

Using Emotional Intelligence to Communicate with Empathy

GoSkills online course syllabus

Skill level

Beginner

Lessons

7

Pre-requisites

No prior experience needed

Video duration

20m

Estimated study time

20m 16s

Instructor

Sweta Chawla

Introduction

1 The key to connected communication

Effective communication is where both parties feel accepted and part of the discussion and the resolution.

Developing Emotional Intelligence

2 The importance of emotional intelligence

Most of the time people have no idea how many things are happening in their brain and body when they are communicating and how awareness of these subtleties can have a big impact on communication effectiveness.

3 Empathy at work

Most people are confident about learning new technical skills, but feel ill-equipped to develop interpersonal skills.

4 Listening empathically

Listening is not just about what you hear, it's also about what you see and notice.

5 Creating psychological safety

Empathy is a powerful tool in creating psychological safety so that anyone who is participating in a conversation doesn't fear being humiliated or attacked and can fully express themselves.

6 Empathy in action

When you take time to really understand how someone else is feeling, you're much better positioned to come up with ideas and solutions that can really help them.

Conclusion

7

Begin communicating with empathy

Congratulations!

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