

GET WIN-WIN SOLUTIONS WITH EMOTIONAL INTELLIGENCE

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Today, it is widely observed that Emotional Intelligence (EI) is being embraced by many organizations for its impact on overall performance. The challenge that we now face is demonstrating such competencies can be learned. New studies in corporations across the nation show that organizations that develop EI training are proving that it can be learned. Most importantly, these corporations are also seeing overall improvements in productivity and profits. Some experts believe that the biggest difference between outstanding and average leaders is linked to EI. What's more, many believe that EI is twice as important as IQ and technical expertise combined.

Emotional Intelligence, or "EI," is the ability to understand your own feelings and the feelings of those around you. People with a high EI are able to motivate themselves, know what motivates others and can manage their own emotions and ego as well as those around them. In short, EI increases when people commit themselves to developing practical skills to handle everyday situations.

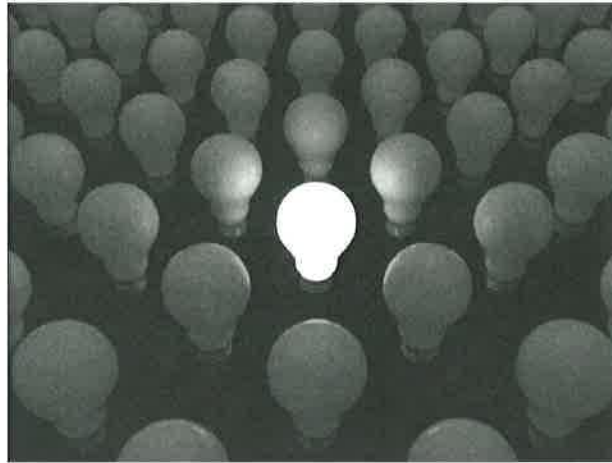
One of the foundational skills for EI is the ability to communicate effectively. It starts with self awareness, in that understanding your own emotions is essential to understanding the feelings of others. It is crucial to effective communication, in leading others and in handling difficult people and situations.

On November 30, 2010, Scott Warrick, a nationally certified emotional quotient instructor, speaker/trainer and HR consultant spoke at the 2010 Ohio Housing Conference "Mapping the Future." He spoke about the subject of emotional intelligence and dealing with difficult people and situations. Warrick suggests that one of the basic skills of EI is the ability to practice empathy and empathic listening.

Both managers and employees in any organization need empathy skills in order to interact well with customers, contractors, the general public and with each other. Managers may need it when assigning a task to someone who may not like it, offering criticism to someone with a history of being defensive, handling employee disputes or delivering bad news. In each of these cases, emphatic listening is critical.

Warrick suggests the following approach to practicing empathic listening:

1. Listen from the other person's perspective first. Resist the urge to adopt a defensive posture. Try to hear where they are coming from.
2. "Parrot" back what you think you heard to ensure common understanding. Restate back to the other person what they said and make sure they agree that we truly do understand them before moving on with our opinion. Restating someone's position back to them accurately requires more care than simply rewarding their opinion.



3. Give the person "rewards." Say things like, 'I appreciate you sharing your thoughts and understand what you are saying and why you feel that way, but I have to disagree and here is why...'
4. Do not lecture or advise, but instead...
5. Make confirming statements and ask questions to ensure common understanding. If you try to give advice, most people will see this advice as "lecturing" or "criticizing" them. They then tend to become defensive. However, you can accomplish the same

goal of trying to help this person and giving your advice by simply asking questions and/or make confirming statements to the person, such as, "Let me make sure I've got this. You are saying ..." Or you might say, "So, you are saying that if we do this, then that will happen? Well, what about this? What about that?" Or..."Can you give me some specific examples?"

By becoming an emotionally intelligent communicator, you can offer your opinion to the other person without giving what is seen as a "lecture," which is how advice is almost always seen when it is delivered as a statement. Instead, ask questions. By engaging other people with questions, you are engaging them. They are part of the reasoning and solution. This builds "buy in."

Warrick concluded by explaining that communicating with EI requires controlling your emotions and ego, trying to understand the other person's feelings and motivations and practicing cooperation. Far too often, people sabotage their own goals because they do not know how to go about achieving them. A good emotionally intelligent communicator can help to slow the conversation down so that emotions don't take over. Reality and logic can then prevail so that we can get "Win-Win" solutions.

Visit www.scottwarrick.com for more information on Scott Warrick and Emotional Intelligence.