**Florida Public
Human Resources
ASSOCIATION**

since 1988

Using Communication to Manage Interpersonal Relationships /

How to Collaborate After Working Remotely for Over a Year
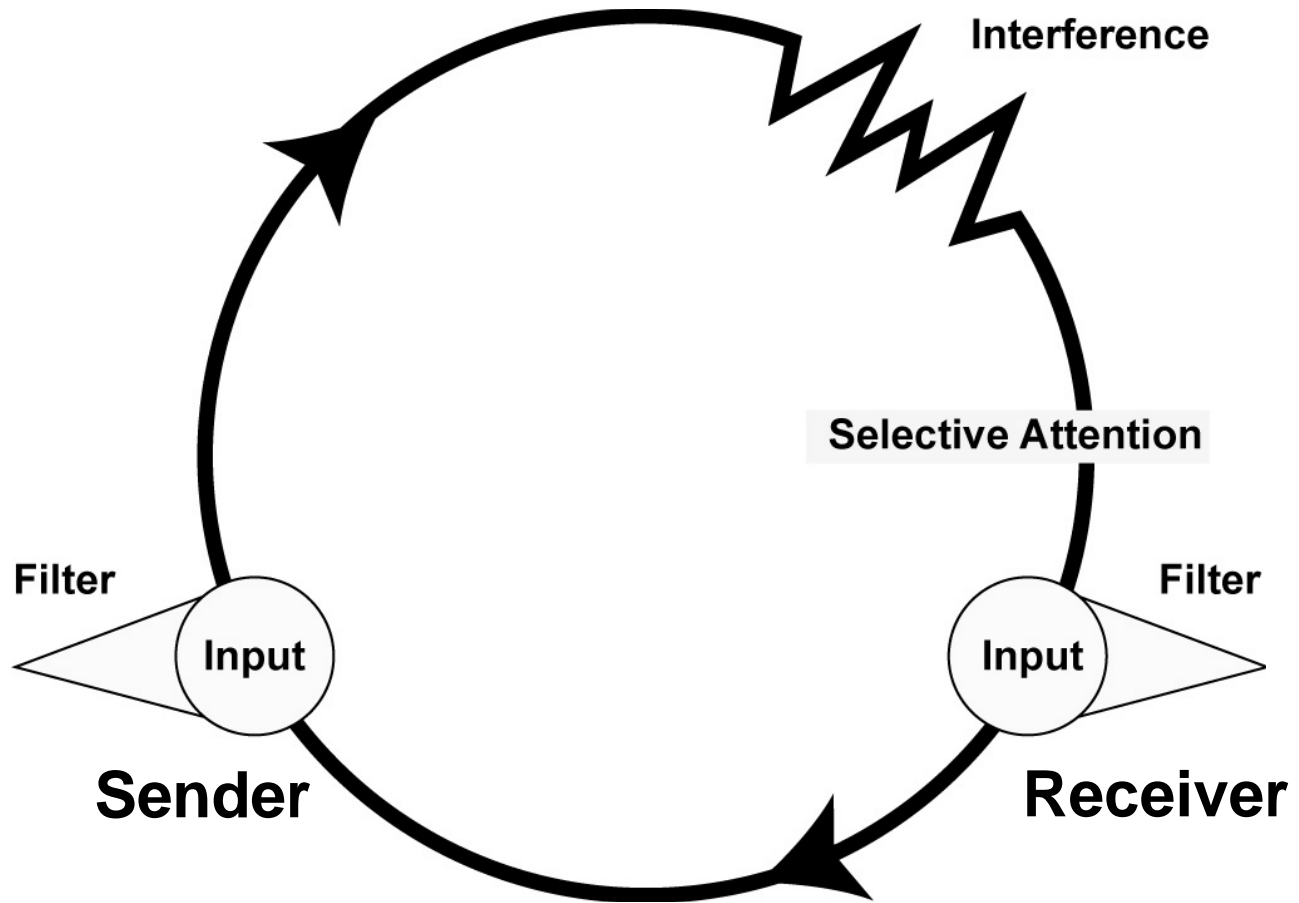
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Definition of EQ:

The ability to use your emotions to form an
o_____ relationship with yourself and others.

Core Elements of EQ

- Self-awareness
- Self-management
- Social awareness
- Relationship management

Communication Block

Did I ___ anything or ___ anything to offend you?

To stop email ping pong, sometimes I have to pick up the _____!

3 Most Likable Traits

G_____

En_____

W_____

1. Recognize Differences
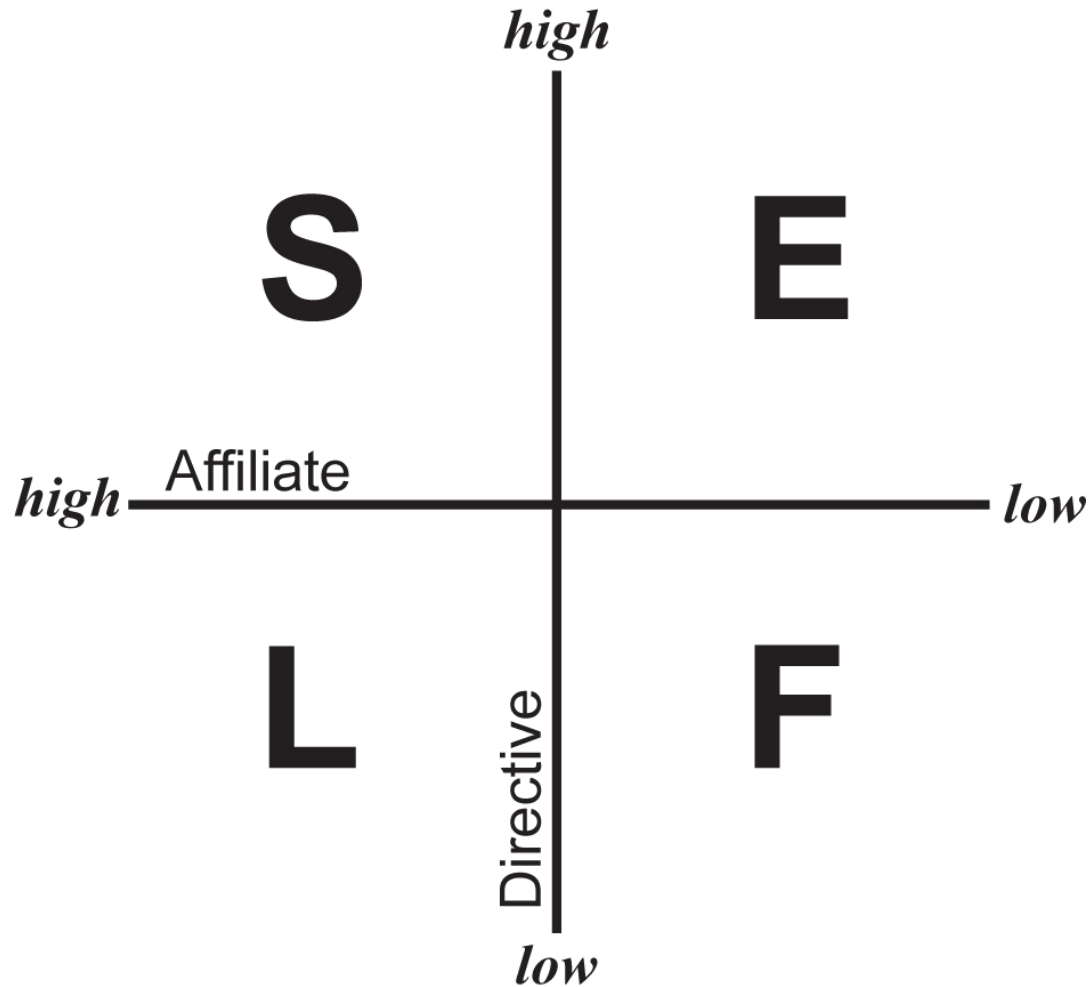2. Be Intentional
3. Respond, Don't R_____
4. Use Empathy
5. Intercept Dissension
6. Avoid/Handle C_____

S | **E**

high ―― Affiliate ―――――――――― low

Directive

L | **F**

low

You <u>will</u> be your SELF.

1. Recognize Differences

	Strengths	Limitations	Appealing	Unappealing
S	Energetic Confident	Pushy Impatient	Achievement Attention	Waiting No Enthusiasm
E	Practical Goal Oriented	Dogmatic Critical	Control Responsibility	Emotionalism Ambiguity
L	Gregarious Enthusiastic	Too people oriented Impractical	Popularity Kindness	Insensitivity Dissension
F	Thorough Calm	Slow Passive	Perfection Consistency	Carelessness Fakes

The Johari Window

	Known to self	Not known to self
Known to others	Open	Blind
Not known to others	Hidden	Unknown
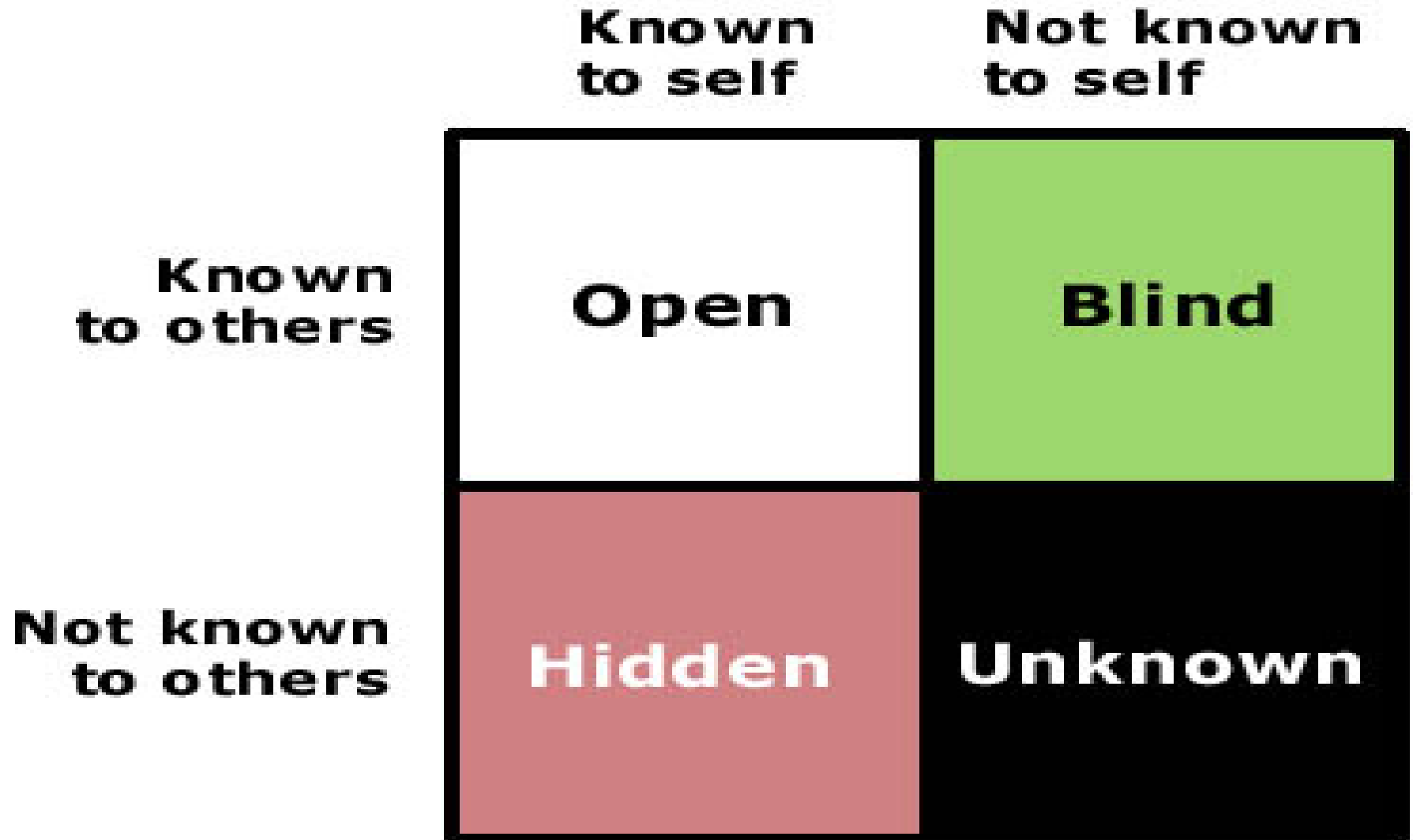
After the workshop tell someone you trust that you are giving them p_____ to give you feedback on:

- Positive
- Negative
- Start to do
- Continue to do
- Stop doing

- Intentional Verbals – say what you mean to say (carefully choose your words)

- *People have a remarkable capacity to live up to the r_____ placed on them.*
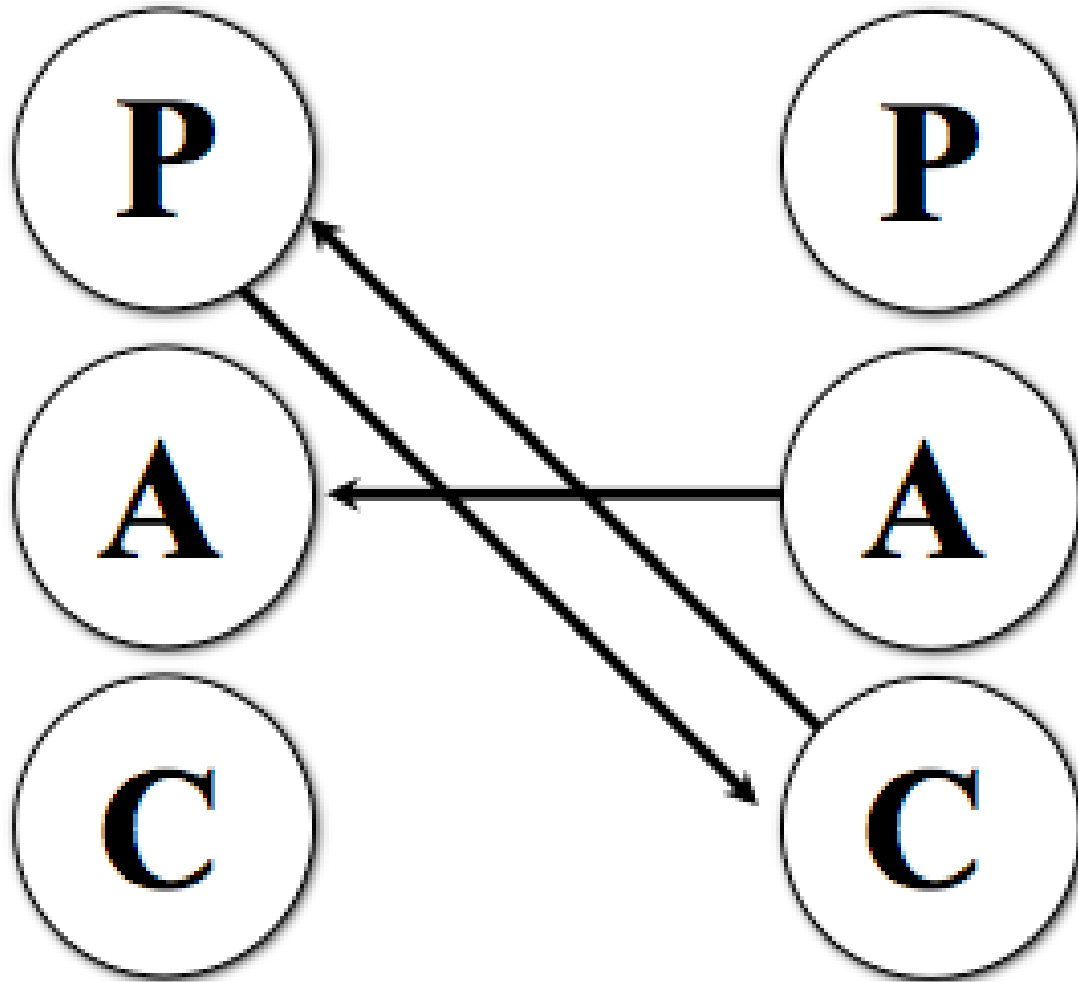
- Unintentional Verbals – words can be barriers or bridges

- Intentional Non-verbals – look/sound the way you intend to look/sound

- Unintentional Non-verbals – look/sound the way I ought not look/sound.

Note: people believe the non-verbals – voice tone, body language, facial expression, m_____ than the words used!

P_____ act p_____ly Whether they feel like it or not.

Empathy – entering into the feeling and spirit of another.

Handling Anger

L isten

E **mpathize**

A pologize (if appropriate)

D o something or direct to someone who can

Saying No NICEly

N eutralize through a positive beginning

I mmediately empathize

C ourteously explain

E mphasize your desire to help

- Build positives to lessen the impact of negatives

- Refuse to participate in unproductive anger
  Can any _____ come from this?

- Act to resolve issues quickly

Deposits +	Withdrawals –

Definition

Conflict: a <u>violation</u> of <u>expectations</u> resulting in negative reactions.

Expectations

Most people do not <u>knowingly</u> violate the expectations of those with whom they must collaborate.

Many of our expectations are <u>implicit</u>; we may not know we have the expectation until it is violated.

Sometimes

Sometimes conflict is really just being <u>annoyed</u>, and sometimes I have to be the bigger person (maturity).

Key Strategy

Don't o_____

Don't be o_____ed.

I'm offended by how easily you're offended.

Key Strategy

There are some things, I just don't have to have an o_____ on!
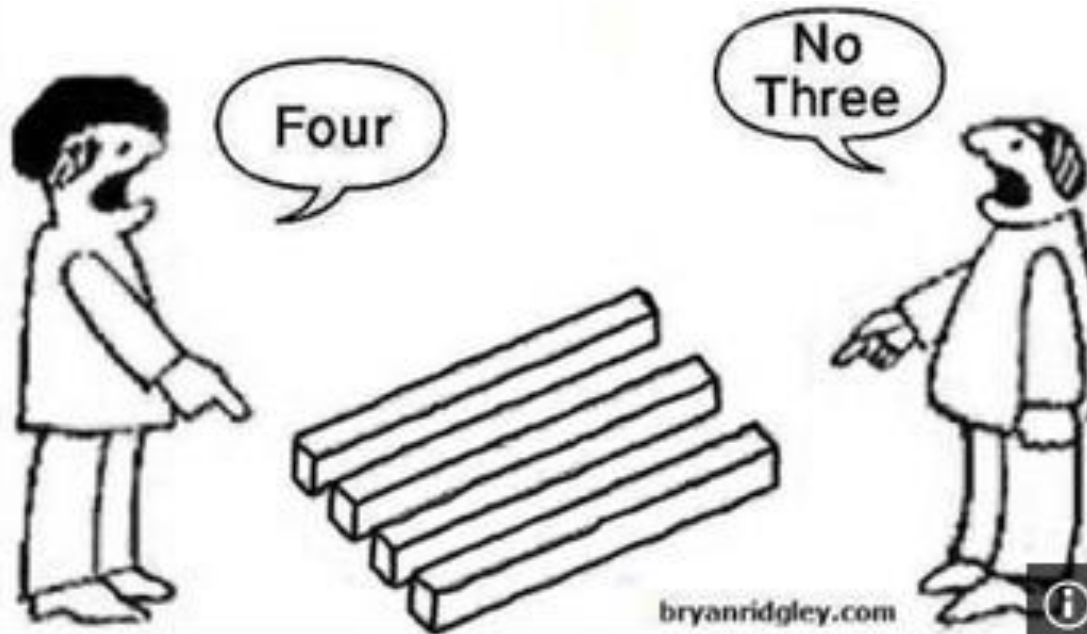
Key Strategy

Don't assume m_____.

Key Strategy

Let's a_____ to dis_____, a_____ably.

Be Careful of This Mindset

In matters controversial,

My perception's mighty fine.

I always see both points of view:

The one that's wrong,

and mine!

Seeking and Finding

People generally find what they are looking for.

- If you look for the <u>negative</u> you'll find it
- If you look for the <u>positive</u> you'll find it
- Being negative or being positive is a <u>choice</u>

Consider this:

Work isn't something we do or a place where we go.

Work is an experience that we create, and we are largely responsible if the experience we create is an unpleasant one.

Given that we spend more waking hours at work than anywhere else, imagine the profound results on the quality of our lives if we were to make significant, positive changes in the way we experience work.

The possibilities are life-altering!

- My name is David Alba – davidalba007@gmail.com

- *If any of my stories aren΄t true - they should΄ve been.*

Three books that I recommend: