

Quadrant II – Transcript and Related Materials

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Notes

1.1 SOCIAL SKILLS AND ETIQUETTES

A) MEANING AND DEFINITION OF SOCIAL SKILLS AND ETIQUETTES.

Meaning of Social Skills

Human beings are sociable creatures and have developed many ways to communicate messages, thoughts and feelings with others.

For effective communication and interaction, everyone needs to have social skills.

Social skills also known as interpersonal or soft skills are the skills used to communicate and interact with each other, verbally, non-verbally, written and visual through gestures, body language and personal appearance.

Hence, Social Skills are the ways people talk, play, and work together that help us understand each other and get along better.

There are lots of different social skills we use in everyday life.

Whenever we work or play, we put together words, tone, body position, Facial expression and actions to let each other know what we want or how we are feeling. Social skills are the ways people put those words, body clues and actions together.

Examples of social skills are effective communication, conflict resolution, active listening, empathy, relationship management, respect.

Definition of social skills

“The interpersonal skills necessary for successful communication and social interaction”.

Meaning of etiquette

Human beings as social animals are socialised as per the norms, rules and regulations of the society. Besides these, we also learn etiquettes which are very important part of our lives.

As Human being is a social animal, it is really important for him to behave in an appropriate way. Etiquette refers to behaving in a socially responsible way.

Etiquettes refer to guidelines which control the way a responsible individual should behave in the society.

E.g. of etiquette

When people leave a Social gathering without saying good bye it's a poor etiquette.

Social etiquette dictates that men can't sit while women are standing.

Definition of etiquette

Etiquette in simpler words is defined “as good behaviour which distinguishes human beings from animals”.

The different types of etiquettes are social etiquette, bathroom etiquette, telephone etiquette, eating etiquette etc.

B. Categories of social skills

1.Communication

communication skills include the ability to listen follow directions and refrain from speaking. For e.g. listening skills involve the ability of concentration and ignoring distractions.

Nodding, smiling and giving feedback on what has been said or discussed are signs of good listening.

Basic communication skills include body language and behaviours like eye

contact, physical stillness and emotional attentiveness while other person is talking.

2. Empathy

Cognitive, behavioural and mental health conditions may limit an individual's ability to feel empathy and connect with others.

People with severe social anxiety and highly self-conscious may display either too little or too much focus on someone else.

Empathy refers to putting oneself in someone else's place and understanding their feeling.

3. Responsibility

People fear being publicly criticized when they deal with constructive reactions.

Some people promises to do something and then fail, their lack of accountability may show that they are unfaithful and immature.

Accountability is also an essential part of conflict management because recognizing mistakes is a great way to indicate a supportive and collaborative attitude.

4. Cooperation

Cooperation is especially important when you work with a team, where you will be required to work with a partner. Others will cooperate with you, only if you cooperate with other. Sometimes cooperation is voluntary and sometimes involuntary.

5. Assertion

Assertive communication is the honest expression of one's own needs, wants and feelings, while respecting those of the other person.

When one communicates in an honest way, your manner is non-threatening, non-judgmental and one takes responsibility for own actions.

Assertion skill can be difficult to learn, since being assertive can mean holding yourself back from the way you would normally do things.

For e.g. one may always support crowd, avoid giving opinions

6. Self-control

Self-control is the ability to control oneself, in terms of having mastery over ones desires and appetites.

Those with self-control can temper what they want, to ensure that they do not over or under indulge.

According to Thomas Aquinas, a theologian, the self-controlled people are able to preserve their lives. They are able to do the right things to keep themselves healthy and happy.

Self-control people acquire three habits, self-preservation, self-assertion and self-fulfilment.

The basic premise of self-control is the use of reason to control instinct, whether that instinct is for something bad or against something that is good for us.

7. Engagement

When working with someone face to face, the “rules of engagement” are very important, which is an important skill.