

Emotional Intelligence: Supervisors Have Feelings Too

Having access to an unprecedented velocity of communications has its pros and cons. The pro side of the equation has some fairly significant things going for it. Our ability to respond to disasters and emergencies around the world has saved millions of lives. Transparency and effective communication has changed the world in countless ways on every continent. For the modern manager, harnessing that vast potential and directing it in a positive and productive way is one of our most enduring challenges.

Many unsuccessful projects fail to meet associated objectives due to poor stakeholder engagement. Simply put, our projects are failing because we are not communicating effectively! We need to be able to communicate the right information at the right time to the right people. And that requires planning. An overabundance of communication gets lost in a quagmire of data and too little information stimulates rumors and can lead to incorrect conclusions.

Knowing what to say and to whom to communicate still isn't quite enough! We need to pay attention to how we say it. The impact of our communications can be enhanced by the way we say it. And the opposite is true as well. Our communications can be rendered completely ineffective if we do not account for the perspective of the receiver and the environment in which we are operating. A basic understanding of our emotions and the ways in which those emotions affect communications will help you become the best communicator you can be and lead your teams to new levels of success and collaboration!