

COMMUNICATE WITH EMOTIONAL INTELLIGENCE

INTRODUCTION TO EMOTIONAL INTELLIGENCE

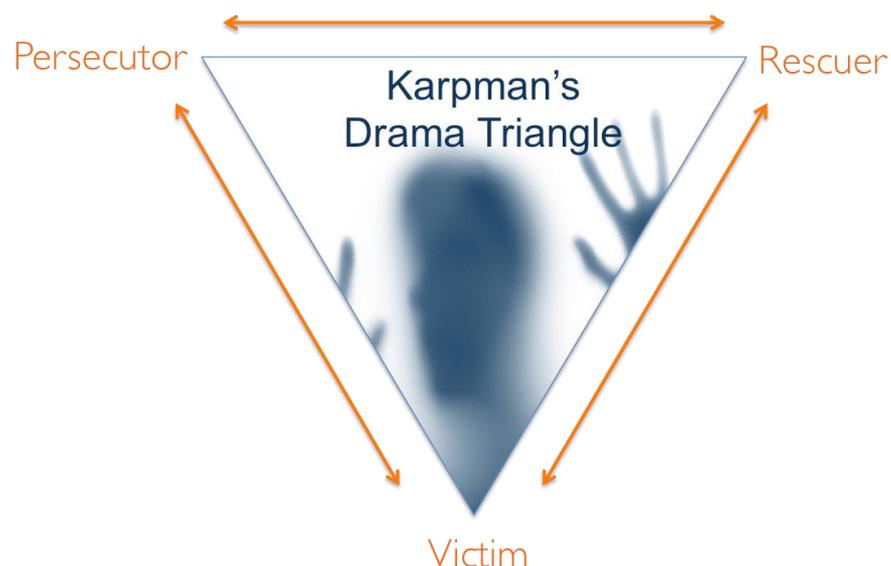
Emotional intelligence is the skills and competencies we need to successfully communicate and interact with people in our daily lives. Such insight allows us to manage our own and other's emotions and to read, understand and manage our own and others' emotional states and to guide thinking and actions.

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, especially by leaders such as HR Managers with high EQ who lead by example.

KARPMAN'S DRAMA TRIANGLE



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KARPMAN'S DRAMA TRIANGLE EXPLAINED

People who participate in the Drama Triangle 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 harried, 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 in style and sometimes be a bully.

Players sometimes alternate or switch roles during the course of 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. The only way to escape the Drama Triangle is to function as an "adult" and not participate in the game.

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)

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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.

DURATION

One or two days.