

Emotional Intelligence

Communicate with Power

1. **Stick to the point.** Powerful communication is not about saying as many things as you can in a given period of time. Rather, it is about sticking to what is relevant to the discussion, and getting your message across in the shortest --- but most impact-laden --- way possible.
2. **Don't be too casual.** The use of paraphrasing, slang, street talk and bad grammar can detract from your credibility, especially if you're mingling with potential clients, employers and business partners.
3. **Emphasize key ideas.** Stress the highlights of your communication.
4. **Tailor-fit your communication to your audience.**
5. **Connect.** Power in communication is sometimes determined by the quality of your rapport with others.

Body Language

The following are some tips and techniques you can follow to be able to use body language effectively.

1. **Increase your awareness of your body language.**
Try to get more information about what you communicate non-verbally, so that you will know what to change and what to retain.
2. **Know how certain behaviours are typically interpreted.**
Interpreting body language can be very subjective. There are, however, typical interpretations to specific body language.
3. **Practice! Practice! Practice!**
Body language is a skill. Initially, using body language that is congruent with the message that we want to communicate will feel unnatural.

The following are some of the components of body language: Eye Contact, Facial Expression, Posture, Specific Movements, Physical Contact

It's Not What You Say, It's How You Say It

The following are aspects of "how we say things" that we should take note of:

1. **Tone of Voice:** Voice intonation refers to the use of changing pitch in order to convey a message.
2. **Stress and Emphasis:** Changing which words or syllables you put emphasis on can change its meaning. For example, consider the differences among these three statements below.
3. **Pace and Rhythm:** The speed of speech, as well as the appropriate use of pauses can change the meaning of words spoken, and affect the clarity and effectiveness of a communication.

Emotional Intelligence

Role of Emotional Intelligence at Work

Social Proficiencies

- Empathy – Being aware of others' feelings and exhibiting compassion.
- Intuition – An inner sense of the feelings of others'.
- Political Acumen – Ability to communicate, strong influence and leadership skills and conflict-resolution.

Personal Proficiencies

- Self Awareness – Understanding one's own emotions. The ability to assess one's self as well as display confidence.
- Self Regulation – Managing one's emotions. Maintaining trustworthiness and flexibility.
- Motivation - Being optimistic about situations. Having the drive to take initiative and commit until completion.

Creating a Powerful First Impression

- **Physical Appearance:** It is unfortunate but true that when you are in a face-to-face meeting, you are initially judged on your physical appearance. Always err on the side of caution and present yourself in a conservative light.
- **Body Language:** From posture to facial expressions, the message being conveyed can be completely different from the intended message. The first handshake should be firm enough to show you are confident, but not so firm that it cuts circulation to the other person's fingers. Be sure to include good eye contact while you are shaking hands.
- **Spoken Words:** Stay away from the slang you would use with friends or in other less formal situations. Also avoid using too much jargon or words not typically used in everyday language, as this may cause the listener to tune out what you are saying for the mere fact that they cannot understand you.

Assessing a Situation

1. LISTEN, NOT JUST TO WHAT IS BEING SAID, BUT ALSO TO WHAT IS NOT BEING SAID.
2. IDENTIFY NEEDS.
3. PRACTICE ETIQUETTE.

Being Zealous without being Offensive:

1. FOCUS ON WHAT IS IMPORTANT TO THE OTHER PERSON.
2. RESPECT BOUNDARIES.
3. MAKE REQUESTS, NOT DEMANDS.
4. NOTE NON-VERBAL BEHAVIOUR.

Self Management

The following is a list of five key points to remember to help you master the art of self management:
Be consistent. Stick to the plan. Be accountable. Educate yourself. Stay physically fit.