

Communication & Emotional Intelligence - Knowledge Guide

Communication - One of our two most important people skills.

The three phases of communication are:

Empathetic Listening - The most important aspect of communication. Listening is the key to caring. Listening empathically is the best gift you can give someone. Your undivided attention and time costs absolutely nothing but is an extremely powerful demonstration of caring, yet it is very rarely used. When a person finishes talking, keep your lips together and wait. It's during this "second round" of empathetic listening when the other person may share vital, relevant details about their point of view.

Pause & Think - Pause and think once before you act or speak and twice before you press Send. This allows you to fully comprehend what was communicated and prepare your response.

Prepare & Respond - Respond to clarify and then so you can't be misunderstood.

Face-To-Face Conversation:

Voice (Verbal) - What we say.

Tone (Verbal) - How we say it. Tone reflects mood or personality.

Body Language (Non-Verbal) - Communicating by means of conscious or subconscious body gestures, posture, facial expressions, especially our eyes, etc. Body language communicates much louder than what we say. This is an often-overlooked aspect of communication. A 2012 study found that 60% of people said facial expression is the first thing they notice when someone begins speaking.

Emotional Intelligence (EI) - One of the two most important people skills. EI is the ability to accurately identify and understand your emotional reactions and those of others. EI is the key to success. EI contributes about **80%** of the factors that determine a person's life success. The other 20% is IQ. The two aspects of emotional intelligence are:

Personal (Inward/You)

Self-Awareness is your ability to understand your emotions. Looking inward to learn about and understand yourself,

Self-Management is your ability to manage your emotions.

Social (Outward/Others)

Social-Awareness is your ability to understand the emotions of others (empathy). Looking outward to learn about and appreciate others.

Social-Management is your ability to use your emotions and others' emotions to manage relationships.

SmartPhone - The "Culprit", the cause of our communication paradox and a 21st Century addiction called Fear Of Missing Out (FOMO). The smartphone is one of the greatest innovations of all time. It puts some much power, functionally and instant access to information, literally at our fingertips. It has brought us together, but it has also divided us. It makes communication so easy and instantaneous, yet it has created so many problems. Use the smartphone as a prop, in conjunction with body language. This communicates loudly, "YOU HAVE MY UNDIVIDED ATTENTION!"

Smile - A universally understood body language expression or communication of joy. I consider the smile a **body language hug**, which causes a positive, contagious emotional feeling. Use this powerful form of sincere communication as often as possible.

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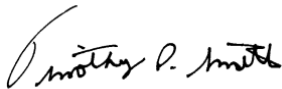
Multitasking - Humans cannot perform two cognitive activities simultaneously. The human brain rapidly ricochets between tasks and has to refocus each time. These mental gymnastics give the illusion of multitasking and waste time.

Relationships & Results - Relationships are the essence of our existence. Relationships are based on communication and trust. The stronger our relationships, the better the results, personally and professionally.

Power “Thank You” - Don’t miss an opportunity to give someone a Power “Thank You”, when they do something for you. If they take the time to do something you, stop what you are doing and give them your undivided attention, while genuinely thanking them. Not just “thanks” or “THK”. A genuine “Thank You NAME” personalizes the appreciation. Thank them for what they did. Acknowledge them for their effort. Tell them what it personally means to you and the team.

Negative Gossip - Negative Gossip is toxic to relationships and ultimately cultures. One of the best ways to build integrity is to be loyal to those who are not present. This builds trust with those who are present. Refusing to partake in negative gossip, is one way to demonstrate trustworthiness. Choose positive gossip instead.

Conflict Prevention & Resolution - Lack of communication or miscommunication are the leading causes of conflict and distress. Clear communication minimizes conflict. Empathetic listening should be the first approach to conflict resolution.



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