Emotionally Intelligent Communication

Do you ever struggle with communication?
Do you ever feel that your emotions are impacting your decisions?

Whether you are having conversations face-to-face, over the phone or via e-mail, it is not just about what you say, but also how you say it. Emotional Intelligence is the learned ability to manage emotions effectively and interpret messages correctly. In our daily work, we are constantly communicating and often there are misunderstandings. In this presentation, we will discuss how to be more aware of your emotions, understand other perspectives, and influence those around you to hear an impactful message. We will also look at the need for grace and forgiveness within our workplace culture.

Through engaging activities and discussions participants will learn how to be more empathetic towards others and leave with tips that are immediately applicable to improve their communication.

Learning objectives:

- Understand the basics of Emotional Intelligence
- Recognize how Emotional Intelligence can be used to improve communication
- Identify ways to add empathy to daily communication
- Enhance workplace conversations and relationships through grace and forgiveness