



Unselfie:

# What is Your Intent

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*Empathy and Emotional  
Intelligence*

# Unselfie

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Are you looking at  
what is not being said?





# Why should we even care?

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**Self-absorption in all its forms kills empathy, let alone compassion. When we focus on ourselves, our world contracts as our problems and preoccupations loom large. But when we focus on others, our world expands.**

Daniel Goleman, *Social Intelligence*

*The New Science of Human Relationships*



# Are you Listening? Think Intent before meeting

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## **Pitfalls in listening**

### **It's NOT About You**

- ✓ Distracted by your own inner voice, beliefs and agenda
- ✓ Interrupting or speaking as soon as mentee finishes a sentence.
- ✓ Attending superficially: missing cues by tone of voice or body language
- ✓ Breaking eye contact, doodling (face to face) or even multitasking while on phone
- ✓ Random or fidgety movements unrelated to conversation.





# Really Listening Starts with a question!?

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1. Listen to words and intonation (contradictory?) Voice, body language and tempo of words.
2. Be present!
3. Don't interrupt with questions.
4. Reflect back what they said to see if you have meaning correct.
5. Repeat back with clarity, simplicity and emotionally.



# Emotional Intelligence

## Empathy.

- Can you see the person?
- Hear their need not necessarily the words.
- Relate to comfort not dismiss their emotions because it makes you uncomfortable.



# Emotional Intelligence

**Emotional intelligence is the ability to recognize, understand and manage emotions in ourselves and others.**

Take an e.i. appraisal test

<http://www.maetrix.com.au/meit/eitest.html>



# Trust Building

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**B**oundaries: ( hold them, respect them)

**R**eliability: mean what you say.

**A**ccountability: (own it, apologize make amends)

**V**ault : don't share things that are not yours

**I**ntegrity: Choose courage over comfort

**N**on-Judgment: Practicing values not professing them

**G**enerosity: How you see yourself with compassion/kindness.

Dr. Brene Brown





# Non Violent Communication

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## How Do We talk to people?

- Do we listen really or just wait for them to finish so we can score “points”.
- We have opinions but only know if we are wrong if someone disagrees with us.
- The idea that everyone is like us is called “false-consensus bias.”

## Can We Be Non-judgmental?

- Highest form of human intelligence is the ability to observe without evaluating.
- **Hear each others needs.**
- **End with a clear request** – NOT “stop that” but You and the others need.



*true*  
**north**

direction for life

## Passions

True North is being true to who you are in the very core of your being. It helps you stay on the journey but OK to go another way. Think of a map.

# Are You Present?

