Clinic Reminders

Clinic Topic: The Interpersonal Gap: Separating what’s Mine from Yours in People Skills - Ann Schorling

1. In PSIA-AASI, the fundamentals of People Skills focus on Trust, Communication, Self-Awareness, and Relationship Management.

2. When communicating it can be difficult to determine which part of the conversation belongs to whom. Is it social awareness or self-awareness that lends more to our understanding?

3. Anything we communicate is filtered twice, once by ourselves and once by the person who interprets it. As a result, the Intent of our communication does not always equal the Impact. What matters is the Impact.

4. Our interpretations of other people’s communication say more about us than they say about the other person. It is important to recognize and own our interpretations.

5. As instructors, it is at least as important to consider what is in our own personal filters, before wondering what is going on for someone else. Components that make up our personal filters include personal history, values, upbringing, culture, current emotional state, current physiological state, expectations, goals, etc.