

Emotional Intelligence

Communicating Like a Leader

BUSINESS ETHICS
ALLIANCE

How Do We Communicate!

Mode of Communication	Formal Years of Training	Percentage of Time Used
Writing	12 years	9%
Reading	6-8 years	16%
Speaking	1-2 years	30%
Listening	0-few hours	45%

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The Importance of Listening

Upshift:

- Persuade
- Encourage
- Argue
- Push





Downshift:

- Listen
- Ask
- Mirror
- Reflect

The Secret

It's not about what *you* tell them, but what you get *them* to tell you.



Reflection

Where have you seen the relationship between downshifting/upshifting and communication play out in your life?





Three Brains

- Lower Brain
- Middle Brain
- Upper Brain



Lower Brain

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- Reptilian Brain
- Flight or Fight
- Acting and Reacting
- Frozen or Aggressive
- Unable to think clearly
- Impulsive reactions



Middle Brain

- Drives our emotions
- Decisions are based on...
- Non-rational reactions

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Upper Brain

- Mr. Spock brain
- Analyzes data
- Remain calm
- Smart and Ethical decisions

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Downshift:

- Listen
- Ask
- Mirror
- Reflect

Reflection

Where have you seen the relationship between Three Brains and communication play out in your life?





Amygdala Hijack

- Amygdala Senses Threat
- Amygdala's memory



Navigating Their Hijack

- Downshift
- Hear them
- Time and space
- Don't judge



Managing Our Own Hijack

- Recognize
- Breathe
- Move
- Use words
- Leave

Reflection

Where have you seen the relationship between the Amygdala and communication play out in your life?





Mirror Neurons

- We feel what others feel
- Monkey see
- Implications on communication



Reflect vs Absorb

- We want to REFLECT positivity
- We cannot ABSORB emotions

Reflection

Where have you seen the relationship between Mirror Neurons and communication play out in your life?



Getting to the next level of

GREATNESS

Depends on the quality of the

CULTURE

Which depends on the quality of the

RELATIONSHIPS

Which depends on the quality of the

CONVERSATIONS

EVERYTHING happens through

CONVERSATION!

- Judith E. Glaser

Bridges to Communication

1. **B**e more *interested* than *interesting*
2. **R**espect others feelings
3. **I**ntest the time to Listen
4. **D**are to bare your neck
5. **G**o beyond *Oh No!* to *OK!*
6. **E**veryone *deserves* to feel valuable
7. **S**top Negativity

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Be more *interested* than *interesting*

- Hindering our own success
- *The Interesting Jerk*

Action Steps:

- It is not a tennis match, it is a mystery
- Ask questions
 - How did you get into this profession?
 - What do you like best about it?

Be more *interested* than *interesting*

Letter One

Hello,

Bob and I took the family to Puerto Rico this year----unforgettable!!! Now we are into ballroom dancing and painting. Call us crazy, but we just weren't busy enough even with all of our charity work. Was I ever surprised when the hospital gave me their Volunteer of the Year award last month!!

Bob just got promoted to Vice President, the youngest one in his company's history.

Jessie's soccer team took first place in the state tournament, and we nearly burst with pride when little Brandy got a standing ovation as the lead in the Nutcracker. She clearly has the family's theatrical genes!! Hope you're fine...we would love to catch up with you next time we are in town.

Be more *interested* than *interesting*

Letter Two

Hey, how is it going? Nate and I thought of you the other day when we spotted an old Junker that looked just like the car you had in college. What did you ever do with that monstrosity? And how did you ever get anyone to ride in it with you?

We are hoping to swing through town someday soon and take you out to lunch. We would love to see the kids too. Did Lisa apply to her Music school yet? We listen all the time to that tape of her performance last year, and it gives me chills every time I play it. What an amazing voice, tell her we can't wait to see her on Broadway.

As for us, the kids are fine and Nate and I are still working too hard and earning too little---but having fun anyway. Happy Holidays, we miss you!

Be more *interested* than *interesting*

- Hindering our own success
- *The Interesting Jerk*

Action Steps:

- It is not a tennis match, it is a mystery
- Ask questions
 - How did you get into this profession?
 - What do you like best about it?

Respect others feelings

- Walk in their shoes
- “I understand...”

Action Steps

1. Attach an emotion to their actions
2. “I’m trying to understand, I think you...”
3. How sad, mad, hurt are you?
4. And you feel like this why?
5. What needs to happen for this to improve?
6. What part can I play?

I invest the time to Listen

- The Problem Person
- Preconceived ideas/labels

Action Steps:

- Who is your problem person?

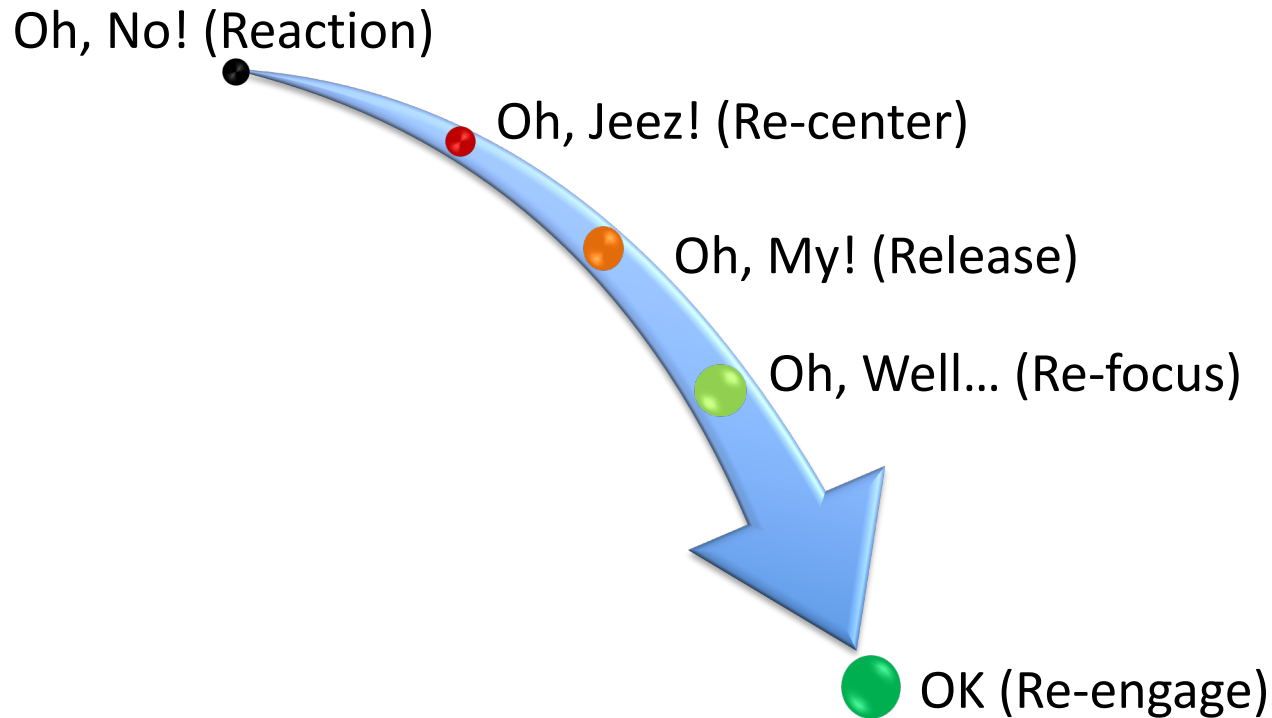
Dare to bare your neck

- Vulnerability doesn't make you weak, it makes you accessible
- Assertive vulnerability

Action Steps

- Be open
- Encourage openness

Go beyond *Oh No!* to *OK!*



Successful communication starts with being in control of your own thoughts and emotions.

Everyone *deserves* to feel valuable

- Importance of feeling valued
- The difficult person

Action Steps

- Identify the neglected

Everyone has an invisible sign hanging from their neck saying, “Make me feel important,” ~ Mary Kay Ash, Founder, Mary Kay Cosmetics

Stop Negativity

- Donald Clifton
- Korean War – Dr. William E. Mayer
 1. Studied 1K POW's
 2. Never tried to escape
 3. Broke ranks
 4. Never called home
 5. No friendships

Stop Negativity

- Soldiers simply gave up
- “give-up-it is” = Mirasmus: lack of resistance
- Informing
- Breaking loyalty
- Withholding emotional support

Action Steps:

- Affects on communication

Questions?