

Communication Essentials For Professionals



Life Skills Unit



Outline

- Emotional Intelligence
- Communication Freezers
- Transactional Analysis



Emotional Intelligence



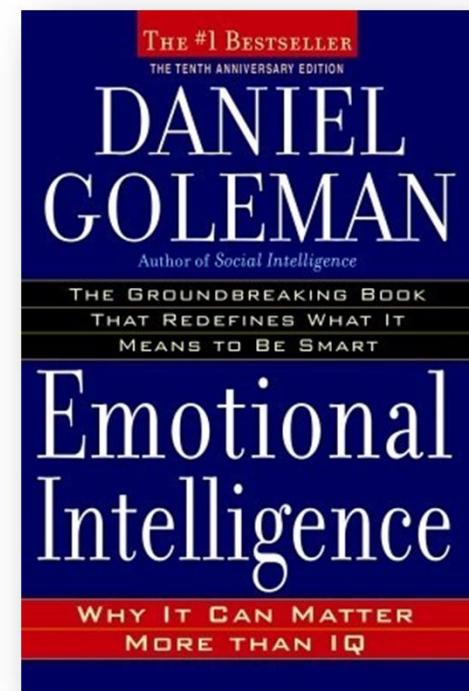
History of Emotional Intelligence

1970s and 1980s: EI Theory developed

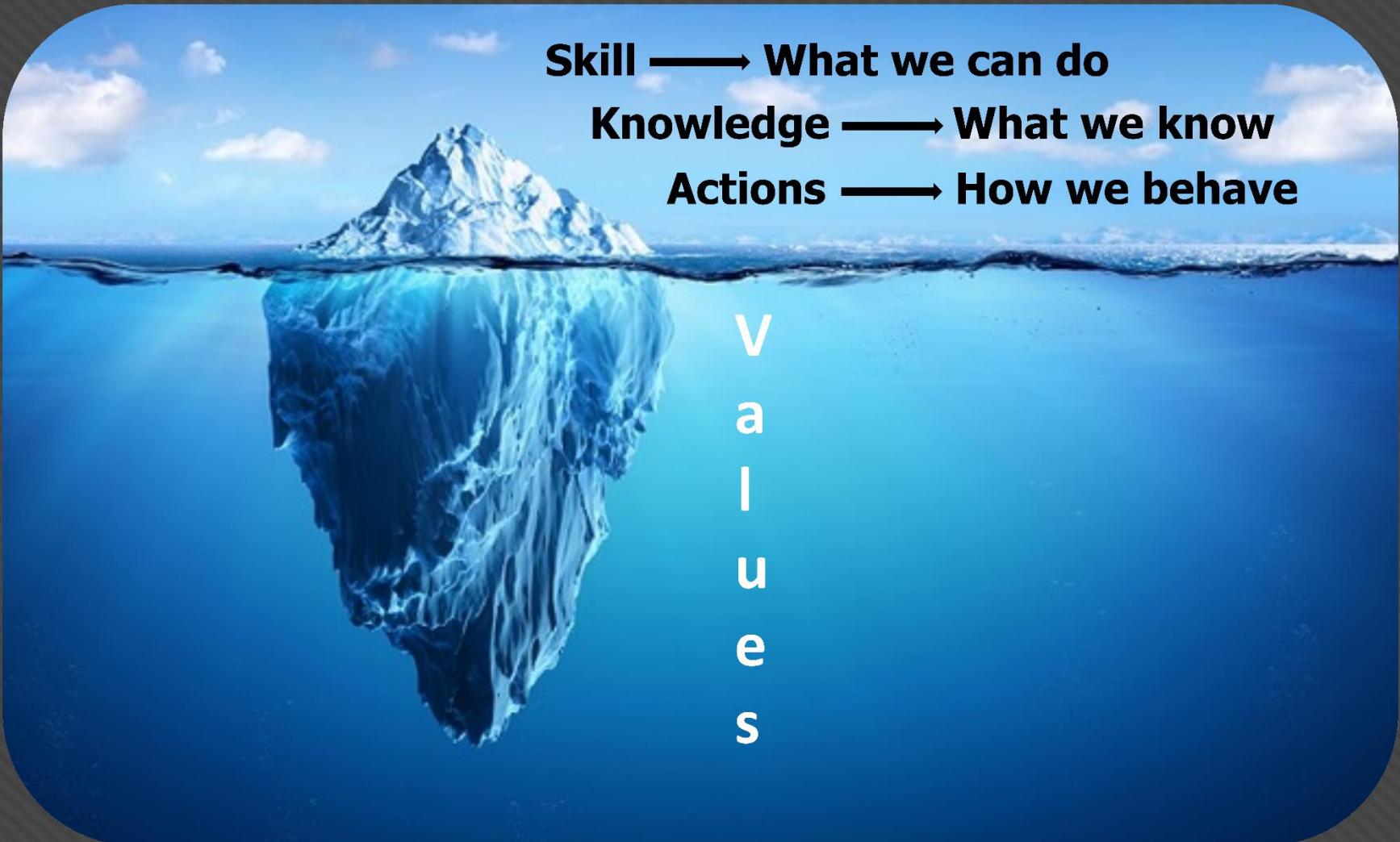
1990: The word Emotional Intelligence was created

1995: Daniel Goleman published his first book about Emotional Intelligence

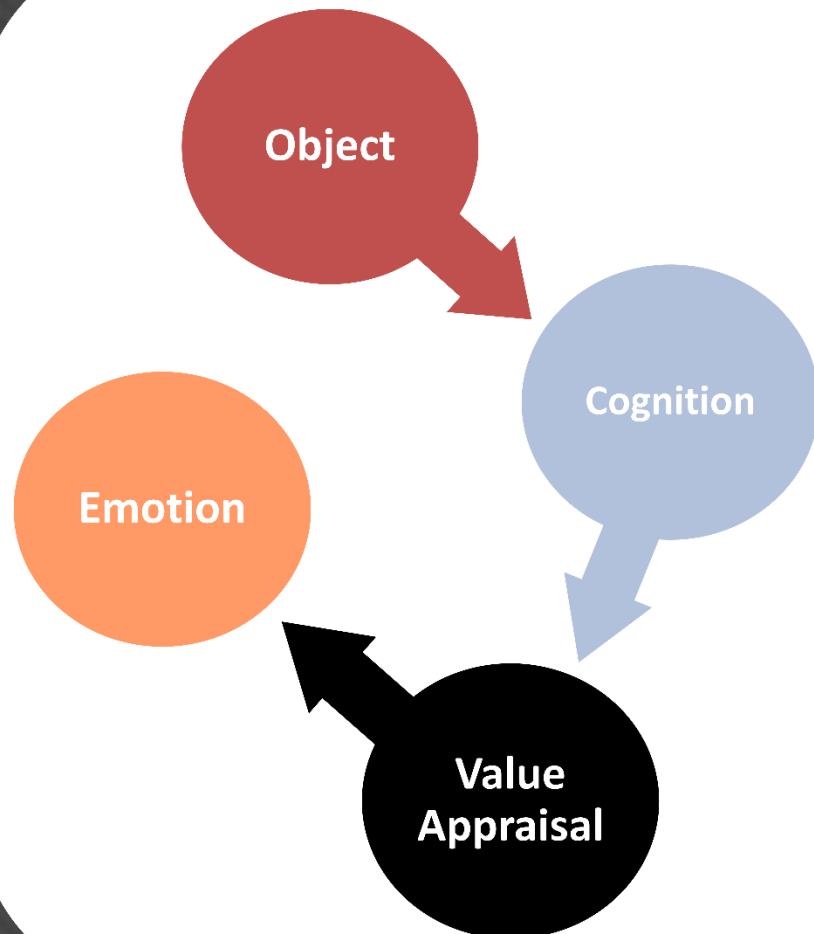
Since then number of articles and theories about EI have been increasing till today.



Hidden Psychological Depths



The Universal Pattern Of Every Emotion



The crucial point here is that the two middle stages, cognition and value appraisal, are automatic and subconscious, So what one consciously experiences is:
Object → Emotion.

Emotions

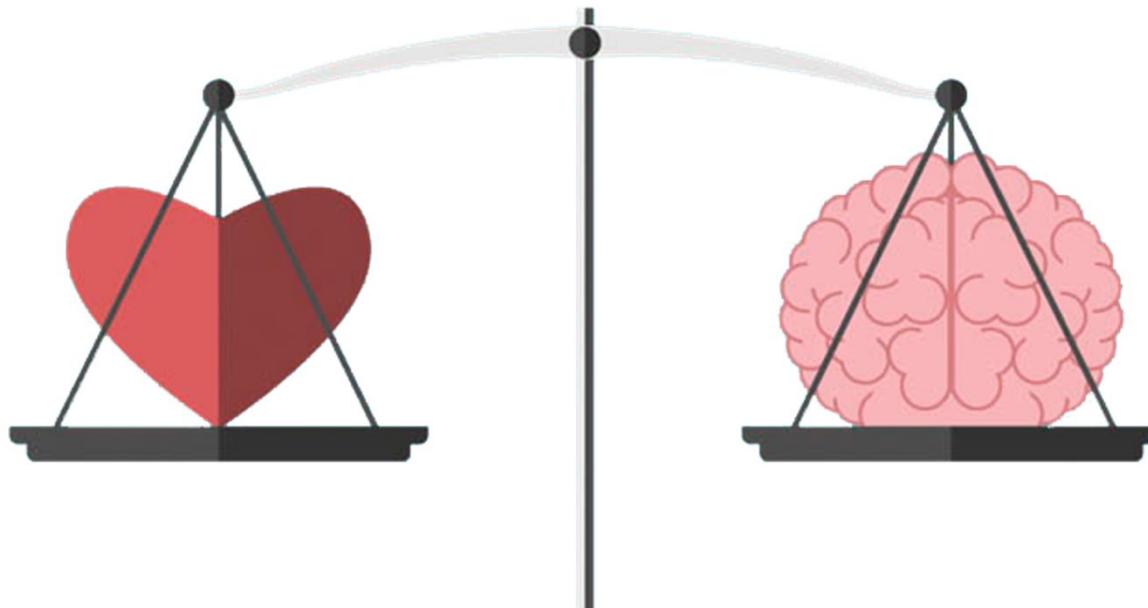
Recall a recent situations where you experienced a strong emotion whether good or bad.

Ask yourself:

- How exactly did you feel at the time?
- What was the situation that generated such strong emotion?
- Which value that was defied or celebrated in this situation?

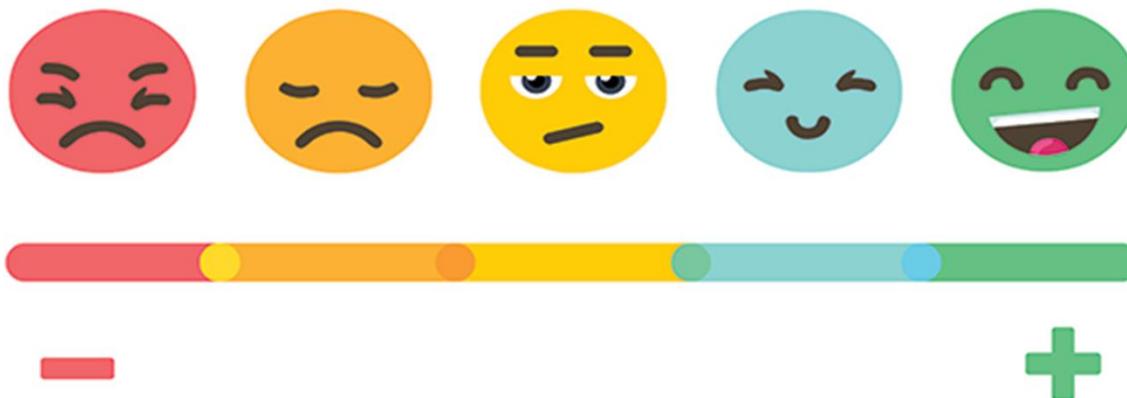
Emotions

Do Emotions Make Us Irrational?



What is Emotional Intelligence?

Emotional intelligence is ability which allows a person to be aware of, to understand, and to be in control of their own emotions to perceive emotions. To recognize and understand the emotions of others. To regulate emotions in ways that promote emotional and intellectual growth.



Emotional Intelligence

What if I have LOW EI?

What can I do?

Is it too late?



Emotional Intelligence

Cont'd

GOOD NEWS!

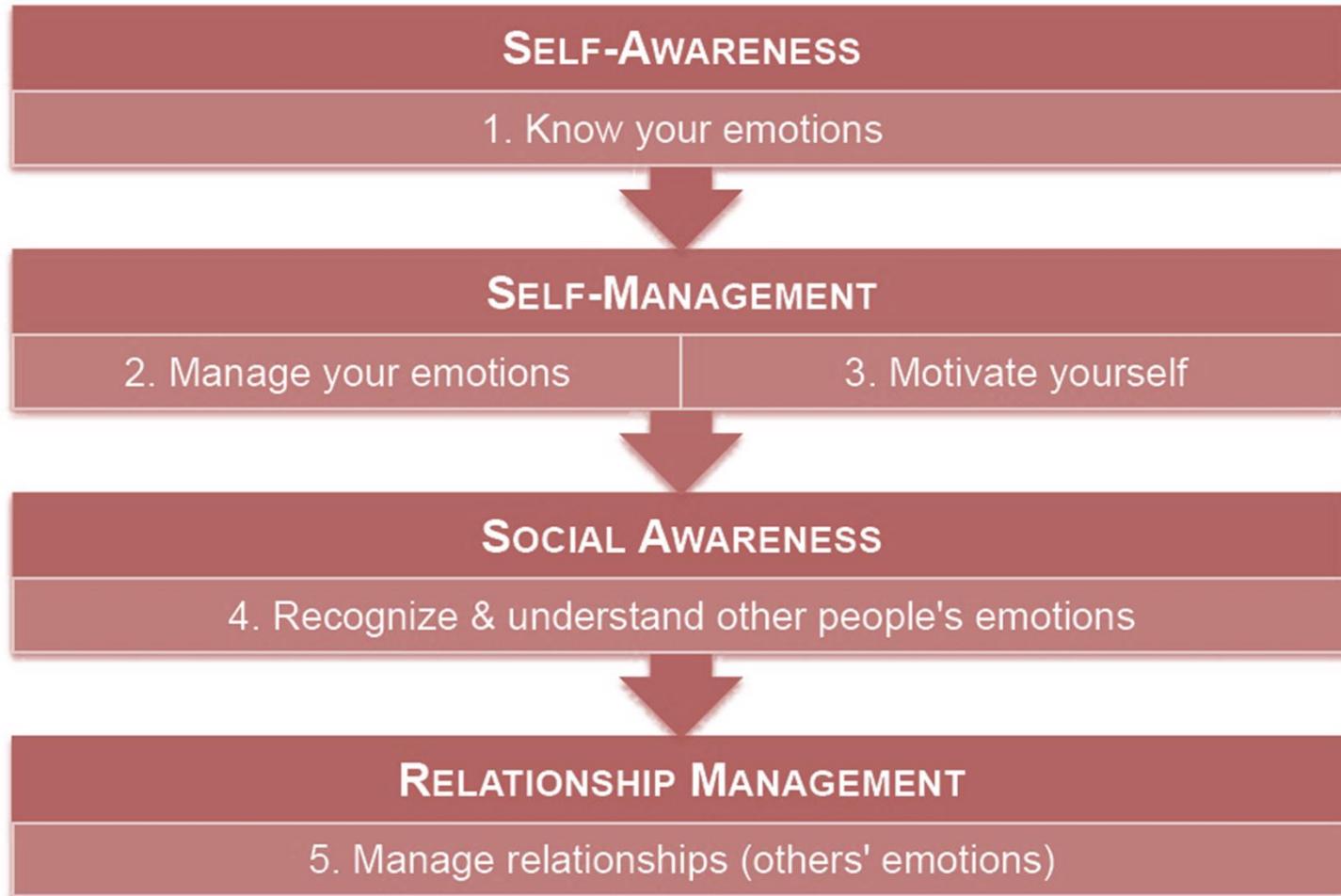
Emotional Intelligence can be developed over time through

Training, Coaching and **Feedback**. Goleman refers to this as

"Maturity".

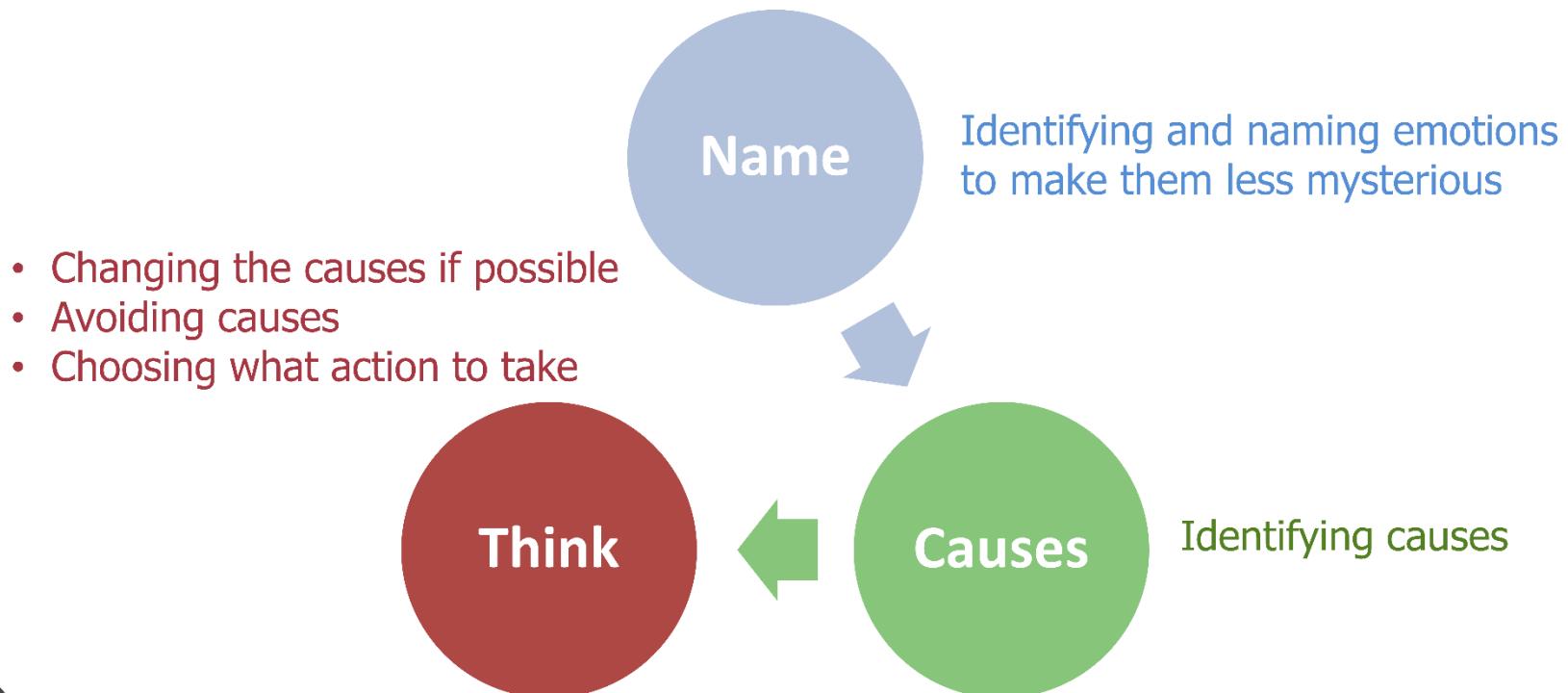


Goleman's Emotional Intelligence Model

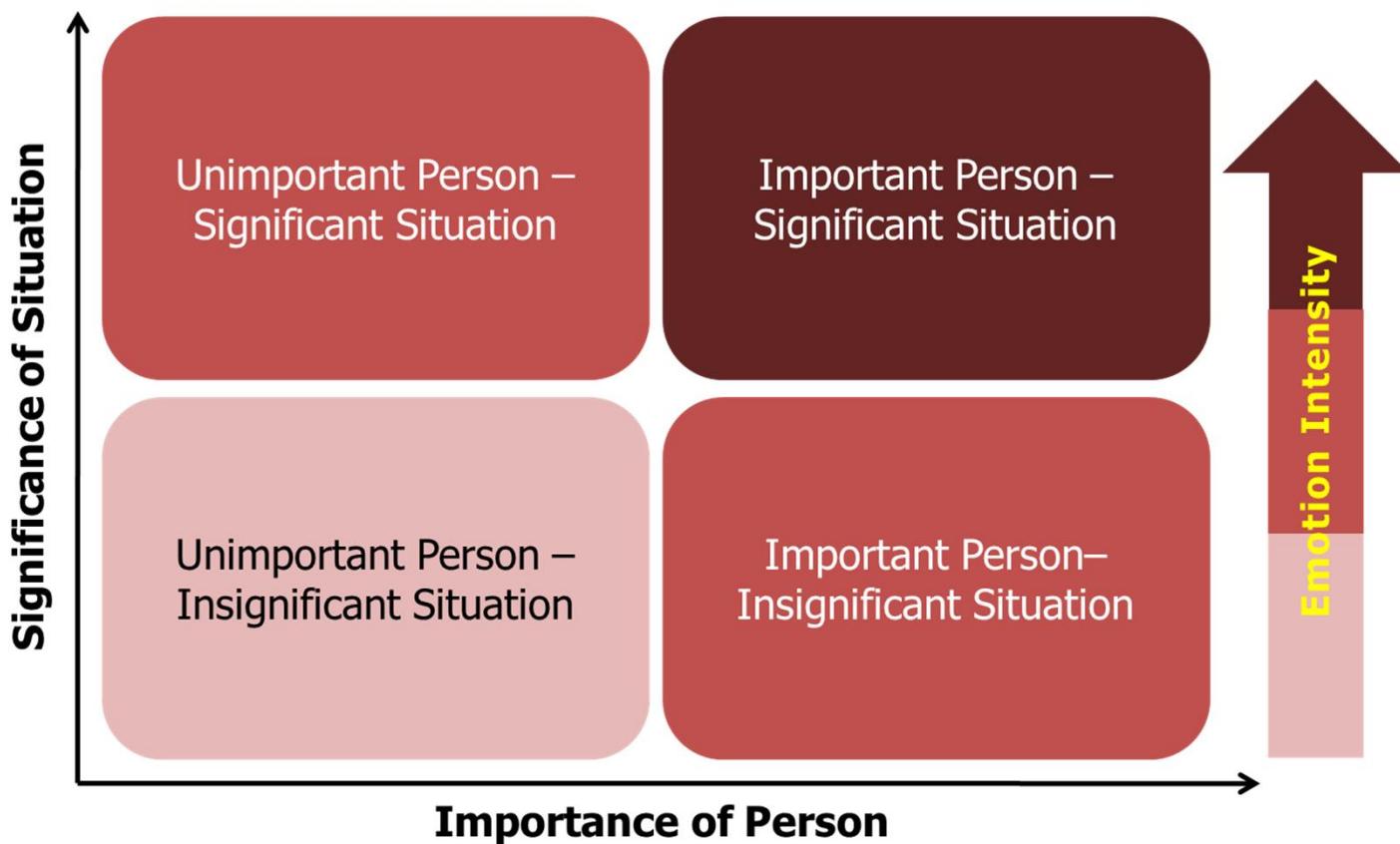


Attaining Emotional Control

Emotional control does not mean to repress all emotions, but it is to be aware of your emotions and manage them.

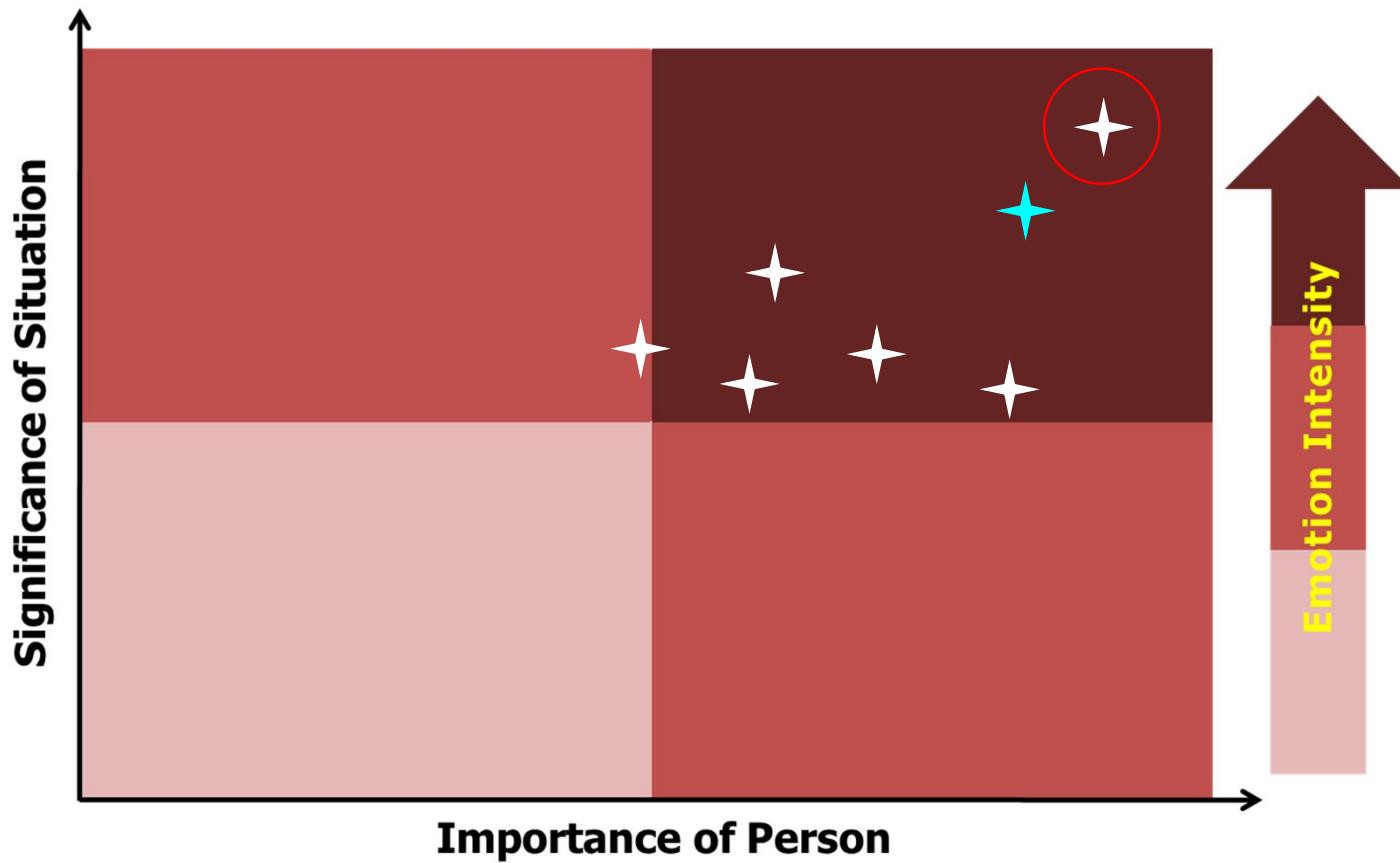


Categorize Your Triggers



Emotion Intensity Vs. Trigger

Example of Evaluating Emotion Intensity Vs. Trigger





Communication Freezers

Communication Freezers

Communication freezers put an end to effective communication by making the receiver feel judged or defensive. Typical communication stoppers include criticizing, blaming, ordering, judging, or shaming the other person.



Communication Freezers

Cont'd

Communication freezers include:

- Telling someone what to do in the form of an order using: “Must” and “Cannot.”
- Threatening someone using: “You better or else...”
- Attempting to lecture someone by saying: “Let me give you the facts.”, “Experience tells us that...” or “You don’t know, let me educate you.”
- Judging the other person negatively by saying: “You’re not thinking logical.” or “You’re wrong.”

Communication Freezers

Cont'd

Communication freezers include:

- Giving insincere praise using: “You have so much potential.” or “You are too good to be true.”
- Psychoanalyzing someone and say: “You’re jealous.”, “You have a lot of insecurities regarding”, “You’re so narcissistic.” or “You have commitment-phobia.”
- Making light of the other person’s problem by saying: “It’s okay, things will get better.”, “Stop worrying, behind every cloud is a silver lining, so think about the positive side” or “That’s a little problem comparing to the Covid-19 pandemic.”

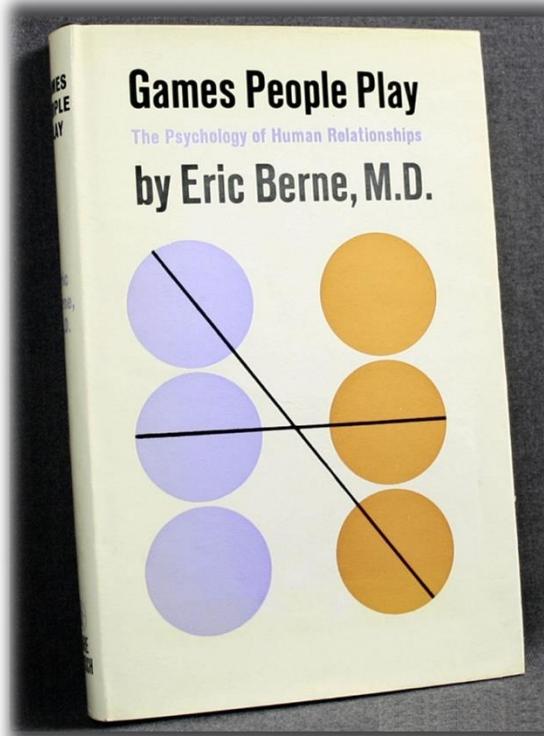


Transactional Analysis

Transactional Analysis

Cont'd

Transactional Analysis is the method for studying interactions between individuals, developed by Dr. Eric Berne (1957).



Transactional Analysis

Cont'd



Transaction

The fundamental unit of social intercourse.



Ego State

A consistent pattern of thoughts, feelings, and behaviors from which we interact with one another.

Transactional Analysis – Ego States

Cont'd



Parent

Thoughts, feelings and behaviors copied from parents or parent figures.



Adult

Thoughts, feelings and behaviors which are direct responses to the here and now.



Child

Thoughts, feelings and behaviors replayed from childhood.

Transactional Analysis – Ego States

Cont'd

Parent

"Always look both ways before you cross the street. "

Adult

"To save energy, turn lights off whenever they are not needed. "

Child

"When I saw the monster's face, I felt really scared. "

Transactional Analysis – Ego States

Cont'd

Parent

Parent ego state is subdivided into:

- **Critical Parent (CP)**
- **Nurturing Parent (NP)**

Adult

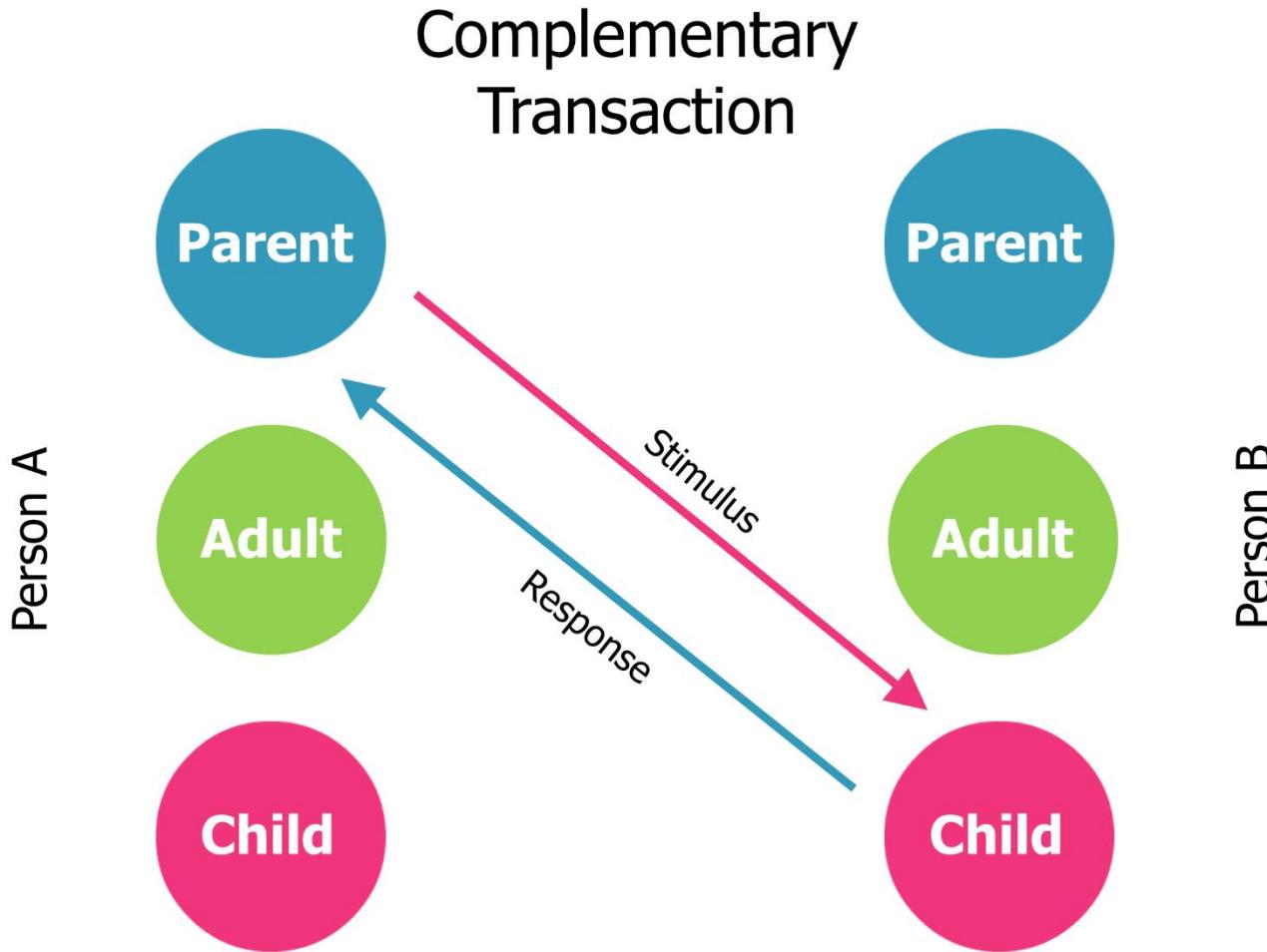
Data-processing computer. Gather, analyze and validate data from Child and Parent.

Child

Child ego state is subdivided into:

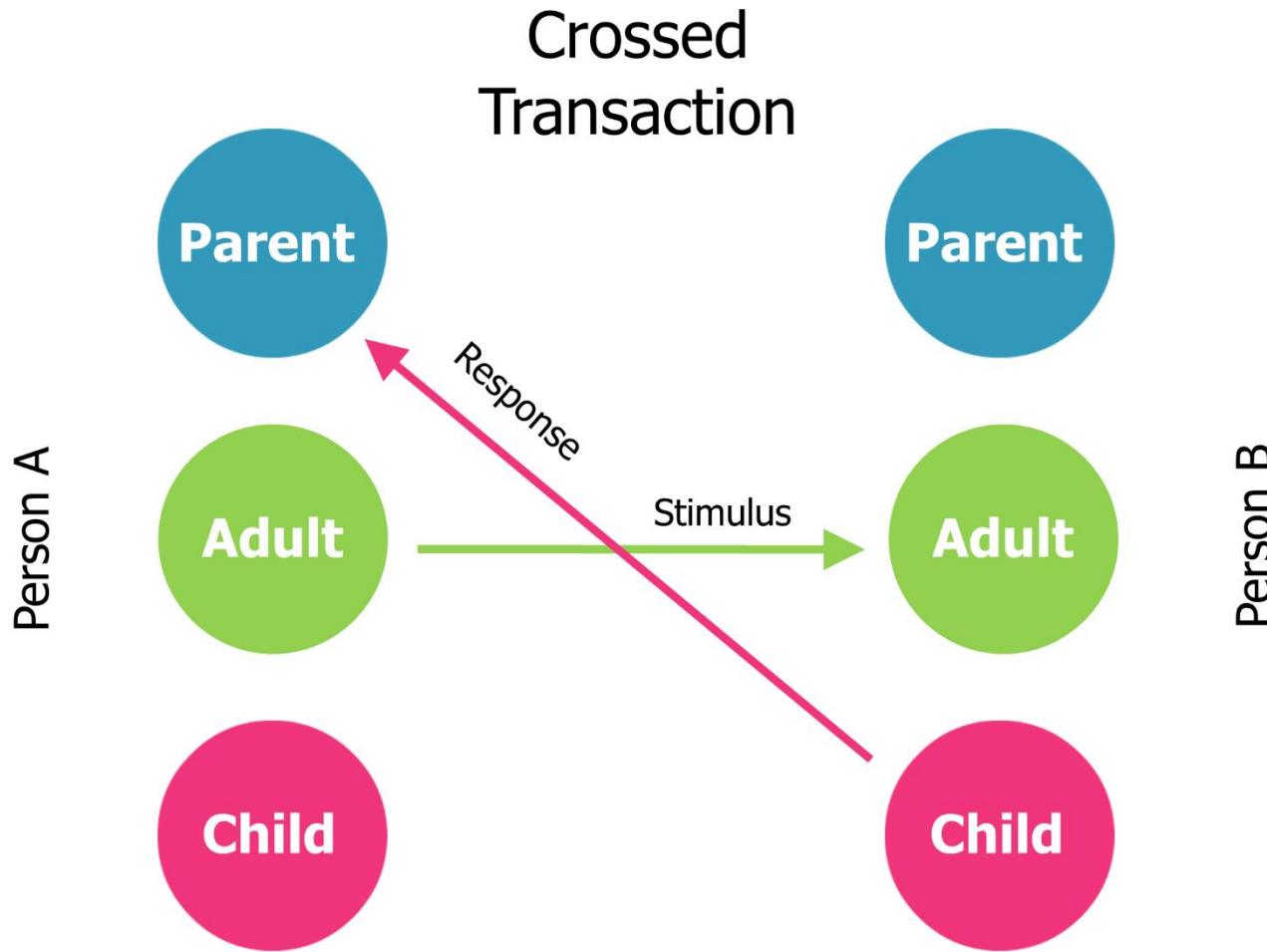
- **Free Child (FC)**
- **Adapted Child (AC)**

Transactional Analysis - Transactions



Transactional Analysis - Transactions

Cont'd



Transactional Analysis

Cont'd

To improve communication, ask yourself:

1. What ego states are being activated in my transactions (by "me" and "my partner")?
2. Is one ego state constantly being activated? When/with who?
3. What ego state response am I (or the other person) expecting?
4. Which ego state do I want to activate to improve communication? What should I say to achieve that?

Transactional Analysis

Cont'd

To improve communication, ask yourself:



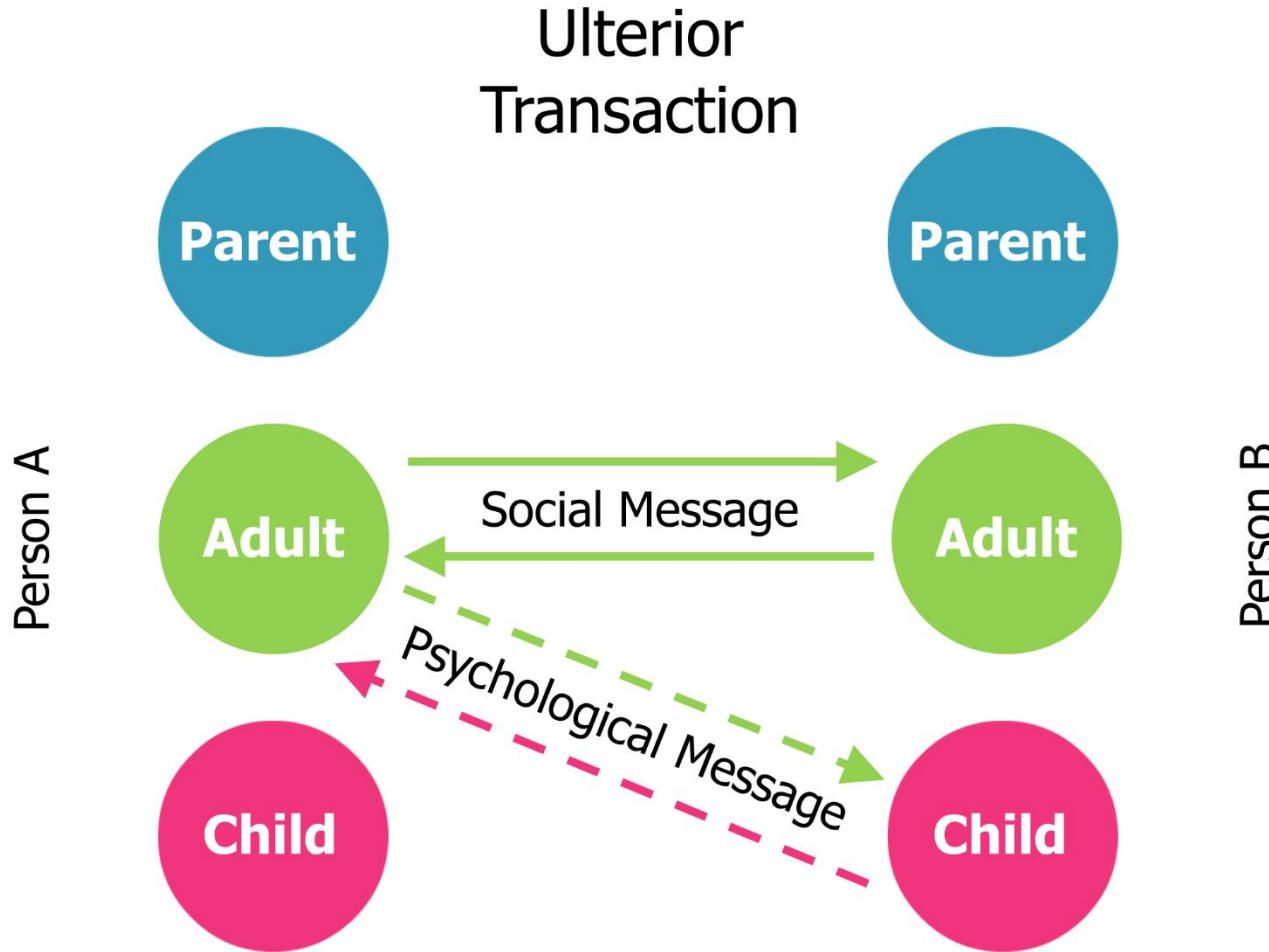
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Transactional Analysis - Transactions

Cont'd



● Transactional Analysis - Games

What is a game?

The term psychological game refers to a sequences of "hidden transactions" that have a predictable outcome, and where we say one thing (the social message) and mean another (the psychological message).

All games are ulterior transactions.

Transactional Analysis - Games

Cont'd

1- Yes, but

This is where one person has a problem and another person is invited to solve it. Everything the other person suggests is rejected with a "Yes, I could do that, but..(insert reason for not doing that)".

Whilst it may appear the player is asking for help on the social level, what they are really doing on the psychological level is proving that they can't be helped and no one else can control them.

Transactional Analysis - Games

Cont'd

2- Wooden leg

"What I do, is not my fault (can't you see I have a wooden leg?)"

The main purpose of the game is getting away with irresponsibility.

Some employees who see themselves as inferior often play the "wooden leg" game in an attempt to earn pity because of their misfortune or lack of resources, their bad luck, personal circumstances, etc., and in many cases they get other colleagues and even their bosses to help them or do their work for them.

Transactional Analysis - Games

Cont'd

3- Blemish

Blemish is commonly played by a person who is pointing the finger at the shortcomings, real or imagined, of others. The person avoids the spotlight and having to examine his own feelings of inadequacy. The objective is the vindication of arrogance, keeping the conscience blind, and avoiding the effort to improve.

Blemish players are insecure about themselves and never feel comfortable around someone until they spot imperfections, and find flaws.

Thank You