

Impact of Interpersonal Effectiveness in influencing Teamwork at Workplace

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ABSTRACT

Interpersonal skills, also called Social skills, People skills and Social Exchange describes the competence to be able to communicate with others successfully. Interpersonal skills enable an individual to value and have compassion with others effectively. In today's world there are a multitude of skills required to ace at the workplace. Organizations have always looked at the job-specific technical skills that candidates possess and based on this aspect candidates have been recruited in the past. But in today's times when we speak about coordination, collaboration, building relationships with colleagues, clients, partners, investors and sometimes even when it is with competitors it is expected that people have the competency to network with persons who could be of immense importance to the business of the organization. Several of the prevalent skills most sought after in today's time is interpersonal effectiveness because this is the tool, one may have to use to deal with others amicably. Both in personal and professional spheres limiting one's power to get beside the others, transmit or share ideas can hinder relationships and stumble prospects for those who lack in interpersonal effectiveness. The inability of an individual to toil and integrate with his team might doom his/her career amidst leading to a severe impact on his team which could otherwise work dynamically to achieve its goals. One may be a very good expert in his/her domain, but if the concerned is undesirable to work with, then the value of those technical skills gets constrained.

Keywords: Interpersonal Skills Effectiveness, Social Skills, Team Dynamics, Teamwork, Workplace

I. Introduction

It is highly impossible in today's working world to imagine a spot somewhere you will find people working on their own, without relying on anybody else. People are most likely to use their interpersonal skills in dealing with people to handle queries or address the complaints of customers, convince consumers, influence subordinates, and motivate superiors, closely work with colleagues, negotiate with vendors, persuade investors to invest in the company and so on. Therefore, the need for interpersonal effectiveness is felt in every aspect of the working of the organization. Interpersonal effectiveness has the potential to address all issues of the organization and most importantly in team dynamics and teamwork. In every form of technical, administrative, or managerial activity interpersonal skills undoubtedly play an indispensable role. From the time an employee is absorbed into the organization and till the time he is separated from the concern it is expected that the individual while working in teams on assignments, projects or programs is working in harmony while actively listening to and being able to speak out whenever possible. Exchange of ideas between people in teams, thoughts, positive knowledge sharing, transfer and acquisition all happen because of good interpersonal skills. It must be remembered that team effectiveness and organizational effectiveness result from the ability of each individual to interact and collaborate with each other well. An organization which fails to keep its people together falters sooner or later. (Dr. Singh Kumar Amit, 2014)

II. Objective

The key objective of this paper is to uncover the impact of interpersonal effectiveness in influencing teamwork at the workplace.

III. Methodology

The paper is based on reviews from literature. The review of literature method is used for describing the impact of interpersonal effectiveness in influencing teamwork at organizational workplace. The study is based on secondary data which is gathered from research papers, reports, articles, and different websites. An explanatory type of research is carried out to describe the role that interpersonal effectiveness plays in reinforcing teams.

IV. Literature Review

1. Bumann & Younkin (2012) have clarified, the increasing efficiency in interpersonal skills can improve one's ability to be an effective ally within a health care team. For those individuals working in teams, effective interpersonal skills enable exhibition and sharing of competence, maximize individual contributions, minimize burnout, and foster independence in professional practice.
2. Reddy Tejesh & Dr. Yuvaraju (2019) emphasize by saying if organizations want to improve quality of products/ services then it is needed to strengthen their group participants develop their social relationships and view each other of first place. Individuals good at building rapport and affinity of network consider associations those remain mutually beneficial, keep others in sync and maintain relationships among work associates.
3. According to Ulloa Ruiz and Adams G (2004) suggest that when settled communication, responsible interdependence, psychological safety, shared purpose, role-clarity, and clear goals are present during the process of teaming, the involvement will have an optimistic effect on individual's attitude towards teamwork.
4. Lodisso (2019) in his paper describes how a reasonable interpersonal relationship at your workplace can realize the development of mutual understanding with other workers and the management. The writer additionally suggests that it will help good teams and teamwork to evolve.
5. Khawam, DiDona and Hernández (2017) in their paper reflect on how collaboration is a requirement for jobs that entail creativity, problem solving and innovation, it renders competitive tools for achieving team goals and duties.
6. Ilgen and Kozlowski (2006) recommend through their paper that team efficacy matters to individuals, organizations, and society. Chief changes in the structure of work, the interdependency and quality of life in the global economy have only increased the importance of effective teams.
7. Zhang, Zhao and Yu (2022) try to explain how leaders should clarify the significance of teamwork, attempt to create connections among team members in relation to materials, information, knowledge and people support. In doing this, leaders can foster the cooperation needs among crew, whilst developing their internal motivations, sense of responsibility and sensitivity of positive relationships, therefore advancing the team performance.

8. Wijayanti (2021) states that a relaxed atmosphere encourages employees to be stimulated to chase organizational opportunities with excitement, support teams to complete tasks creatively and revive employee performance.
9. According to Velmurugan (2016), it is the integration of people into a working environment, which influences them to work together effectively offering social, psychological, and economic satisfaction. Human Relations could persuade people in organizational settings to work in teams and attain organizational goals fruitfully.
10. Patricia (2015) denotes that most organizations have people issues rather than business problems. People issues are due to lack of interpersonal abilities shared among the workforce that negatively impacts the teams and achievement of organizational objectives.
11. Anant (2015) explains the fact that organizations can operate effectively and efficiently depends on the involvement of employees across the organization. Employees performance is determined by the quality of interpersonal communication they have amongst them, and this aspect of communication is affected by the interactive connections that they maintain between them. Organization's employees who cope with conflicts are those with good understanding teams.
12. Reich and Herscovis (2014) in their paper state how not having constructive social affairs at effort can lead to higher level of work discontent, determined to throughput and adverse bodily and mental well-being consequences amid personnel which in turn give rise to social exclusion, aggression, and reckless behaviour.
13. DeOrtentiis, Summers and Ammeter (2013) view that the key skills and competencies one has to master will lead to effectiveness in assignments are interpersonal effectiveness and teamwork which will contribute to trust, cohesion, and satisfaction levels in any team one joins.

Role of Social Effectiveness in the Place of work

1. Advances Productivity by stimulating Effective Communication

Every successful organization is constructed on the basis of effective communication. And to be an effective communicator one needs to have good interpersonal skills. People at work today can cope with changes and

uncertainty only because of their ability to mutually reciprocate with other. People today come together at a juncture like a concern for instance with differing ideas and viewpoints. If these people are reconciled as a team there would be greater need for them to address and empathise their issues in the first place. Elements like mutual respect and appreciation permits for the more fluid performance of services, better work management and timely fulfilment of assignments on hand.

2. Real-time Work Feedback

For an organization to operate transparently it requires a position feedback loop system in place. In this the supervisor/ leader/ manager and the employee should always be encouraged to partake in timely discussions with regards to the employee's performance and this mechanism appreciates the participants to be responsive and responsible with respect to their contribution to the work assigned to them. This culture encourages more open and transparent communication leading to workable relationships among supervisors and their respective team members.

3. Building Opportunities for Employees

One will conquer competitive opportunities at the workplace and in their desired interest across the links with Team leaders, associates, colleagues, and counterparts. For instance, when one is in the good books of their manager, they may give positive references or even bump into a higher position with additional roles and responsibilities which is a great opportunity to expand one's capabilities with such major roles. This gives a boost to career growth and progression.

4. Building Social Awareness

Interpersonal skills confirm that one has acknowledged and cares about the well-being of his peers, clients, or customers, this allows one to earn their loyalty and faith. A clear sense of awareness and emotional intelligence can help in functioning in a challenging social setting. It is with this awareness we can exert efforts around and make good judgements on significant work-related matters.

5. Maintain fruitful relationships within the workplace

Interpersonal effectiveness stimulates healthy relationships among people. A healthy relationship among people in the workplace boosts the team spirit and encourages them to easily coordinate at work. It's much

easier to get the things done through individuals only if one can maintain the right attitude with other people and this works magically with the aid of excellent interpersonal effectiveness.

6. Helps in Controlling Emotions

It's obvious that as human beings we react to certain situations, and this is evident during mood swings. No one can have one constant mood. Anger, aggression, sadness, and irritation are all a part of our emotions. However, everything said and done one needs to always try and control one's emotions at work and this is possible through maintaining tranquility. One should never pour out their extreme emotions as it could make other team members uncomfortable. Allowing oneself not to control their emotions could distress them and strain their relationship with others.

7. Nurtures Assertiveness

A positive personality is always enchanting and allows individuals to project the right attitude. It allows an individual to voice out all the right things that one is confident about. A person who is assertive and not aggressive befriends even his opponent. Therefore, being assertive keeps the relationships intact.

8. Reduces workplace miscommunication

As per a study 81% of employees have indicated that miscommunication occurred in their organization very frequently, frequently or occasionally. People who promote open communication and free flow of information/ idea exchange are likely to be seen as individuals who may be approached by others. When individuals feel trusted, people around them are likely to reveal their observations/ beliefs easily. This type of approach followed in the organizations reduces miscommunication by bridging communication gaps.

9. Management and Leadership skills

A manager is expected to have good interpersonal skills. A manager by his inadequate interaction expertise will be unable to disseminate the information correctly among his subordinates. Any employee would be motivated to take the initiative at work if he is fully informed. Therefore, the requirement for managers to work on their interpersonal skills to be able to prove their abilities and develop a friendly camaraderie with their subordinates is the need of the hour.

10. Conflict Management

Conflict in the workplace is normal of the day. But effective communication and interpersonal effectiveness are only crucial aspects in defending relationships. All Conflict resolution strategies depend on interpersonal abilities of individuals. To establish a conflict-free working zone from time to time it is necessary that one attributes his efforts to his own interpersonal skills.

Conclusion

Through the review work it may be inferred that interpersonal effectiveness is the need of the century. People today work in groups or teams. There is always a need for integration of efforts of people hailing from different areas. For people to operate effectively, calmly and productively interpersonal skills are the required medication. Group performances are impacted by individual performances, are hence influenced by personal skills.

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