

Social Awareness

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Introduction

Empathy

Introduction

Organizational Awareness

Introduction

Service

Social Awareness

Your ability to understand and respond to the needs of others.





Summary

Social Awareness

Summary

Empathy

Summary

Organizational Awareness

Summary

Service

Empathy

Our ability to sense other people's feelings and perspectives.







RELATIONSHIP MANAGEMENT

EMPATHY



Organizational Awareness

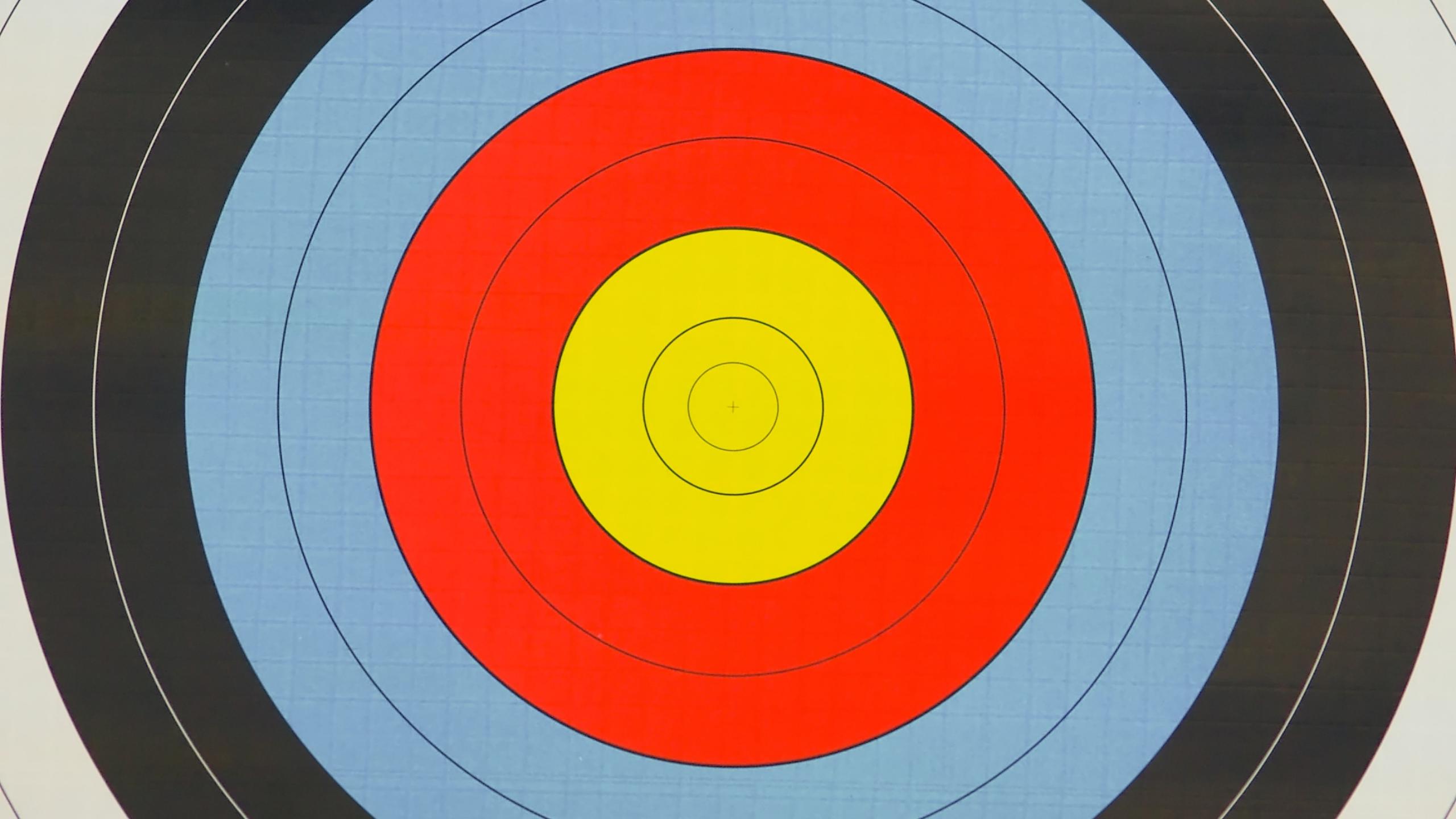
Understanding the organization's values and key power relationships.

Our empathy turned towards the organization.

RELATIONSHIP MANAGEMENT

ORGANIZATIONAL AWARENESS





Service

Your ability to anticipate, recognize, and meet your customers' needs.



Empathy



Do you seek to understand
others better?

Types of Empathy

Cognitive



Do you find yourself arguing
unproductively with people at
work or at home?







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Can you set aside your feelings
for the feelings of others?

Types of Empathy

Cognitive

Personal Distress



When you look at someone, can
you read their feelings?

~~Excited~~ Unperceived Perspective
~~Excited~~ Included Security
Included
Genuine - others
Control
Recognized
Success
Belonging
Autonomy
Informed
Freedom
Informed
~~Participative~~
Informed
Peace
25

Autonomy
Belonging
Control
Relevant
Praise
Role models
Concise
Empowered
Positively
Seeking Truth
Higher P
Genuine

Types of Empathy

Cognitive

Personal Distress

Empathetic Concern



Verbal Cues



Verbal Cues

Tone

Speed

Volume







BODY LANGUAGE



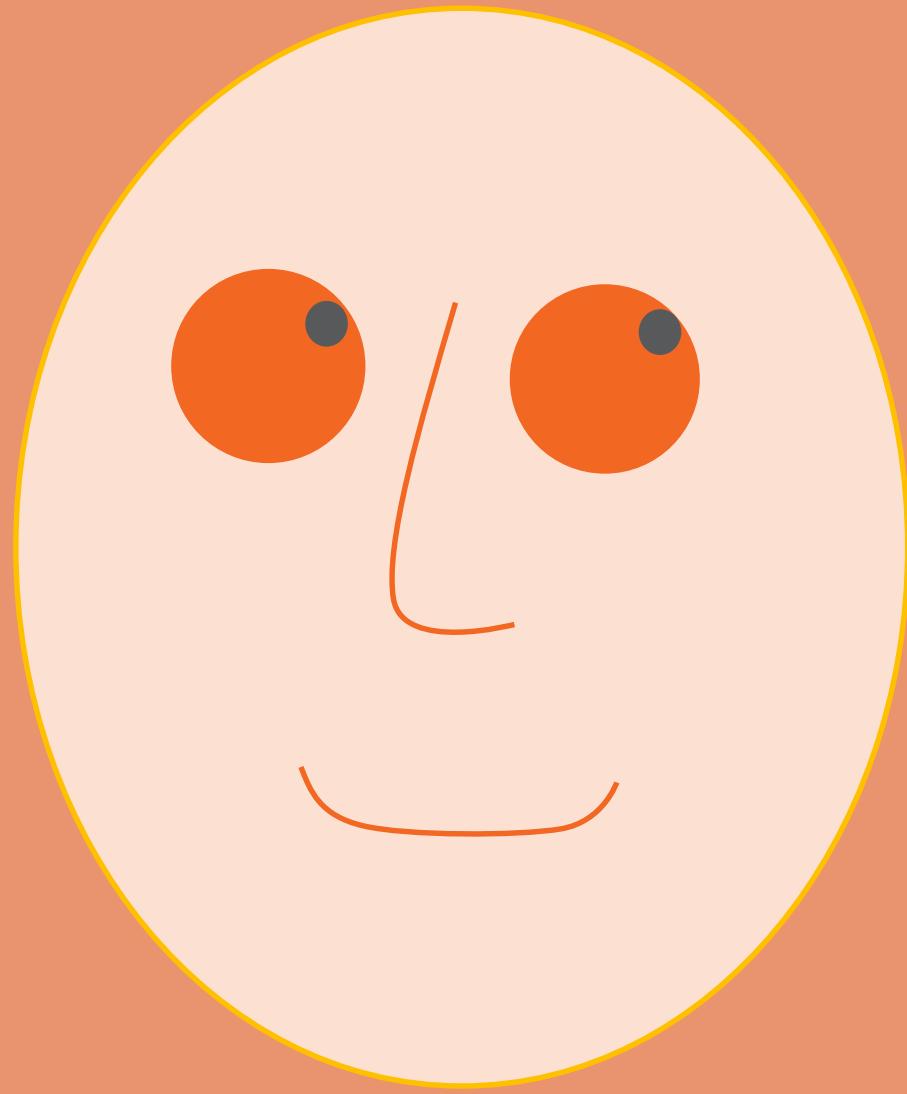


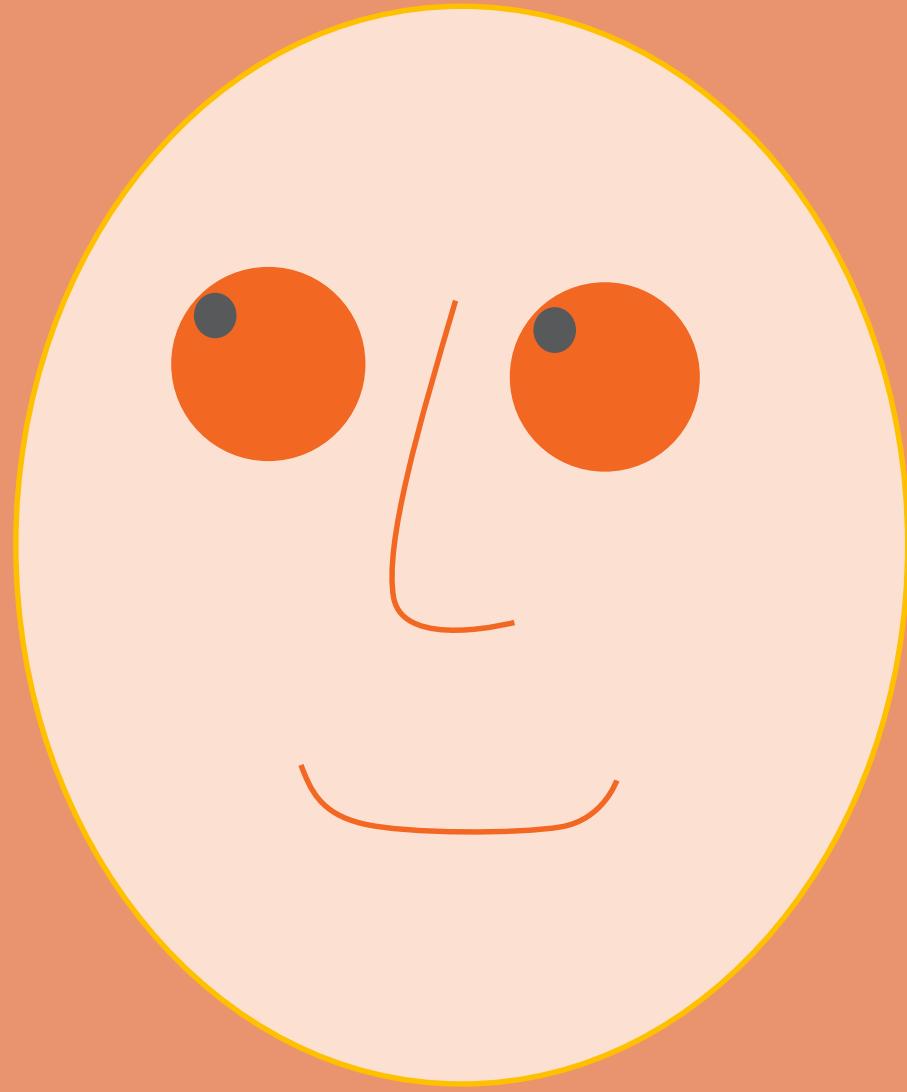


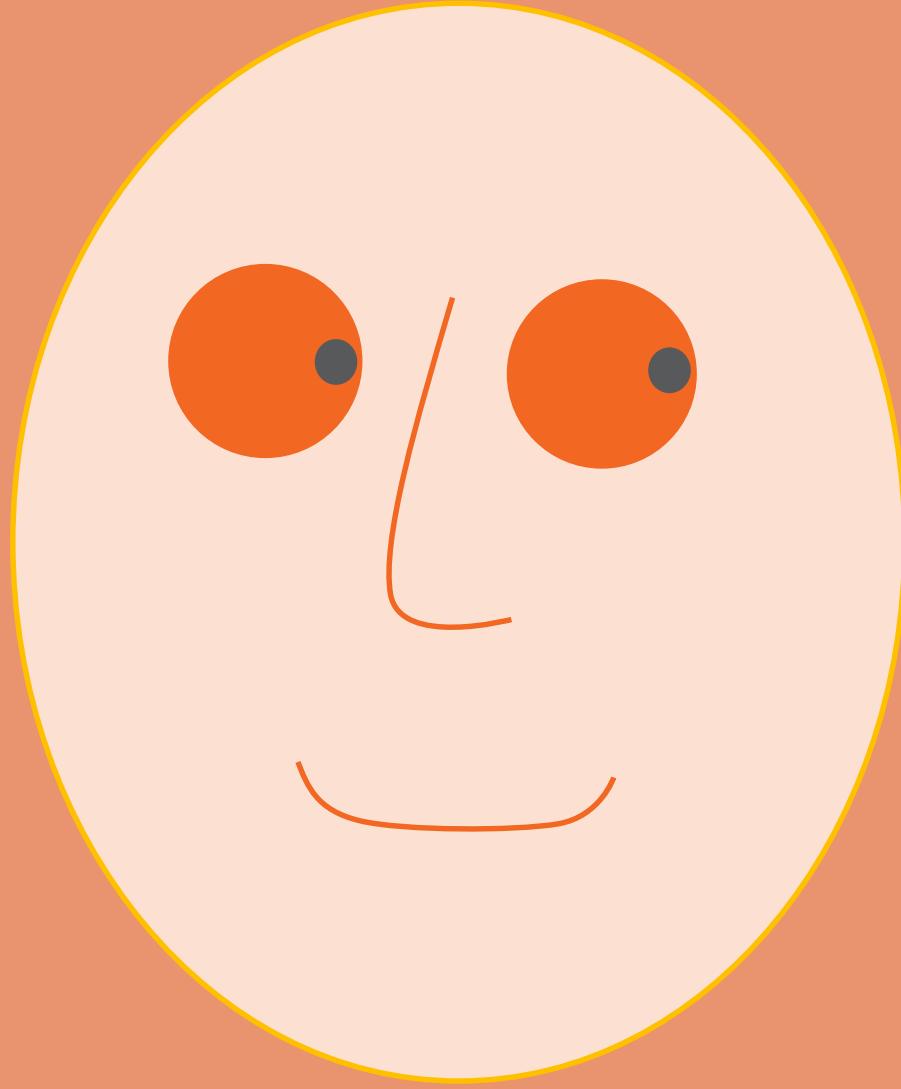


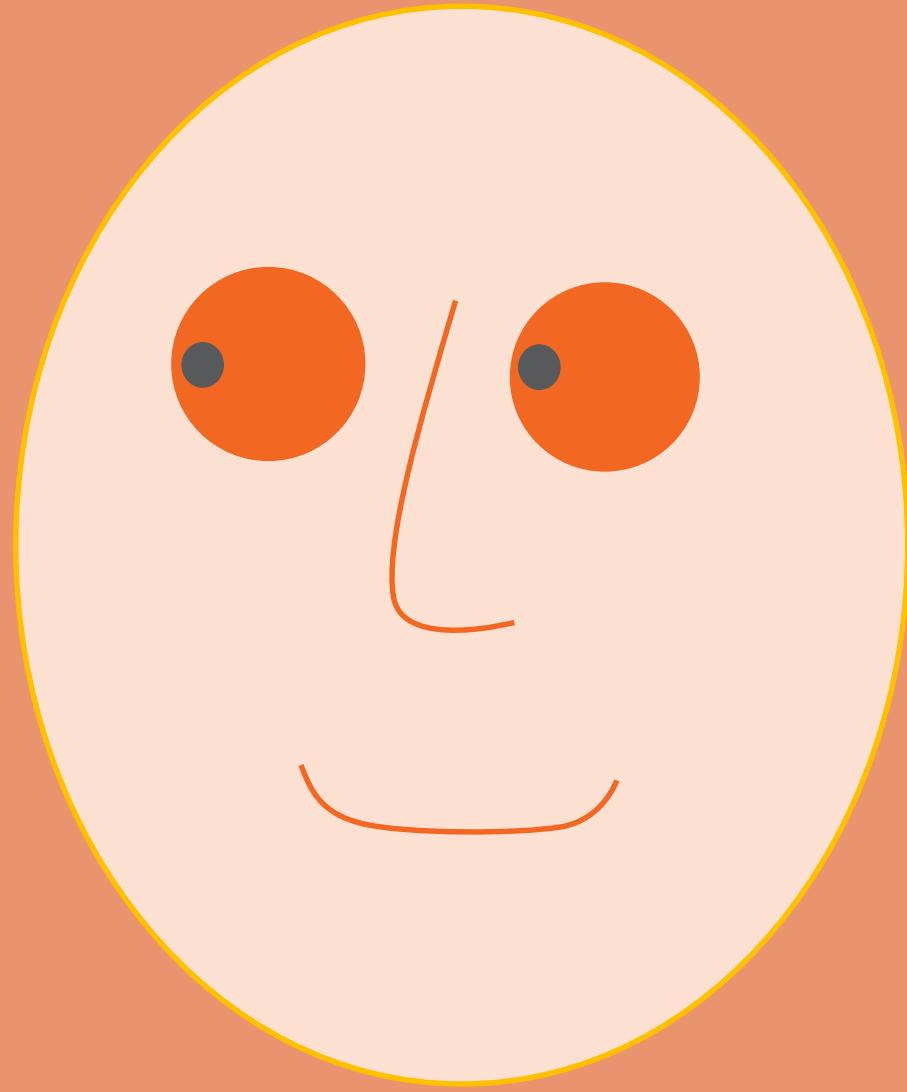


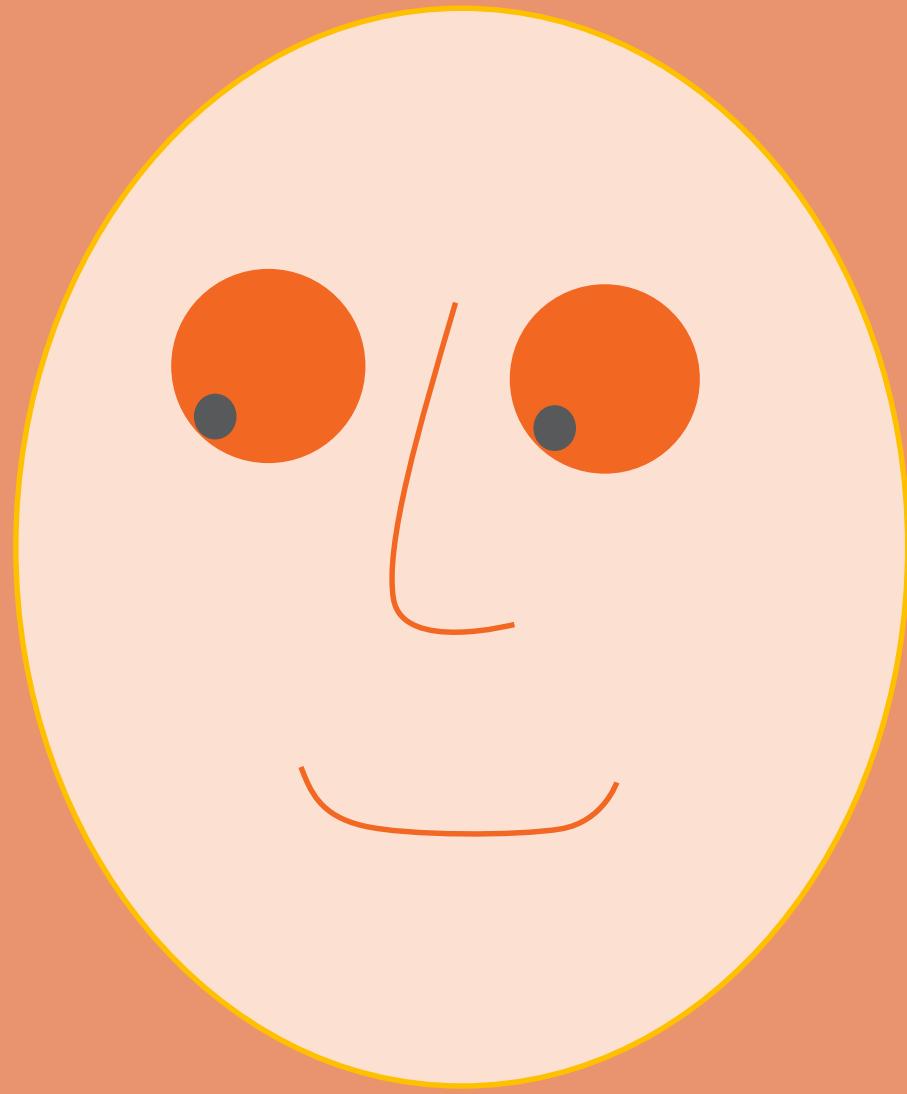


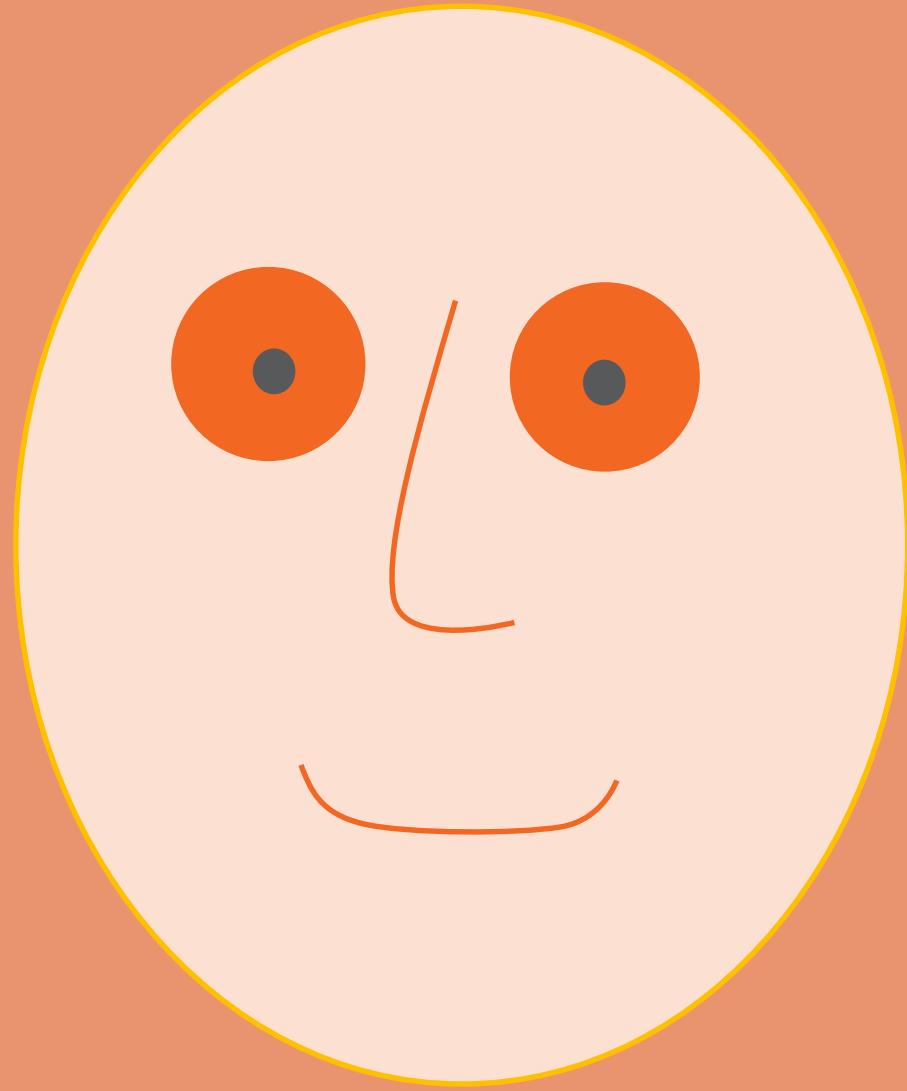


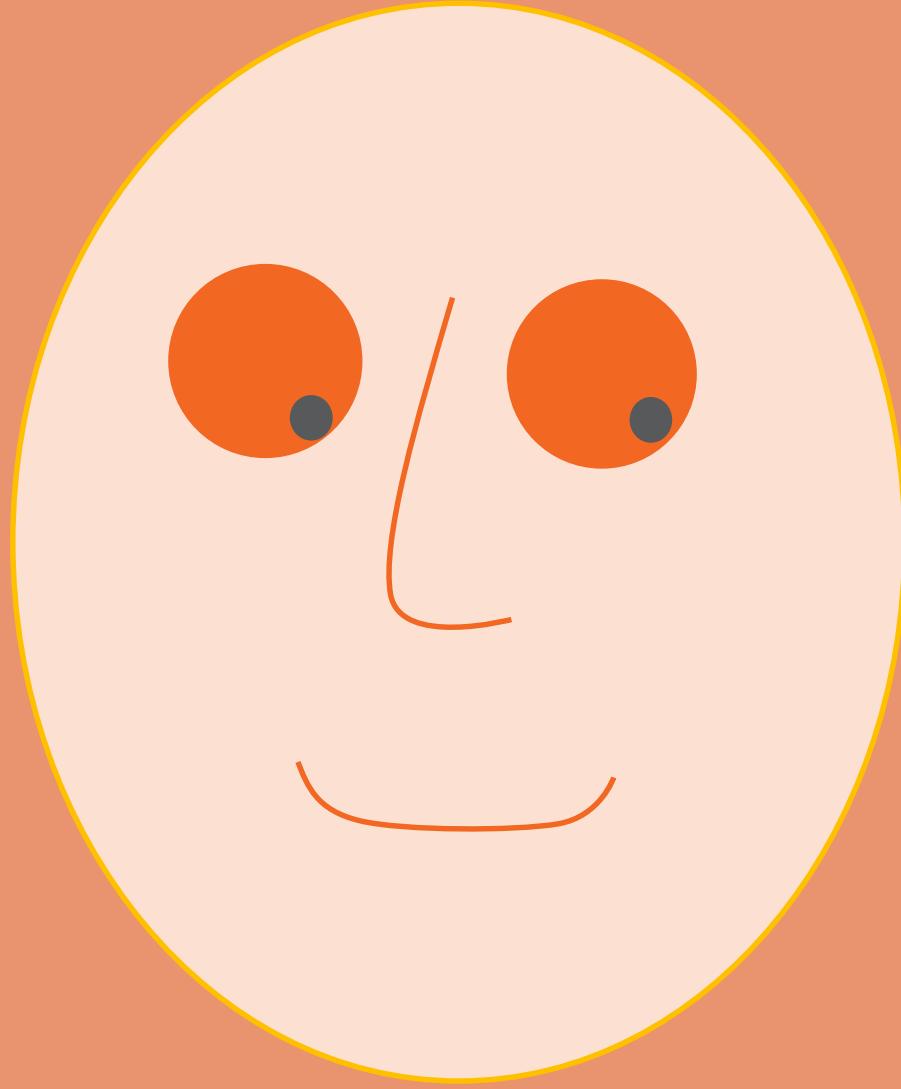


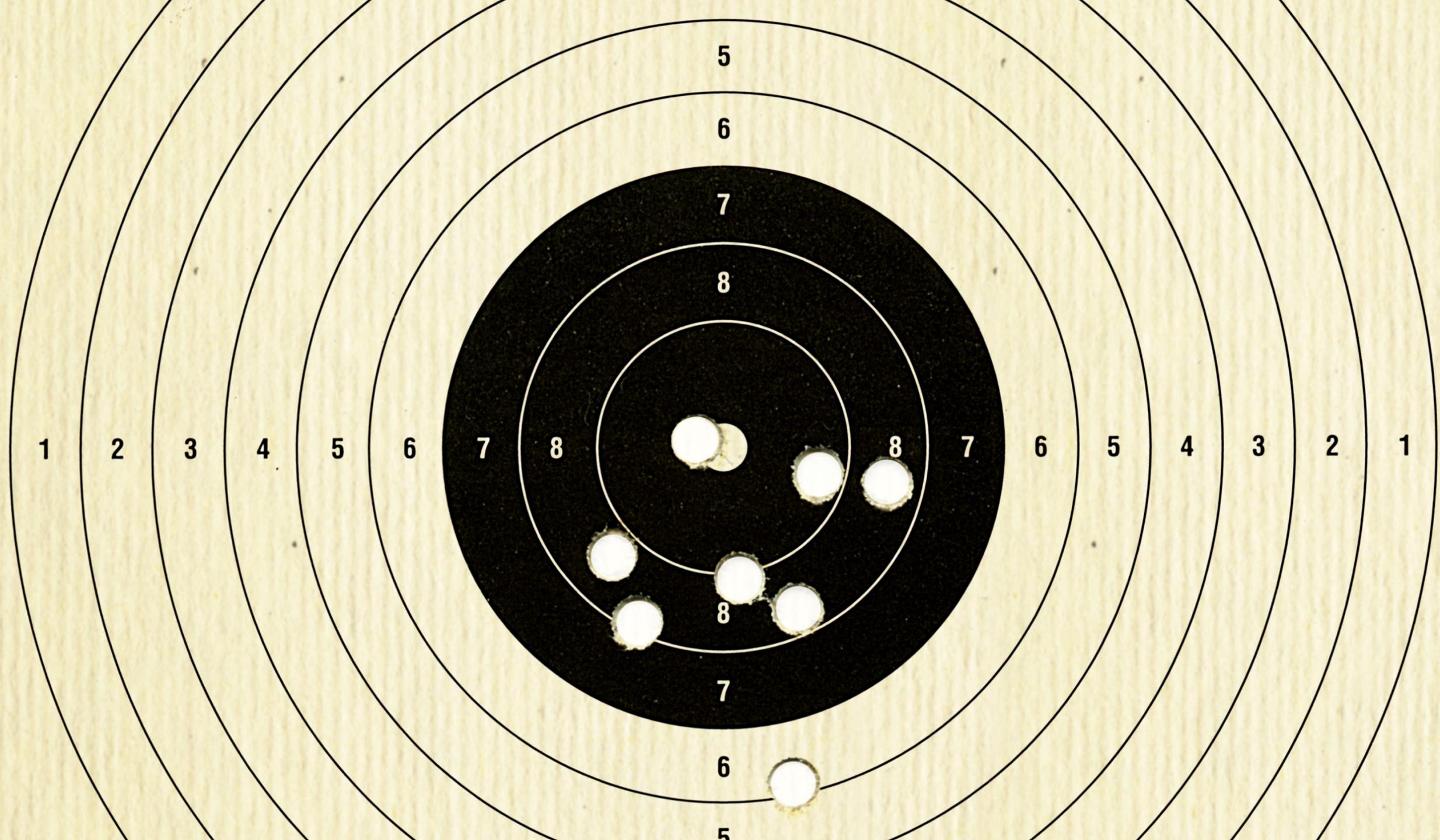












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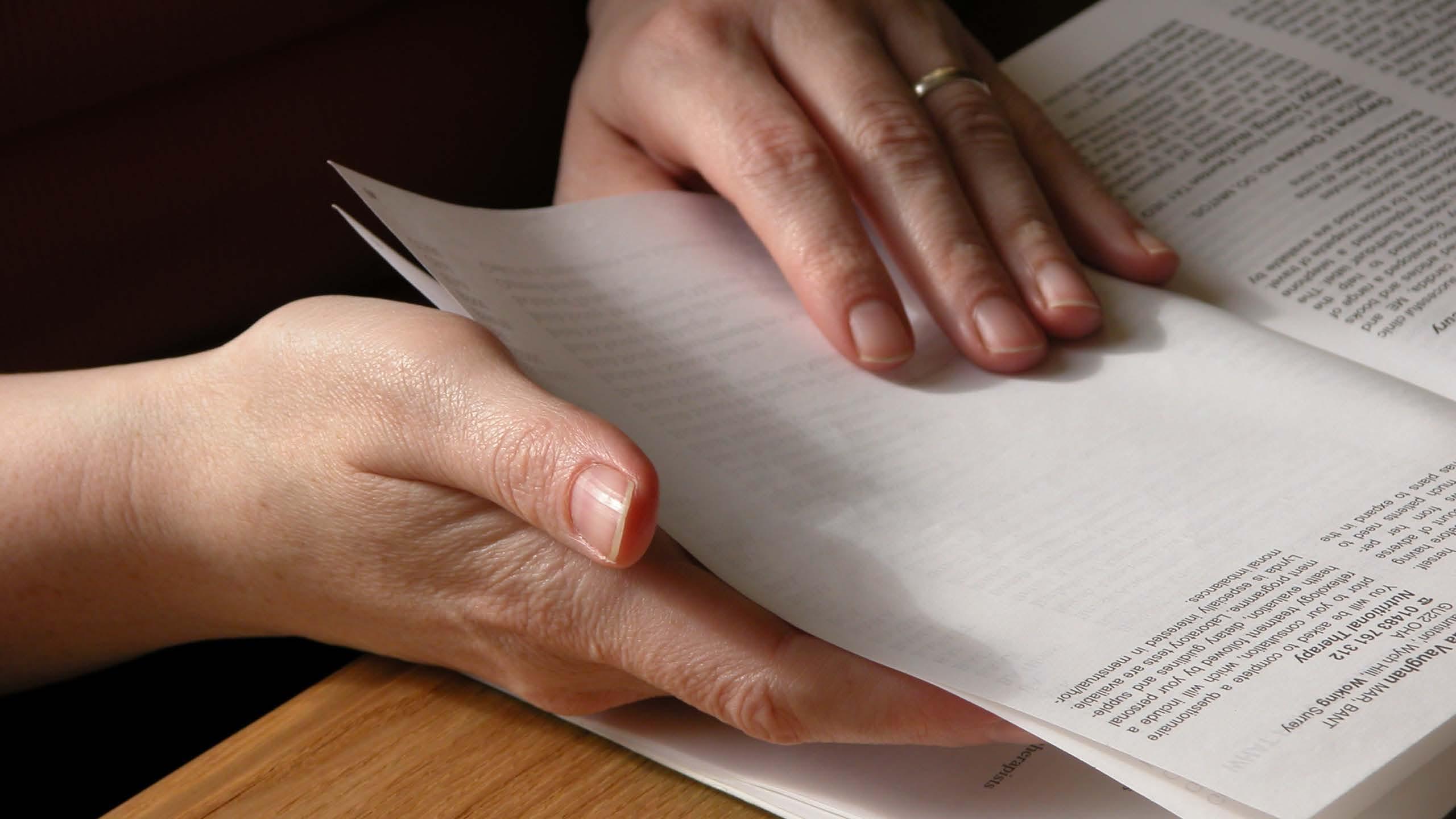
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Organizational Awareness





Are you curious as to what is
happening across all parts of
your organization?







Are you keeping up to date
with all business projects?

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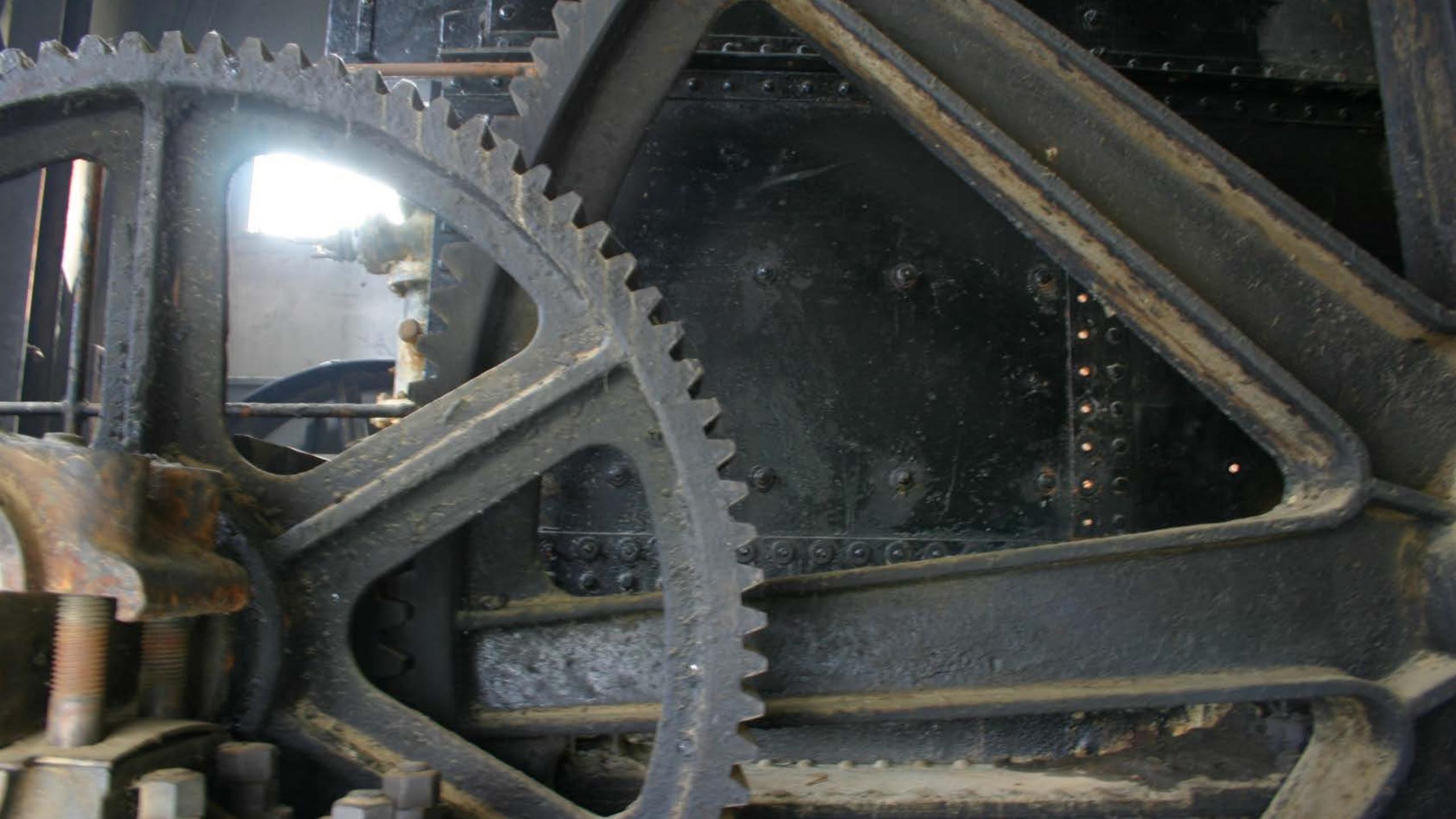
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Are you aware of how your
business fits in the broader
scope of society?







Do you understand your
company's business processes?



What about your company's
financials?



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Do you choose the appropriate
time and context to challenge
senior leaders?







Do you understand where the
key decision points are in your
processes?

TO DO:



PRIORITY'S

PERSONS are each
parts to those

Who are the key influencers in
the organization?





Are you demonstrating empathy
and understanding the pressures
other people are under?



Are you familiar with the
external forces that affect and
impact your company and its
operations?



INVESTING







Service





Samsonite





Service Orientation

Your ability to anticipate, recognize, and meet your customer's needs.

Do you treat people how you
would like to be treated?



Do you understand your
customers' needs and match
them to services or products
that you offer?





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Do you seek ways to increase
customers' satisfaction and
loyalty—becoming a trusted
advisor?



SERVICE

Brent









Summary

Brent!

RELATIONSHIP MANAGEMENT