness and Equity

 - Avoiding Stereotypes

Managing Conflict

- Conflict and Negotiation

 - Speaking

 - Listening

Chapter 10 Interpersonal Skills

Section 10.1 Personal Interactions

Section Outline with Content and Academic Vocabulary *continued*

Content Vocabulary

self-esteem How you perceive your worth or value as a person. (p. 233)

initiative Taking action and doing what needs to be done without being asked.
(p. 233)

time management Budgeting your time to accomplish tasks on a certain
schedule. (p. 234)

assertiveness Standing up for what you believe. (p. 235)

flexibility The ability to adapt to changing circumstances. (p. 235)

ethics Guidelines for good behavior; the basic values and moral principles that
guide the behavior of individuals and groups. (p. 236)

equity Equal rights and opportunities for everyone. (p. 237)

negotiation The process of working with parties in conflict to find a resolution.
(p. 238)

empathy An understanding of a person's situation or frame of mind. (p. 239)

Academic Vocabulary

perceive To become aware of through the senses. (p. 233)

demonstrate To show by one's behavior, attitude, or external attributes.
(p. 233)