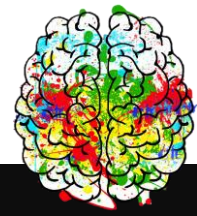


EQ: Emotional Intelligence



Social Awareness Strategies

Social awareness is the ability to accurately detect the emotions of others and convey understanding of their thoughts and feelings (empathy). Social awareness encompasses *empathy, organizational awareness, and understanding others*.

There are several actions you can take to help develop your social awareness skills:

- Listen and pay attention.
- Clear the clutter (in your head). Be present. Be in the moment.
- Step into their shoes to improve empathy and accuracy.
- Recognize your own emotions and biases.
- Learn names. Greet people by their names.
- Watch body language.
- Timing is everything. Know the mood of your audience and adjust.
- Be cautious about note-taking in meetings. Stay engaged, and make eye contact.
- Plan ahead for social encounters.
- Recognize cultural differences.
- Test for accuracy. *Just ask.*