



Chamber University

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*People Skills*



WORKBOOK

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# K E Y P O I N T

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## HOW TO COMMUNICATE AND COLLABORATE WITH OTHERS

**85% OF YOUR CAREER SUCCESS  
DEPENDS ON YOUR PEOPLE SKILLS!**



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# W H Y   D O   W E   D O   W H A T W E   D O ?

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## #1 Why Humans Are Cruel?

- Placement in the hierarchy
- Advanced too fast  
How does this shape us today?  
LIFE NOW

Imposter Syndrome: psychological pattern in which an individual doubts their skills, talents or accomplishments and has a persistent internalized fear of being exposed as a "fraud".

Social Anxiety: anxiety or fear of being judged, negatively evaluated, or rejected in a social or performance situation.

Low Self-Esteem: lack of confidence and feeling badly about oneself. Often feel unlovable, awkward and incompetent.

## #2 Why Humans Speak

- Gossip and stories
- Survival through being able to take control with communication

## #3 Why We Shape Our Worlds

- Unintended consequences

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# 5 H A B I T S O F S O C I A L L Y S U C C E S S F U L P E O P L E

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1. They infect excitement
  - a. Their emotions are contagious
  
2. Avoid Dreamkillers
  - a. Their behavior stems from jealousy, low self-esteem or just a bad attitude
  
3. ADD—Don't subtract
  - a. Be engaged and ask questions
  - b. Be positive for others
  - c. Don't bring people down
  
4. Decode hidden emotions
  - a. They know what's happening behind the words
  - b. Study facial expressions
  
5. Stop Pleasing People
  - a. Say NO to the wrong people so you have energy for the right people.

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# A P P L I E D L E A R N I N G

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## An Exercise in Interpersonal Effectiveness

Interpersonal skills can only be learned if they are PRACTICED, PRACTICED, PRACTICED.

To do this, you must be alert to every practice opportunity. If no situations arise naturally, then you may need to go out of your way to find or create opportunities to practice. Some of the following situations are examples of ones you can create for practice. Others are situations that may arise in your day to day life.

1. Go to a library, and ask the librarian for assistance in finding a book.  
(variations: ask salesperson to help you find something).
2. While talking with someone, change the subject.
3. Invite a friend to dinner at your house or at a restaurant.
4. Call an insurance company and ask about its rates.
5. Take old books to a used book store and find out what they are worth. Leave after you have your information.
6. Pay for a newspaper, pack of gum, or anything else costing less than \$0.50 with a \$5.00 bill.
7. In a drug store or candy store, ask for change for a \$ 1.00 bill without buying anything.
8. Go to a luncheonette or lunch counter during slack time and ask for a glass of water, drink it and say "thank you" and walk out again.
9. Go into a restaurant and ask to use the restroom, leave without eating anything.
10. Phone the department of sanitation, ask to speak to the commissioner or as highly placed an official as you can reach and complain about the garbage collection in your neighborhood. (variations: telephone company, newspaper delivery service, taxi service) buy but the store doesn't now carry.

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# A P P L I E D L E A R N I N G

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11. Go to a full service gas station and ask the attendant to check the water in your radiator or air in your tires, leave without buying gas.

12. Get on a bus or wait for a bus and ask passengers for change.

Variations: Asking someone for change for a newspaper, parking meter, etc...

13. Call and make an appointment to have your hair cut. Call back later and cancel the appointment.

14. Ask the pharmacist for information about an over the counter drug.

15. Ask for special fixings on a burger at McDonalds or when in a restaurant when ordering a meal.

16. Ask a salesperson in a store to help you find something.

17. Ask the manager in the supermarket to order something that you would like to buy but the store doesn't now carry.

# LEARNING BY APPLICATION

An illustration of an open book with a bookmark, set against a blue background with various icons like a hand, a target, and a speech bubble. The text 'LEARNING BY APPLICATION' is written in white capital letters at the top. Below it, a white horizontal line is followed by the text 'ENRICHMENT ACTIVITIES' in a smaller, italicized font.

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*ENRICHMENT ACTIVITIES*

**Recommended Reading:**

**Sapiens: A Brief History of  
Humankind**