AKTU Syllabus : Unit-4

Communication and Leadership Development

Leadership Communication, Communication and Social competence: context, feelings, intentions, behaviors, Providing and Receiving feedback, Difference between Tact and Intelligence, ≈ 7 marks

Emotional Intelligence: Trust through Communication, Thinking Skills: Meaning and Types. ↓ 2 marks

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Tact- According to Isaac Newton

- "Tact is the art of making a point without making an enemy."

- **According to Gardner**

- "Intelligence is a combination of innate abilities and environmental factors."

- **Difference between Tact and Intelligence -**

(1) Tact is the ability to communicate and handle situations with **diplomacy** .while-

- Intelligence is the ability to communicate with **cognitive approach** .

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(2) Tact may involve **manipulative dealing** with the circumstances, whereas -

- Intelligence **is intellectual dealing** with the circumstances, using **problem solving, creative and innovative thinking, employing critical and analytical thinking.**

(3) Tact can be measured through **behavior and attitude** but there is no scientific method to measure tact, on the other hand -

- Intelligence is **measured through tests like I. Q. Test** etc.

(4) A person with tact can make others happy with **sweet coated words** but -

- An intelligent person is **often straight forward** .His aim is to bring the truth into light, even if it's bitter, without harming anyone's dignity.

(5) Tact focuses on **interpersonal finesse**. while-

- Intelligence focuses a **broader ranger of cognitive abilities.**

(6) Tact is rather **professionally unacceptable** but -

- Intelligence is **professionally required and admired.**

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(7)Tact represents rather **negative shades** of meaning, but-

- Intelligence represents **positive and healthy prospects** .
- To conclude, it may be said that tact and intelligence are not mutually exclusive, they offer work in harmony to facilitate effective communication and decision making. Together these two qualities form a good combination for personal growth and success.

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❖ Emotional Intelligence -Trust through communication -

- **What is emotional intelligence -** Emotional Intelligence (EI) is the ability to manage both your own emotions and understand the emotions of people around you.
- It is the ability to perceive, express and regulate emotions.
- Hence ,we can say that emotional intelligence is a person's ability to recognize, understand, manage and effectively use their emotions in various situations.
- **Components of emotional intelligence -**
- There are 5 components of emotional intelligence. These are-

- **Empathy -** Empathy is the ability to sense and understand the emotions and perspectives of others. This connects you to people on an emotional level and to respond compassionately.
- **Self-awareness-**
- Self-awareness is about recognizing and understanding your emotions – what you're feeling and why – as well as appreciating how they affect those around you. It's the basis of good intuition and decision-making, helping you to instinctively make the right choices for you in all aspects of life.
- Self-awareness is also about knowing your strengths and weaknesses, and what is important to you – your values or moral compass.

- **Self-regulation-**
- Once you have mastered emotional awareness, the next step is managing those emotions- particularly the negative ones effectively.
- Always treat others with respect and try to stay in control.
- If you have a tendency to have emotional outbursts, practice being calm, step back and take a deep breath. It's also important to stay true to your values, and take the responsibility of your failures, instead of playing blame game.

- **Interpersonal Skills -** These skills help in conflict resolution and relationship management. Emotional intelligence helps to build and maintain healthy relationships.
- **Emotional Management -** Emotional Management is the ability to regulate and control one's emotions, to use emotions deliberately.
- It involves strategies to effectively manage stress anger and basically negative emotions.

❖ Trust Through Communication -

- **What is trust-** Trust means to be assured that the other person wants to see you happy and prosperous.
- Trust is the belief that somebody is good, honest, sincere, etc. and will not try to harm or trick you.
- **Gaining Trust through Communication -** Building trust through Communication is the cornerstone of personal and professional relationships. Here are some strong strategies to establish trust through communication -

❖ Active Listening -

- Pay attentive, close, and active attention to what the other person is saying. You can exhibit your attention through eye contact, nodding, raising hands, and answering questions or even asking questions.
- Also avoid unnecessary interruptions. First let them express themselves fully and then Respond accordingly.
- **Empathy -** Try to understand and feel other person's feelings and perspectives. You can show empathy by acknowledging and valuing their emotions.
- Use helpful phrases like - " I can imagine how you must be feeling."

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- **Transparency -** Be honest, true and open in your Communication. Do not hide or manipulate information. Do not be prejudiced or biased. Instead be impartial.
- **Consistency -** Consistency in your words and actions is necessary in building trust. Keep your words and promises, commitments.
- If ,in any case you are unable to fulfill your commitment. Take the person in confidence, communicate about this beforehand and provide an alternative solution.
- **Constructive feedback-** While providing feedback, focus on constructive criticism. Offer solutions and share ways of improvement.
- Ensure that your feedback is delivered in a supportive and non- judgmental manner.

- **Non-verbal cues-** Pay attention to non verbal cues. Try to get to know the feelings and emotions of other person, even if they are silent. Read body language, read mood, read attitude.
- On the other hand, maintain an open and approachable body language, pleasant smile, supportive gestures.
- **Apologize, When necessary -** If you are making mistakes or even unintentionally hurting someone, you should apologize sincerely, genuinely and honestly.

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