

Being People Smart

Lesson 7-4: Emotional Intelligence – Social Awareness/Relationship Management

Discussion Guide – Confidentiality Reminder

One Word Check-in

Update – Personal, Business, Leadership

“But the Holy Spirit produces this kind of fruit in our lives: love, joy, peace, patience, kindness, goodness, faithfulness, gentleness, and self-control. There is no law against these things!” Galatians 5:22-23 (NLT)

The next two steps in understanding emotional intelligence (EQ) are social awareness and relationship management. It is important to remember that our goal is to build stronger relationships with our spouse, friends, co-workers, customers, etc. The first steps to this were presented in the previous lesson.

Social awareness is your ability to listen well when someone is speaking so that you can understand the meaning behind their words. This requires you to understand their emotions, which may be impacting your conversation and your relationship. If this is done well, trust is built, which brings deeper and more meaningful conversation. A key skill to learn is the art of listening.^(1,2) When you listen well, you are non-judgmental and have an honest sense of curiosity. Listening well requires empathy, focused attention, curiosity without being judgmental and being aware of your verbal/non-verbal communication. The following are examples of statements/questions you can use:

- Tell me more.
- Go on.
- Why is this important to you?
- How did this impact you?

Body language speaks louder than words.⁽³⁾ Your body language must reinforce that you are listening.⁽³⁾ It is important that body language matches the curiosity of wanting to learn more about the other person. The following are examples of non-verbal behaviors: gestures, posture (lean in), tone of voice, eye contact, etc. Look the person in the eyes to express empathy (and not to intimidate).

Relationship management requires the three previous skills of EQ: self-awareness, self-management and social awareness. Relationship management is growing and working on your relationships over time, whether at work or in your marriage. Relationships take work, but the reward of great relationships brings meaning and satisfaction to your life. When you have life-long friends, you are with them when they face some of life’s greatest challenges and in turn, they are also there for you. There is no substitute for letting people know you care about them, even when your relationships are not what you would like. Be persistent in reaching out. Be encouraging. Show you care. Be willing to confront or “carefront” to overcome an issue that neither party wanted. If you have built friendships to last, there is trust and love, which is what Jesus did.

Effective communication consists of three equally important ingredients:

- What you say
- The tone of how you say it
- Your body language when you listen and speak

Shared Experiences:

- Can someone share how well they listen? What is one practice that you have adopted to improve your listening? What is the biggest listening skill that you need to improve?
- Can someone share what their biggest challenge is in understanding someone else’s emotions and what might be going on in their life?
- It is easier to build relationships with folks that look like you. How well do you build relationships with people that do not look like you?

Bottom line: Spreading the gospel is done by building meaningful relationships with others. Ultimately, a non-believer should see qualities in you that they desire to emulate. They should admire how you treat people and conduct yourself in difficult situations. They should see the fruit produced by the Holy Spirit referenced above.

One Word Check-out

Dig Deeper

Want to learn more?

- ⁽¹⁾Video: [The Art of Listening](#) by Simon Sinek. This is an excellent video.
- ⁽²⁾Article: [The Art of Listening: 8 Qualities That Make Great Listeners](#) by Viktoriya Maya writing in customersfirstacademy.com blog
- ⁽³⁾Article: [Nonverbal Communication and Body Language](#) by Jeanne Segal, Ph.D., Melinda Smith, M.A., Lawrence Robinson and Greg Boose writing in HelpGuide.org
- Article: [This Tweet From Shark Tank's Daymond John Is Only 49 Words, but It Teaches a Master Class in Emotional Intelligence](#) quoted by Justin Bariso writing in Inc.com
- Podcast: [Best of Season 1: Travis Bradberry on Emotional Intelligence](#) interview on LeaderChat by Ken Blanchard
- Book: [Emotional Intelligence 2.0](#) by Travis Bradberry and Jean Greaves. This book includes a free EQ assessment tool. This is an excellent book that presents EQ fundamentals for the typical person to understand.
- Video: [The Accidental Diminisher](#) by Liz Wiseman, keynote speaker at the 2014 VitalSmarts REACH conference. This is an excellent presentation. It is applied emotional intelligence.
- Book: [Emotional Intelligence, Why It Can Matter More Than IQ](#) by Daniel Goleman
- Book: [The EQ Edge, Emotional Intelligence and Your Success](#) by Steven Stein and Howard Book
- Video: [The Power of Emotional Intelligence](#) by Travis Bradberry speaking at TEDxUCIrvine. This is an excellent presentation of how your rational and feeling portions of the brain interrelate.
- Video: [Daniel Goleman Introduces Emotional Intelligence](#) at Big Think
- Video Podcast: [Emotional Intelligence is a Superpower](#) - Dr. Daniel Goleman on Finding Mastery Podcast
- Article: [Emotional Intelligence: The EQ Factor – New Brain Research Suggest that Emotions, Not IQ, May Be the True measure of Human Intelligence](#) by Nancy Gibbs writing for Time Magazine (Oct. 02, 1995). This is one of the first articles written in mainstream media about emotional intelligence.

It is strongly recommended that you seek other's input on all four elements of EQ. The most recommended practice is an anonymous 360-degree review to get quality feedback. See previous lesson for additional information.

Another method for feedback is to involve the people that are closest to you, like your spouse and family. They see you on your best and worst days. They know when you listen and when you do not. They know when your tone supports your words. If you are serious about having a higher EQ, ask for their help. Give them permission to immediately challenge you when needed. When they share feedback with you, please say, "Thank you." You will develop closer relationships if you make yourself approachable.

EQ is scriptural.

EQ is an application of the Scriptures about loving our neighbor as ourselves (Mark 12:31). This is very similar to John 13:34-35 where Jesus issues a new commandment to love each other. Aspects of love are how we treat each other, how we communicate with each other and how we listen to each other. When we listen well, we learn how we can support and love each other. EQ is a secular description of Scripture.