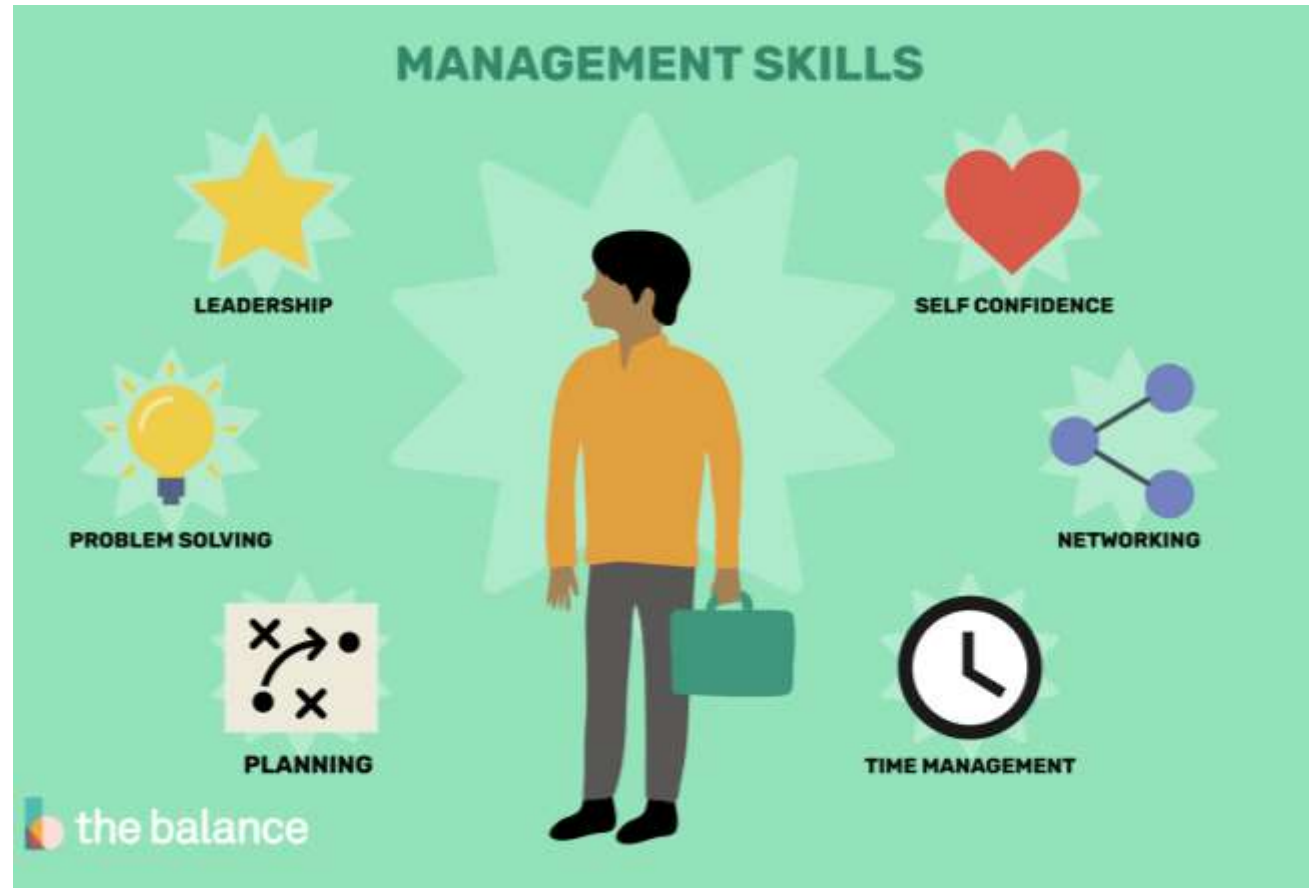


**Subject: Organizational Management &
Entrepreneurship**

- **Organization:** An organization is a group of people who work together with a particular purpose, such as a business or government department. example: a research organization.
- **Management:** it is the of getting work done through people with satisfaction for employer, employee & the public.
- **Entrepreneurship:** it is the ability & readiness to develop, organize and run a business enterprise. The most important example of entrepreneurship is the starting a new business.

UNIT 1: Management Skills

- **Management** is the art of getting work done through people with satisfaction for employer, employees and the public.
- It is to plan, direct, co-ordinate and control the human efforts and limited resources towards the fulfillment of the goals in a best way.



Interpersonal Skills:

- Interpersonal skills are the skills we use everyday to communicate and interact with other people.



Importance of Interpersonal Skills:

- Positive interpersonal skills increase the productivity in the organization since the number of conflicts are reduced.
- People with good interpersonal skills can control the feelings that emerge in different situations & respond appropriately.
- The interpersonal skills are the key in building good relationship with customers.
- These skills help to make a good leader.
- The interpersonal skills provides effective communication in workplace.

Different Areas of Interpersonal Skills:



There are 7
main areas of
Interpersonal
Skills:

1. Verbal Communication:

- It is the ability to communicate through words with correct tone and manner.



2. Non-Verbal Communication:



- It consists of facial expressions, body language and gestures.

3. Listening Skills:

- Ability to listen attentively and process information correctly.

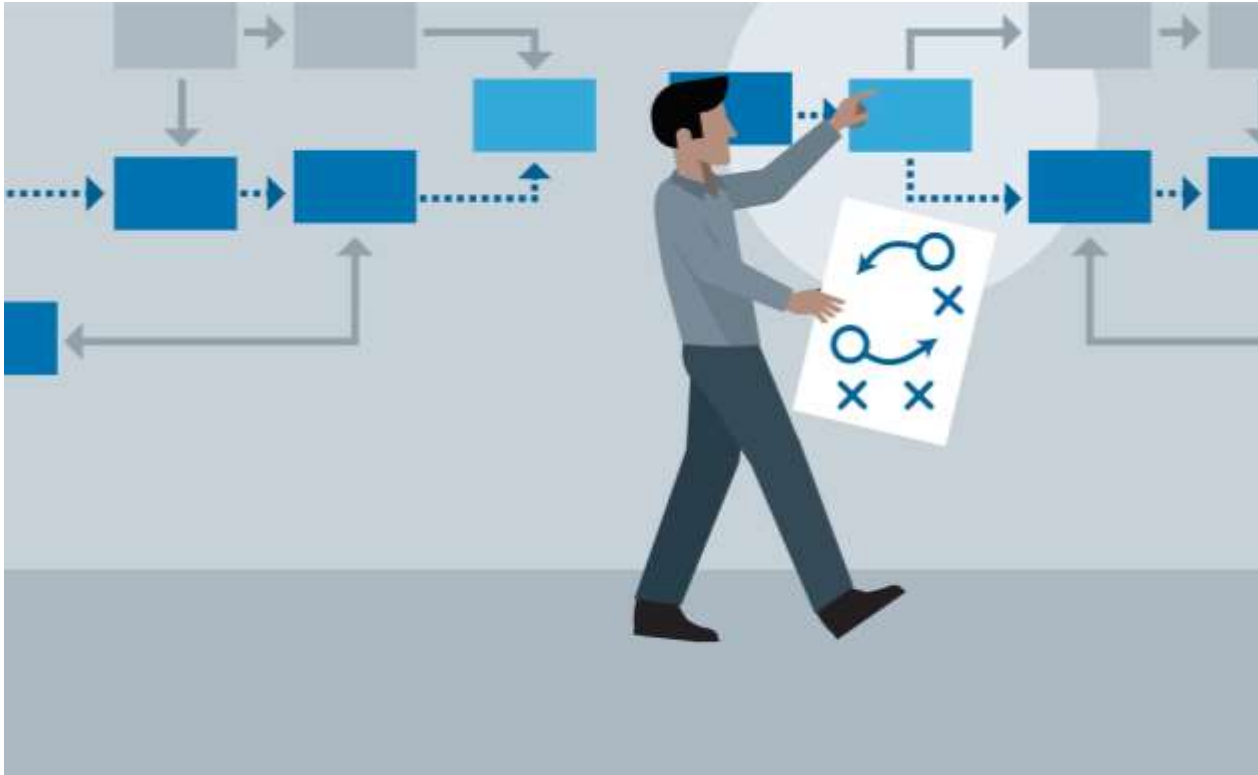


4.Negotiation:

- Ability to discuss and reach an agreement in a professional manner.



5. Problem Solving:



- The ability to find a solution to a problem after considerable thought.

6. Decision Making:

- Exploring and analyzing options to make sound decisions.



7. Assertiveness:

- Expressing our values, ideas, beliefs, options, needs, wants, feelings freely.



Hard skills & Soft skills:

- **Hard skills** are those which may appear on one's resume – education, experience & level of expertise.
- **Soft skills** are non-technical, intangible, personality specific skills that determine one's strength as a leader, negotiator, listener & conflict mediator.

