What we are covering today

1. Model of multiple intelligences

2. Emotional Intelligence

3. Listening

4. Difficult Conversations

5. Questions

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Before we begin…..

- Don't be afraid to challenge and disagree!

- Ask questions

- The more you participate, the more we discuss, the more we'll all get from the session

- (thanks in advance!)

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Model of multiple intelligences

'Intelligence' – what is it?
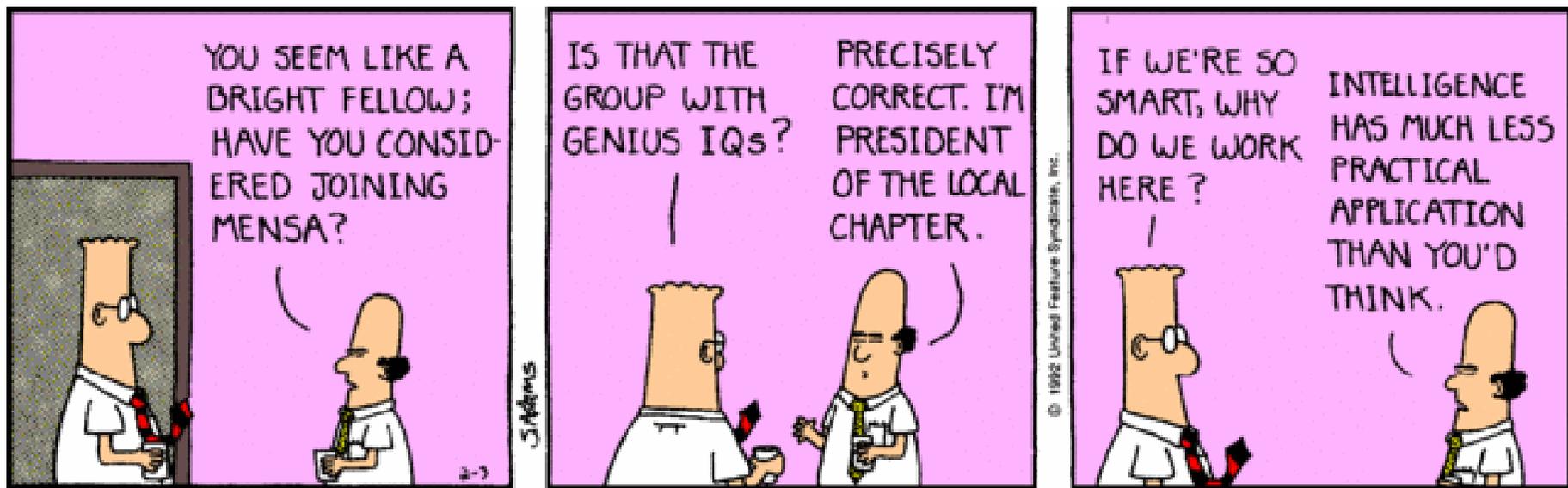
There are plenty of different way to be clever…..

Types of intelligence	
Musical–rhythmic and harmonic	Interpersonal
Visual–spatial	Intrapersonal
Verbal–linguistic	Naturalistic
Logical–mathematical	Existential
Bodily–kinesthetic	

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An introduction to EI

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Introduction

Emotional Intelligence

'A form of social intelligence that involves the ability to monitor one's own and others' feelings and emotions, to discriminate among them, and to use this information to guide one's thinking and action'

Mayer and Salovey (1990)

'A different way of being smart'

'The ability to manage ourselves and our relationships effectively'

Daniel Goleman (1995)

The building blocks of EI

Self awareness

Awareness of your personal style and preferences, recognising patterns that contribute to your effectiveness, and those that hinder.

Social awareness

Empathy and understanding of others, of relationship dynamics, and ability to read a situation.

Social skills

Confidence in using appropriate social and interpersonal skills in the context of building productive relationships. The ability to influence, inspire, motivate, connect with others, and develop personal presence.

Self management

Further develop the ability to recognise and choose appropriate responses for different situations & pressures (e.g. under stress).

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Effective listening

Effective Listening

What do we mean by "effective listening"?

Common barriers to listening

People don't listen, they reload

To listen well we need to be aware of barriers to listening:

External distractions

Internal distractions

Selective listening

Emotional 'hot buttons'

Judgement
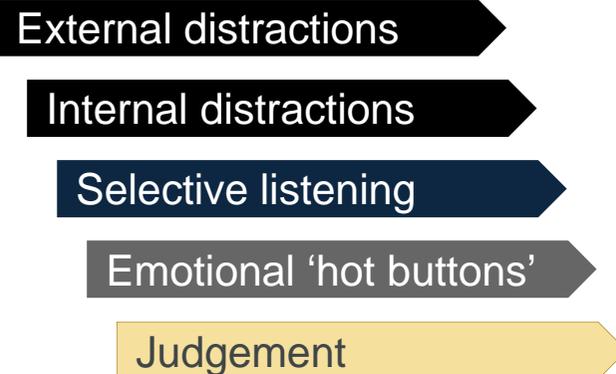
Developing our listening skills means developing the ability to manage our inner voice.

We need to be able to listen at different levels and listen actively.

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Three levels of listening

| Level 1: Internal listening | Level 2: Listening to understand | Level 3: Global listening |

| Focus on you | Focus on others | Global focus |

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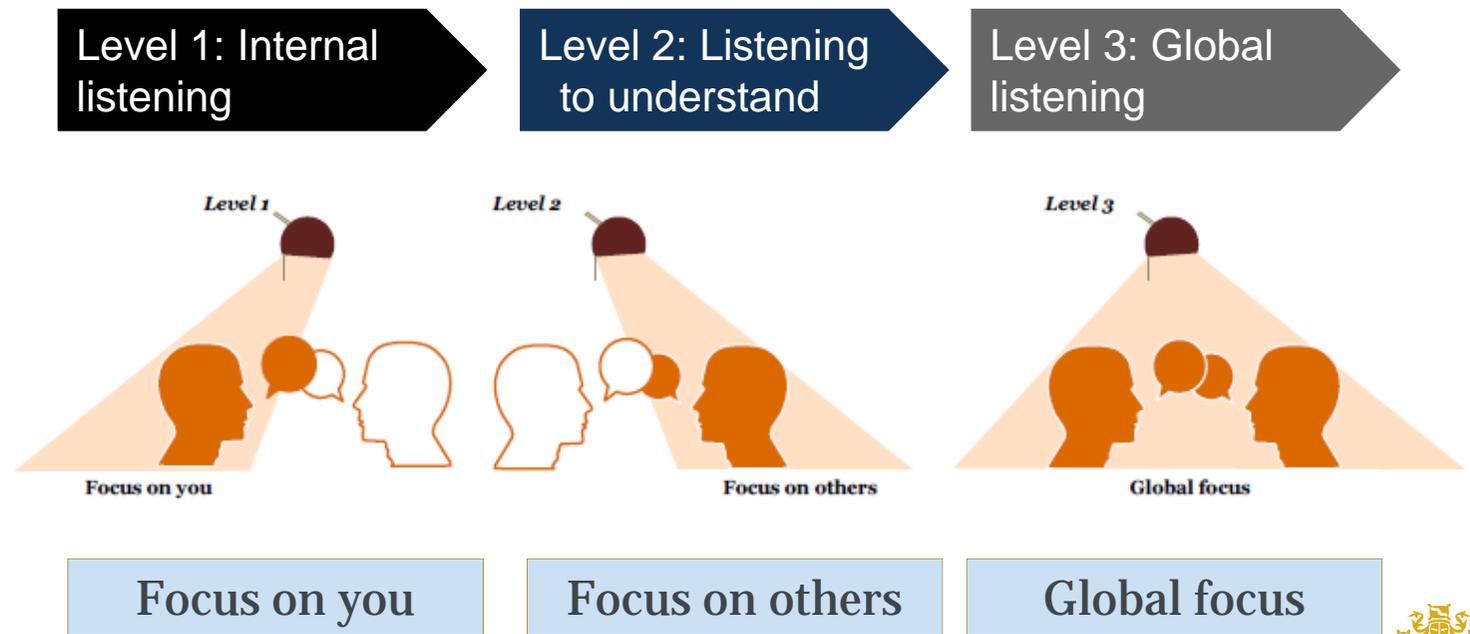
Another way of thinking about it

Actuarial Words

Words!

Music!

Dance!

How much of your communication is
1 - what you say;
2- how you say it;
3- your body language?

Summary

Understand barriers to listening

Practice Level 2 and Level 3 listening!

Words / Music / Dance!

Questions?

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Appointment with FEAR!
(and difficult conversations)

How do you remain in control?
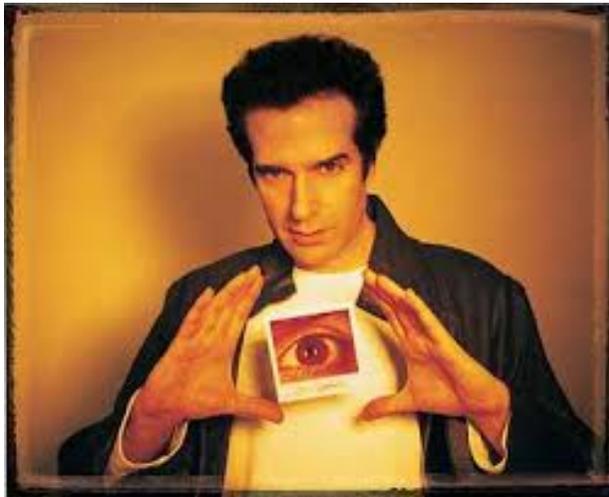
Why do people lose control?

Free will / conscious choice

- Broadly, and abstractly, in a work context, the range of actions available to you varies from doing nothing through to leaving the job

- (We don't recommend any of you leave your jobs)

- I believe that our actions are usually conscious choices (though that's up for discussion)

- i.e. we choose to do something…..

- ….and just as importantly we choose not to do something

- *And the latter is really interesting.*

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Why do people do what they do?

In itself an interesting topic, what drives human behaviour.
The flipside to the question above is also very interesting.

Why do people not do the things you might expect them to do?

- Sheer bloody mindedness
- Ineptitude
- CBA
- Irrationality
- FEAR!

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Common fears

A really common one is fear of upsetting other people…

Difficult conversations

Is this familiar?

Nonviolent communication

- One of the ways people lose control is their inability to tell people what they want.

- Nonviolent communication gives you a framework that will help you ask people what you want from them, in a entirely unemotional way.

1. Observe without judging.

2. Work out what the other person is doing that is going against your values / needs / wants.

3. Work out what you would like them to do differently.

4. Ask them – using a simple framework.

    - When you do <<whatever>>

    - It makes me feel <<how you feel>>

    - Therefore I'd like you do to <<your 'ask'>> instead.

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Other tips

- Don't be afraid to experiment with the conversations you have. Role play them beforehand if you are worried about how they might pan out, or can't visualise what you are going to say.

- Backing up the role play point, often when I ask people what they want to say to the other person, the way they first articulate it (when said out loud) is absolutely fine.

- Saying things out loud to someone else sounds very different to how they sound to your inner voice.

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More suggested reading

Non-violent communication – Marshall Rosenberg

Brilliant book on communicating and listening. Should be mandatory!

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Questions

Comments

Expressions of individual views by members of the Institute and Faculty of Actuaries and its staff are encouraged.

The views expressed in this presentation are those of the presenters.

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