Student work for 90973- Demonstrate understanding of interpersonal skills to enhance relationships

Student A

Problem solving- Individual (DESC)

- **Describe**: Kim to Sue- I am feeling upset and hurt by the way you are treating me.
- **Explain**: I am feeling upset because you have not been treating me as a friend, you have started to believe you are better than me and mocking me in front of others. It leaves me feeling hurt and I do not appreciate it especially after I was a supportive friend towards you regardless of my feelings when you made the softball team and I didn’t.
- **Specify**: I would really like it if you treated me equal as I do for you. Obviously there will be things that one of us is better at than the other but we should not tease or make the other feel bad for that.
- **Consequences**: If we do this- it will make me feel as though we are equal and supportive friends who genuinely appreciate one another whenever this situation occurs again [1].

Critical explanation of how the use of this problem-solving strategy could enhance the relationship: By using DESC I have clearly stated how I am feeling, why I am feeling that way and how I want it to change to result in a positive outcome. This is a very clean…

Problem solving- Joint- both girls own the problem.

- **Identify problem and feelings**: Both parties- We are concerned about …

Critical explanation of how the use of this problem-solving strategy could enhance the relationship: This enhances Kim and Sue’s friendship as this joint problem-solving model is a fair and respectful way to solve a conflict that could arise. They are discussing and compromising while recognising and acknowledging each other’s feelings/morals so they both feel valued and listened to by each other. They are compromising with each other to overall lead to a positive outcome while respecting and caring for one another’s ideas/thoughts and feelings [2].

Being Assertive

**Explain what it means to be assertive**: Being assertive means to state your own…

**Assertive response**: Kim stands up tall, direct eye contact, serious and calm face… **Explain how the use of assertiveness enhances the relationship**: By being an assertive Kim is standing up for herself and her own rights without hurting Sue in the process. This is likely to improve the trust they have in one another as they will feel as though they can confide in each other instead of just when there is a problem. It also shows they care for each other’s feelings when they are solving a problem reducing the tension. Being assertive also cancels out the idea of a dominant person in a
relationship - this will not occur as being assertive involves an equal amount of rights for each person [3].

<table>
<thead>
<tr>
<th>Skill</th>
<th>Ticks</th>
<th>Observations</th>
<th>How… was it?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Language</td>
<td>√</td>
<td>Was assertive told what was good about it and things she needed to work on. Also accepted feedback with appropriate language nodding etc.</td>
<td>HE</td>
</tr>
<tr>
<td>Tone of voice and facial expressions</td>
<td>√</td>
<td>Firm but soft tone, happy facial expressions and friendly.</td>
<td>HE</td>
</tr>
<tr>
<td>Body language</td>
<td></td>
<td>Directly faced the other person, good posture.</td>
<td>DC [4]</td>
</tr>
<tr>
<td>Eye contact</td>
<td>√</td>
<td>Made firm eye contact, suitable showed she was ready to talk.</td>
<td>HE</td>
</tr>
<tr>
<td>Self-reflection</td>
<td></td>
<td>It think it was effective when I used eye contact as it showed I was talking directly to the listener, my tone was calm and serious. I had good posture that was not aggressive or passive. My face was serious yet I smiled to show I understood and accepted the feedback. I also gave positive feedback as well as constructive criticism.</td>
<td></td>
</tr>
</tbody>
</table>

**Barriers and Changes**

Barrier: Sue is starting to feel superior and being mean to Kim….

**Listening skills**

*The evidence provided (annotated checklist) indicated the student demonstrated a highly effective practical application of the other listening skills.*

**Skill from demonstration:** I displayed minimal encouragers as I said ‘Mmmhh’ when the speaker was explaining how much work they had. I reflected the speakers’ feelings by saying ‘So you feel angry about the way he treats you?’ I used paraphrasing…

By using minimal encouragers I am proving to the speaker that I am paying attention to what they are saying at all times. By reflecting the speakers feeling I am acknowledging the fact that I understand the way the speaker feels and that a care that they feel angry. By paraphrasing I am repeating what the speaker has just said in my own words which shows the speaker that I have understood the concept of what they are saying - they do not like school and some of their teachers. By asking open ended questions I have shown a keen and genuine interest in what is being said and I want to know more to really understand. By using open body language I was using non-verbal communication. By displaying that the speaker has my full attention and I am showing interest. Overall these listening skills contribute interest and understanding and a genuine care for what my friend is saying. These are the key things we value in a friendship. By being listened to we feel accepted, cared for, understood and valued by the other person. By displaying these listening skills both sides will improve the relationship in the future as we feel as though we can confide in each other without being judged, teased and not accepted [5].