

Student Name : Ronju Costa

Student ID No : 1921242

Module Code: LCBB4002

Assessment Title: Community Engagement 01

Module Lecturer's Name: Molly Jack

Topic: Waltham Forest community food bank Project

WALTHAM FOREST COMMUNITY FOOD BANK PROJECT

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Introduction

In this module, the researcher analyzes the best practices of community engagement in an environment to explore the literature on the field. The definition of core community engagements, their advantages, merits and demerits, and the issues that develop due to the lack of community engagement has been well explained by the author. The researcher also provides solutions for the challenges, a management report on the employee's contribution to an organizational project, and the development of interpersonal skills. A detailed narrative on the use of social platforms to support the business to achieve success has also been explained meritoriously by the researcher.

Research-informed Literature

Being informed about the current research on what is helpful for an individual to develop own personality. Education has really become an important aspect for an individual who continuously wants to develop oneself. It is hence not a simple task to identify the complexity of learning as well as developing one's practice. Meanwhile, Research-informed teaching is referring to the practice often linking research with teaching in Higher Education Institutions. This has hence led to the development of new interest in undergraduate research where students are mostly enrolled on the bachelor's degrees. This hence provides a huge range of opportunities to students in order to make participate in research projects or carrying out self-research. Literature Review is helping the readers to understand the scholarly research on the given topic that is interpersonal development and growth and its utilization in an organization.

Interpersonal skills such as communication skills are said to help enhance the level of productivity in the workplace. According to Takahashi and Nakano (2019, p. 13), can help in building strong and positive relationships with colleagues and hence completing the projects smoothly and effectively. He further said that good interpersonal skills are responsible for affecting the morale and productivity of different teams. Hence, interpersonal skills are said to be incredible values for the employers as they are responsible for underpinning the ability of an employee to work collaboratively and for functioning the business in a proper direction. Hence, to grab a suitable job, it is important to have proper interpersonal skills. Apart from communication, it is also important for the employees to have the skills like presenting the ideas and listening to the words of any other employees that can help in developing their skills.

According to Ashraf *et al.* (2020, p. 1095), at present, taking training for the sake of developing interpersonal skills is quite essential that can help in fostering the business of any organization. Achieving these skills can also be done with the help of following some strategies such as testing oneself and also taking training lessons. Furthermore, according to Saadi (2020, p. 12), a wider key skills qualification is also helpful for developing and recognizing the ability to apply the skills in a proper direction.

Knowledge and understanding of Subject

Interpersonal skills are the conduct that one exhibits while interacting with other people. Interpersonal skills fall under interpersonal communication that includes verbal and non-verbal skills for effective communication among people. Interpersonal skills are important for being in society as well as in professional life. In the workplace, the building of communication for better performance and efficiency is important (Febrianita and Hardjati, p. 3192). In professional life, interpersonal skills are the most requisite to build a team in the first place and then decide the other important issues. Inter-personal skills are something that sets one apart from the others. It helps to collaborate and bring out the best from a person in a team. As Mencl *et al.* (2020, p. 26) point out though there is a basic difference between intrapersonal and interpersonal skills but intrapersonal influence interpersonal skills. Intrapersonal skills are communication with oneself, but communication with self majorly decides the development of interpersonal skills. Interpersonal skills decide the soft skills that are crucial for personal success. The skills include body language, coaching, inclusiveness, leadership, influence, candor, verbal communication, empathy, and many others.

The ability to work positively falls under the interpersonal skills which helps in running the professional careers smoothly. The exhibition of the traits and the inter-personal skills makes one different from the others and makes the chance of success more. People with great interpersonal skills find similarities between themselves which makes communication better. The development of health dynamics as a result of effective communication makes the business of the organization strong. This point of need is highly relevant for interpersonal skills in the workplace. Interpersonal skills as Tripathy (2018, p. 1) recommends are linked to emotional intelligence which makes the human bond and relationship strong.

Analysis

Upon proper and extensive study of the skills through practical and theoretical knowledge, the researcher has developed a critical analysis of the subject and its application in an organization. The qualities that are included in the interpersonal skills are

Emotional Intelligence: Emotional intelligence talks about the ability to control one's emotions and navigate practical situations properly. In business organizations, the requirement of the employees depends upon the ability to work calmly under pressure and not to put personal frustration in the job (Machado, 2018, p. 43). These qualities are valuable for team formation and communication between the employees. Proper emotional intelligence builds a sense of responsibility onto the concerned persons.

Communication: Professional world needs the articulation of ideas to others in an effective way. For this purpose, the development of communication is essential in an organization. The works like dealing with the customers, clients, and sales roles of any organization looking for potential employees with proper communication skills. Proper communication helps in building trust among the employees as well as the customers.

Reliability: Reliability gives the work ethics and integrity necessary for the job role. This work ethics also include being present at the workplace on time, this puts one on the proper track for further promotion. Reliability increases the sense of responsibility and better work which helps the organization to grow (Tyson, 2020, p. 63). At the same time, this caters to the personal development of the employee too.

Leadership: Employees need to stay motivated and motivate others to make a positive organizational performance. The leadership qualities make one apart from the peers and give the chance of more organizational promotion. Effective leadership demands self-confidence, vision, and proper communication skill with subordinates. There is a range of companies that demands leadership quality while selecting employees.

Positivity: Interpersonal skills demands the development of positivity in the employees. This makes the employee look for success in an organization and are liked by the seniors in the company. Positivity boosts the creation of a positive attitude in work and the increase in efficiency and productivity of the employee (Subramony et al. 2018, p. 120).

Negotiation: Negotiation in business and between the employees is necessary for a company to run a business properly. The practice of coming to a shared agreement through interaction is the negotiation needed as part of the interpersonal skill in a company.

Empathy: Empathy is necessary for the seniors to understand the concerns of the lower employees to feel their feelings. This empathy could be developed in many ways like creating a concerned ear to listen to the employees is one of them. Empathy leads to an emotionally supportive platform in a company that reduces the chance of behavior among the employees. The employees must show compassion and empathy in their behavior and action towards the juniors.

Teamwork: Modern workplaces develop the skill of teamwork to make the employee's efficiency better. The teamwork within a team is not easily gained; it requires the equal participation of all the members of the team to develop emotional intelligence, negotiation, and communication. In other words, the development of interpersonal skills helps in building the teamwork to make the smooth running of the job properly.

Practical Application and Development

Strong bonding between the employees and people in an organization aligns the interests and mindsets of the people to work in the same environment of the company. This interpersonal skill development helps in personal development as well. Some various models and techniques contribute to a better understanding of the subject and method of development (Grant and Goodman, 2020, p. 88).

Knapp's Relationship Escalation Model

Knapp suggested that human relationships go through some stages that start from the first interaction. This model is applicable to any kind of environment be it society or the workplace. The stages involve the first interaction where one is judged upon the grooming, manners, and physical appearance. This first impression is the impression one intends to keep. In the second meeting, the people would try to know each other more and in the third stage the constraints get broken and the relationship starts developing and strengthens.

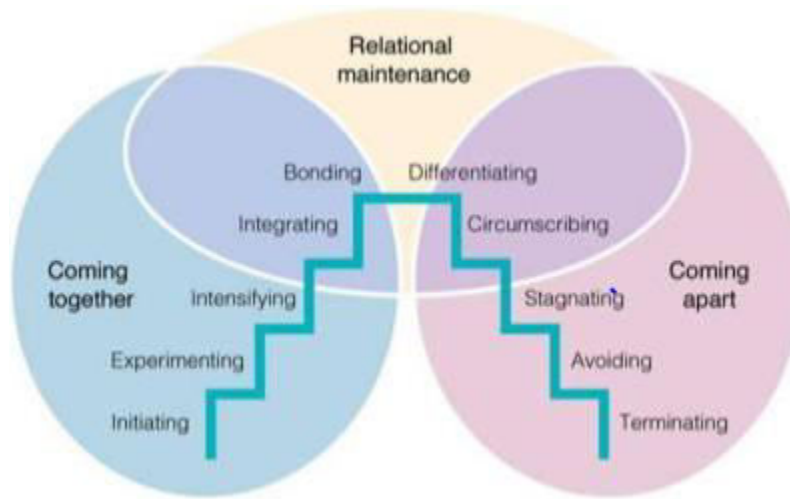


Figure 1: Knapp's Relationship Escalation Model

(Source: Melissa, 2019, p. 12)

Ultimately in the fourth stage, the people exchange their interests and goals and find the similarities between them which bring them close and they grow a strong bond. Besides this model, there is also Knapp's Relationship termination model when people stop communicating due to confusions or conflicts (Melissa, 2019, p. 12). This model gives the solution for this case scenario also and recommends mutual understanding to grow the communication and make the teamwork smoothly.

Duck's Relation Filtering Model

The name of the model suggests that there are filters that a human relationship has to pass through to grow the relationship and keep the bonding going.

Distance: In the case of workplace relationship distance is a create issue regarding the present situation. The distance reduces the ability of communication between the employees and the employer-employee. A company or employee that intends to grow communication must reduce the distance to grow the physical bonding and verbal communication between the people.

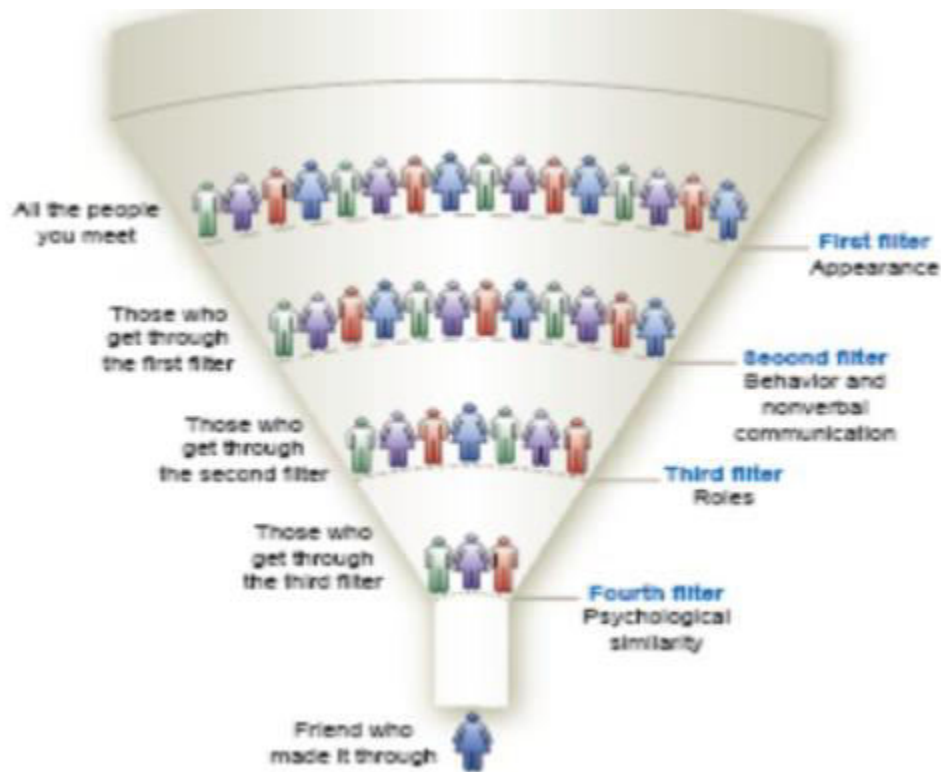


Figure 2: Duck's Relation Filtering Model

(Source: Sheth *et al.* 2020, p. 21)

Perception: The perception of a person about the second person is important in deciding the type of relationship between the person. The development of the perception entirely depends upon the traits, interpersonal skills, and personal development of the individual. If the person fails to have the requisite set of personal skills would have a downward perspective that would fail to develop the communication. Therefore, the perception of the importance of interpersonal skills is necessary. In the workplace, though there are scopes to remove the wrong perception that may have developed due to various reasons.

Physical Appearance: The employees with proper physical appearance, speech and skills have a better chance to get the attention for communication in a team. Sheth *et al.* (2020, p. 21), suggest that the physical appearance of the employee who intends to make the first pitch for the communication is important. Thus, appearance makes a sense of trust, belief, and confidence in the subordinates to make them feel inclusive in the team as well as the company and make the communication exchange better.

Skills for Professional Practice

The skills that are important for self-development as well as in professional life are considered as inter-personal skills that cater to personal development also. The development of these kinds of skills is important to align with the objectives of the organization and work accordingly. Organizations that have the intention to grow in the market and thrive than their competitors to sustain in the market choose their employees based on the personal skill set that is required on the company. Some of the common professional skills that business organizations look for has been enlisted by the researcher are timely arrival at the workplace, meetings, and active participation, and engagement in important discussions and meetings. Keeping the knowledge and the skill set up to date that includes the knowledge of the company and also others, staying honest with coworkers and clients are also relevant measures in this context. Respecting the personal boundaries of other employees and making the action based on that along with keeping of proper time management and planning skills in the work can also be followed in this situation.

Conclusion

In this module, the researcher has focused on the conception of interpersonal skills and their necessity in the organization. The researcher has explored a range of literature to understand the subject to find the relevance and importance of the conception for personal development. The researcher has also explained the necessary knowledge and understanding of the subject to provide a clear analysis of the subject. The various arguments and the judgments among the experts for the models have been well explained by the motivated researcher. The application of these qualities for personal application and development for professional practice has also been deduced by the author.

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