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COMMUNICATE WITH EMOTIONAL INTELLIGENCE (one or two days)

INTRODUCTION TO EMOTIONAL INTELLIGENCE

Emotional intelligence is the skills and competencies we need to successfully communicate and interact with people in our daily lives. Such insight allows us to manage our own and other's emotions and to read, understand and manage our own and others' emotional states and to guide thinking and actions.

People with higher emotional intelligence (EQ) tolerate stress better and they have higher levels of impulse control. They also tend to be more flexible and realistic and to solve a range of problems as they arise. Emotional Intelligence allows us to maintain a positive attitude, particularly in the face of adversity and to feel satisfied with life.

Low emotional intelligence is one of the biggest causes of conflict in the workplace and in people's personal lives. Organisations that employ staff with higher levels of EQ have a distinct advantage because there is less conflict and more cooperation among them.

The good news is that emotional intelligence can be learned and transferred to others.

SYMPTOMS OF LOW EMOTIONAL INTELLIGENCE

Low EQ is any manager's worst nightmare because unhealthy levels of EQ in the workplace usually produce poor listeners and right-fighters (people who cannot possibly be wrong.) They may bully anyone who opposes their 'no-grey-area' thinking. People with low EQ tend to be self-centered and petty. They tend to take everything personally and have low tolerance for frustration, which leads to short-fuse behaviour, and if they happen to be in management they may use every opportunity to 'power-trip.' Power-tripping is an attempt to elevate one's own low self-esteem and feelings of powerlessness by putting others down and/or by controlling them. Bullies and gossipers suffer from extreme low self-esteem.

The resulting behaviours of low emotional intelligence are:

Volatile emotions

1. Outbursts
2. Temper tantrums
3. Mood swings
4. Over-reaction
5. Hypersensitivity
6. Inability to take criticism
7. Jealousy
8. Inability to forgive.

Dependence

1. Inappropriate dependence on others
2. Being easily influenced
3. Indecisiveness
4. Making over-hasty judgments
5. Fear of change.

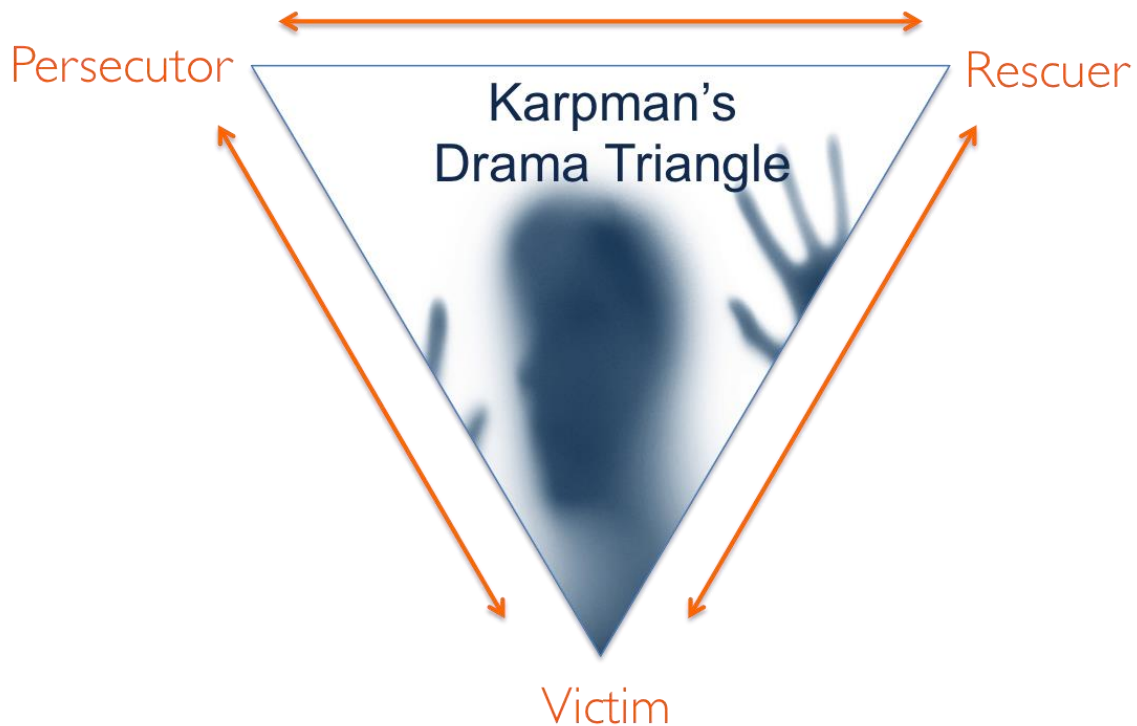
Need for excitement

1. Need for immediate attention
2. Needing instant gratification
3. Impulsiveness
4. Superficial values
5. Thoughtlessness
6. Lack of or poor social skills
7. Inability to control finances
8. Disloyalty
9. Self-centredness.

CONSEQUENCES OF LOW EMOTIONAL INTELLIGENCE

People with low emotional intelligence tend to have problems with communication which leads to conflict, misunderstandings and worse, broken relationships as a result of back-stabbing, bullying, manipulative tactics, coercion, victim behaviour, arrogance, blame and gossiping. The result of these behaviours is always the same - refusal to accept responsibility for unproductive behaviour and/or mistakes.

KARPMAN'S DRAMA TRIANGLE



KARPMAN'S DRAMA TRIANGLE EXPLAINED

People who participate in drama make themselves and others miserable. It can only result in a lose-lose situation. There are no winners.

Karpman's Drama Triangle describes three roles: Victim, Rescuer or Persecutor. The role of each participant is as follows:

VICTIMS are helpless and hopeless. They won't accept responsibility for their negative circumstances, and they won't accept responsibility to change it. They do less than 50%, won't take a stand, act "super-sensitive", wanting kid glove treatment, and behave as though they are impotent and incompetent.

RESCUERS are constantly applying short-term repairs to a Victim's problems, while neglecting their own needs. They are always working hard to "help" other people. They are stressed, tired, and often have physical complaints. They are usually angry underneath and may be a loud or quiet martyr in style. They use guilt to get their way.

PERSECUTORS blame the Victims and criticise the enabling behaviour of Rescuers, without providing guidance, assistance or a solution to the underlying problem. They are critical and

unpleasant and good at finding fault. They often feel inadequate underneath. They control with threats, order, and rigidity. They can be loud or quiet and sometimes bully.

Players sometimes alternate or switch roles during an interaction. For example, a Rescuer pushed too far by a Persecutor will switch to the role of Victim or counter-Persecutor. Victims depend on a saviour, Rescuers yearn for a basket case and Persecutors need a scapegoat. While a healthy person will perform in each of these roles occasionally, pathological role-players actively avoid leaving the familiar and comfortable environment of the game. Thus, if no recent misfortune has befallen them or their loved ones, they will often create one. In each case, the drama triangle is an instrument of destruction.

COURSE OUTLINE:

1. Principles Of Emotional Intelligence
2. Karpman's Drama Triangle Explained
 - A. How to recognise your own participation in the drama
 - B. How to stop the drama
3. How to recognise and manage your emotions
4. Assessment Activity
5. Learn How To Apply EQ Skills
6. Connect To Your Emotions
7. Nonverbal Communication(Body Language)
8. Use Humour And Playfulness To Deal With Challenges
9. How To Resolve Conflict
10. Effective Communication
11. Bringing Out The Best In Others
12. How To Start Communicating With Integrity
13. Gossip
14. Common Mistakes That Spoil Conversation
15. Argumentative Communicators
16. How To Deal With Difficult And/Or Aggressive People
17. How To Be More Approachable.

OUTCOMES: Delegates will...

1. Understand the principles of emotional intelligence.
2. Understand and acknowledge their role in the Drama Triangle of relationships and how to stop participating in the drama.
3. Fully understand how to identify and manage own emotions.
4. Obtain personal mastery through the application of emotional intelligence.

5. Accept responsibility for their thoughts, words and actions.
6. Become more self-aware and begin to pay attention to their inner states.
7. Commit to stop their own unproductive behaviours and better understand and know what to do about others' unproductive behaviours.
8. Understand stress and learn how to manage stressful situations whilst communicating.
9. Learn how to communicate better – willingness to really listen, speak with respect and resolve conflict amicably.
10. Learn how to resolve conflict and how to deal with aggressive people.
11. Learn how and when to apply emotional intelligence.
12. Learn why we gossip and how to stop.
13. Learn to be more approachable.