

Communication & Social Skills

Communicating With Emotional Intelligence

Emotional Intelligence is your ability to positively manage your own and other people's feelings during interactions. Emotional Intelligence is a key skill for the modern manager. This module will examine the six steps involved in communicating with emotional intelligence. Carrying out the actions in these six steps will help you to build solid, trustworthy and open relationships with your colleagues.

In this Module

Videoscribe explainer video, with professional audio (duration: 03:20)

English Subtitles

8 Expanded learning content blocks in the module format

'Check my understanding'
5 Question knowledge check

Top Tips

1. Concentrate on listening properly, without trying to think of a response.
2. Respond appropriately rather than react emotionally, by giving calm, measured responses.
3. Build your empathy towards individuals.

