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Robert Bolton, Ph.D., is president of Ridge Consultants in Cazenovia, New York, a firm that specializes in improving human performance in industry, health care, education, and government. His staff has taught communication skills to thousands of managers, salespersons, first-line supervisors, secretaries, customer-relations personnel, teachers, members of the clergy, health-care workers, couples, and others.

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People Skills is a communication-skills handbook that can help you eliminate these and other communication problems. Author Robert Bolton describes the twelve most common communication barriers, showing how these “roadblocks” damage relationships by increasing defensiveness, aggressiveness, or dependency.

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People Skills: How to Assert Yourself, Listen to Others ...

Robert Bolton divides listening skills into 3 clusters: Attending skills (body language, eye contact and overall reassurance the listener is psychologically present) Following skills (door openers, encourages such as "hmm-hmm), open questions, and attentive silence such as not trying... Reflecting ...

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People Skills - Robert Bolton | ABC of Success

Bolton takes a leap of perspective from listening skills to assertion skills that enable you to protect your personal space while expressing yourself. Assertiveness training helps you take control of your life and, the author asserts, defeat cyclical patterns of negative behavior. These patterns are only natural, Bolton says.

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Portland Business Journal describes people skills as: Ability to effectively communicate, understand, and empathize. Ability to interact with others respectfully and develop

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productive working relationship to minimize conflict and maximize rapport.

People skills - Wikipedia

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