

Hello Learners, welcome to the course, Social Skills and Etiquette.

I'm Mrs Samira Naik, from Government College of

Art, Science and Commerce, Quepem, Goa.

I'm going to take up a sub topic from chapter no. one.

The name of the chapter is introduction and the subtopic that

I'm going to take 1.1 Social Skills and Etiquette..

Program: Bachelor of Arts, Second Year, Subject: Sociology

semester III, Paper Code SOS 103, and Paper Title: Social Skills

and Etiquette.

Under this subtopic, Social Skills and Etiquettes, I'm

going to cover up meaning and definition of social skills

and etiquette, and Categories of social skills.

At the end of the class, the students will be able to explain

social skills and etiquette. The students will be able to

cite some examples of social skills and etiquette.. The

students will be able to explain different categories of social

skills. Coming to the meaning of social skills, we know that

human beings are sociable creatures and have developed

different ways of communicating messages, thoughts and feelings.

For example, human beings have developed different languages

for the purpose of communication. Human beings also make use of different signs and

symbols for any effective communication. The need to have

Social skills are very important.

Social skills are also known as interpersonal skills required

for communication and interact with each other, verbally, nonverbally,

in the written form, or visual through body language or

physical appearance. Hence, social skills are the ways

people talk, play and work together that help us understand each other and get along better.

In our day to day life we use different social skills.

Social skills are the ways people put these words, body

clues and actions together.

Some of the examples of social skills are effective

communication, empathy. That is, understanding the other person,

active listening, relationship management and respect.

Coming to the definition of

social skills. We can define social skills as

interpersonal skills necessary for successful

communication and social interaction.

Coming to the meaning and definition of etiquettes, we

know that human beings are social animals.

We become social animals only after the socialization process.

Socialization is the process of bringing up of children in

accordance with the norms, rules, regulations of the society. Besides these norms, rules, regulations we also learn etiquettes. As human beings are social animals, it is very important to behave in an appropriate way. Etiquettes refers to behaving in a socially responsible way. Etiquettes refers to guidelines that control human behavior.

Examples of etiquettes are, while living a social Gathering, it is our duty to say goodbye as part of good etiquette. Also, social etiquette dictate dictates that men cannot sit while the women are standing. Some of the other examples of etiquettes are, throwing the waste in the dustbin, knocking the door before entering the room, and so on. To define a etiquette in simpler words, etiquettes refers to good behavior which distinguishes human beings from animals. Some of the etiquettes are, Bathroom Etiquette, Telephonic Etiquette, and so on. Coming to the categories of social skill.

I will cover up seven categories of social skills. The first one is communication. Communication Skill includes the ability to listen, follow directions, and refrain from speaking. For

example, listening skill involves the ability to concentrate and avoid distractions. Smiling, nodding, giving feedback on what has been said, are some signs of good Social skills, good listening.

Basic communication skills includes body language and behaviors like eye contact, physical stillness, an emotional attentiveness. Also, while communicating, one should patiently wait and listen what the other person is saying and take turns.

The next category of social skill that we have is empathy.

Not everyone of us are empathetic in nature. Empathy depends upon the cognitive and mental health conditions. Some people might show too little empathy towards others, whereas there are some others who will show more empathy towards others. What is empathy? Empathy refers to, Putting oneself into someone else's place and understanding their feelings.

An empathetic person always forgives others. They feel bad when others are sad. The next social category is responsibility. Everyone of us are responsible for something or the other. Some people promise to do something and then they

fail. When we fail, it shows that we are immature and unfaithful. Lack of responsibility shows that people are unfaithful and immature.

People have the fear of being publicly criticized when we fail towards our responsibility, because we do not know how the people will react, if we fail towards our responsibility. The responsible person takes responsibility for his own actions.

The next Social skills that we have is cooperation.

Cooperation is very important while working with the team, especially when you are required to work with a partner.

When you cooperate, others,

others will cooperate. Sometimes cooperation is voluntary and sometimes involuntary. It means

Sometimes we cooperate on our own wishes. Whereas,

at some other point, we are forced to cooperate. So for

example, we have to follow different rules which are

there in the society. For Example, most of us do not

like to follow traffic rules, but we have to, as there are

punishments for violating the rules and rewards.

Cooperative person always follows the rules.

The next social skill that we have is assertion. Assertion

refers to honest expression of one's own needs and wants.

Assertion skill can be difficult to learn as it could mean

holding oneself back.

An assertive person may always be a part of the crowd. They might

avoid giving opinions. Also Assertive people question

unfair rules that are existing in the society.

The sixth type of social category that we have is self control.

Self control refers to the ability to control oneself. According to a famous theologian

Thomas Aquinas, Self control people are able to do right

things to keep themselves healthy and happy.

Self control people have patience. For example, they stay

calm when teased by someone. The Last social category that we

have is engagement. Rules of engagement are very important

while working with the team.

So, in today's class we have learned the meaning and

definition of social skills and the different categories of social skills. To conclude, social

skills are important for interaction and communication.

Social skills are also known as interpersonal skills or soft

skills. Etiquettes refers to behaving in a socially

responsible way. Just like norms, rules and regulations of

the society, etiquettes are also equally important for everyone

of us. Some of the categories that of social skills that we

have covered up today are communication, empathy,

responsibility, cooperation,

self control and engagement.

These are the references.

Also, for further readings you can refer a book, Etiquettes for

Dummies. Thank you.