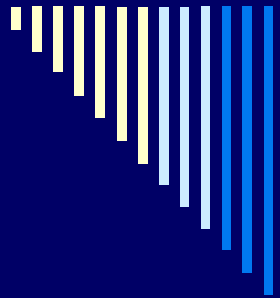


# EMOTIONAL INTELLIGENCE

**LISTENING AND RESPECT**

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Emotional intelligence is the  
innate potential to ...

feel, use,  
communicate, recognize,  
remember, describe,  
identify, learn from,  
manage,  
understand and explain **emotions**. -

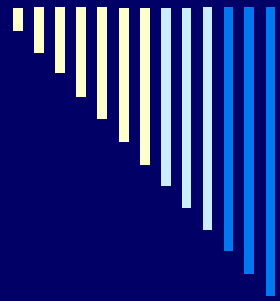
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# listening

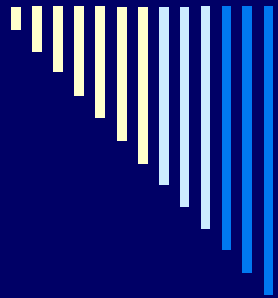
- It has been said that 90% of "behavior problems" come from young people wanting adults to listen to them.
  - One study reported that the number one request from suicidal teenagers was for adults to listen to them.
  - The medical power of listening has also been proven by various studies.
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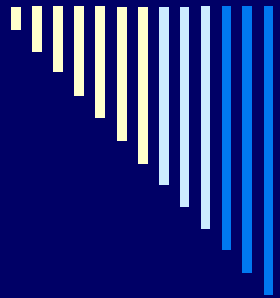
We all feel better when we feel listened to.

- And we feel even better when we feel understood.
  - In order to be understood, we must be listened to. Often it is more important to us to feel heard than to actually get what we said we wanted.
  - On the other hand, feeling ignored and misunderstood is literally painful whether we are six or sixty.
-



# The need to be heard is a survival need

- We are all interdependent. In other words, many of our basic needs depend on the cooperation of others.
- But first we must know and communicate our needs. For example, if we are a passenger in a car and we feel unsafe, we must communicate our feelings. If the driver ignores us, our lives may literally be threatened.
- If we are not heard, we cannot communicate our needs. It is understandable, then, that we feel frustrated or worse when we do not feel heard



## Developing our own listening skills

- By developing our own listening skills, we can model them to others.
- They in turn will become better listeners and we will feel heard, understood and respected.



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## Suggestions:

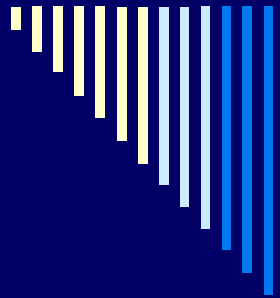
- Listen non-judgmentally
  - Attempt to identify the underlying feelings
  - *"It sounds like you felt disappointed..."*  
*"How did you feel when ... "*
  - Listen with empathy; focus on feelings
-



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## Show understanding

- and connection "*I understand.*" "*I see.*" "*I know how you feel.*" "*I have felt that way, too.*"
  - Clarify and paraphrase, particularly the feelings "*So, you really felt insulted, is that it?*"  
"*So you felt \_\_\_\_ and \_\_\_\_?*"
  - Do not judge with your body language or facial expressions
-



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## Help the person focus while showing interest:

- "What bothered you the most about it?"  
"What did you like the most?" Don't show disapproval
  - Don't spend your time "preparing your response"
  - Don't interrupt, evaluate or jump to conclusions
  - Use eye contact
-



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## Show interest...

- Show interest by nodding, "uh huh's", etc.
  - Allow long pauses before asking questions; be patient
  - Give your full attention; stop other tasks
  - Avoid: "Scene stealing," Advising, Interrogating, "Sending solutions," Correcting, Debating
-



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## *focus on feelings*

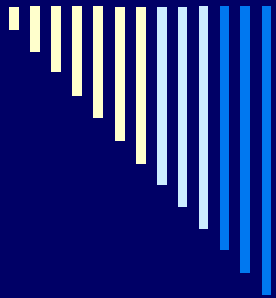
- *Remember that listening to either a child or adult helps him feel heard, understood, important, valued, respected and cared about.*
  - *And remember that the best listeners focus on feelings, not "facts."*
-



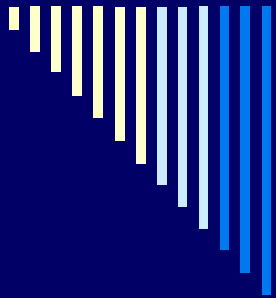
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# Will you please just *listen*?

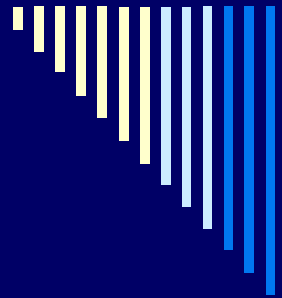
- ❑ When I ask you to listen and you start giving advice, you have not done what I have asked.
  - ❑ When I ask you to listen and you start telling me why I shouldn't feel the way I do, you are invalidating my feelings.
  - ❑ When I ask you to listen and you start trying to solve my problem, I feel underestimated and disempowered.
  - ❑ When I ask you to listen and you start telling me what I need to do I feel offended, pressured and controlled.
-



- When I ask you to listen, it does not mean I am helpless. I may be faltering, depressed or discouraged, but I am not helpless.
- When I ask you to listen and you do things which I can and need to do for myself, you hurt my self-esteem.
- But when you accept the way I feel, then I don't need to spend time and energy trying to defend myself or convince you, and I can focus on figuring out why I feel the way I feel and what to do about it.



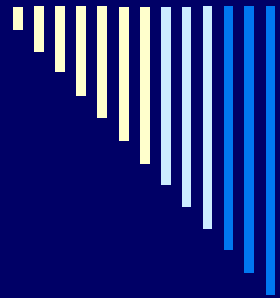
- And when I do that, I don't need advice, just support, trust and encouragement.
  - Please remember that what you think are "irrational feelings" always make sense if you take time to listen and understand me.
-



# Listen, LISTEN

When you listen you affirm me  
but your listening must be real  
sensitive and serious  
not looking busily around  
not with a worried or  
distracted frown  
not preparing what you are  
going to say next  
but giving me your full  
attention.





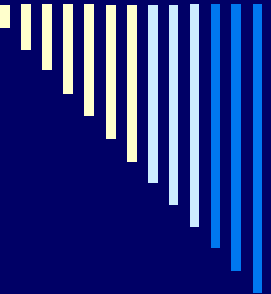
# Listen, LISTEN

You are telling me I am a person of  
value  
important and worth listening to  
one with whom you will share  
yourself.

I have ideas to share  
feelings which i too often keep to  
myself  
deep questions which struggle  
inside me for answers  
I have hopes only tentatively  
acknowledged  
which are not easy to share  
and pain and guilt and fear i try to  
stifle



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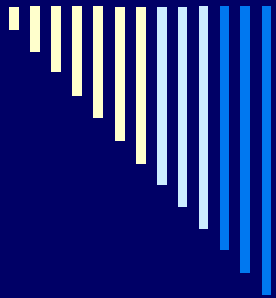


## It takes courage to confide in another

I need to listen too if we are to  
become close  
How can i tell you i understand?  
I can show interest with my eyes  
or an occasional word  
attuned to pick up not only  
spoken words  
but also the glimmer of a smile  
a look of pain, the hesitation, the  
struggle  
which may suggest something as  
yet too deep for words

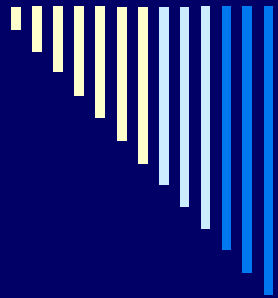
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- So let us take time together  
respecting the others  
freedom  
encouraging without  
hurrying  
understanding that some  
things may never be  
brought to light  
but others may emerge if  
given time





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# Non-verbal Communication

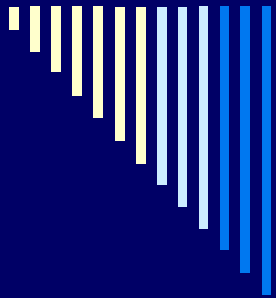
- Studies show that up to 90 percent of our communication is non-verbal. When we communicate non-verbally our bodies are literally expressing themselves. When Shakespeare said the eyes are the windows to the soul he was implying the eyes are the best non-verbal indicator of our emotional and intellectual state of mind.
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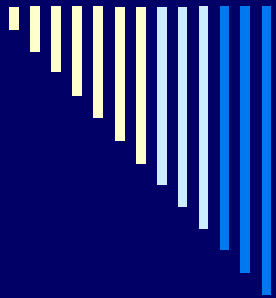
# Our eyes have the power

- For example, we think of those who will not look us in the eyes as untrustworthy, dishonest, afraid or insecure.
  - We think of those who have alert, expressive eyes as intelligent, energetic, and emotional.
-

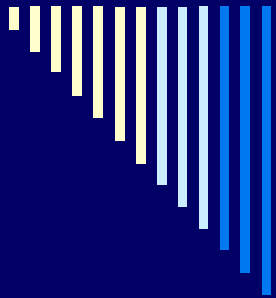


- Our eyes have the power to judge, to attract, and to frighten.
- Through our eyes we can show: interest, boredom, disbelief, surprise, terror, disgust, approval, and disapproval. Many parents can bring their children to tears, for example, without saying a word.





- 
- Our faces often express what we are not saying verbally. Our lips may tremble when we are afraid. Our forehead wrinkles when we are concerned or confused. And when people tap their fingers or feet they are usually feeling impatient.
-



- Research shows that those with high EQ are better at reading these non-verbal cues.
- This gives them valuable information, particularly from people who are not expressing themselves verbally, or whose body language is inconsistent with their words.

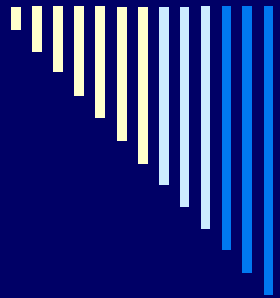




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# Non-verbal communication

- We actually make things much easier on ourselves and others when our language is clear, direct, and precise.
  - When our words and our non-verbal communication is consistent, we gain respect because we come across as having integrity.
  - Clear, honest communication is not only helpful in personal relationships, but essential to a society.
  - We are simply all better off when we all follow the old rule: *Say what you mean and mean what you say.*
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# Respect

“When we show our respect for other living things, they respond with respect for us”.

- Arapaho Proverb

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# What Respect Is

- Respect means a lot of different things. On a practical level it seems to include taking someone's feelings, needs, thoughts, ideas, wishes and preferences into consideration.
  - We might also say it means taking all of these seriously and giving them worth and value. In fact, giving someone respect seems similar to valuing them and their thoughts, feelings, etc.
  - It also seems to include acknowledging them, listening to them, being truthful with them, and accepting their individuality and idiosyncrasies.
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# The feeling of respect

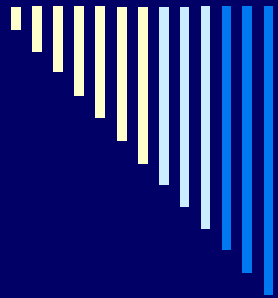
- Respect can be shown through behavior and it can also be felt.
  - We can act in ways which are considered respectful, yet we can also feel respect for someone and feel respected by someone.
  - Because it is possible to act in ways that do not reflect how we really feel, the feeling of respect is more important than the behavior without the feeling.
  - When the feeling is there, the behavior will naturally follow.
-



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# When we are respected we gain the cooperation of people

- When we are respected we gain the voluntary cooperation of people. We don't have to use as much of our energy and resources trying to get our needs met.
  - When people respect one another there are fewer conflicts.
  - In summary, it is for both evolutionary and practical reasons that respect is important, and also why we simply feel better when we are respected.
-



## Respect seems to be like a boomerang

- In the sense that you must send it out before it will come back to you.
- Respect cannot be demanded or forced, though sometimes people mistakenly believe that it can, as I discuss below.
- The only successful way to teach a child what respect is, is to earn the respect of the child as they slowly grow into a thinking human being.

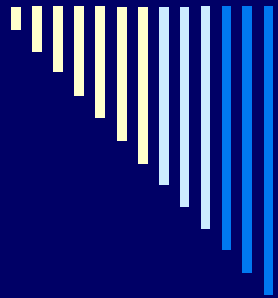


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# Showing and Earning Respect

Respecting someone means respecting their feelings and their survival needs. Here are ways to show respect for someone's feelings:

- asking them how they feel
  - validating their feelings
  - empathizing with them
  - seeking understanding of their feelings
  - taking their feelings into consideration
-



## Here are some specific ways to show respect:

- ❑ Asking others "How would you feel if..." before making a decision which affects them
- ❑ Voluntarily making changes and compromises to accommodate their feelings, desires and needs
- ❑ Not interrupting them
- ❑ Soliciting and allowing feedback. Trying to understand their beliefs, values and needs
- ❑ Giving them the opportunity to solve their own problems without underestimating them, in particular:



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## To show respect

- Avoid telling them what to do
  - Avoid telling them what they 'need' to or 'should do
  - giving them unsolicited advice, sermons and lectures
-

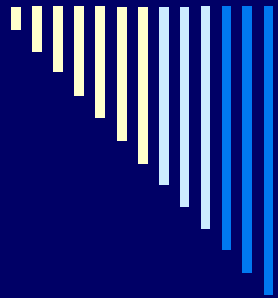
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# Measuring Respect

What if children and adolescents were asked how much they felt respected by their parents and teachers? What if someone took action based on the responses?

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# Help your students become more human.

My request is: Help your students become more human.

Your efforts should never produce learned monsters, skilled psychopaths, educated Eichmans.

Reading, writing and arithmetic are important only if they serve to make children more humane."