



Institut Manajemen Telkom (<http://www.imtelkom.ac.id>)

PEOPLE SKILLS

A wall of silent resentment shuts you off from someone you love...you listen to an argument in which neither party seems to hear the other...your mind drifts to other matters when people talk to you...

People skills is a communication – skills handbook that can help you eliminate these and other communication problems. Author Robert Bolton describes the twelve most common communication barriers, showing how these “roadblocks” damage relationships by increasing defensiveness, or dependency. He explains how to acquire the ability to listen, assert yourself, resolve conflicts, and work out problems with others. These are skills that will help you communicate calmly, even in stressful, emotionally charged situations.



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