



Interpersonal skills worksheet for adults

Practice assertiveness:

Using "I" statements lets others know what you're thinking or feeling without sounding accusatory. For instance, say, "I disagree," rather than, "You're wrong."

Maintain Eye contact:

Don't shy away; maintain eye contact while stating your opinion.

Active listening:

Listen to people around you more than you talk; it is very important to learn to listen carefully to what others are saying; this goes beyond only listening; it also means listening to what the other person is not saying verbally but also non-verbally.

Conflict Resolution:

Conflict resolution requires problem-solving skills and patience while you state your opinion.

Stress Management:

Stress management is the most important tool that one needs to have to deal with daily life stressors. In today's world, only such people are successful who can deal with their stress and move ahead.

Learn to decline or say no:

Without hurting anyone, you need to learn how to say no and respectfully decline the request you don't want to accept.

Be Empathetic:

Try to be empathetic while being assertive. Understand the other's person's stance and why he wants it. You can agree to disagree in a very graceful manner. Respect that.

Remain respectful:

Whenever you share your opinion, no matter how strong it may be, always stay humble and respectful.

Think before you Speak:

The number one rule of effective communication is to think hard before saying something, think about whether it is right or wrong, and then say.

Don't let emotions take control of you:

Conflict is hard for most people. Maybe you get angry or frustrated, or maybe you feel like crying. Although these feelings are normal, they can get in the way of resolving conflict. If you feel too emotional going into a situation, wait a bit if possible. Then work on remaining calm. Breathe slowly. Keep your voice even and firm.

Non-verbal gestures:

Use of hand, tone, and gestures also convey your opinion. Stay positive and humble with your gestures too.

References

[National Research Council \(US\) Committee on the Assessment of 21st Century Skills. \(2011\) *Assessing 21st Century Skills: Summary of a Workshop*. Washington \(DC\): National Academies Press \(US\)](#)

[Ramaraju, S. \(2016\). PSYCHOLOGICAL PERSPECTIVES ON INTERPERSONAL COMMUNICATION. *Journal of Arts, Science and Commerce*, Vol. III, 4\(2\).](#)

You can download more Mental Health worksheets [here](#).

Please note: There may be a more up-to-date and editable version of this worksheet available [here](#) which may be more suitable to present to clients if you are a therapist or to use in a classroom as a teacher or guidance counselor.