

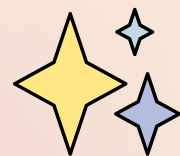
Beauty And Wellness

INTERPERSONAL COMMUNICATION

Class VII



**CENTRAL BOARD OF SECONDARY
EDUCATION**



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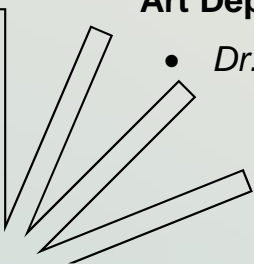
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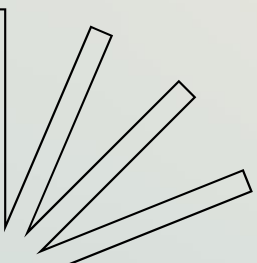


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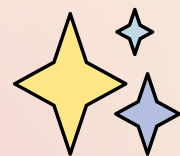
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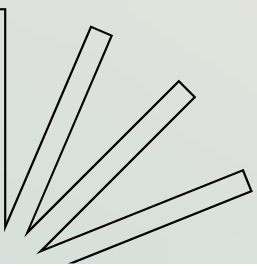


PREFACE

The term 'interpersonal communication' refers to messages sent and received between two people. Developing and maintaining interpersonal relationship is important for the success in life. Interpersonal relationship serves as a base for social support. Among students, relationship determines their achievement and their performance. Students with high level of interpersonal relationship showed low level of emotional distress. There are many reasons why interpersonal relationship is important for human being. But the three most important reasons are:

Control, Inclusion and affection.

Control refers to an individual's ability to influence another person's behaviour and ideas. The second need we fulfil through interpersonal relationship is inclusion. Human being is a social animal. At the most basic level, we want to belong to groups and social communities. The third reason why we need interpersonal relationships is affection. We all want to feel someone else's positive affection and we always want to have affection towards other. The interpersonal strategies we discuss in this story are the tools which can be used either to enhance people's lives or destruct them.





Learning Outcomes

1. Recognise the importance of interpersonal skills
2. Evaluate how good communication with others can influence teamwork
3. Understand that good communication leads to positive role-playing in teams
4. Outline the roles we play in our work groups and teams



CHARACTERS

Shiv



A self-assured teenager and the protagonist of this story with a penchant for Indian culture. A detail-oriented person, he often exhibits micro-managing habits.

Sheetal

An all-round performer from Shiv's class and a bookaholic who harbors a passion for regional cuisines in India.



Nani



The 71-year-old grandmother to Shiv, has grey hair and is the protagonist's current guardian due to his parents working overseas.

Vinita

A classmate of Shiv and the promotional in-charge of the cook-off contest. She is a member of Shiv's team.



Ms Veena



A 34-year-old teacher who majored in Biology. She is observant and acts as a mentor to the protagonist.

INTERPERSONAL COMMUNICATION

I do not understand why Ms Veena, our Science teacher, chose “desserts” as our main theme. I get it – we can’t use fire and cooking utensils in the school premises. But Nani had already taught me the basics of whipping up a perfect lunch – rajma, dal ke pakode and most importantly, perfectly round rotis.

It had kept our stomachs full until Mummy-Daddy's return from the US. And If I messed up, Nani would quickly prepare some bathua-raita, a green leafy yogurt side dish, to be eaten with the rotis.

But a dessert course? Mummy once said that Americans won't be able to digest the malpuas that we eat.

Apparently, most of them are 'lactose-intolerant'. But Nanaji is a native of Karnal, one of the biggest suppliers of dairy products in the country. He has made it a habit of sending us our monthly supply of desi ghee and malpuas dipped in condensed milk.

He says it's ill manners to underfeed a guest. So, my best guess – he'll feed them mithais and probably send sweet boxes to their relatives too.

Grade 7 was soon coming to an end. Before we moved on to high school, we all wanted to treasure our memories spent together—maybe carry scrapbooks for anonymous messages and scribble wishes for our future selves. Before our sections were shuffled, we all wanted a last hurrah.



In my case, I wanted to be the monitor of my class.

Everyone in our class knew that I had been vying for the position for years. However, it soon turned out that there was a superior contender for the position, Sheetal Mehra.

She had been unanimously elected by the class since primary grade. A responsible student who managed to inspire her fellow classmates. It was clear as day that my journey to the top was long.

Time and again, I did wish I could wear the badge and raise the school flag. My friends thought I was jealous of her. But why would I? I have been best friends with her since kindergarten. We shared a common love for books, especially ones that explored Indian culture and would often conduct book exchange programmes in our locality to help increase the passion for reading further. After enlivening discussions, we would often travel to Central Delhi to try regional cuisines.

“Manish, I’ve been meaning to try Kolhapuri Sev Bhaji.”

“Are you sure it’s not for the Pol. Sc. assignment?” I quipped.

“Well, I did want to include it in my report. But it’s never too late to learn about Maharashtra culture, is it?”

Sheetal and her parents had moved from Mumbai when she was a kid. Despite being away from Mumbai, she still retained a fierce sense of competition and a longing for her native state. So, when it was announced that we’d be leading our own teams for the cook-off, I did guess what she had planned for the upcoming contest. “She’s planning on making shrikhand. I’m absolutely sure of it.”

“What makes you say that, Manish?” Vinita, my teammate, whispered, visibly distracted as she pinned the invitation poster on the wall.



Kavita, my other teammate, chipped in, “He’s right. We aren’t allowed to use fire. And since she is bound to present a full course of Maharashtra dishes, she can only present two desserts in this hot weather—Mango Mastani or Shrikhand.

And we all know she loves strained yogurt.”

The competition had soon shaped up to be an exciting affair amongst both students and teachers. Each team was asked to prepare a lunch menu of three dishes and sell it to the students during lunch break. Since we were only preparing desserts in the campus, we could procure the other two dishes from home.

“Manish, we are going with north Indian cuisines, right?” Shiv asked. He was in charge of service and promotions.

“Yes, but can you focus on your task?”

“Of course, I will. But can you please get an extra serving for me? My Mum isn’t home and I don’t think I can manage to make lunch before coming to school.”

“Shiv, the only reason we’re cooking is to rake in a higher number of sales. You need to understand that we cannot make a single exception for anyone, not even one plate. Do you want to win, Shiv?”

He was taken aback by the sudden rise in my tone. “Y-yes, Manish. But you don’t have to yell at me.”

With the words, “TEAM CAPTAIN” emblazoned on my chest, I failed to realize what he truly meant, until the day of the contest.

Both I and Sheetal were chosen as captains of our respective teams. Owing to the recent horticultural exhibition we had attended with Ms Veena, we both decided our team names on the basis of our favourite flowers.

“Jasmine is apt for our team name,” I responded, unabashedly.

Sheetal, however, stood silent. She made chits out of a sheet of paper, and handed one to each of her team members. She asked them to take a vote, and only then, did she announce her team name: “Rose”.

Ms Veena, being the event supervisor, quietly observed both teams. She soon declared that the team with the highest number of sales would be declared the winner. Additionally, the collection from both teams would be donated to the trust of a nearby orphanage.

Each team had six members to take care of all the duties, from cooking to publicizing and catering. With bright pamphlets showcasing food items from each team, the teams' list was put up for display.



Jasmine	Rose
Manish	Sheetal
Vinita	Ajay
Naveen	Puneet
Shiv	Shivi
Nayana	Sonia
Kavita	Anita



Our preparation had begun right after the third period, and by lunch, we were ready with our dishes. My team—Team Jasmine—had come up with Jeera rice, Paneer pasanda and Rabri, a sweet condensed-milk based dessert.

Team Rose on the other hand had prepared a wholesome serving of Shepuchi Bhaji, a stir fry of tossed green vegetables, Thalipeeth flatbread and several jars of Mango Mastani.

“But Manish, you said that they’d go for Shrikhand,” said Vinita.

I was at a loss of words. Why would she choose a dish that went against her palette? “No distractions, Vinita. Focus on your task at hand. Remember, we’re here to win.”

As a puzzled Vinita receded to the background, I asked Shiv to invite more students into our tent. Seeing the line dwindle, I sent everyone outside to entice the students to our camp. After all, winning this contest meant a lot to me because it was my only chance to prove myself.

By the end of the day, it was quite clear that team Rose had won by a huge margin. I was at a loss for words. My teammates tried to console me, but I was bewildered.

*Congratulations
Team Rose!*



“Don’t be upset, Manish,” Sheetal approached me. “You’re my friend, aren’t you? You are a great cook. How many times have you cooked sumptuous dishes for me when I visited your home?” She tried her best to pacify me. “We can share the trophy.”

“I’m no good, Sheetal,” I murmured. “You are far better than me. All our friends will love you more.” I sobbed.

Ms. Veena walked up towards me. “Are you free on Saturday, Manish.”

“Yes, ma’am. I am.”

“Meet me at school then,” she looked at me gently before dispersing into the crowd.

At the back of my mind, I was scared. Maybe she was going to scold me.

On Saturday, I met Ms. Veena at the staff room.

“Good morning, Manish. Care to take a walk with me?”

We walked across the small garden, which we had been nurturing since the beginning of the year.

“I’ve been noticing that you’ve been disturbed since the cook-off. Is everything all right?”

I couldn’t hold back my words. “Sheetal is better than me, ma’am. Even though we are both passionate about cooking, she won. My team never stood a chance. I thought, perhaps, that I could secure a win over her in culinary arts. We kept sharing ideas with each other, and hope for the best. I thought I had it all planned out. Yet she took the trophy. I never should have thought of winning.”

She paused in her stride. “Yes, you did have a fairly experienced team, Manish. But do you know why you lost?”

With a tearful face, I looked up at her.

“You both complement each other’s strengths very well. But did you ever peek into her camp and observe her actions?”

“I’m sorry. I had no time to step out.”

“The first thing she did was make colourful cards of encouragement that she passed on to the others. Yes, it was important to maintain absolute silence and work with steadfast concentration. But she silently passed on these notes to boost her team’s morale. Given the circumstances, it was a brilliant way of communication without distracting them. She kept on switching positions to help everyone else, especially to mitigate moments of crisis. Manish, did you hear about the botch-up in her camp?”



I was shocked. No word had emerged from her camp. In fact, I never got wind of any bungling crisis faced by Team Rose.

“Her teammate, Puneet, had put too much sugar in the stir fry. Sheetal did not scold him. She simply patted his back and pacified him. She asked him to add a few pinches of salt to balance the spice profile. Puneet never got upset. Instead, he worked hard to bring out the perfect taste. Towards the end, they all joined hands to bring in the largest crowd. Manish, was there an instance where you scolded your teammate without listening to him?”



She knew about my tiff with Shiv. I never fully listened to him. In fact, I had made this cook off a competition for myself.

“Manish, the reason why Team Rose stood united despite facing several odds was because of their optimistic team spirit. Sheetal ensured her instructions never sounded like an order. They always opted for a vote before making a decision. This, in turn, made her friends feel happy and validated and they strove to do their best. For them, it was never about just winning. They mutually respected each other’s opinions.”

“I’m sorry, ma’am. I could have been better with my friends.”

She smiled, “This realization is a start, Manish. I’m sure you meant well while talking to your team. But you need to understand that you must be extremely clear with instructions that you want your friends to follow. Clarity is extremely important when you share your thoughts with others.”

I nodded in return.

“You must be firm but gentle, and relate to your listener, so that they can also relate to you. Tell me, Manish: over the course of the contest, how many times did you take your team’s opinions into account?”

I knew then. I knew my curt behaviour had discouraged my teammates. I even falsely predicted their menu based on Sheetal's personal preferences. But she must have listened to her teammates before making a decision on the dessert. As a leader, I felt I had let down my teammates. "If I were a better communicator, I wouldn't have let them down. Despite having a team of good cooks, I failed to realize their potential." I looked up at my teacher, grateful, "I need to improve upon my interpersonal behaviour with the people around me."

Ms. Veena chirped happily, "Now, you get it. The way you speak, your body language and the empathy you exhibit—they all play a role

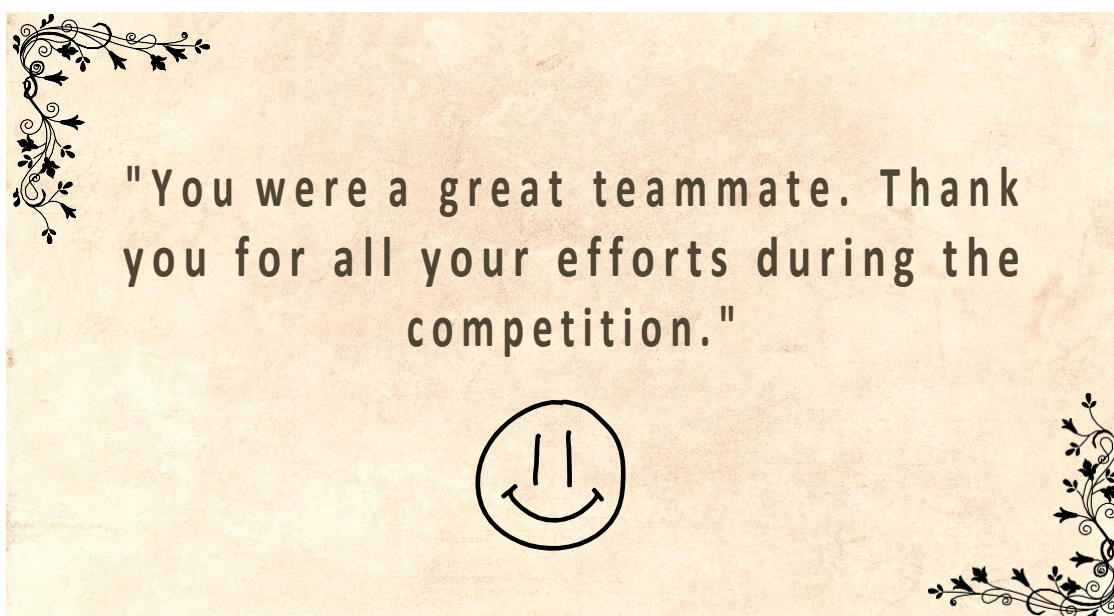
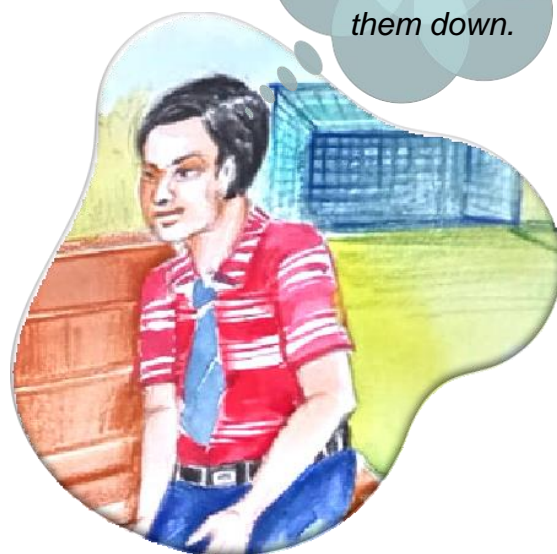
in how people perceive you. Next time, I'm sure you'll do better since you have now learnt from your mistakes."

"Yes ma'am I will. Thank you so much for making me understand. I am quite fortunate to have you as my teacher and my supportive band of friends." Saying that, I touched her feet.

"You do realize what you have to do, don't you?"

I promptly nodded and headed back home.

The next week, I made a couple of chits, six in number, and wrote a small note in each one of them.



"Whom are you writing these to?" asked Sheetal.

I put a finger on my lips as I quietly slipped them all into my teammates' bags. "Oh, almost forgot. I had to give this to you too."

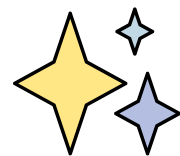


Sheetal stared at the handwritten thank you note. Her eyes glistened with tears. "So you're not upset about me winning?"

I smirked. "Why would I be upset with you? You deserved to win! Besides, there's so much to learn from you."



She hugged me as we both laughed, with tears of joy and relief raining down our cheeks.



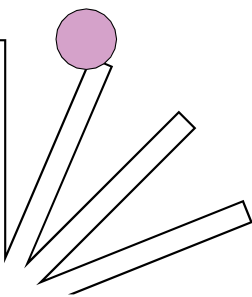
Assessments

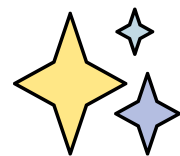
Write Briefly:-

1. Why were the students excited?
2. Why were Sheetal and Manish praised by their teachers?
3. What was the competition about?
4. Both Manish and Sheetal were equally talented, even
Then Manish was defeated in the competition. Why?
5. What do you mean by interpersonal development?
How did Manish improve interpersonal behaviour with
the people withwhom he had lost the connection?

Think and Write:-

1. What is the significance of interpersonal behaviour in a student's life?
2. How can a student develop his/her interpersonal skills?
3. What are interpersonal skills?
4. What are the methods you would use to motivate your team?
5. Name few personal traits which are mandatory to achieve success.



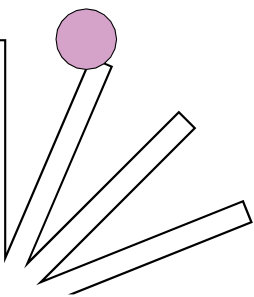


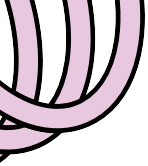
Choose the correct options

1. Interpersonal communication is the communication between two people who
 - a. share a relationship
 - b. are connected in some way
 - c. are aware of one another
 - d. are complete strangers
2. Interpersonal communication is
 - a. verbal only
 - b. continuous
 - c. irreversible
 - d. static
3. What is the best way to handle conflict in your life?
 - a. be aggressive
 - b. be deferring
 - c. be assertive
 - d. be avoidant
4. Interpersonal skills are also known as
 - a. worthless skills
 - b. soft skills
 - c. rarely used skills
 - d. skills beyond reach

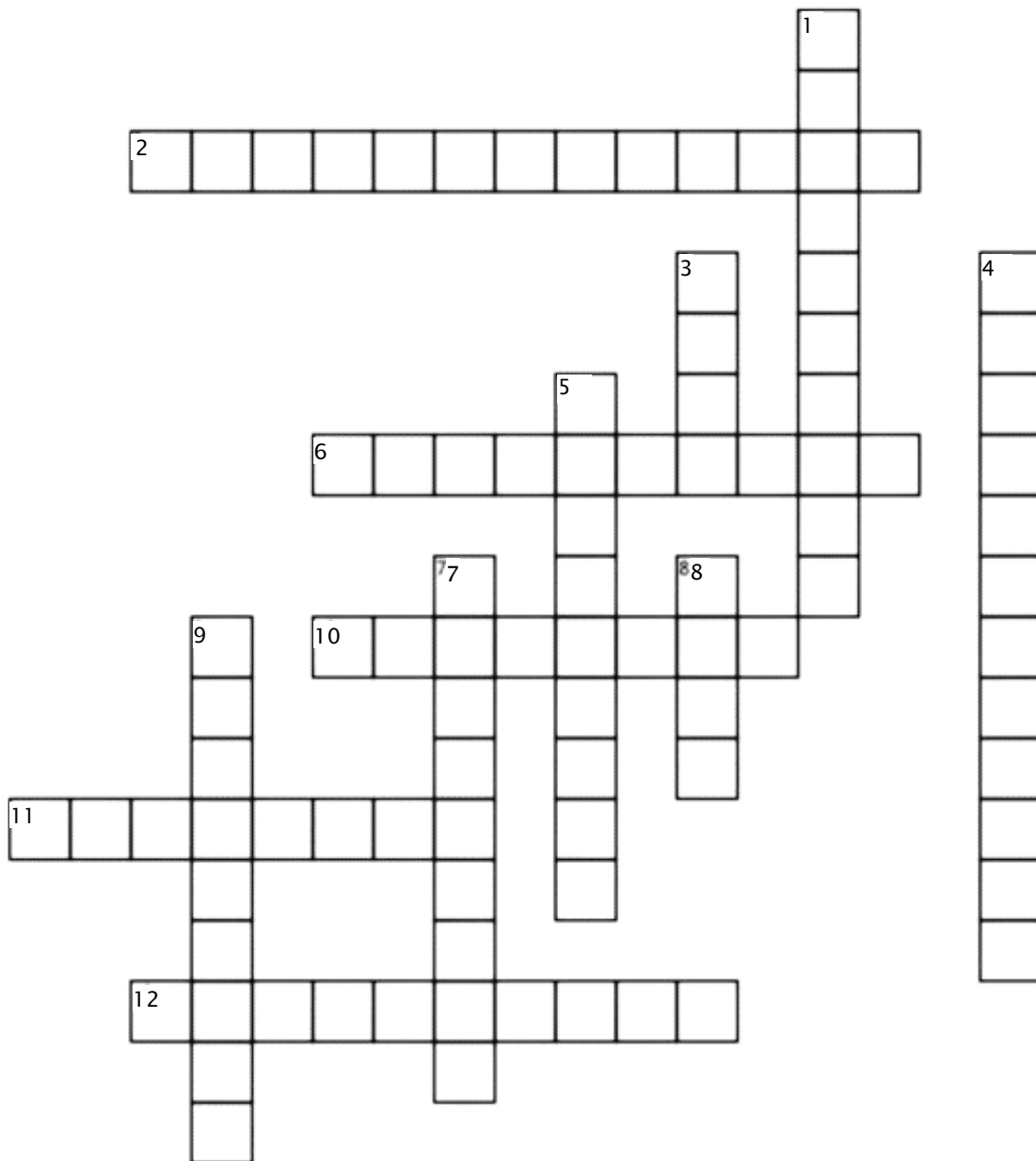
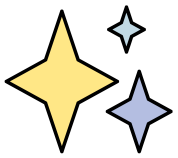
Answer Key

1. A (Share a relationship), 2. C (Irreversible)
3. C (Assertive), 4. B (Soft Skills)





CROSSWORDS



Down

- 1. When meeting someone you should what
- 3. what should you be looking at when speaking to someone
- 4. You understand what the message is saying
- 5. You hear or receive the message
- 7. Communication skills involves
- 8. When introducing yourself you should say your what
- 9. Listening to be there for someone

Across

- 2. Listening to gain information
- 6. You think about what the message was saying
- 10. Listening to determine if you agree or disagree with someone
- 11. Listening to something for fun
- 12. You give feedback for the message

Word Bank

*critical
responding
processing*

*interpreting
creative
name*

*Informational
listening
empathetic*

*shakehands
receiving
eyes*

GLOSSARY



1.
devastated
– destroyed,
ruined

2.
sulked
–remained silent

3.
iterated
– repeated

4.
strived
- tried very
hard to do
something that
requires great
effort

5.
gesture
–a movement of
the hands and
arms to express
an idea or
feeling

6.
curt
-rudely brief

7.
tiff
-a petty quarrel

8.
bungling
-carrying out a
task clumsily or
incompetently

9.
bewildered
-perplexed and
confused; Very
Puzzled

10.
vying
-competing,
contending

11.
entice
-attract or tempt
by offering
advantage

12.
contender
-a person or
group
competing with
others to
achieve
something

13.
enlivening
-making
something more
entertaining,
interesting or
appealing

14.
receded
-moved further
away from a
previous
position


15.
quipped
-made a witty
remark

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SUMMARY



Interpersonal behaviour is the way to communicate and interact with other people, both individually and in groups. The story is about the importance of interpersonal behaviour in a student's life. Sheetal with good interpersonal communication, took the views of all her teammates before making any decision. This helped her in making friends having a similar mindset and goals. The team was able to work more effectively and they were able to win the competition.



DISCLAIMER

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