

# Human Relation Skills Survey

**Do you have the human relation skills required for the job of supervisor?**

Number your answer sheet from #1 to #20.



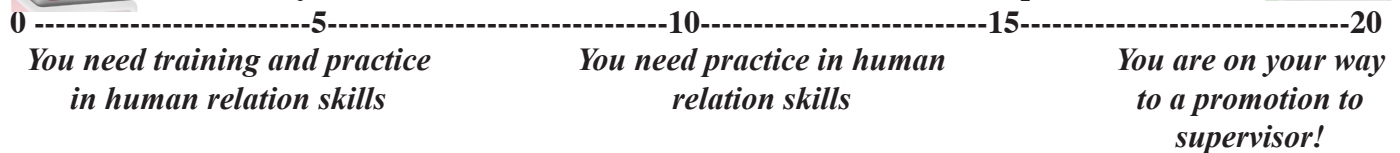
**Place a check mark next to each number that you can answer "YES."**

1.  I usually smile when talking to people.
2.  I listen when a person talks, and make positive comments about what the person is saying.
3.  I keep a positive attitude towards people and events by looking for good rather than the bad.
4.  I talk with pleasant voice tone, use complete sentences, correct grammar, and no slang words.
5.  I try to forget mistakes and not let yesterday's mistakes get in the way of today's work to do.
6.  I do not complain about people, things, or situations.
7.  I only share information that is correct for the work place.
8.  I keep my temper under control so that I do not offend people.
9.  I deal with my stress so that I do not show stress to others at work and cause them stress.
10.  I know people's names and use people's names when talking to them.
11.  I recognize a person's success by giving a compliment (words of praise or congratulations).
12.  I try to create win-win solutions for problems (solution that everyone will accept).
13.  I make an effort to cheerfully learn and help others learn.
14.  I accept every person as a unique (one of a kind) valuable person who is worthy of my respect.
15.  I listen to advice from others and, if necessary, change.
16.  I have a sense of humor. I can laugh at my mistakes.
17.  I think before I act so that I avoid hurting others with my words or behavior.
18.  I can introduce myself, start a conversation, and develop rapport (friendliness) with a person.
19.  I can help people learn to work together to complete a project.
20.  I use correct body language to send positive attitude to others.



**Count your number of "Yes" answers. Where are you on the scale below?**

**Do you have the human relations skills it takes to be a supervisor?**



Supervisor and manager jobs are among highest paid and fastest growing jobs in the work world. What does it take to receive a promotion to supervisor? Workers must have **five years experience** in a related job and **demonstrate (show) human relation skills** when dealing with coworkers and customers.

Supervisory jobs may be offered to workers who are retail associates, grocery clerks, restaurant crew members, construction workers, technicians, customer service representatives, medical assistants, police officers, or other. All types of jobs need supervisors with good human relation skills.

Why are human relation skills important for supervisors? Because relationships among workers, with customers, and with other businesses are what makes a business successful. The supervisor is "relationship expert" who hires, trains, coaches, models, and sets rules for relationship standards at the work site.

## Why are employers are worried that young workers do not have the human relation skills required for supervisor job openings?

Social media has changed talking and listening from face-to-face to smartphone-to-smartphone. Psychology professor Krystine Batcho said, "The greatest fear of what is taking place is that kids are not learning how to behave in face-to-face talking. What you do in cyberspace is different than what you do in face-to-face talking, and kids may be losing important social skills."



The National Association of College found that 79% of college professors believe that students do not have acceptable communication skills. Students are not learning 4 skills that are vital for success in human relations — 1) How to give eye contact; 2) How to read a person's face emotions; 3) How to read a person's body language; and 4) How to hold a face-to-face conversation. And, social media may be decreasing empathy skills (understanding how another person thinks and feels) and increasing narcissism (self-admiration and bragging) due to Facebook advertising about oneself. But, human relation skills require empathy and valuing others as important as oneself!

yes you can

## How do today's students develop person-to-person human relation skills?

Like playing a guitar, human relations skills are learned, then must be practiced. Practice is needed for human relation skills in eye contact; understanding face expressions and emotions; and reading a person's body language. Students need to put down smartphones and join person-to-person activities such as sports teams, school clubs, volunteer projects, job shadowing, hobby clubs, and outdoors clubs. Students must speak to persons (such as family members and friends) rather than texting. Students must learn how to successfully present "hard news" (such as breaking up with a boy/girl friend) by talking to the person rather than by texting. Employers are worried that students are not taking the time and effort to practice human relation skills that are required for high paying supervisor and manager job openings.

### QUICK CHECK:

1. What is your number of "YES" answers?
2. Do you have the human relation skills it takes to be a supervisor?
3. What 2 jobs are among the highest paid and fastest growing in the work world?
4. a) What 2 things does it take to receive a promotion to supervisor? b) List 4 types of workers who may be offered a supervisory job.
5. List 3 types of relationships that are a major part of what makes a business successful.
6. a) Who is the "relationship expert"? b) What 5 things does this expert do?
7. Why are employers worried?
8. How has social media changed talking?
9. What did Batcho say was the greatest fear?
10. What do 79% of college professors believe?
11. What 4 skills are students not learning?
12. Define: a) Empathy. b) Narcissism.
13. What may social media be: a) decreasing? b) increasing? c) Do you agree or disagree? d) Give a reason for your opinion.
14. a) What are human relation like? b) Why?
15. List 5 person-to-person activities.
16. What do students need to learn to present by talking to the person rather than texting?
17. Give your example of "hard news" that a supervisor may need to talk to workers about.
18. Why do you think human relation skills need to be proven before promotion to supervisor?
19. How are you going to learn and practice listening, talking, and human relation skills?