



# Developing Your Interpersonal Skills

MASTERCLASS WORKBOOK

The Assistant Room Members

# Exercise 1

Think about your last few communications with others. Were they phone calls? Text messages? Perhaps you sent a number of emails? Ask yourself, what was the purpose of that communication and did you get your point across successfully? Did you understand what the other person wanted?

Write down your most recent interactions/communication with others and notice how you felt during the interaction.

Interaction	How did you feel?
e.g. Sent an email around asking for people's opinion on a virtual xmas party.	e.g. Frustrated with lack of responses.
e.g. Boss called me on Monday morning and gave me a couple of tasks.	e.g. It was cold, and no question about how was my weekend. I felt like I was in trouble.

# Exercise 2

Time to take your personality test online to see where you fit within the triangle. Are you a fiery red personality? Are you a calm blue personality? Are you a yellow social butterfly or do you have earth green vibes?

Find out by going to this online resource > <https://365tests.com/personality-tests/free-color-personality-test/>

My personality type is...

# Exercise 3

Now it's time to think about the personality type of others.

My boss/colleagues type is...

Think back to when you have communicated with this individual in the past. Are there alternative ways you may have relayed information to them? Think about two ways in which they might prefer being given instructions more suitable to their personality type.

Original way of communicating	Different ways I could approach this person

Can you identify one way that would not be suitable to communicate with them now you have identified their personality type?



# Exercise 4

It's now time to think about how your boss/colleagues normally communicate with you.

Is it normally via email?

Bullet points?

An instruction in the email header?

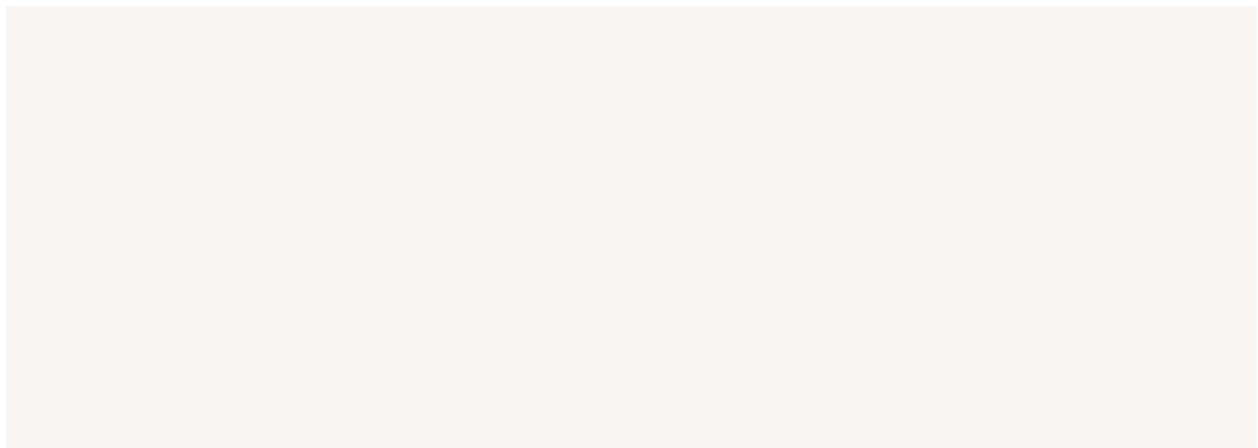
An essay?

A voicemail?

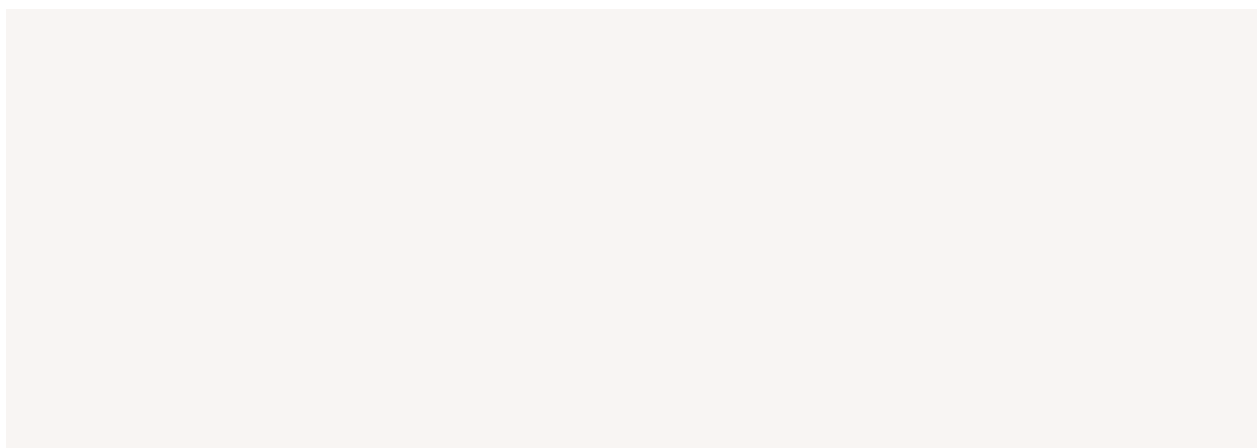
Only ever speaks on the phone

Something else?

How does their normal style of communication make you feel?



And, how do they normally come across? Angry? Aloof? Friendly or something else?



# Exercise 5

Consider 4 or 5 colleagues and how you might communicate a set of instructions to them. Would they be bullet points? Or a phone call? Or something else?

Colleague 1

Colleague 2

Colleague 3

Colleague 4

Colleague 5





Congratulations you made it  
to the end of your  
masterclass workbook.

Good luck in developing  
your interpersonal skills  
further and working with  
new and existing colleagues  
with greater success!