

# **Interpersonal Skill for Business Growth & Development**

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## **Abstract:**

Profit maximization is the priority of business. Business can't survive without the presence of an effective leadership. For sustainable growth strong leadership is required along with belief of people working under it. This in turn comes from the solid interpersonal relations between internal and external.

Interpersonal skills influence business cultures because they affect job performance, which in turn helps to decide the outcome of a company's success. Interpersonal skills include interaction with others, good communication skills, active listening skills, and attitude.

Often referred to as soft skills, interpersonal skills allow people to communicate effectively, handle conflicts, and respond to others' needs accordingly. In an ever-changing job market, these skills teach workers and business owners how to be agile, solve complex problems, perform critical thinking on their feet, and manage diverse relationships both internally and externally.

According to a study by Harrison Assessments, some of the major factors that make up a person's interpersonal skills are diplomacy, helpfulness, optimism, influence, and flexibility. Also vital are collaboration skills, empathy, tolerance, and frankness. These characteristics are important in corporate culture as well as in a small business. Business owners in general want to ensure that everyone is on the same page and that business flows in a consistent and cohesive manner.

## **Introduction**

This study focuses the small business house and how they utilize its interpersonal skill for the development of business in limited locality. Small business house are not admire the corporate culture they faces various day to day operational problems and how they overcome on that and develop , sustained the business as well.

Interpersonal Skill is the individual entity to recognize as important parameter to play the role of the belief the worship of business. Interpersonal skill focuses the 360 degree relation and of business to manage the strength and sustainability of business.

In working days spend time to interacting with each other like workers and co-workers to accomplish goal. It possesses a formal and informal communication as well. It also admire to motivating the skill of the people and improvement the performance of employee. This improvement leads the achievement of business goal and sustainability of business as well profit.

Inter personal skill is a soft skill who changes the interaction, motivation, attitude, active listening, understanding and behaviors skill within an organization as well as in surrounding environment.

- **Business Leadership and Attitude**

- Speak calmly even when stressed
- Ability to inspire
- Ability to act in a manner that will develop a climate conducive to responding and arousing motivation.
- Gives workers a high degree of independence in their operations.
- Ability to directing and development skill of workers

- **Give Credit to others**

- Employer is recognized the team efforts other than Individual
- Employer attitude is like a ordering and don't ask any thing
- Compete with each other or team efforts environment.
- Employer involvement of works in decision making and business discussion

- **Discipline employees in respectful manner**

- give clear protocol and ethical guidelines to ensure your employees fully Understand what you expect
- When an issue arises, a conversation should take place
- it may be necessary to issue a written warning
- If an employee continues to exhibit poor performance after receiving a written warning, Employer should issue final documentation

- **Assertiveness**

- Being open in expressing wishes, thoughts and feelings and encouraging others to do likewise
- Listening to the views of others and responding appropriately
- Accepting responsibilities and being able to delegate to others
- Can be flexible, learn new skills and think outside the box.

- **Workers Attitude at work place**

- self-motivated, intelligent and proactive
- integrity, honesty and reliability
- employees make workdays more enjoyable
- trust and unity among works

- **Workers Attitude & behavior towards Consumers**

- Greeting customers
- Making the customer feel special (addressing the customer by name and offering individualized service)
- Offering the proper service
- Being knowledgeable enough to respond to questions
- Offering a service above expectations
- **Collaborative Efforts of improvement in Business**
  - Sales Improvement
  - Improvement of business Collaboration & leadership
  - Improvement Skill and business environment

## **Review of Literature**

JeFreda R. Brown, Interpersonal skills promote approachability, likability and comfort. Who possess strong interpersonal skills motivate their staff to challenge themselves and do a better job. Most importantly, they make workers feel as if they can go to their bosses with any problems or concerns.

Interpersonal skills are highly sought-after skills in organizations, with collaboration being the foundation of business operations (Klein et al., 2006). Interpersonal skills performance and the cognitive processes of social behavior research and understanding has been defined by Klein et al. (2006) as the skills that help individuals interact and communicate with the world around them.

Effective interpersonal skills are building blocks that competent communicators can use to provide clarity and precision in messages, solve problems collaboratively and demonstrate a calm and supportive demeanour with mutual respect and an authentic understanding of role as a corporate leader (Ceri-Booms, 2010; Minter, 2010).

Team members making vital decisions facilitate open discussions to hear everyone's ideas. The team leader creates an open communication process by clearly stating the members' roles, including shared leadership, establishing key outside relationships and including a broad team of players from diverse backgrounds (Nico & Coetzee, 2009).

Takash (2009) sought to explain why the development of strong relationships and positive behaviours is a long process; however, the development of strong relationships and positive behaviours become part of longer - lasting positive results. An individual who becomes a partner and not an order taker has taken the first steps toward building long-standing relationships no matter what status the person possesses (Takash, 2009). Takash (2009) explored how individuals can build trust in others, create better and stronger relationships with honesty, openness and listen to colleagues, management and Customer

## **Objective Study**

- Importance of Interpersonal Skill of many aspects of business
- Relation between Interpersonal skill and improvement to development of Business

## **Limitation of Study**

- Study limited to only small business unit at Vidharba District.
- Small business house include the members of 50-100

- Study includes business at various sectors.

## Hypothesis

H<sub>0</sub>: Interpersonal Skill is not the necessity to development and growth of business in all aspects

H<sub>1</sub>: Interpersonal Skill is the necessity to development and growth of business in all aspects

## Research Methodology

- **Observation:** observation is doing the business as per the context by the participant information.
- **Interview:** A participant present and past experiences faces according to the business context and activities and finalized after the observation.

The questionnaire consisted with different parameters of an open ended question for the participant. The response scales took the form of the Likert Scale. The Likert scale is one of the most widely used response scales in research and is used to evaluate behavior, attitude or another phenomenon on a continuum. Rating scales simplify and more easily quantify peoples' behaviors or attitudes

The survey was distributed to a purposeful sample of 90 participants includes corporate leaders from a different spectrum, represents different areas of specialization and comprises different sectors. Mostly mid-Size business houses

The **correlation coefficient** is a statistical concept which helps in establishing a relation between predicted and actual values obtained in a statistical experiment. The calculated value of the correlation coefficient explains the exactness between the predicted and actual values. The Pearson correlation coefficient is also an inferential statistic, meaning that it can be used to test statistical hypotheses. Specifically, we can test whether there is a significant relationship between two variables. The correlation between any two variables using Pearson's  $r$  will always be between  $-1$  and  $+1$ .

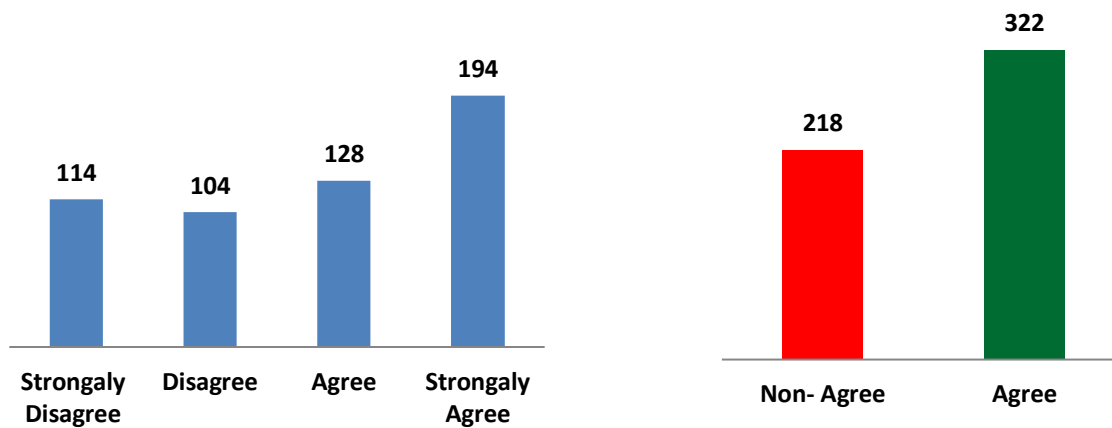
## Data Analysis

The survey asked a series of questions in order to establish whether there is a relationship between interpersonal skills of a business leader and the effectiveness of the corporate functioning. Focus of the research and the survey is to find out whether interpersonal skills growing in the business. Summary of the information was collected through a questionnaire. The following tables and figures provide a snapshot of interpersonal skills of a business

### Table1: Aspect of Interpersonal Skill

Sr. No.	Indicator	Non-Agree			Agree		
		SD	DA	Total	A	SA	Total
1	Business Leadership and Attitude	20 (22)	17 (19)	37 (41)	20 (23)	33 (37)	53 (59)
2	Discipline & Controlling	12 (13)	16 (18)	28 (31)	24 (27)	38 (42)	62 (69)
3	Assertiveness	24 (26)	20 (23)	44 (49)	20 (23)	26 (28)	46 (51)
4	Workers Attitude at work place	23 (26)	18 (20)	41 (46)	19 (21)	30 (33)	49 (54)
5	Workers Attitude & behavior towards Consumers	16 (17)	16 (18)	32 (35)	23 (26)	35 (39)	58 (68)
Average		19 (21)	17 (19)	36 (40)	22 (24)	32 (36)	54 (60)

### Aspect of Interpersonal Skill



**Table2: Collaborative Efforts of Business**

Sr. No.	Indicator	Non- Agree			Agree		
		SD	DA	Total	A	SA	Total
1	Collaborative Efforts of improvement in Business	16 (18)	15 (17)	31 (35)	22 (24)	37 (41)	59 (65)

Interpersonal Skill is invisible impedance in business. It can be visible during the day to day process of work and experience. It can evolve a certain parameter to nursing the skill which implied to Collective improve the growth of business as well as the desirable objective.

**Concluding:**

The researcher finding the interpersonal skill and collective efforts of business has a positive relation between them and person correlation  $r=0.97$  highly correlate and positively accept the alternate hypothesis. Interpersonal Skill is the necessity to development and growth of business in all aspects.

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