

## MODULE TWO: SOCIAL AWARENESS AND EMOTIONAL INTELLIGENCE

### What is social awareness and emotional intelligence?

<https://www.youtube.com/watch?v=auXNnTmhHsk>

[https://www.youtube.com/watch?v=D6\\_J7FfgWVc](https://www.youtube.com/watch?v=D6_J7FfgWVc)

<https://www.youtube.com/watch?v=7z0asInbu24>

If you are socially aware you **KNOW** what people want and you **COMMUNICATE** with them in a way that meets that need.

Social awareness is:

- The waiter who suggests something better from the menu
- The salesperson who goes the extra mile
- The executive that remembers your name
- The supportive team leader

Author and science journalist Daniel Goleman says that socially aware people display:

- Empathy
- Organizational awareness
- Service
- Trustworthiness

**TIP:** Being empathetic doesn't mean you agree with someone's point of view. Empathy is about acknowledging people's emotions, being thoughtful and considerate, and making decisions that consider those feelings. You also have to be in control of your empathy. Don't get so invested in other people's problems that you become emotionally exhausted. Never neglect your own emotional and mental wellbeing.

**REFLECTION:** Do you think you're empathetic? Do you think things like social media can get in the way of true empathy? Are there times when you feel you could have shown more empathy?

### **What is your level of social awareness and emotional intelligence?**

Try a one or both of the emotional awareness quizzes here:

<https://globalleadershipfoundation.com/geit/eitest.html>

<https://hbr.org/2015/06/quiz-yourself-do-you-lead-with-emotional-intelligence>

### **How to build social awareness**

- Improve your listening skills.
- Pay attention to your interactions with other people. Be aware of what they say, how they say it and what they do.
- Identify how people respond to external stimuli or situations.
- Think about your own feelings.
- Think about your response and answer clearly.

**ACTIVITY:** Next time you interact with someone, ask yourself the following questions:

- Did I listen actively to them?
- Did I ask the other person questions about the conversation?
- Did I ask questions about their feelings and emotions?
- Did I change my body language, facial expressions, tone of voice etc. to meet their needs?

### **END OF MODULE EVALUATION:**

What happens next? How you can build your portfolio of evidence?