



Emotional intelligence in the contact centre

Sandra Thompson

Exceed all Expectations

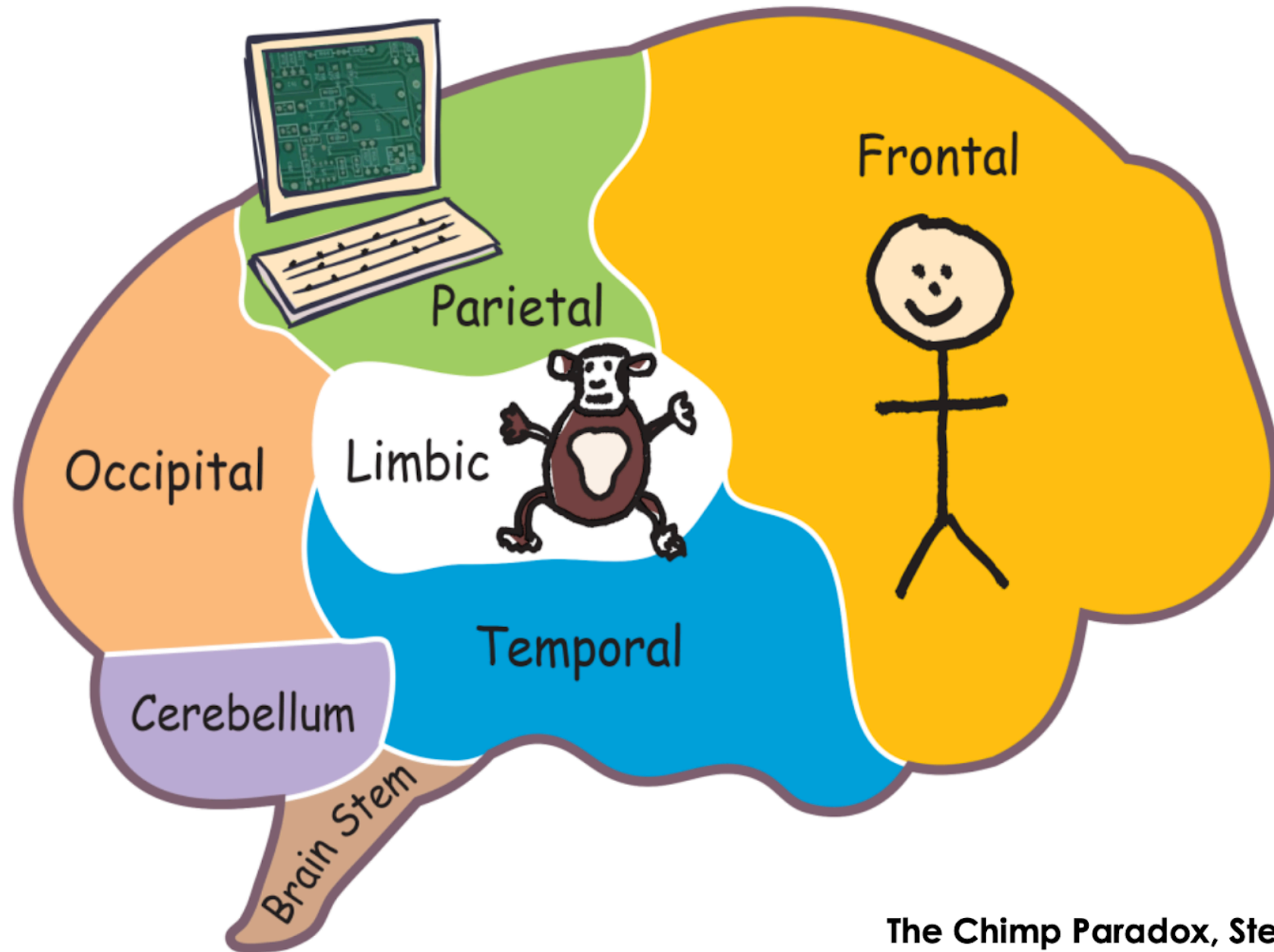
Call Centre Helper Webinar

Emotions



The
Mind Management Program
to Help You Achieve Success,
Confidence, and Happiness

Dr Steve Peters
Creator of the Groundbreaking **Mind Model**



The Chimp Paradox, Stevens (2012)

Emotional Intelligence



“Emotional Intelligence is your ability to recognise and understand emotions in **yourself and **others**. It’s your ability to manage your behaviour and relationships”**

THE NUMBER ONE BESTSELLER
DANIEL GOLEMAN

**Emotional
Intelligence**
Why it can matter
more than IQ



SELF-AWARENESS	SELF-MANAGEMENT	SOCIAL AWARENESS	RELATIONSHIP MANAGEMENT
Emotional self-awareness	Emotional self-control	Empathy	Influence
	Adaptability		Coach and mentor
	Achievement orientation	Organizational awareness	Conflict management
	Positive outlook		Teamwork
			Inspirational leadership

3 Layers of Empathy



COGNITIVE

Logical: it's all about knowing how the other person feels and what they might be thinking.



EMOTIONAL

Feeling: you feel their emotions and experience almost as if it was contagious and that of your own.

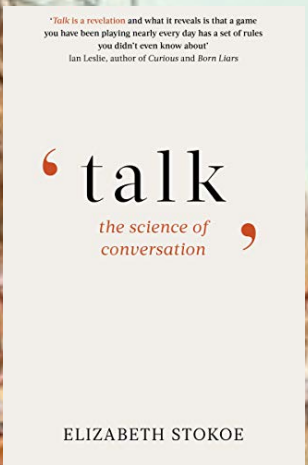


COMPASSIONATE

Understanding: understand a person's predicament and feel with them, but are spontaneously open to help, if and when needed. It combines a nice balance of both cognitive and emotional empathy.

Language





Positive Language

How to give bad news

How to reassure

How to silence your
'inner critic'

