

Module IV. SOFT

Interpersonal Skills

Topic 3. Understand others:
Emotional Intelligence

Course

Lesson 1 Empathy





IN THIS LESSON, WE WILL LEARN TO...

1 KNOW HOW MANY SKILLS WE HAVE RELATED TO EMPATHY

2 HOW TO IMPROVE THE LEVEL OF EMPATHY







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CHARACTERISTCS OF AN EMPATHETIC PERSON

SENSITIVE AND FEELING WHAT OTHERS FEEL **GOOD LISTENERS**

NOT EXTREMISTS

RESPECTFUL AND TOLERANT

UNDERSTAND NON-VERBAL COMMUNICATION

THEY BELIEVE IN THE GOODNESS OF PEOPLE

THEY SPEAK CAREFULLY

THEY UNDERSTAND THAT EACH PERSON IS DIFFERENT







GROW IN SELF-KNOWLEDGE

will help you better understand the emotions of those around you

TAKE TIME TO THINK ABOUT YOUR EMOTIONS: WHAT SITUATIONS MAKE YOU ANGRY, MAKE YOU SAD, MAKE YOU HAPPY ...? WHY DO YOU REACT THE WAY YOU REACT?









UNDERSTAND OTHERS

will help you better understand the emotions of those around you







UNDERSTAND OTHERS

Evaluate the effects of your behaviour or your words, dare to think:



What would I feel if someone behaved the way I am behaving?
What would I feel if someone told me what I am saying?
What consequences will this way of saying or doing things have: will it be good or bad for me in terms of my life project, will it be good or bad for others and for the good of society?







behave with others with a positive and open attitude







Show yourself willing to know and understand those around you

Try to put aside your perspective on things and try to understand how others see the world







Avoid verbal and non-verbal displays of superiority, boredom, and tiredness in your interactions with others.







FACILITATES TEAMWORK

AVOIDS CONFLICT

LEARNS TO GIVE IN GRACEFULLY

SHOW INTEREST IN THE PEOPLE AROUND YOU

BE OPEN

TAKE CARE OF WHAT, WHERE AND HOW YOU SAY

ADAPT YOUR WAY OF COMMUNICATING TO THE LEVEL OF AUTHORITY OF THE PERSON IN FRONT OF YOU





CONCLUSION



IS ESSENTIAL TO PROSPER IN THE WORLD AROUND US AND TO HAVE SUCCESSFUL RELATIONSHIPS IN ALL AREAS:

FAMILY SOCIAL WORK









