WACUBO
Business Management Institute

NEXT LEVEL LEADERSHIP – COMMUNICATING WITH EMOTIONAL INTELLIGENCE

This handout is designed around four of the core concepts of emotional intelligence based on Daniel Goleman's model.

	Recognition	Regulation
Personal Competence	**Self-Awareness** • Self-confidence • Awareness of your emotional state • Recognizing how your behavior impacts others • Paying attention to how others influence your emotional state	**Self-Management** • Keeping disruptive emotions and impulses in check • Acting in congruence with your values • Handling change flexibly • Pursuing goals and opportunities despite obstacles and setbacks
Social Competence	**Social Awareness** • Picking up on the mood in the room • Caring what others are going through • Hearing what the other person is "really" saying	**Relationship Management** • Getting along well with others • Handling conflict effectively • Clearly expressing ideas/information • Using sensitivity to another person's feeling (empathy) to manage interactions successfully

Self-Awareness	**Self-Regulation**

Recognition	**Regulation**
Personal Competence — **Self-Awareness** • Self-confidence • Awareness of your emotional state • Recognizing how your behavior impacts others • Paying attention to how others influence your emotional state	**Self-Management** • Keeping disruptive emotions and impulses in check • Acting in congruence with your values • Handling change flexibly • Pursuing goals and opportunities despite obstacles and setbacks

Describe yourself in three words

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Ways to gain self-awareness

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Notes from small group discussion

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Strategies for controlling emotions

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Notes from small group discussion

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Social Awareness

Cues and Empathy

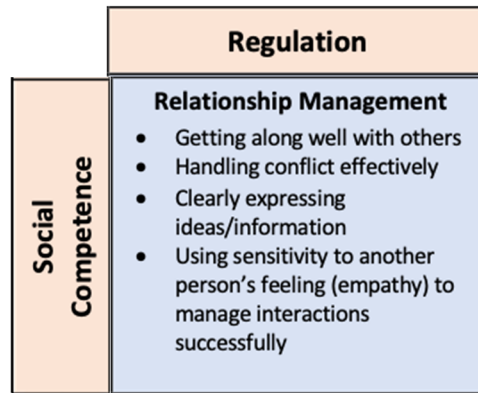| Recognition	
Social Competence	**Social Awareness** • Picking up on the mood in the room • Caring what others are going through • Hearing what the other person is "really" saying

Cues for "reading" other people

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Three types of empathy

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Strategies for displaying empathy

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Connection Phrases

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Relationship Management

Have Your Phrases Ready!

	Regulation
Social Competence	**Relationship Management** • Getting along well with others • Handling conflict effectively • Clearly expressing ideas/information • Using sensitivity to another person's feeling (empathy) to manage interactions successfully

Begin by seeking to understand. Examples:

_____

When sharing your opinion avoid definitive statements. Examples:

_____

Start sentences with I or we instead of you. Examples:

_____

Use non-definitive statements. Examples:

_____

Move the conversation forward. Examples:

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