

**GITAM University**

**Learning and Development Department**

**EMOTIONAL INTELLIGENCE AND REASONING SKILLS**

**CLAD 1001**

**SELF LEARNING MATERIAL**

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## Unit IV: Social Awareness

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## 1.0. Outcomes:

*After reading this unit, you should be able to:*

- Understand social awareness and communicate with people in a far better way.
- Identify the benefits of social awareness.
- Learn the components of social awareness.
- Build better social awareness skills.

## 1.1. Introduction

Raise your  
hands!

If you have  
bad habit of  
laughing....



- *Did you ever find yourself in a situation where you have said or done something that you shouldn't have done?*
- *Did you ever create an awkward situation by an unsuitable remark or comment in a group?*
- *Have you ever stopped to think about the importance of understanding those around you? How they feel, what they are thinking, or how your actions impact them?*
- *Did you ever think, "If I say something hurtful, how will it make the other person feel"?*
- *Did you ever think, "If I act without thinking, could it possibly harm someone else"?*

All of these, which we regularly relate to, results from having lack of proper social awareness.

### Third Step in Developing Emotional Intelligence: Social-Awareness

By now, you probably understand the first two steps: self-awareness and self-management. The third step in developing emotional intelligence is social awareness. As you continue developing higher emotional intelligence, it is essential that you understand social awareness

### 1.1.1 WHAT IS SOCIAL AWARENESS?

Social Awareness is the ability to know and feel the people around you and the ability to interact with them in the most efficient and proper manner.

### 1.1.2 WHY SOCIAL AWARENESS?

You and I are social beings. If we aren't socially aware, don't you think it will become very difficult for both of us to fit in our society, right???

Also being socially aware makes you

- Feel the vibe in the group.
- Become the Champion in Communication based on the vibe of your group.
- Will be trusted and respected
- Finally, when you understand your group, and you communicate accordingly you get everyone's trust.

Understanding = Trust

### 1.1.3 WHY SOCIAL AWARENESS IN A CLASSROOM?

Understanding differences, appreciating diversity, being respectful with others, realizing how what you do affects others and extending a caring hand to those who get mistreated are the starting points of social justice.

A fight for social justice can be built upon social awareness skills

Having a socially aware classroom help you develop attitudes like...

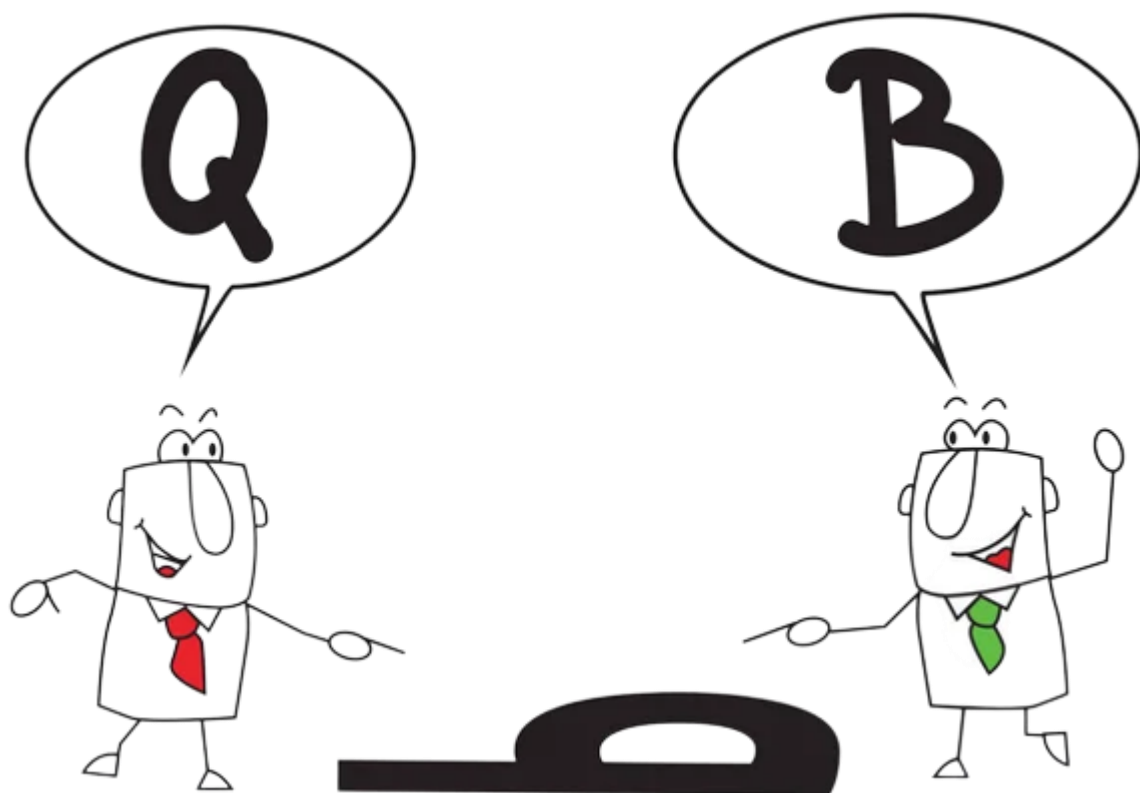
- Pink isn't just for girls.
- I can be friends with someone who doesn't look or act like me.
- All skin colors are beautiful.
- I can be accepting and loving towards any sexual orientation.
- I can have empathy for a student with a disability.
- My experience isn't the only one.

### 1.1.4 COMPONENTS OF SOCIAL AWARENESS

- Perspective
- Respect
- Empathy
- Compassion

### COMPONENTS OF SOCIAL AWARENESS

#### 1.1.5 PERSPECTIVE



#### Agree to Disagree

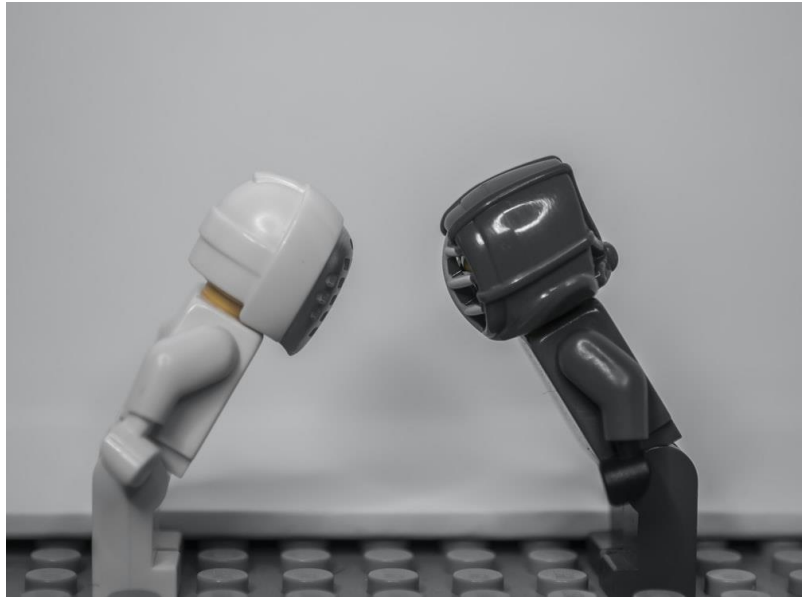
The first component of social awareness is perspective. This refers to the viewpoint you take on situations or concepts.

In terms of social awareness, it's not enough to simply look at a situation from your own perspective. We must have the ability to see through the lenses of other people.

When you can address a situation, like a conflict as described above, and look at it from different perspectives, this shows incredibly high levels of social awareness.

### 1.1.6 RESPECT

The second component of social awareness is respect. What I am referencing here is the ability to give another individual your respect and consideration when it comes to their beliefs and opinions.



When you are in a social setup, if you consider the perspectives of other people, especially those of different backgrounds and cultures. This is where respect comes into play.

You must have the ability to push your own opinions and judgments aside and truly listen and seek to understand the views of someone else.

### 1.1.7 EMPATHY

This is such a big one, that it could stand alone in a description of social awareness.

Merriam-Webster defines empathy as, *“The action of understanding, being aware of, being sensitive to, and vicariously experiencing the feelings, thoughts, and experience of another.”*



This really fits the overall definition of social awareness. Simply by focusing on being more empathetic, your social awareness will grow and become much stronger.

### Put Yourself in Their Shoes

I'm sure this is a phrase you've heard often but is it something you actually do? It can be quite difficult to actually put yourselves in the shoes of another, especially if you are in conflict with them.

But, in order to gain a complete understanding of their opinions and beliefs, it is a vital tool to use.

*All that you have to do is think to yourself, "How would I feel if I was this person? Would what I am saying or how I am acting be upsetting or hurtful?"*

Just by performing this exercise, you will automatically gain a higher sense of social awareness.

Everything starts with an 'E'.

While it's true that the word 'everything' starts with an 'e'

I've discovered that empathy always starts with 'u' - (you).

### 1.1.8 COMPASSION

Here we have the fourth component of social awareness. This is the culmination of the previous three into more of an actionable piece.

Compassion involves taking action on behalf of another person. This action is a result of the empathy, perspective, and respect you have developed.



Think about compassion as taking action for those who cannot take action for themselves. You stick up for those individuals who cannot, in order to alleviate their burden.

As an athlete, this can take the form of sticking up for a teammate who makes a mistake or a coach seeking to help lift the feelings of defeat from their players.



### 1.1.9 HOW TO BUILD SOCIAL AWARENESS?

- Listen
- Repeat what you heard
- Broaden your views
- Self-Awareness
- Body language
- Keep a finger on the pulse of the room

#### 1.1.1 LISTEN

Understand what it means to listen

It's important to be able to "listen to understand" instead of "listen to respond." It's about observing verbal and nonverbal cues, showing attentiveness, and providing appropriate feedback.



Most of us think we're good listeners. Unfortunately, *the truth is that we're usually too busy thinking of our next response to really hear what others are saying.*

Good listeners don't assume they know or understand a situation before hearing someone out. They listen, look for the facts of the situation and then analyse the emotions surrounding it.

#### 1.1.10 REPEAT WHAT WAS SAID

You say you're listening. But can you prove it?

The best way to ensure you understand what's been said is to repeat back what you heard in your own words and ask for more information, if appropriate.



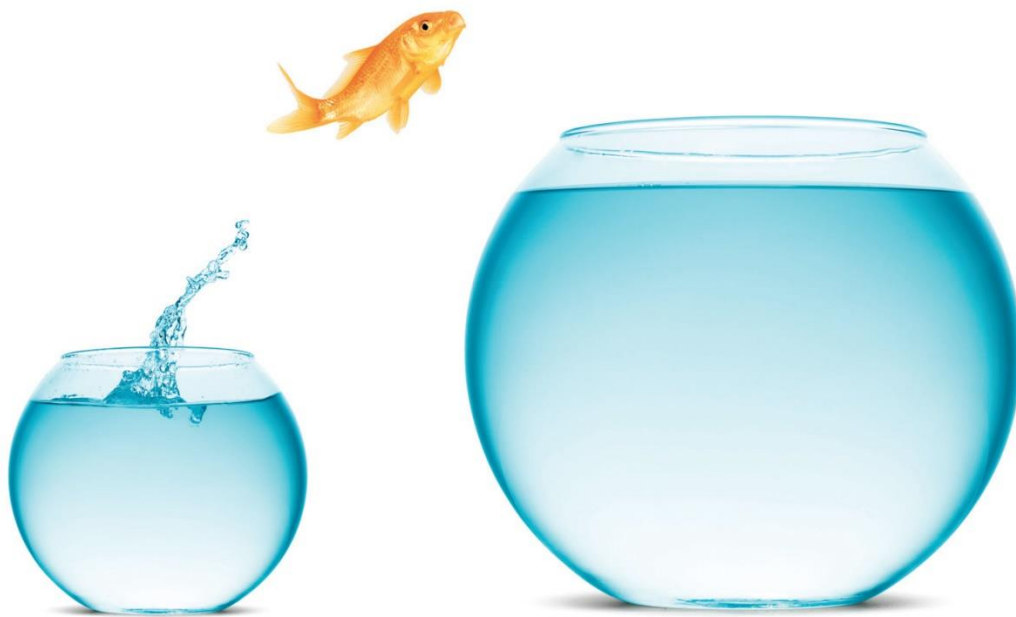
This helps to show that you understand what was said, and it conveys to the other person that their opinion is valued and heard.

For example, say your friend tells you that a presentation was completed late because of a deadline that only gave them three days to turn around the work.

In response, you might say, “I understand. This was late because you were given a deadline that was too aggressive for the amount of work required. How can we avoid this in the future?”

Active listening, like this, ultimately leads to **greater understanding and trust**.

### 1.1.11 BROADEN YOUR VIEWS



Let us use a simple and a well-known technique, “perceptual positions” or “chair play,” where we alternate points of view to broaden our perspectives.

For example, for a person with whom communication is difficult, try this game of chairs:

- You place a chair in front of you, representing the other person’s position.
- Remember, it’s virtual; the other one’s not here.
- Sitting on the chair, you tell your version of the story to the chair what to say to the other.
- And you clarify your intent and purpose in the case.
- Then you get up and go to the chair; yes, you become the other person and imagine the situation through his eyes.
- You are now addressing Chair 1, which represents you.

- Similarly, but in the other's position, you tell your side of the story and clarify your intention and goal.

This gives you a way to broaden your perspective.

### 1.1.12 BE AWARE OF YOUR EMOTIONS

#### Social Awareness begins with Self Awareness

It cannot be easy to understand others if you cannot identify and understand your own emotions.

So please pay attention to your feelings, what might have motivated them, and the physical signs they show.

Practice your listening skills and pay attention to the way you communicate. Many misunderstandings are the result of poor listening.

Those who do not hear what is appropriately said end up misinterpreting and creating confusion. Therefore, always prioritize listening to what they are telling you.

Make it a habit – too – to confirm that what you understand was what the person meant.

Equally important is knowing how to communicate well yourself and paying attention to your tone of voice, body language, and clarity when speaking.



### 1.1.13 BODY LANGUAGE

*A person's body communicates non-stop*

We can be certain that if there is disparity between the “words” someone says and their body language, we believe the latter, right? *When observing someone's body language, do a “head-to-toe” assessment.* Start with a person's eyes – are they maintaining eye contact (open, sincere, caring) or are their eyes shifting or blinking (maybe deception) or cast downward (sad, depressed). Is the person's smile authentic or forced? Is the person's posture slouched, or upright? What position are the hands/gestures? All of these cues can help inform your social awareness of an interaction.



Observe people's body language in different situations. Notice how well people communicate with their bodies through gestures, posture, or head movement.

Consider that the same gestures can mean different things. For example, think of someone who shrugs their shoulders. This often means “I don't know” or “I don't care.”

Or consider what it means when someone folds their arms in front of them. Sometimes that means she wants to get away from the conversation (think of it as a “self-protection” gesture), sometimes it can express anger, or sometimes it's because the person is cold!

Imagine you have a mute button and mute the sound: Do you think you can determine the context of the conversation by observing how people move?

### 1.1.14 LISTEN TO THE TONE OF VOICE

You can use the exact words but change your tone of voice, taking on a different meaning. A person's tone of voice conveys the emotion behind the words.

For example, think about how “I’m fine” sounds when someone says it in a friendly tone, not an angry tone.

Test your tone of voice by repeating a phrase, imagining that you feel something different each time. How does “You scared me!” when you pretend to be happy, shocked, angry, or sad?

For instance, if you ask Adam if he has time to discuss something, and he winces while saying, “Sure, we can talk” – take notice of his body language. While he’s saying yes, his physical reaction is telling you it’s not a good time.

In this instance, you can say “I think I noticed some hesitation there about the time. Would meeting later today work better for you?” That way, your employee has the option to meet at a time that would be less disruptive to his day.

### 1.1.15 KEEP A FINGER ON THE PULSE OF THE OFFICE

Can you read the mood of the room? Can you sense how things are going for your employees, even if they don’t directly tell or show you how they’re feeling?

**Observation skills are fundamental to social awareness.**

When you pay close attention to what’s happening around you, your awareness of your surroundings can help set the tone of how you approach varying situations.

For example, what is the feel of your office? Is there a good balance of intensity and fun, or does it swing too much one way? Is there so much intensity that it has turned into tension and employees are getting overwhelmed? Or, is there so much good-natured fun that work is not getting done?

## 1.2 ACTIVITY

### 1.2.1 SELF ASSESSMENT

Let's check how social aware you are.

Take this test

[Social Skills Self-Assessment \(how-to-study.com\)](https://www.how-to-study.com/social-skills-self-assessment/)

### 1.2.2 Here's a small task for you:

List any 5 values in life.

Sample list of values:

- Good grades
- Popularity
- Money
- Respect
- Friendship
- Health
- ✓ Which value is most important to you?
- ✓ Why is this value so important to you?
- ✓ What value do you think your parents would choose as most important?
- ✓ What value do you think your closest friend would choose as most important?

Discuss

- Tell about a time when you had a hard time connecting with people in a group.
- How did you feel?
- What did you do?

### 1.3 LET'S SUM UP:

- The third step in developing emotional intelligence is social awareness. Social Awareness is the ability to know and feel the people around you and the ability to interact with them in the most efficient and proper manner.
- When you are socially aware you become the Champion in Communication, and you will be valued and respected, thereby gaining trust.
- A fight for social justice can be built upon social awareness skills.
- Components Of Social Awareness: Perspective, Respect, Empathy, Compassion.
- How To Build Social Awareness: Listen, Repeat what you heard, Broaden you views, Self-Awareness, Body language, keep a finger on the pulse of the room.



## 1.4 GLOSSARY:

- The term *stereotype* refers to something conforming to a fixed or general pattern.
- The term *vibe* refers to a distinctive feeling or quality capable of being sensed.
- The term *perspective* refers to the interrelation in which a subject or its parts are mentally viewed.
- The term *alleviate* refers to partially remove or correct (something undesirable).
- The term *gestures* refer to a movement usually of the body or limbs that expresses or emphasizes an idea, sentiment, or attitude.
- The term *slouched* refers to posture characterized by an ungainly stooping of the head and shoulders or excessive relaxation of body muscles.
- The term *shrugs* refer to raise or draw in the shoulders specially to express aloofness, indifference, or uncertainty.



## 1.5 SUGGESTED READINGS:

### 1.5.1 Courtesy:

- Social Awareness: What is it & Why is it Important?  
([successstartswithin.com](http://successstartswithin.com))
- Google Images
- YouTube
- Download Free Pictures & Images [HD] | Unsplash

### 1.5.2 Reference:

- Emotional Intelligence, Bantam, 1997.
- Social Intelligence: The New Science of Human Relationships, 2007.

### 1.5.3 Video Links:

- Social awareness videos - youtube