

Communicating with emotional intelligence

WildHub Festival 2021

Monday 1 November 09:00-10:00 GMT

Is there a place for emotions in workplace communication, especially strong emotions like anger?

- Learn why emotion is central to excellent communication.
- Get a practical framework for clear communication that includes observations, impacts and feelings.

This is an interactive workshop facilitated by Ross Rowe.



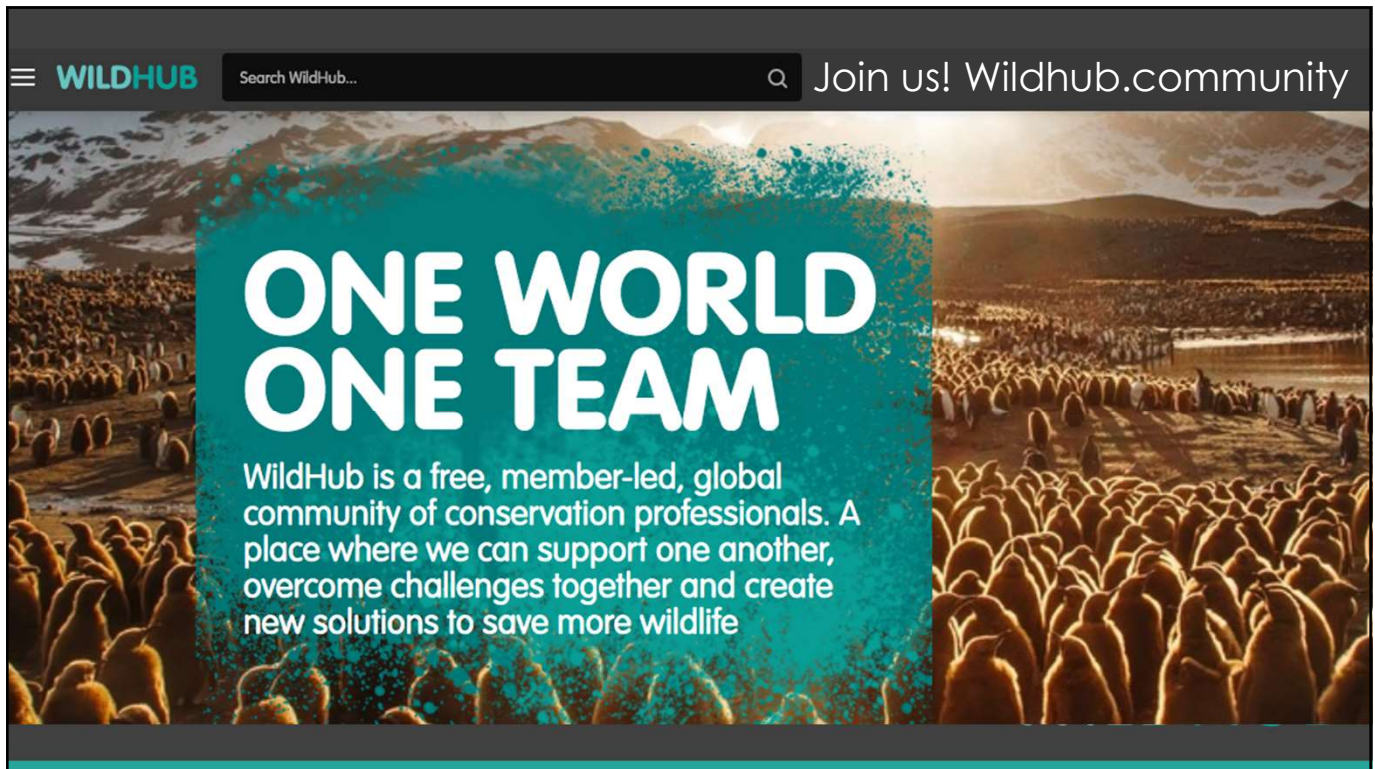
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About Ross

I coach people and teams to be REAL.
That is, Responsible, Empowered, Authentic and Liberated.
I coach for the beauty of life, wonder of diversity and rewards of exploring.



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Communicating with emotional intelligence

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Introduction

Structure of this workshop:

1. Expectations
2. The challenge with emotions in communication.
3. What is communication?
4. What is emotional intelligence?
5. A practical framework for communicating with emotional intelligence.

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Your hopes for this workshop

What is something you would like to take away from today's workshop?



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The challenge with emotions in communication

- How can emotions be a problem in communication?
 - Uncomfortable, embarrassing, unprofessional, childish
- What happens when emotion is avoided or denied?
 - Undercurrent, uncertainty, build up, explosion (verbal or physical abuse), reduced wellbeing
- How can emotion be helpful to communication?
 - Genuine, real, authentic, personal connection, deep listening, respect, clarity, emotionally healthy



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What is communication?

If a child asked you 'what is communication?', what might you include in your answer?

Communication – *giving or receiving information, typically for a purpose such as teaching, instructing, inspiring, or influencing the behaviour of another person or group.* It can occur via written and spoken words, sounds, gestures and expressions.

Communication is important for many reasons



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What is emotional intelligence?

Integration of theoretical knowledge with practical ability.

Three components to EI:

- i. Awareness
- ii. Comfort
- iii. Expression



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emotions

- Sadness
- Amusement
- Fiero
- Sight
- Agony
- Contentment
- (accomplishment)
- Taste
- Anger
- Excitement
- Naches (pleasure & pride of parent for child)
- Smell
- Surprise
- Relief
- Schadenfreude
- Touch
- Fear
- Wonder
- (pleasure in the pain of an enemy)
- Sound
- Disgust
- Ecstasy
- Gratitude
- Contempt
- Elevation



Paul Ekman, *Emotions Revealed* Rev Ed, 2007

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A practical framework for communicating with emotional intelligence

- Observations – seen or heard directly
- Thoughts – assertions, assumptions, conclusions
- Feelings – emotions, sensations, mood
- Impacts – for self, others, organisation
- Wants – needs and desires



Experience matrix – a tool for looking at a situation and helping to interpret your experience. Observations are in the middle because this is the objective element. Explore each element (no set order, but generally starting with observations) taking personal responsibility using “I” statements (i.e. “I saw ...”, “I thought ...”, “I want ...”). Adapted from the experience cube (Gervase Bushe, *Clear Leadership* 2007), Ross Rowe 2011



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Matrix rules

Rule 1. Use 'I' language – the language of personal responsibility and personal power.

Rule 2. Avoid 'you' language – the language of blame and attack.

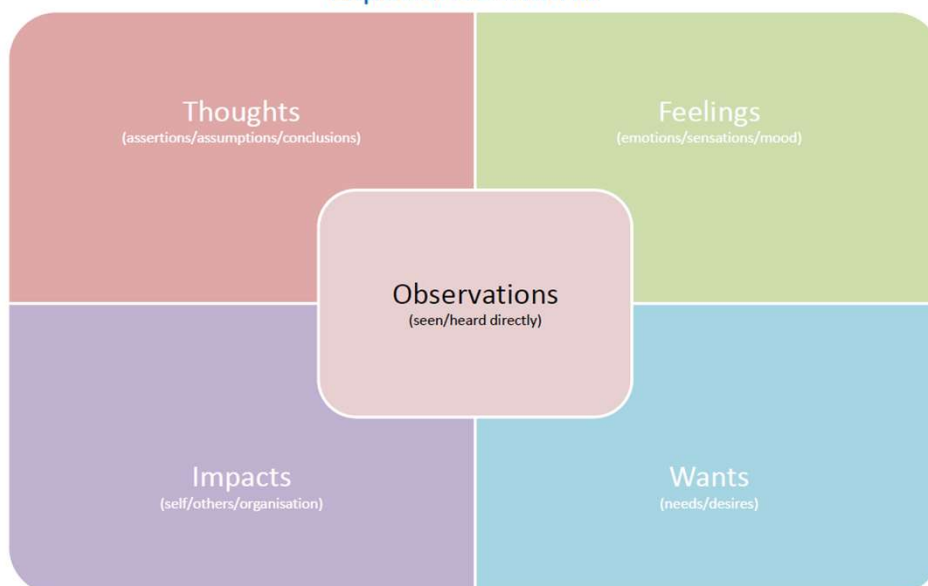
Rule 3. No set order



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Experience matrix



Exercise: thinking of a recent experience, write one or two 'I' statements in each section.



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Questions?

Anything else that would make this session more complete for you?



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Wrap up

What's been helpful?

What will you take away to apply for the benefit of others and your organisation?



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Feedback

Please take just a couple of minutes to provide myself and WildHub with your feedback

Contact Ross direct:

www.rossrowecoaching.com

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Responding to bullying, harassment and victim experiences

Wed 3 November 09:00-10:00 GMT



Learn what bullying is and what it isn't.

Get practical insights and tips on what to do for yourself or others who feel stuck as a victim of bullying and harassment experiences.

This is an interactive workshop facilitated by Ross Rowe.



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