

Using Emotional Intelligence to Communicate



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Created and conducted by

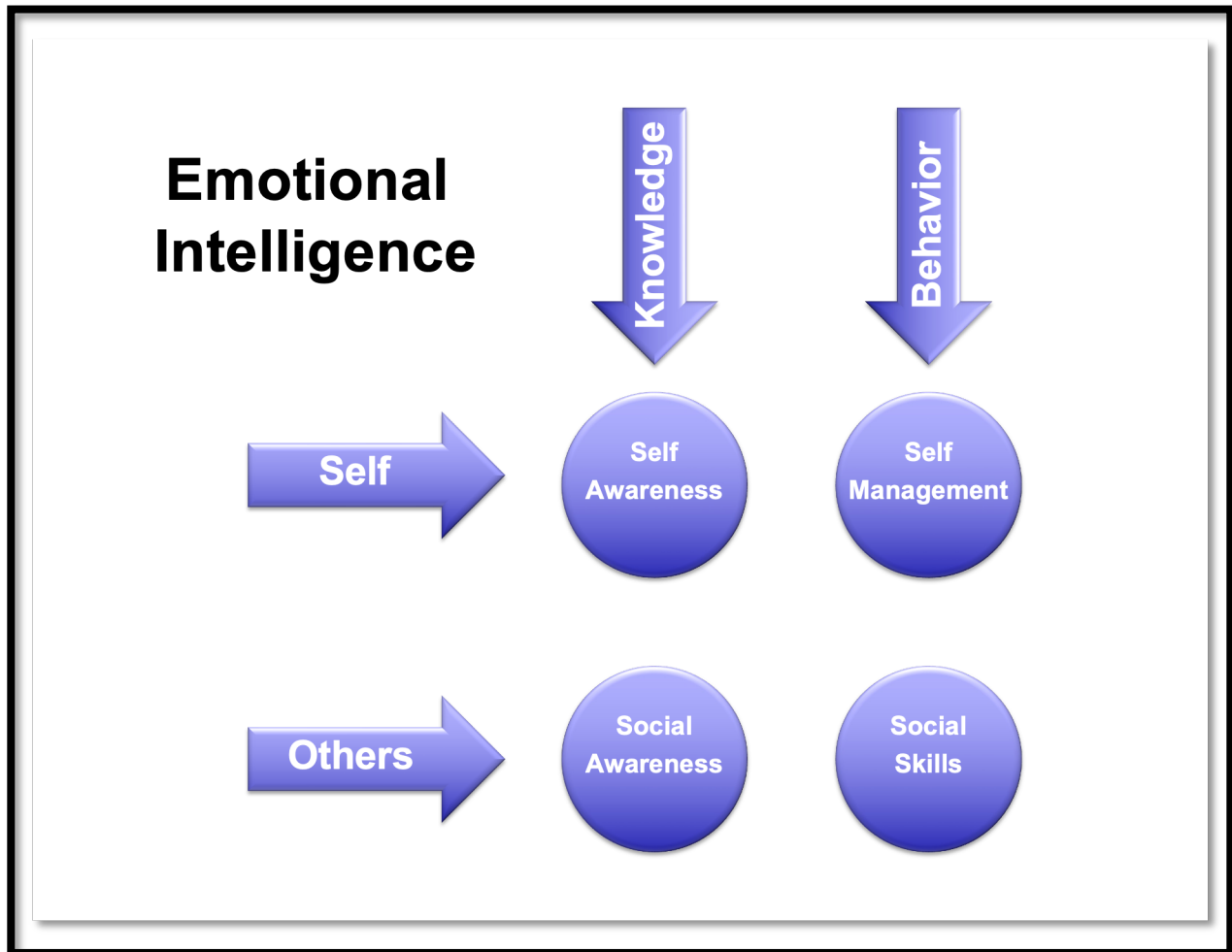
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What is EI?

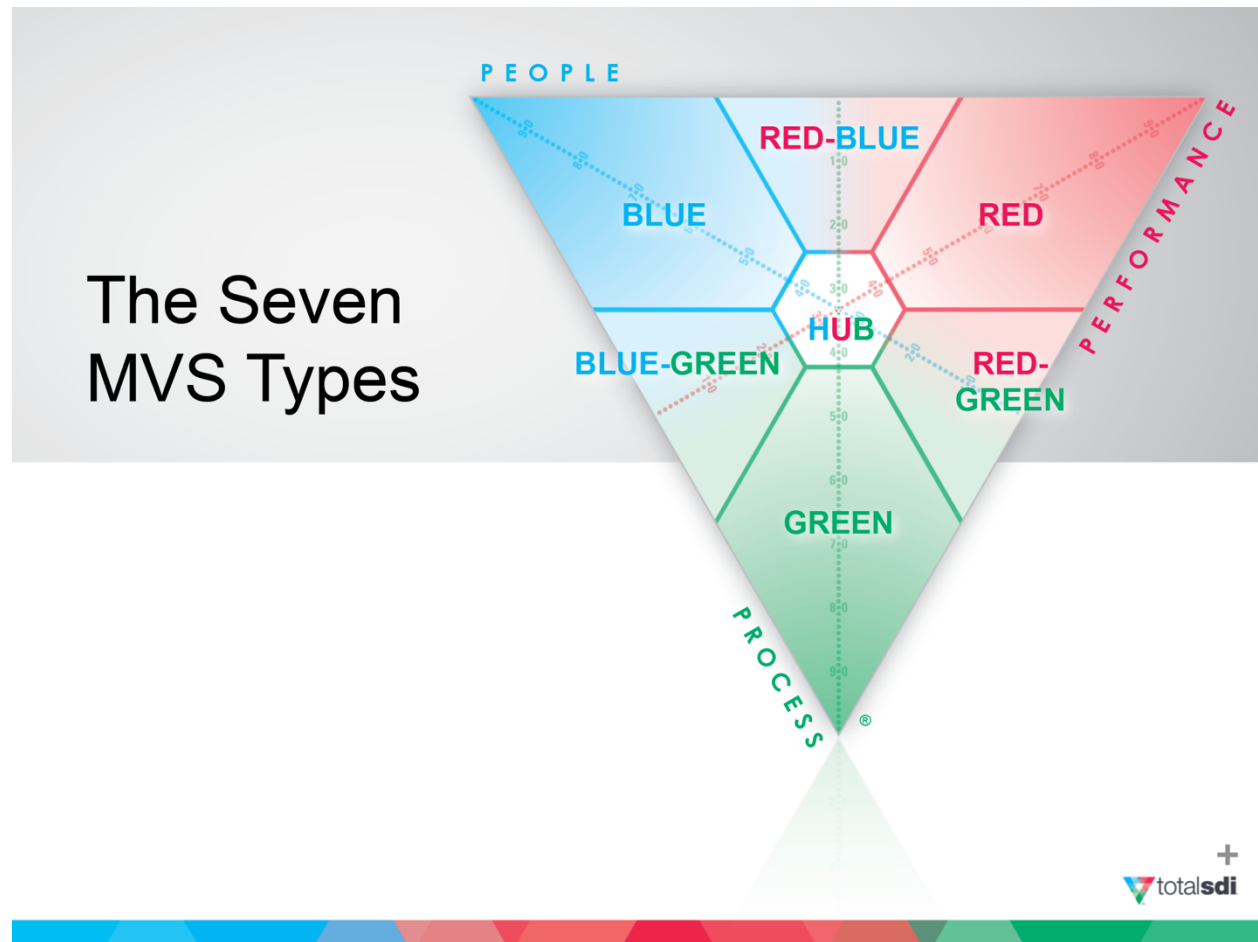
Emotional Intelligence is:

- Understanding and harnessing our own emotions
- Understanding others
- Interacting with others in a way that helps them control their emotions



Different Motivations

What they are and how to spot them



Dr. Elias Porter's Relationship Awareness Theory recognizes that each person is unique. Everyone perceives the world in a unique way. How we perceive the world determines what is important to us and our values. Our values determine what gives us gratification and enhances our self-worth. This in turn affects how we behave and prefer to relate to others because people tend to choose to do things that make them feel good about themselves. Behavior can be observed, but the thought process behind it cannot be observed. Relationship Awareness Theory helps us understand ourselves and what drives our behavior, as well as understand others and what may drive their behavior.

Primary Motivational Factors

BLUE:	
RED:	
GREEN:	



Imagine being in a large room with three speakers, each playing a different output. If you are standing right next to one of them, that one will be much louder to you, while the other ones across the room will be harder to hear.

Communication

Goals of effective communication

1. Get their attention
2. Keep their attention
3. Build support and acceptance (buy-in)
4. Move people into action

Words and phrases that resonate:

BLUE:	
RED:	
GREEN:	

Breakout #1

Please go to one of the breakout stations with some of the people you work with (your team, office, division, etc.)

Prompt: **"What gets us engaged?"**

Have someone write everyone's responses.

If you have time, go through the responses, and if you can identify the motivation, put a B, R, or G (or more than one) next to it.

Reading Body Language

Eyes	
Face	
Head	
Hands	
Arms	
Legs	
Body position relative to you	
Overall body message	

What NOT to say

Things that will distract, offend, or cause people to tune out

Strengths and Overdone Strengths

My STRENGTHS	Can become OVERDONE STRENGTHS	When interacting with

Breakout #2

Please go to one of the breakout stations with some of the people you work with (your team, office, division, etc.)

Prompt: **"How can we use this on our group/team/company?"**

Have someone write everyone's responses.

Suggested reading:

Foundational EI:

Emotional Intelligence: Why It Can Matter More than IQ, Daniel Goleman

Everyone knows that high IQ is no guarantee of success, happiness, or virtue, but until *Emotional Intelligence*, we could only guess why. Daniel Goleman's brilliant report from the frontiers of psychology and neuroscience offers startling new insight into our “two minds”—the rational and the emotional—and how they together shape our destiny. But why is emotional intelligence important?

Body Language:

The Definitive Book of Body Language: Why What People Say Is Very Different from What They Think or Feel, Allan Pease and Barbara Pease

A comprehensive book on body language. Some of the gender comments may reflect a “men are from Mars and women are from Venus” mentality that is contrary to what you learned about people using Motivational Value Systems.

Neuroscience showing different motivations used in decision-making:

The Brain: The Story of You, David Eagleman

In the course of his investigations, Eagleman guides us through the world of extreme sports, criminal justice, facial expressions, genocide, brain surgery, gut feelings, robotics, and the search for immortality. Strap in for a whistle-stop tour into the inner cosmos. In the infinitely dense tangle of billions of brain cells and their trillions of connections, something emerges that you might not have expected to see in there: you.

Please give us feedback! We have a short evaluation survey here:

<https://www.surveymonkey.com/r/Eversource-Sept2026>

Your responses will be compiled with all of the others—we will not have your name or other identifying information associated with any of your responses in the summary.

If you choose to include an email address at the end of the survey, we have a “thank you” bonus PDF that we will send you.

