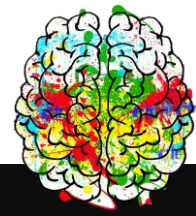


EQ: Emotional Intelligence



Social Skills Strategies

Social skills or **relationship-management** is the ability to use your emotional awareness to shape your encounters, influence and inspire others, put others at ease, and thrive in your relationships. Social skills encompass *inspirational leadership, developing others, influence and driving change, building bonds, and teamwork and collaboration.*

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

- Be reasonably open and curious of others.
- No mixed signals; align the verbal and nonverbal.
- It's the little things, like "please" and "thank you."
- Accept feedback well.
- Build trust through consistency and reliability.
- Use emotions, like anger, with purpose.
- Ask if your door needs to be more open.
- Don't avoid difficult situations or people.
- Openly recognize others' emotions, and demonstrate complimentary emotions.
- When you care, show it. Small gestures go a long way.
- Be candid. Explain your decisions.
- Use your EQ to determine the best way to give feedback.
- Think before you speak. Align your intentions with your impact.
- Use fix-it statements.
- Use your EQ during tough conversations.