

Hola

Labas

Ciao

Salut

Merhaba

Olá

Communicating eMotions

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2020-1-R001-KA229-080232_3





Our quality of life is closely related to our ability to **socialise** with other people. That is why our **happiness** is related to the quality of our relationships with the people we interact with. And this aspect of life has to do with **communication skills**, both on an interpersonal, group and even institutional level.

Communication is a complex process in which **many factors** are involved: the nature of the message, the emotional state of the participants, the body language and gestures, the context of the situation, the medium used, etc.



Kaip jums
sekasi?



Estoy bien,
gracias.

Communication and Emotional Intelligence

A good level of **emotional intelligence** is associated with a good level of **communication**. Other key factors are **self-esteem**, **self-confidence** and **empathy**.

Everyone communicates differently depending on the circumstances. We could talk about three types of emotional communication: **aggressive**, **passive** and **assertive**.

People who communicate **passively** are not able to defend their personal interests; they try to avoid disturbing others, but they **neither respect themselves nor are able to make themselves respected by others**. They tend to speak in a **low voice**, with little fluency and doubts. They avoid direct eye contact, use tense gestures.

They have feelings of helplessness, **rejection**, **guilt** and **frustration** and explode of rage from contained frustration.

People with **aggressive** communication defend their personal rights and interests **without respecting** the people they interact with.

The aim is to dominate others. They often use a **high tone of voice**, do not listen and use insults or threats.

They often make tense eye contact, use threatening hand movements and **invade the personal space** of others.

It may work in the short term, but they are **rejected** or feel guilty...

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Active Listening: How To
Communicate Effectively

Assertive communication

Grazie mille

Assertive people can express their **own position** on an issue, request, reason to explain their position with **appropriate gestures and tone of voice**.

They can express **the presence of a problem** that needs to be modified. They know **how to say no**.

They know how to **ask** in the right way. They ask for clarification and know **how to start** a conversation.

They **can express** gratitude, affection, admiration, or dissatisfaction, pain and confusion.

Sper că vă
simțiți bine.



Some tips for good communication

- Be clear about what you want to communicate. Avoid misunderstandings. Remember that you always own your silences but not your messages sent; avoid communicating impulsively in certain situations.
- And remember that it is always possible that the other person does not understand what is clear to you.
- Sometimes it is difficult to communicate our emotions because we find it hard first to recognise them and then to express them.



- Self-messages. When you speak about your emotions, always start sentences with I... and not with you, especially in a conflict situation. Use “emotional” verbs that allow other people to understand your emotions. I feel...I want to....I don't understand....I don't feel the same way.
- Try to have a balanced tone of voice, neither aggressive nor too weak. The rhythm of your speech is important too.
- Your body language is as important as the message. Your gestures, your body position, your eye contact show interest and respect for the other party. Be sincere with your gestures in relation to what you say.
- Depending on your trust with the other person, interpersonal distance or physical contact is important. If you don't trust them, don't invade their personal space.



Some tips for good communication. Active listening

- For good communication, **empathy** is very important, and that the other person always has the feeling of being listened to. Therefore, for good communication it is equally important to make an effort in what is known as **ACTIVE LISTENING**. Good listening strengthens the link with the other person. Body language **assent**, make it easier for the other person to speak more from the self. **Let the other person communicate**. Don't think about how to refute what the other person says while is talking. **Explore** what they want to express to us.

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- Ask questions to **clarify doubts**
" So why do you feel that?"
 - **Repeat** with our words the main ideas or **reflect** their emotions
" So what you're telling me is..." or..."and you would like that I..."
 - **Summarize** and repeat the most important facts. Search interests.
" So you feel....." ...and I would like to..."



And...

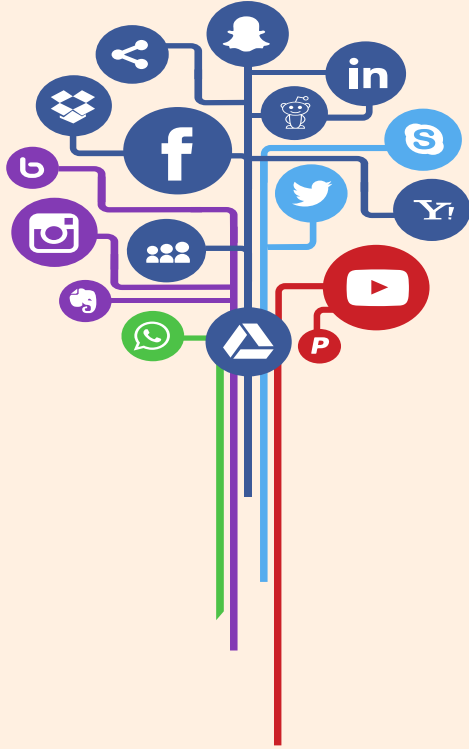


...what about communication in social networks?



- The **communicative impact** of social media is very important in our lives.
- It allows a wider dissemination of communication by accessing a **large number** of people.
- In the case of our friends and family relations, it allows us to overcome the barrier of distance, favouring a more **intimate connection**.





- It allows access to **more information** of all kinds about the lives and experiences of different people.
- In this type of communication, visual or **audiovisual language** is more important.
- It favours **immediacy** in communication, it can make communication very fast in both directions.



Do we communicate in the same way on social networks?



TASK

- Form groups with at least one participant from each country.
- Watch the video.
- Discuss each question as a group and give an answer to each question.



Are you the same person on social media? .mp4

1. When communication is anonymous, do you think that social media can encourage more aggressive language or communication? Relate your answer to **empathy**.
2. How often do you post photos, videos, stories on your social networks?
3. Have any of you ever experienced comments on social media that have annoyed or hurt you?
4. Have you ever regretted a comment or message you have made on social media?
5. What do you think communication on social media should be like?



Share your answers



- Communicate on social media as if you had the person in front of your face. Think that **there is a person** behind every message.
- It is very **difficult to empathise** with someone who is not present, and even more difficult if they are strangers.
- When we send a message or make a publication it is **irreversible**. Don't be impulsive.
- Do you belong to the "**LIKE generation**"?  Although recognition and attention is important for everyone, don't forget that the real recognition and affection is with the people close to you like your friends and family. If you become obsessed, you can become lonely or depressed, even if you are "surrounded" by "virtual" people. **The real emotional world is better than the virtual one.**
- We all like to feel listened to and to be connected with like-minded people. But be careful because **algorithms** are constantly collecting information about your online activity, generating a profile of you. We must be conscious of this reality in order to avoid being **manipulated (fake news)** or to avoid a progressive **radicalisation** of our communication.

