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Emotive Language

Have you ever wondered why some individuals are able to weave emotions into every decision in life without ever hitting a snag? Their Emotional Intelligence level may just be the reason.

The pair of psychologists credited with formulating the original theory of Emotional Intelligence, John Mayer, Ph.D. and Peter Salovey, Ph.D., defined it as the "ability to perceive emotions, to access and generate emotions so as to assist thought, to understand emotions and emotional knowledge, and to reflectively regulate emotions so as to promote emotional and intellectual growth." To put it more simply, emotional intelligence is being able to incorporate both your head and your heart into your decision making process.

Everyone has some level of Emotional Intelligence, but knowing how to determine the correct mix of emotions and intelligence can often be tricky. But the mistake most people make is not being "too emotional", but instead, "too rational". Good decisions simply cannot be made in the absence of emotion, even in the workplace.

To help individuals better integrate emotions and thought, Mayer and Salovey suggest completing the following steps prior to reaching a final decision:

Identify Emotions: How do I feel? How does the other person feel?

Using Emotions to Facilitate Thought: Is the mood helpful? Does it focus our attention, motivate us, or blind us?

Understand Emotions: Why do I feel this way? Why does the other person feel this way? How will we feel?

Manage Emotions: Do the decision and actions include emotional and logical data to achieve an adaptive outcome?

In the workplace, taking a few moments to walk through these steps will enhance your skills as a manager. As an employee or co-worker, these simple questions will improve teamwork and solidify a team's effectiveness.

The Mayer-Salovey Model is only one theory in this relatively new area of study. There are many tests and theories available online designed to determine one's Emotional IQ and improve it. The key is to find the one that's right for you and use it. This little bit of knowledge can definitely take you a long way.

Source: <http://www.emotionaliq.com>

Susanne Gaddis, PhD, known as the Communications Doctor, is an acknowledged communications expert who has been speaking and teaching the art of effective and positive communication since 1989. Gaddis' workshops, seminars, and keynote presentations are packed with tips and techniques that can be immediately applied for successful results. Gaddis also provides quality training and executive coaching for organizations, corporations, and associations across the United States. For more information, call 919-933-3237 or visit www.CommunicationsDoctor.com.