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### WHAT IS A "SOCIAL SKILL"?

What is a "social skill" and why is it important? "Social" or "interpersonal skills are skills we use to interact and communicate with other people. They include verbal (speaking) and nonverbal (body language, gestures, eye contact, etc). Because these skills are important, every company wants people that can demonstrate they have the social skills to be an effective worker. Below are some of the qualities that companies seek in their employees.

### EXAMPLES

#### Interpersonal Skills

**Empathy** – The ability to understand how others are feeling.

Expressions to show empathy:

- ✓ How are you feeling?
- ✓ I'm sorry to hear that
- ✓ I would feel the same way
- ✓ How can I help?
- ✓ Tell me about it
- ✓ Are you OK?

**Cooperation** – The ability to help and support others.

Expressions to show cooperation:

- ✓ Let me help you
- ✓ Do you want help with that?
- ✓ Would you like me to ...
- ✓ I'm happy to help (you with)...



## Listening Skills

Phrases to show you are listening:

- ✓ Do you mean...?
- ✓ Really?
- ✓ It sounds like...
- ✓ I've noticed that...
- ✓ Let me see if I've got this right...

Having these skills in addition to good written and verbal communication is also important.

## EXAMPLE DIALOGUE

**Mike:** Are you OK Hiroshi? You are very quiet today.

**Hiroshi:** I'm not so good. I got some bad news over the weekend. My brother was in a bad car accident.

**Mike:** I'm sorry to hear that Hiroshi. I don't have much to do today, do you want help with anything?

**Hiroshi:** I could use some help with the presentation later if you don't mind.

**Mike:** No problem, I'm happy to help you if you need it.

## YOUR TURN!

Have a conversation like the one above. Take turns giving bad news so your partner can show empathy and offer cooperation to help you with a project, report, presentation, etc.



Click [here!](#) for more advice and techniques for social English!