



Statement of participation

Amanda George

has completed the free course including any mandatory tests for:

The importance of interpersonal skills

This 3-hour free course demonstrated the importance of interpersonal skills in the successful management of people and workplace tasks in general.

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www.open.edu/openlearn

This statement does not imply the award of credit points nor the conferment of a University Qualification.
This statement confirms that this free course and all mandatory tests were passed by the learner.
Please go to the course on OpenLearn for full details:
<http://www.open.edu/openlearn/money-business/leadership-management/the-importance-interpersonal-skills/content-section-0>

COURSE CODE: Y159_1

The importance of interpersonal skills

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Course summary

To succeed in management you need good interpersonal skills, you need to understand how to deal with other people. This free course, The importance of interpersonal skills, will help you gain an awareness of your own skills and understand that an awareness of the interpersonal skills of others can help us enormously in dealing with the work tasks we are responsible for.

Learning outcomes

By completing this course, the learner should be able to:

- recognise the importance of interpersonal skills
- describe how good communication with other can influence our working relationships
- outline the roles we play in our work groups and teams.

Completed study

The learner has completed the following:

Section 1

Communication

Section 2

Relationships

Section 3

Roles

Section 4

Supply and demand: Kiran's story

Section 5

Conclusion