**Video Title:** Top Ten Ways to Improve Your Interpersonal Skills

**Video URL:** [**https://www.youtube.com/watch?v=ypquQYbilyU**](https://www.youtube.com/watch?v=ypquQYbilyU)

**Run Time/Source:** 2:07, Leaderonomics/YouTube

**Close Caption Available:** No

Although this video is on the comical side, it does present many useful suggestions for improving one’s interpersonal skills, and therefore have good skills in organizational behavior. The rules are as follows: 01: Put on a happy smile; 02: Show appreciation; 03: Be considerate; 04: Settle disputes fittingly; 05: Promote togetherness; 06: Listen carefully; 07: Communicate clearly; 08: Ignite laughter; 09: Put yourself in the shoes of others; 10: Don’t complain.

*Questions for Thought and Discussion*

1. Why is “Don’t complain” listed as a top ten way of improving interpersonal skills? Aren’t people supposed to be open and honest in the modern workplace?

2. Which one of the ten ways to improve interpersonal skills would seem to be particularly effective in developing teamwork?

3. A statement in the text says, “People with good interpersonal skills are considered more rewarding to deal with.” What hints from the video do you find to support this statement?

4. Which of the top ten ways to improve your interpersonal skills urges that you practice empathy in the workplace?

5. How do these rules fit the idea of positive organizational behavior?