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# INTERPERSONAL SKILLS DEVELOPMENT





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## About Tanicia

Tanicia is Executive Vice President of Business Operations for District Works. In this role, Tanicia directs the finance and operations teams and leads ESG and DEI initiatives for the company. Her primary objective is ensuring that the employee experience reflects the company's DEI Statement, missions and values while meeting client objectives.

Tanicia's career spans over 20-years in commercial real estate and property management. Having served as Sr. Property Manager and General Manager for industry leaders such as CBRE, TMG Partners, The Swig Company & Brandywine Realty Trust, Tanicia is well practiced in all areas of commercial property management.







## INTERPERSONAL SKILLS

### WHAT ARE INTERPERSONAL SKILLS?

A specific type of social skill or set of competencies.

Traits you use to deeply interact with, communicate and collaborate with others.

Includes verbal and non-verbal elements of personal interaction.

Supplement formal training, job knowledge and technical abilities.





# TOP 10 INTERPERSONAL SKILLS

Interpersonal skills should be highlighted on a resume.

They are demonstrated with interaction.

Demonstrated interpersonal skills are authentic and genuine.



**Emotional  
Intelligence**

**Conflict  
Resolution**

**Communication**

**Reliability**

**Empathy**

**Teamwork**

**Leadership**

**Self  
Awareness**

**Negotiation**

**Listening**







## INTERPERSONAL SKILLS

### WHY ARE INTERPERSONAL SKILLS IMPORTANT?

90% of U.S. Employers are redesigning roles to marry soft skills with technical skills.

The World Economic Forum reports that more than one third of the skills considered important in today's workforce will change within five years, with soft skills becoming more important.

Having good interpersonal skills is a key professional strength that can set you apart from other candidates.

Strong interpersonal skills are a key indicator of success in the working environment.



# BUILDING BLOCKS

Framework for  
Interpersonal Skills  
Development



1

**Communication**

2

**Humble Inquiry**

3

**Inclusive Workspaces**

4

**Relationship Building**





## COMMUNICATION SKILLS

Effectively making requests

When to have a conversation v. using email

Asking the right questions

Tools for Introverts





## COMMUNICATION

### EFFECTIVELY MAKING REQUESTS

It's not about YOU!

Make a request, not an order

Explain the context

Point out the benefits



## PHONE VS. EMAIL

### Email

Simple to convey  
Facts and Data  
Different time zones and travel  
Over chatty co-workers



### Phone

Brainstorming and troubleshooting  
Back and forth conversation  
Policy decision  
Emotional Component



## ASK THE RIGHT QUESTIONS

What can I do that would be most helpful to you right now?

How should I prioritize that?

Do you see anything I'm missing?





## TOOLS FOR INTROVERTS

Share thoughts in writing before meetings.

Ask a friend or ally to advocate for you.

Create talking points for yourself before meetings.

Hold one-on-one meetings with a colleague before larger group meeting.

Disrupt yourself and push your boundaries. Make it a personal challenge to participate.

Managers - Make space for people to take up space.



An introvert feels more comfortable focusing on their inner thoughts and ideas, rather than what is happening externally. They enjoy spending time with one or two people rather than large groups.



## ASK CURIOUS QUESTIONS

- Notice when you are having a judgmental thought.
- Determine if your judgement is helpful or harmful.
- Ask yourself curious questions.
- Seek out additional trusted perspectives.
- Decide how this situation will cause you to act differently next time.







*"Listen with the same passion with  
which you want to be heard."*

-Harriet Lerner  
American psychologist

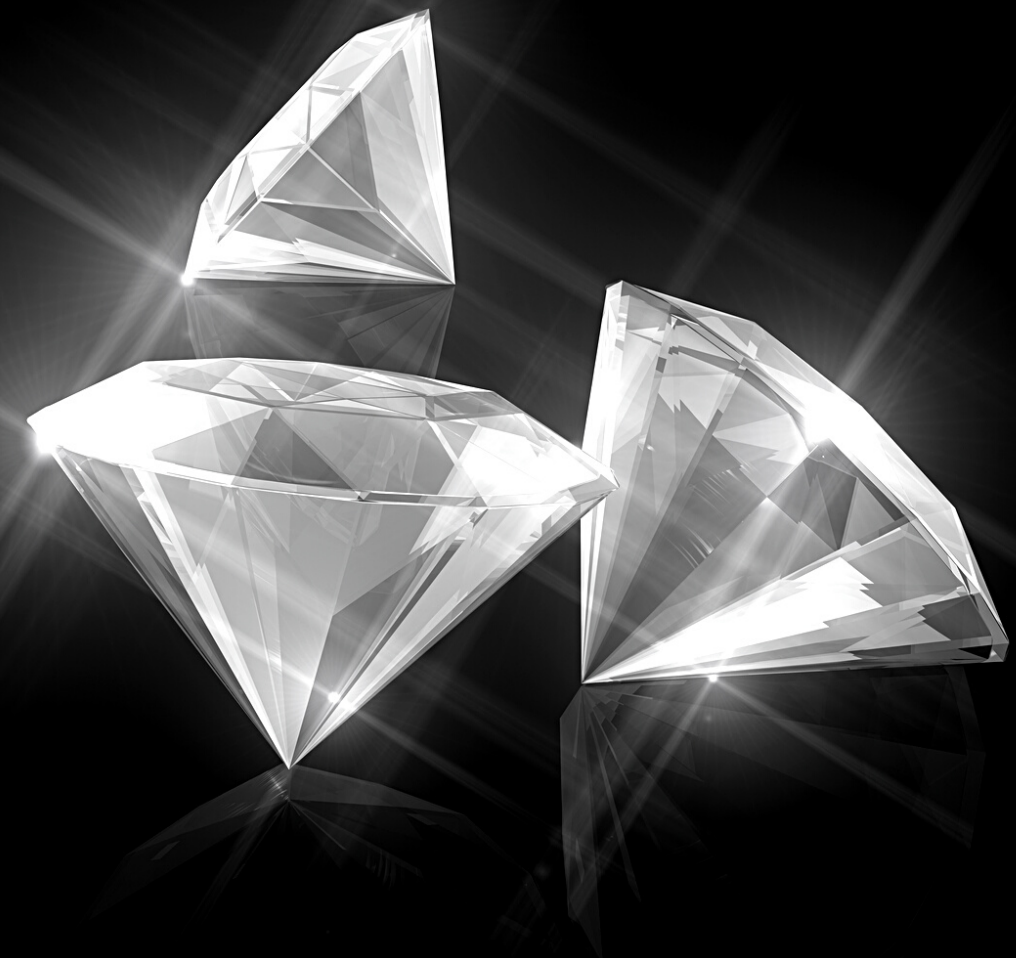


HUMBLE  
INQUIRY

## DIAMOND RULE

Treat others the way THEY want to be treated.

What makes each person a unique individual? Ask them what they prefer.





# INTERCULTURAL SENSITIVITY

Bennett Model of Intercultural Sensitivity

Denial

Defense

Minimization

## PRACTICE INCLUSIVE ACTIONS

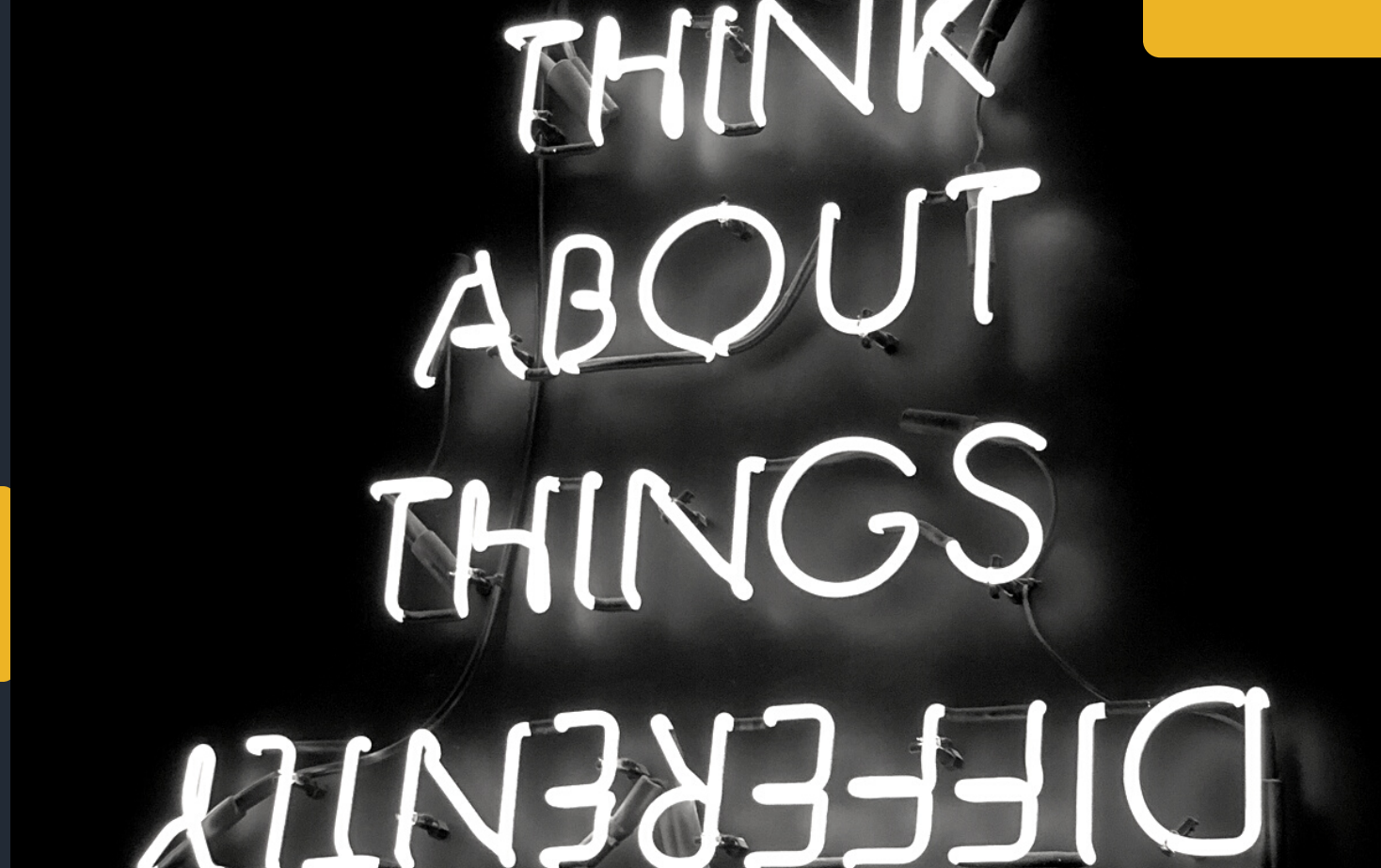
Mental Labeling

Speak up when you see exclusive actions

Move from judgement to curiosity



INCLUSIVE WORK  
PLACES







## RELATIONSHIP BUILDING

# BUILDING TRUSTING RELATIONSHIPS

85% of jobs are filled by networking

Identify & Prioritize Relationships

5-10 Rule

First impressions solidify in 5-7 second

Make an emotional deposit within 24-hours

Establish trust and gain influence



# HABITS FOR SUCCESS

## SKILL BUILDING

- Being present
- Be aware of ways communication can be derailed and mitigate problems in advance.
- Plan your communication.
- Be an admirer of other people's achievements.
- Ask questions about others rather than talking about yourself.
- Disagree on ideas rather than making a value judgement on a person.
- Prepare for others to disagree with you and listen to understand.



*"Great leaders, are great for a reason - they recognize their weakness and constantly seek to improve."*





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## INTERPERSONAL SKILLS

## RESOURCES

### Harvard Business School

- A Framework for Interpersonal Skills Development

### LinkedIn Learning

- Interpersonal Communication
- Interpersonal Skills for Inclusive Workplaces

### Social Skills Podcast

- The Social Skills Lab (Apple Podcast)
- The Mindset Mentor (Spotify)

