

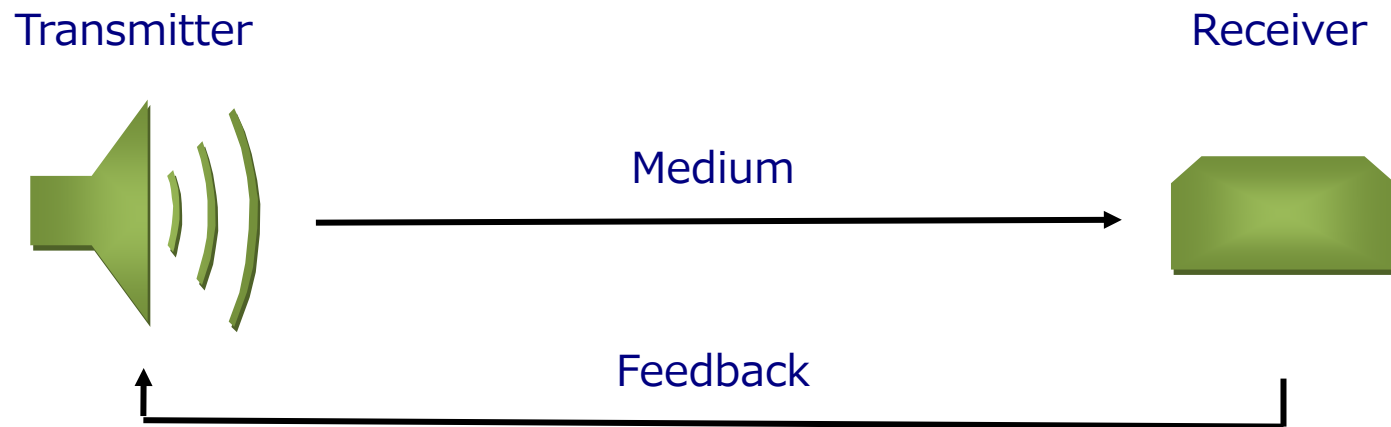
Lightbulb Moments

Communicating with Emotional Intelligence (No. 1 in a series of 16)



Communication occurs when information is channelled by a sender or transmitter to a receiver via some medium.

The receiver decodes the message and gives the sender feedback.



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Communicating with Emotional Intelligence (No. 2 in a series of 16)



1. Sender / Transmitter

The sender selects ideas to encode and transmit to the receiver.

2. Message

The message is the encoded idea transmitted by the sender.

3. Medium / Channel

The medium or channel could be oral, written, or non-verbal.

4. Receiver / Decoder

The receiver receives an encoded message and attempts to decode it.

5. Feedback

Effective communication takes place only when there is feedback.

Errors and faults in communication can be the result of a lack of feedback.



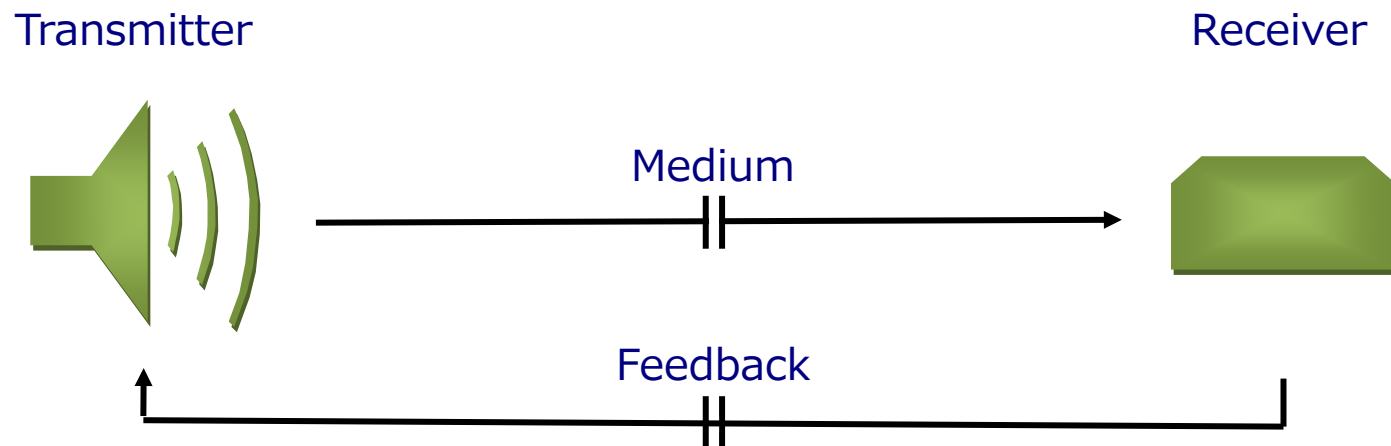
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Communicating with Emotional Intelligence (No. 3 in a series of 16)



Breakdown in Communication occurs when there is interference in either transmission or feedback (or both). This can be language, filtering, selective perception or emotion.



|| = *interference*



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Communicating with Emotional Intelligence (No. 4 in a series of 16)

Face-to-Face Communication (1)

There are three basic elements in any face-to-face communication.

1. Words
2. Tone of voice
3. Non-verbal behaviour

These often misquoted percentages were created for a specific emotionally charged context - when the verbal channel and the non-verbal channel are incongruent (not matching).



Albert Mehrabian

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Face-to-Face Communication (2)

Non-verbal elements are important for communicating feelings and attitude. If the words don't match the tone of voice and non-verbal behaviour (when they are incongruent), people tend to believe the tonality and non-verbal behaviour.

For instance, when delivering a lecture or presentation, the textual content of the lecture is delivered verbally, but non-verbal cues convey the speaker's attitude towards what they are saying. In particular, their belief or conviction in the subject that is being communicated.



Albert Mehrabian

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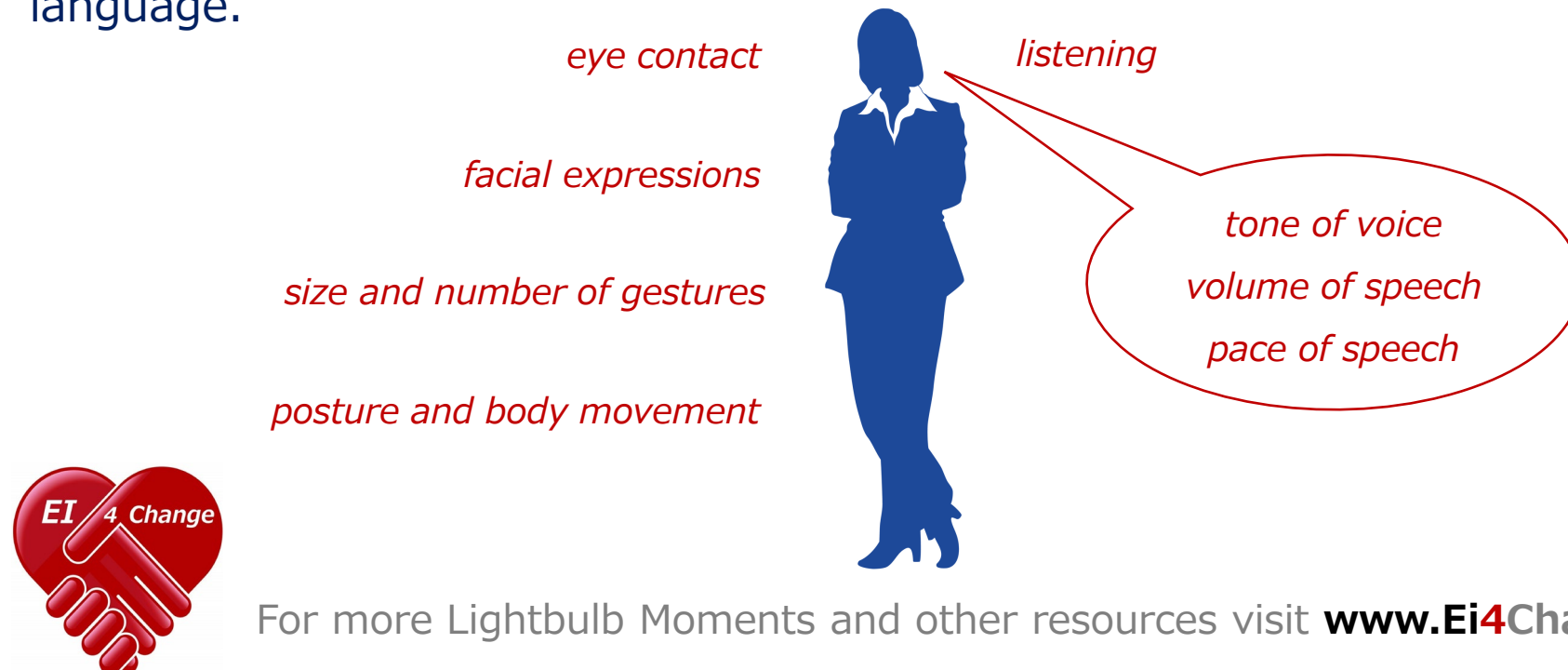
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Non-Verbal Communication

The process of communication through sending and receiving wordless messages such as eye contact, facial expressions, gestures, posture, and body language.



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Communicating with Emotional Intelligence (No. 7 in a series of 16)

Effective Verbal Communication

Good and effective verbal messages

- 💡 are brief, succinct and organised
- 💡 are free of jargon
- 💡 have been considered with regards to the impact and the effect they have on the listener
- 💡 do not create resistance in the listener



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Communicating with Emotional Intelligence (No. 8 in a series of 16)

Channels of Communication



Communication messages can be delivered by a variety of communication channels, each with advantages and disadvantages.

- 💡 In person
- 💡 Telephone
- 💡 Email
- 💡 Hand written letter / note
- 💡 Text message
- 💡 Social media
- 💡 Through a third party

The most effective channel needs to be selected to give the message the best chance of being received, understood and interpreted as intended.



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Three Types of Filter

Information is filtered through three filters to create your own unique perspective.

Deletion – you continually receive billions of bits of data. Most is deleted.



Distortion - you daydream and hallucinate; you imagine or visualise how things could be and so distort reality.

Generalisation - you learn rules about how things are and how things work to make sense of the world, which can form the basis of stereotyping, prejudices, etc.



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Communicating with Emotional Intelligence (No. 10 in a series of 16)



Perception

Your reality is the interplay between the intensity of physical stimuli, your past experiences (including your cultural principles) and your individual interpretation of what you experience.

Your perception is influenced by your beliefs. Your tendency is to maintain your beliefs as, usually, you do not welcome them being challenged.

Your beliefs define your values and, together with your perception, drive your behaviour.



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Poor Listening Habits

- ❧ Carrying out tasks or concentrating on something else
- ❧ Thinking of how to respond
- ❧ Listening out for comments that will act as an introduction to what you want to say
- ❧ Interrupting or talking over the speaker
- ❧ Getting ahead of the conversation and finishing the speaker's sentences
- ❧ Looking for opportunities to add witty comments, stories and opinions
- ❧ Focusing more on facts than on feelings
- ❧ Being obsessed with details
- ❧ Forgetting about what was talked about previously
- ❧ Not being in control of any nervous or uptight body language signals
- ❧ Hinting at any disapproval or impatience with your tone and body language



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Communicating with Emotional Intelligence (No. 12 in a series of 16)

Giving and Receiving Feedback

- 💡 Feedback should be helpful to the person receiving it.
- 💡 Feedback should be given in such a way that the receiver:
 - understands the information
 - accepts the information
 - can do something about the information
- 💡 Feedback should take into account the relationship between the giver and receiver and relies on trust.
- 💡 Feedback can be accepted but it can also be refused!
- 💡 Feedback through a third person is unreliable and ineffective. It is gossip!



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Communicating with Emotional Intelligence (No. 13 in a series of 16)



Giving Feedback

- 💡 Before offering feedback, consider the value for the receiver – if there isn't any, keep quiet
- 💡 Be specific about behaviours you have observed, with examples, and the effect the behaviours had on you
- 💡 Give feedback appropriately as soon as possible after the event
- 💡 Don't be judgemental
- 💡 Give feedback in private unless agreed otherwise



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Communicating with Emotional Intelligence (No. 14 in a series of 16)



Receiving Feedback

- 💡 Receive feedback with an open mind
- 💡 Ask for clarification and examples, if needed
- 💡 Check understanding by re-stating and summarising the feedback
- 💡 Don't become defensive and take it personally
- 💡 Don't justify your behaviour
- 💡 Identify a solution or ask for suggestions for improvement
- 💡 Remain objective



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Depth of Communication

Surface level communication involves mirroring and matching the other person.

Feeling level communication involves connecting at a deeper level through feelings and other non-verbal communication.

Essence level communication involves connecting based upon shared values and encompasses a fundamental appreciation of each other.



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Communicating with Emotional Intelligence (No. 16 in a series of 16)

Communicating at the Deepest Level

Essence level communication

- 💡 means that trust becomes self evident
- 💡 means that misunderstanding disappears
- 💡 means that conflict falls
- 💡 cannot be faked
- 💡 enables the organisation to become more productive, creative and less wasteful



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