

Emotional Intelligence

<https://www.youtube.com/watch?v=1S0RKRRyqhQ>

Emotion plays a huge part in the customer relationship. It is not just dealing with the emotions of the customer contacting us, but also managing our own emotions to make sure they do not adversely affect either our work life or our personal life.

There are 5 domains of emotional intelligence and these are split between self-awareness and awareness of others

Self-awareness

Knowing your emotions

<https://www.youtube.com/watch?v=nEUzQ7yL9A0>

By knowing your emotions, you can better understand them and how they impact the way you act. Think about certain situations and how they made you feel and react.

In doing this you can learn and consider how a different response could have achieved a better outcome.

Think of your emotional strengths and how these can be focussed. Do you have a profound sense of humour that can help you put things into perspective for instance?

Managing your emotions

Awareness is the first step to management. How can you control your impulse? Often this is just a case of allowing time before we respond, so we can be measured.

Consider how you can focus on the solution and remain composed and positive in trying situations. It is worth remembering how much impact you have on the outcome. Only you can choose your emotional response.

Motivating yourself

We will all have days that are not great and challenges that are not easy, and the ability to self-motivate will enable us to deal with this.

What goals can you set on a daily, weekly, monthly, or annual basis to give you something to aim for. Make these goals s.m.a.r.t, commit them to paper and make sure you monitor your progress regularly. If you get a disappointing result, use the learning to do better next time. There is no failure only feedback.

Awareness of others

Recognising and understanding other peoples' emotions

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

Pay attention not just to what people are saying, but also to how they are saying it. Are there cues there that you need to pick up on?

If you can put yourself in someone else's shoes then you will better understand their needs and be able to demonstrate empathy, which is arguably the greatest capability an agent can have.

Managing the emotions of others

As an agent, this is how you can defuse confrontation situations. Pause and allow the customer to express themselves.

Use their language cues to build rapport and make recommendations in a persuasive way. Most important of all is to check their reactions and adjust your approach accordingly.

Three key ingredients to creating a good verbal relationship are:

Key ingredient	What does this mean?	What do I do?	How will my customer feel?
Show empathy	We understand how the customer feels and adjust our behaviour accordingly	Take your lead from the customers' pace of speech. Match their formality and language. Match their mood-with care. Flex your mood to theirs. If they are very business-like then this will be the appropriate tone.	We understand them
Be authentic	Mean what you say	Avoid robotic greetings and goodbyes. Be natural and sincere in your style. While you need to be professional and follow the given script, be your best version of you.	I trust them
Have a positive regard	Have respect for your customer	We need to focus on the customer and avoid distractions. We show respect by listening to the customer. We should take their issues seriously and unless we have contrary evidence believe they are being honest.	They respect me

Growing your emotional intelligence

Use the chart below to explore your current emotional intelligence and your development areas. Where can you focus to be even more emotionally intelligent?

Domain	Useful questions
Knowing my emotions	What are my positive emotions When have my emotions made a situation worse? When have my emotions helped?
Managing my emotions	What kind of situations or actions trigger my emotions? How does it feel when my negative/ positive emotions start? What result could a different emotion have achieved? How does my emotional state impact on others? How could I change my reaction?
Motivating myself	When have I been at my most motivated? What kind of tasks excite me? When in the day am I at my most energetic and effective? Can I set myself short term goals and incentives to boost my productivity?
Recognising and understanding others' emotions	What changes in peoples' voices and tone when they are- Pleased/ disappointed/ angry/ frustrated/ impressed/ confused? If I were in their shoes, how would I feel? If I were in their shoes what would I like to be different?
Managing the emotions of others	How is my behaviour affecting their behaviour? What can I do to change their behaviour through my actions? How can I adjust my language, my tone or my body language? How will I recognise they are in a more positive emotional state?

Key learnings

- Consider the 5 domains of knowing my emotions, managing my emotions, motivating myself, recognising others' emotions and managing the emotions of others.
- Be aware of your strengths and development areas
- Maintain empathy, authenticity and positive regard in all your communication.
- **Be attentive to others' emotions and flex your style accordingly.**