



## A Perfectly Good Hour

1. Social Capital
2. **Social Intelligence**
3. Listening
4. Identity
5. Verbal/Language, Cursing
6. Nonverbal Communication
7. Satisfying Relationships
8. Consummate Love
9. Conflict Management
10. Styles of Parenting/Leading

# Social Intelligence/EQ

- Introduce yourself
- Respect others' time
- Compliment others
- Share yourself
- Be polite
- Be a good sport
- Smile, show warmth
- Respond to others
- Using immediacy
- Let others go first/merge
- Offer to assist
- Show a positive attitude
- Fight fairly

- Remember others' names
- Tell the truth; Be authentic
- Admit mistakes
- Show respect
- Be thoughtful
- Take turns
- Avoid gossip
- Don't force your opinion
- Introduce yourself to others
- Invite others to join you
- Be willing to change your mind
- Accept others' assistance
- Actively listen

- Offer feedback
- Express confidence in others
- Be clear and concise
- Be reliable
- Develop a friendly tone
- Show. Don't tell.
- Talk less; say more.
- Dress appropriately
- Set boundaries
- Learn to say "no."
- Strive to say "yes."
- Accept a compliment
- Use metacommunication

Edward Thorndike  
Educational Psychology  
Columbia University, 1920

The best mechanic in the factory may fail as a foreman for lack of social intelligence.



“Yes, I think I have good people skills.  
What kind of idiot question is that?”

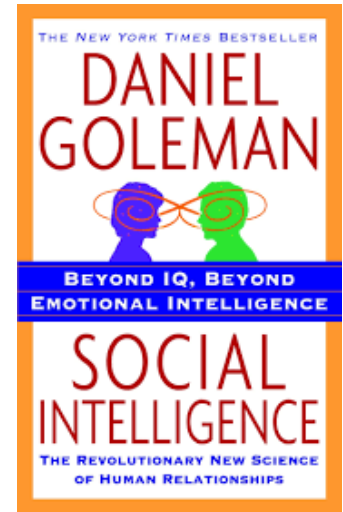
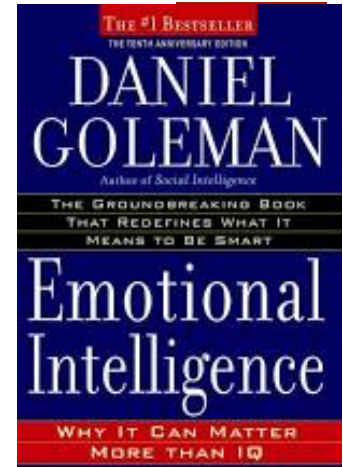
Daniel Goleman  
Graduate School of Applied and Professional Psychology  
Rutgers University

## Emotional Intelligence

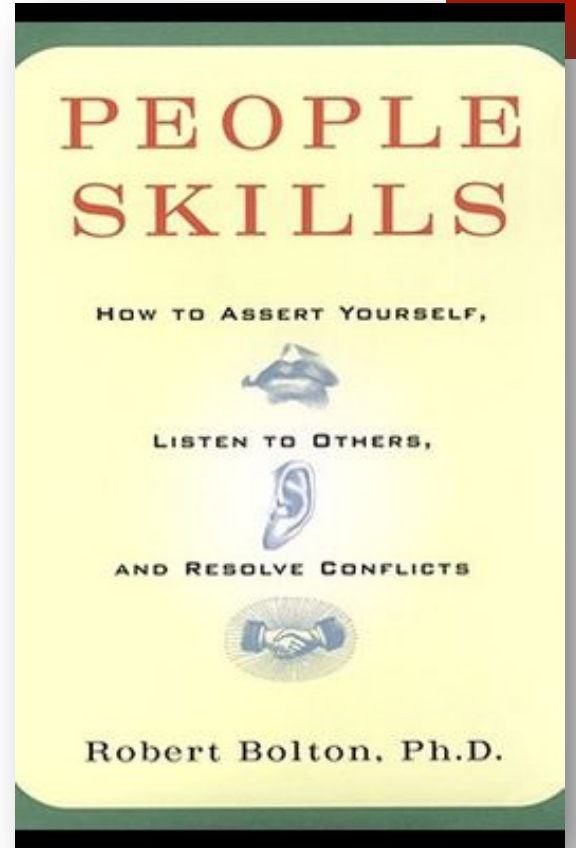
- Self-awareness
- Self-regulation
- Motivation
- Empathy
- Social skills

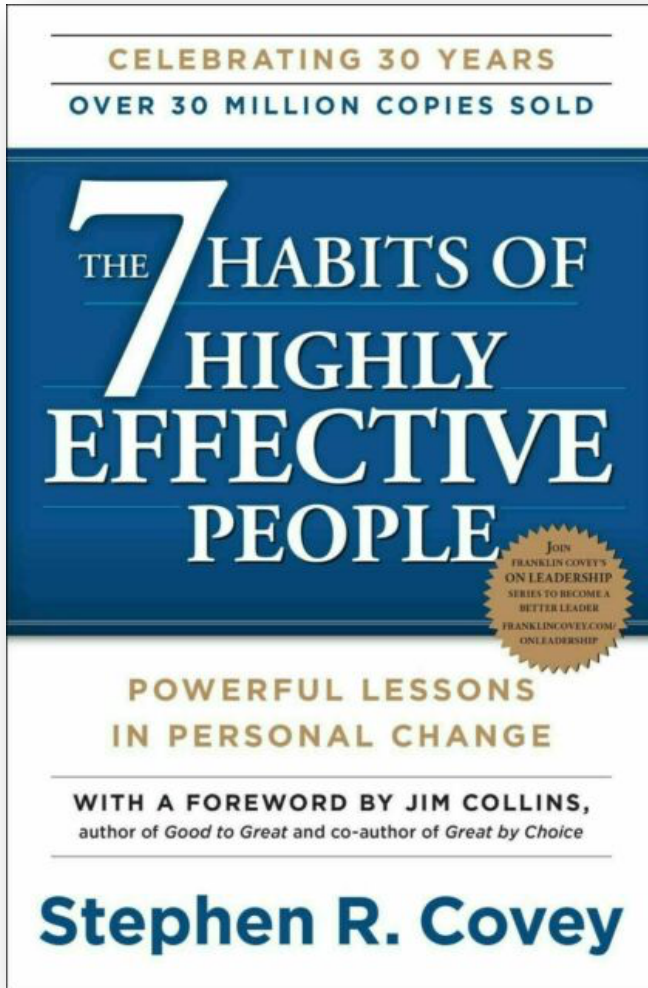
## Social Intelligence



- Social Awareness
- Synchrony
- Self Presentation
- Influence
- Concern



1. Assert your authentic self (#4)
2. Listen with empathy (#3)
3. Manage conflict (#9)





- 
- ① Be Proactive
  - ② Begin with the End in Mind
  - ③ Put First things First
  - ④ Think Win-Win (**Grab Bag #9**)
  - ⑤ Seek First to Understand, Then to be Understood (**#3**)
  - ⑥ Synergize (**#8**)
  - ⑦ Sharpen the Saw
- 

# Play Well in the Sandbox

Organizational cultural norms, values, expectations, and mores matter.

University of Virginia faculty are referred to as Mr. or Ms. instead of Doctor, even if they have a Ph.D. Students and faculty historically addressed each other in this manner as well. Medical doctors are the exception to the rule and they should be referred to as Doctor.



<https://odos.virginia.edu/students-traditions>

# MEANINGS

## Content

Instrumental

Literal

Information explicitly conveyed

## Relational

Connection

Pragmatic

How you feel about the other





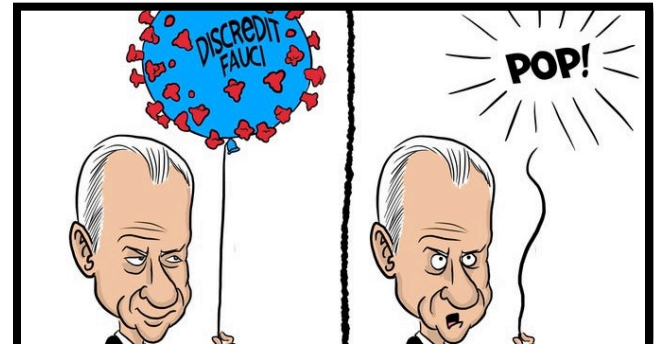
# Self-Disclosure

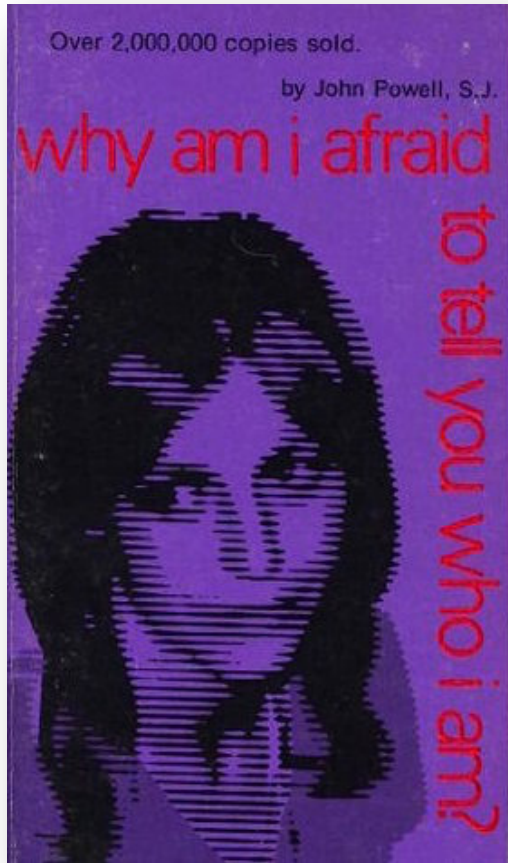
## Recognize the Risk

- Too much information - TMI
- Too soon
- Irreversible
- Rejection
- Burdensome for receiver

## Minimize the Risk

- Time and trust – Trial Balloons
- Incremental
- Norm of reciprocity





How to be more emotionally open.

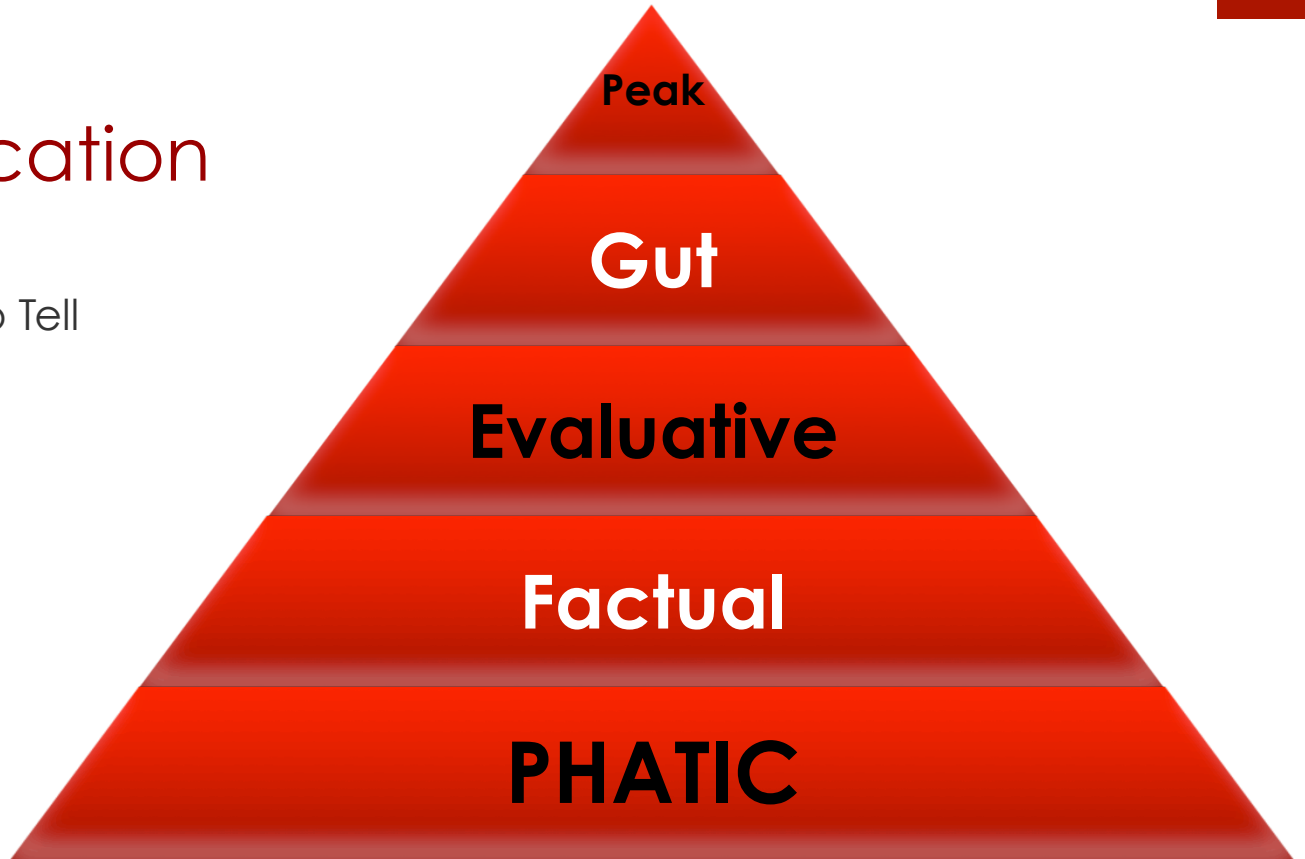
How we play psychological games to protect our inner selves.

How to develop the courage to be our real selves.

*Why Am I Afraid to Tell  
You Who I Am?*, 1969  
John Powell

# Levels of Communication

Why Am I Afraid to Tell  
You Who I Am?  
John Powell



# Phatic Level

Greetings

Goodbyes

Conventional social  
niceties to establish  
rapport and goodwill

Cliché communication

How are  
you?

It's great to  
see you  
today.

Good  
afternoon

Have a  
great day!

I'm glad to  
be here.

Bless you!

Excuse me

Take care.  
Be safe.

Thank you

# Phatic Communication is Scripted

## Rules are Implicit

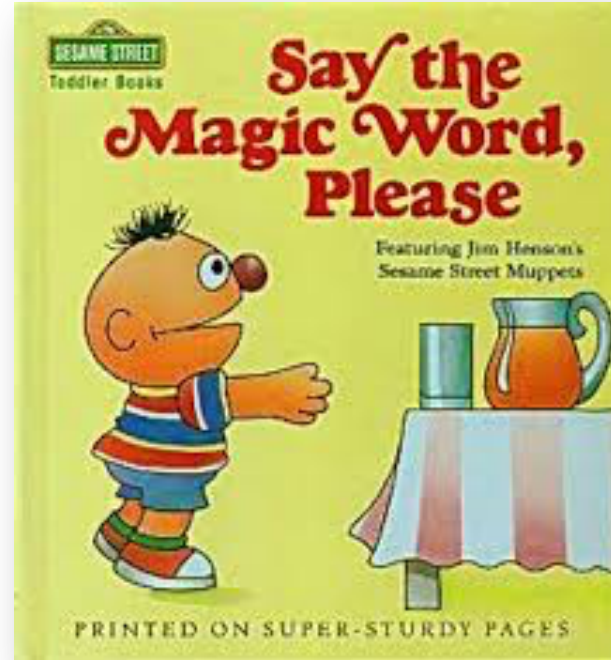
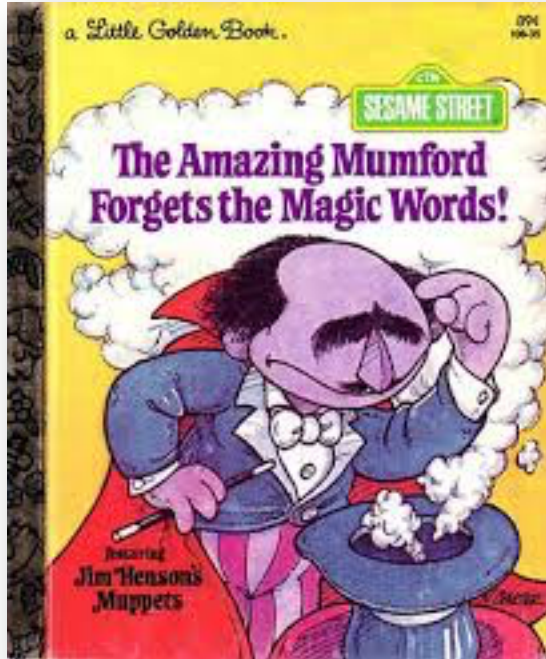
Until they are violated.



<https://youtu.be/AH3nc-F9LR8>

1. Failing to greet the other with a cliché
2. Touching
3. Showing civil inattention
4. Standing for the National Anthem
5. Responding to clichés without clichés:
  - Thank you; Okay. No problem.
  - Bless you; Oh, I'm not religious.
  - How are you?; I have a headache.
  - Have a nice day; Don't tell me what kind of day to have.
  - Thank you for a terrific class; Oh, I really screwed up a lot.

Manners cost nothing  
Manners are priceless



# Austin Simmons

## CUPS

### Roanoke, VA

One small coffee	\$5.00
One small coffee, please.	\$3.00
<i>Hello, I'd like one small coffee, please.</i>	\$1.75



**Store Owner Is Sick Of Rude Customers, So He Puts Up A Sign As Revenge**  
littlethings.com



Wuhan Shake



Elbow Bump

# Wakandan Salute



Alex Del Barrio [@alexdelbarrio](#) · 22h

Can we officially make the Wakandan salute the new handshake post-Covid.



178

2,329

11.8K





bbc.com/travel  
May 13, 2020



Traditional Hnoki greeting for New Zealand's Maori culture



Traditional Bedouin (Emirati) greeting simultaneous nose touch and handshake



Traditional Afghan provinces (high-touch culture)  
Handshakes, hugs, and as many as 8 kisses may be given in a single greeting.



French double cheek kiss greeting, "Bises!"



# If someone wishes you...



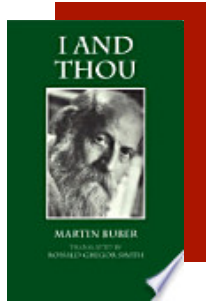
**"Thank you! You too!"**

...because honestly, if you can't see past the words of the wish to its good intent, then it's not the holiday well-wisher who's broken, it's you.

Be a good human. Wish someone well this holiday season. Use whatever expression you'd like.

# Martin Buber

## Social Philosophy, 1923



Impersonal  
I see you as a thing

Interpersonal  
I see you as an  
irreplaceable  
part of me

Mutually congruent,  
transparent, authentic, real



I don't have time for that sh#@!



# MEANINGS

## Content

Instrumental  
Literal  
Information explicitly  
conveyed

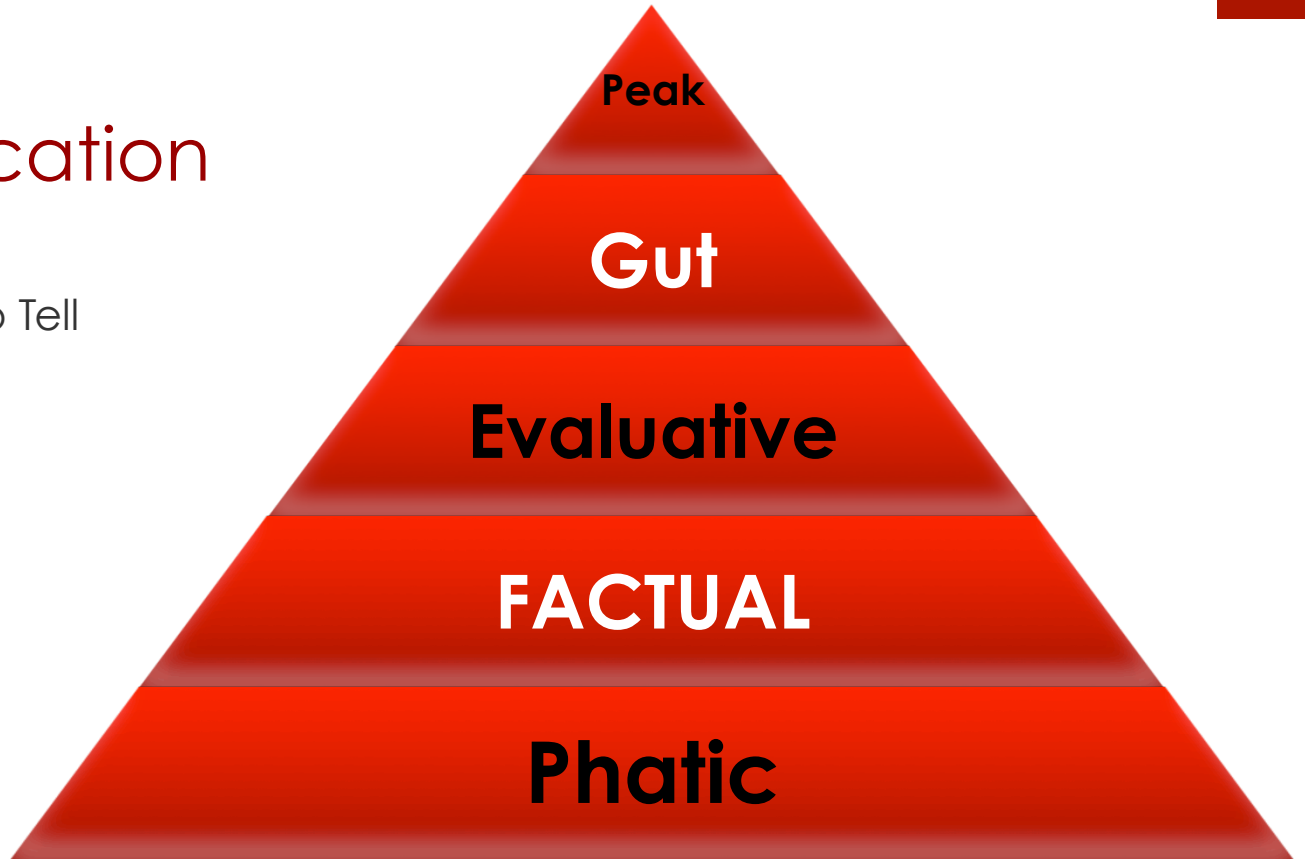
## Relational

Connection  
Pragmatic  
How you feel about  
the other

I don't think people intend to be rude; they are just unaware of how their actions (or lack thereof) affect other people.

# Levels of Communication

Why Am I Afraid to Tell  
You Who I Am?  
John Powell





# Factual Level

Small talk/Chat chat/B.S.

Safe topics include

- Weather, traffic
- Breaking news
- Sports scores
- Some gossip

- Avoid opinions & diagnoses
- Taboo topics at this level
  - Bodily functions
  - Religion
  - Death
  - Sex
  - Money
  - Politics\*

\* The lifeblood of the D.C. region!

Hurricane  
Sally

Fires on  
West Coast

Cooler temps

Peter Laviolette  
is new Caps  
coach

Washington  
Mystics in playoffs

COVID  
saliva tests?

Louisville offers  
settlement to  
Breonna Taylor's  
family

LLI class reminder  
#52...

blah blah blah bl  
lah blah blah blah  
blah blah  
ah blah bl  
blah blah





# EQ: Play Nice in the Sandbox

Cultural norms, values, expectations, and mores matter.

The sandbox is often on the golf course.



The Mercury News

**BEING TAUGHT TO AVOID TALKING  
ABOUT POLITICS AND RELIGION  
HAS LED TO A LACK OF  
UNDERSTANDING OF POLITICS AND  
RELIGION.**



**WHAT WE SHOULD HAVE BEEN  
TAUGHT WAS HOW TO HAVE A  
CIVIL CONVERSATION ABOUT A  
DIFFICULT TOPIC.**



A N O N Y M O U S

# Bel esprit

noun: bel-es-**pree**

A person of great wit or intellect



Brent Terhune



Sarah Cooper



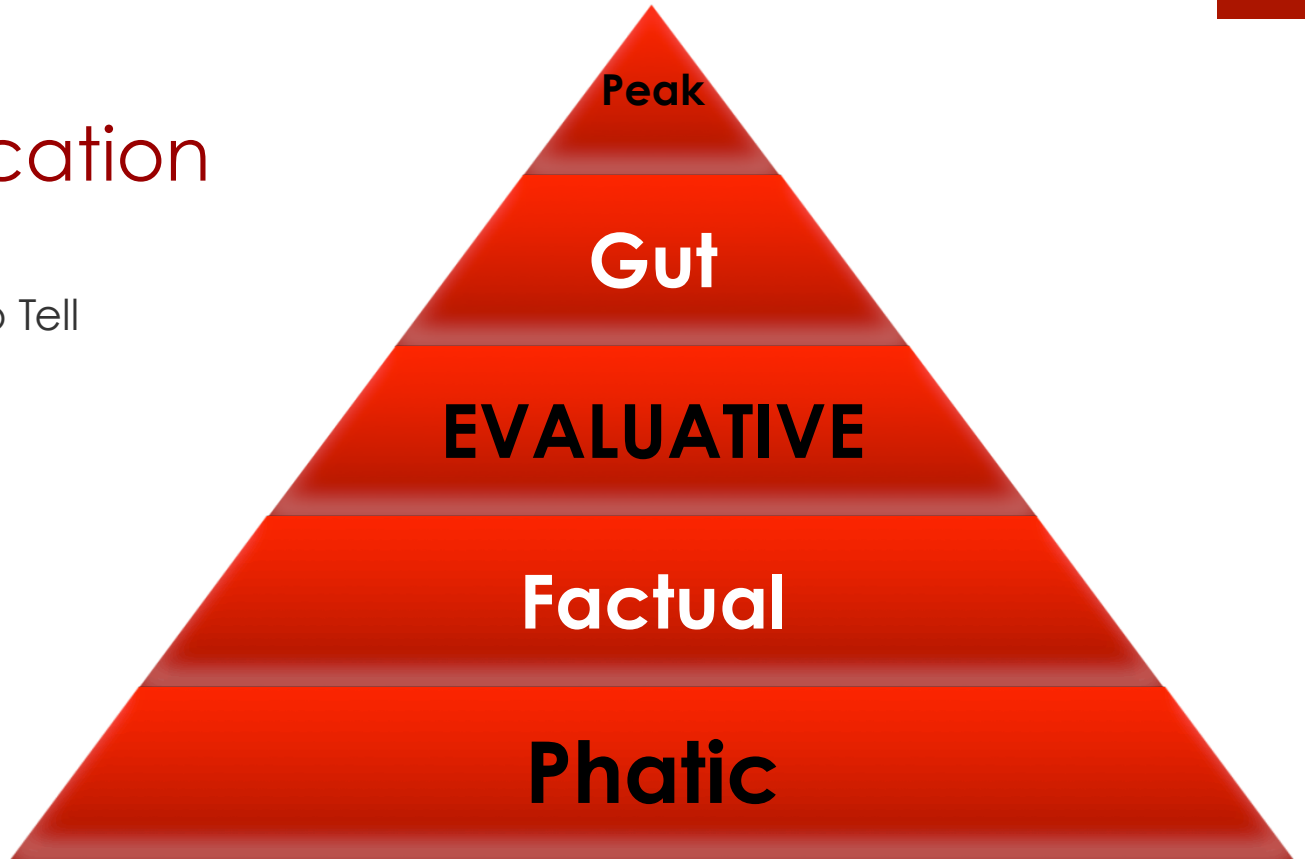
Blair Erskine



Randy Rainbow

# Levels of Communication

Why Am I Afraid to Tell  
You Who I Am?  
John Powell



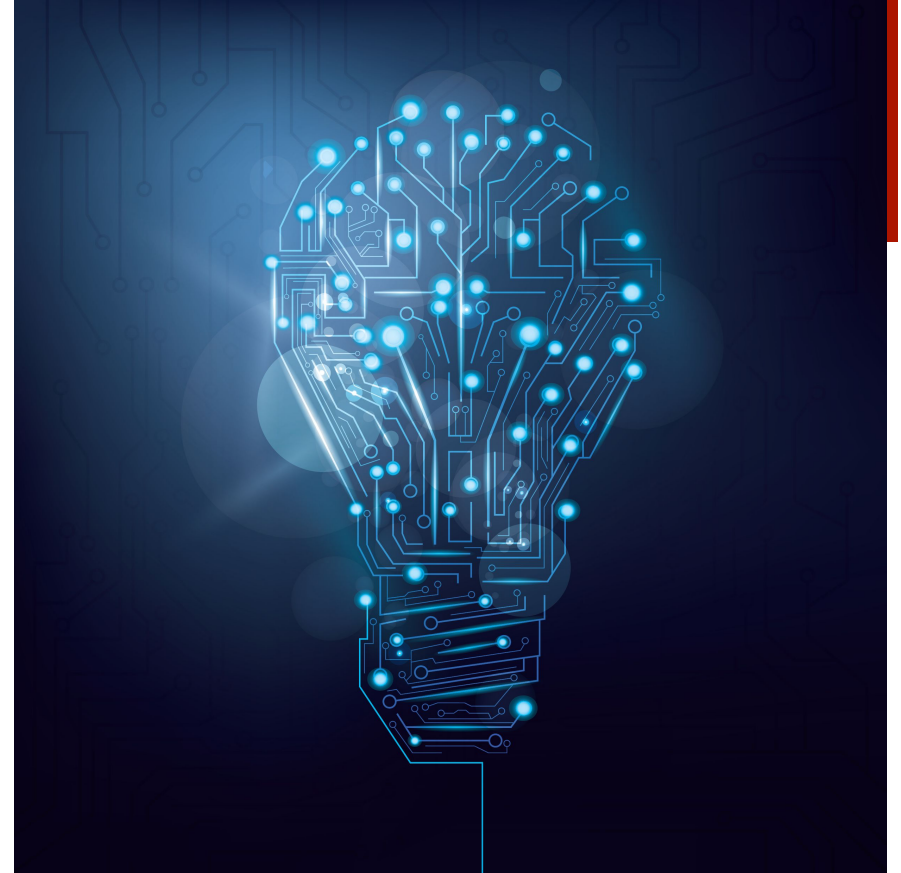
Pick up the pace,  
Old Lady!

That guy's  
driving like a  
maniac!



# Innovations

- Google
- SpaceX reusable rocket
- iPad
- Self-driving car
- LED light bulb
- Ring doorbell

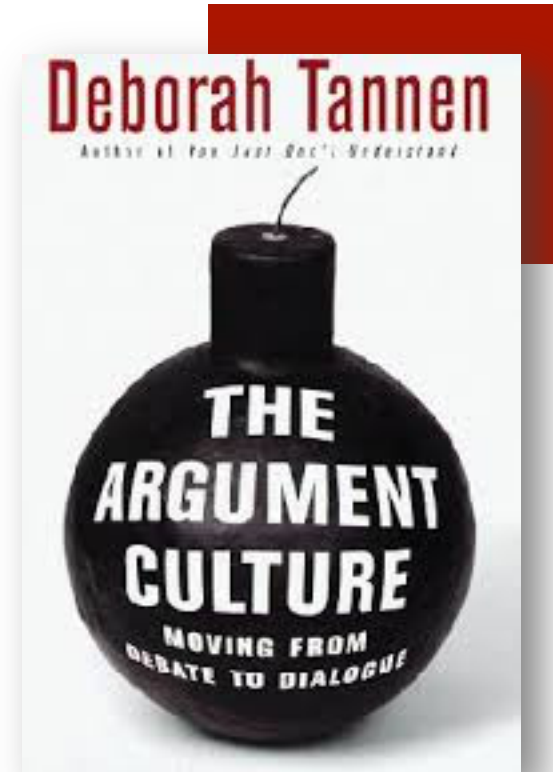


# Evaluative Level

- Offering opinions
- Offering judgments

The argument culture urges an adversarial frame of mind.

Conflict and opposition are over-weighted.





Calvin & Hobbes, 1985-1995  
Bill Watterson



- Don't you think that...?
- All tRump does is lie.
- I don't read the news; it's all too negative.
- Do you know what you should do?
- Calm down. You're too emotional.
- That's the stupidest thing I've every heard.
- The Chinese coronavirus is a hoax.
- All lives matter.
- Yeah, well, what about...?



Internet troll  
Wikipedia

## HOW PEOPLE PARSE THROUGH INFORMATION

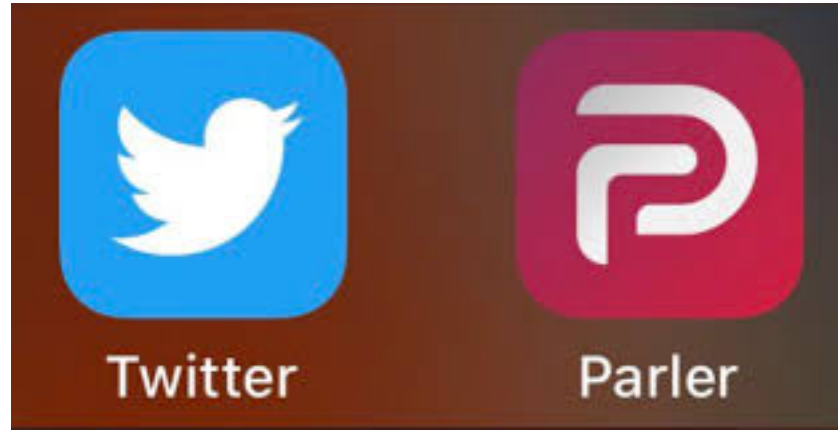
Pew Research, July 2018



When Americans call a statement *factual* they overwhelmingly also think it is accurate; they tend to disagree with factual statements they incorrectly label as *opinions*.



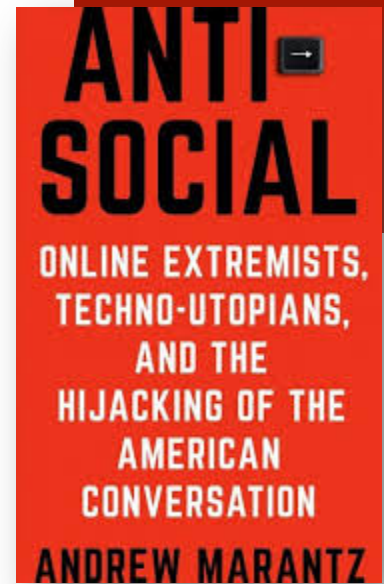
Joel Stein  
Time, August 2016



ONLINE DISINHIBITION EFFECT, in which factors like anonymity, invisibility, a lack of authority, and not communicating in real time strip away the mores society spent millennia building. - Stein

# Viral ideas can slide so precipitously into terror.

- 8chan
- 4chan
- Reddit
- Facebook
- Twitter
- Parler

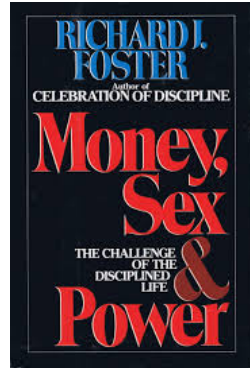
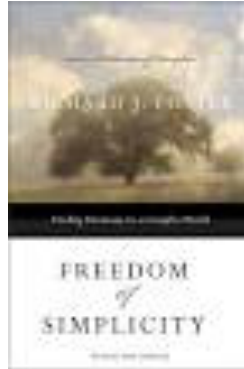


Andrew Marantz  
The New Yorker, 2019

# Superficiality

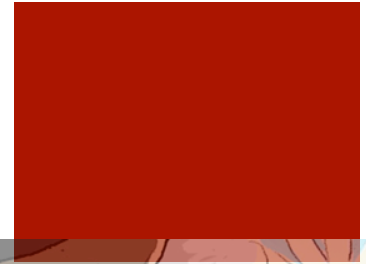
Superficiality is the curse of our age. The doctrine of instant satisfaction is a primary spiritual problem.

Richard J Foster  
Christian theologian

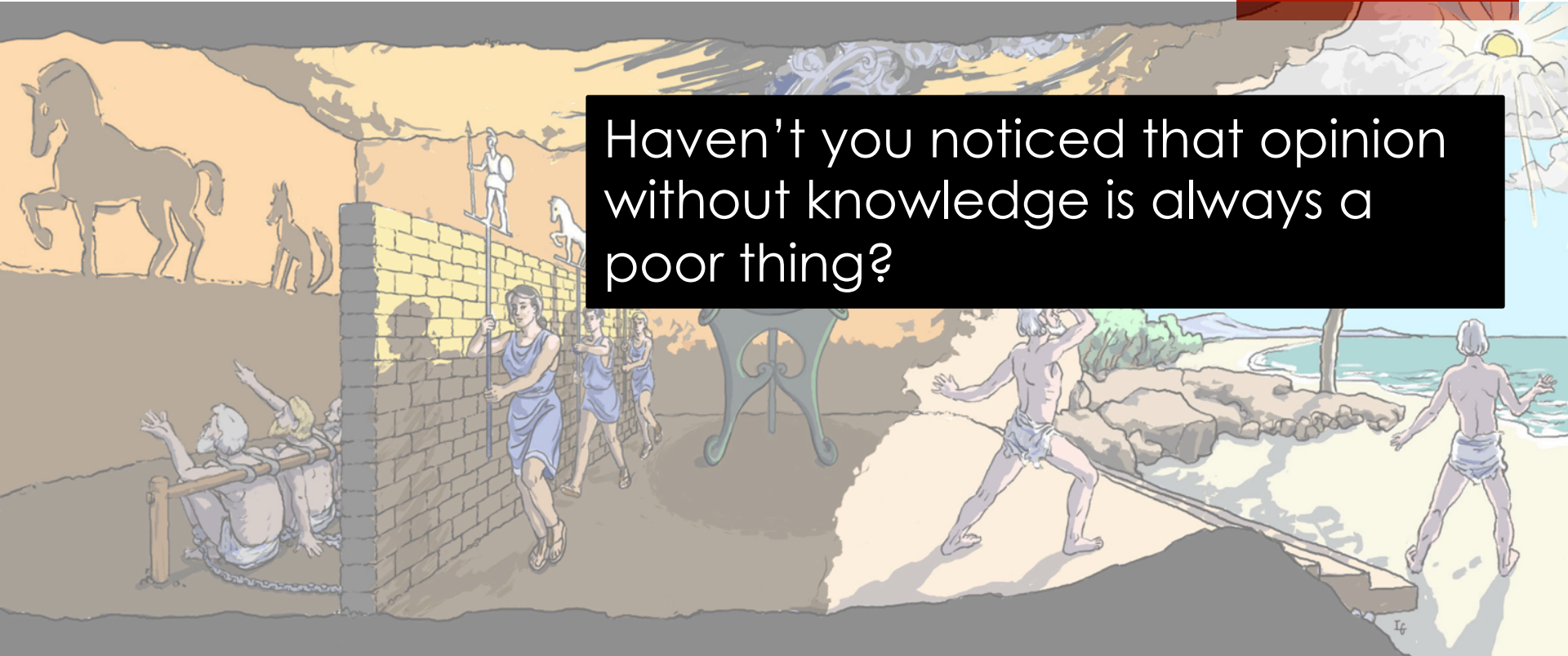


# Plato, Allegory of the Cave

## *The Republic*

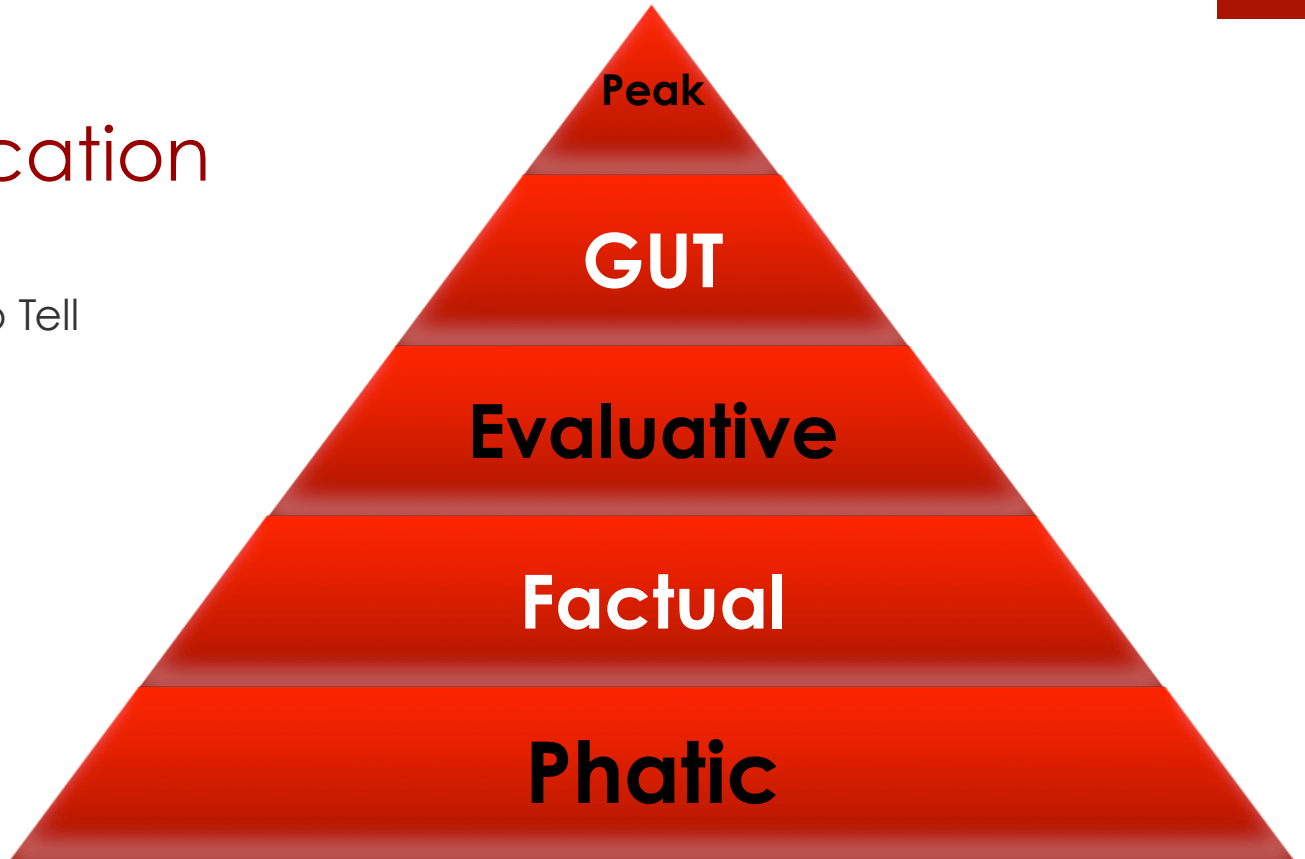


Haven't you noticed that opinion without knowledge is always a poor thing?



# Levels of Communication

Why Am I Afraid to Tell  
You Who I Am?  
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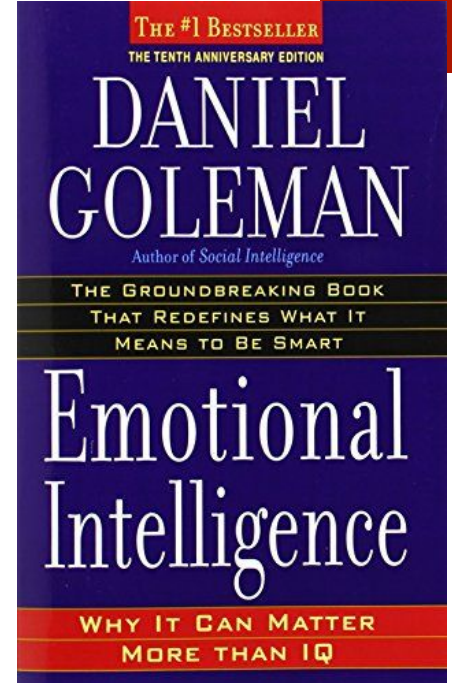


# Gut Level

Sharing emotions



When you do that, I feel irritated,  
because...





# Doc Martin

<https://youtu.be/VTsJV026zzA>



## **SELF-REGULATION**

Be aware of your emotions and the impact you have on others.

Wait for the right time and place to express emotions, appropriately.

Be thoughtful about influencing others and taking responsibility for own actions.

# Superficiality

Most of us feel that others will not tolerate emotional honesty in communication.

We would rather defend our dishonesty on the grounds that it might hurt others, and, having rationalized our phoniness into nobility, we settle for superficial relationships.

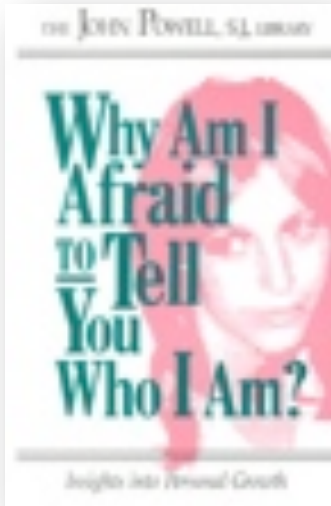
John Powell





**DO YOU  
LOVE ME?**







John Powell

Why am I afraid to tell you who I am?

If I tell you who I am,  
you may not like who I am.

And it's all that I have.

 <p><b>JOY</b></p> <p>JOYFUL INTERESTED PLAYFUL CONFIDENT LOVING SENSITIVE COURAGEOUS HOPEFUL</p>	<p><b>SADNESS</b></p>  <p>SAD BORED SLEEPY UNHAPPY IGNORED GUILTY LONELY ALONE</p>
<p><b>SURPRISED</b></p>  <p>STARTLED CONFUSED AMAZED EXCITED SHOCKED ASTONISHED EAGER DISMAYED</p>	<p><b>ANGER</b></p>  <p>MAD JEALOUS EMBARRASSED FURIOUS IRRITATED WITHDRAWN FRUSTRATED SKEPTICAL</p>
 <p><b>DISGUST</b></p> <p>AWFUL DISAPPOINTED HESITANT REVOLTED LOATHING JUDGEMENTAL</p>	<p><b>FEAR</b></p>  <p>HUMILIATED REJECTED WORTHLESS INSECURE ANXIOUS SCARED</p>

**Inside Out**

Feelings are much like waves,  
we can't stop them  
from coming, but we can choose  
which one to surf.  
*Jonatan Mårtensson*

<https://youtu.be/yRUAzGQ3nSY>

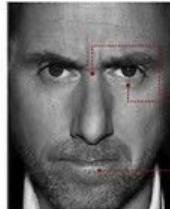


# Greater Good Science Center UC Berkeley



## sadness

- 1 drooping upper eyelids
- 2 losing focus in eyes
- 3 slight pulling down of lip corners



## anger

- 1 eyebrows down and together
- 2 eyes glare
- 3 narrowing of the lips



## happiness

- A real smile always includes:
- 1 crow's feet wrinkles
  - 2 pushed up cheeks
  - 3 movement from muscle that orbits the eye



## contempt

- 1 lip corner tightened and raised on only one side of face



## fear

- 1 eyebrows raised and pulled together
- 2 raised upper eyelids
- 3 tensed lower eyelids
- 4 lips slightly stretched horizontally back to ears



## disgust

- 1 nose wrinkling
- 2 upper lip raised



## surprise

- Lasts for only one second
- 1 eyebrows raised
  - 2 eyes widened
  - 3 mouth open

[greatergood.berkeley.edu/quizzes/ei\\_quiz](http://greatergood.berkeley.edu/quizzes/ei_quiz)



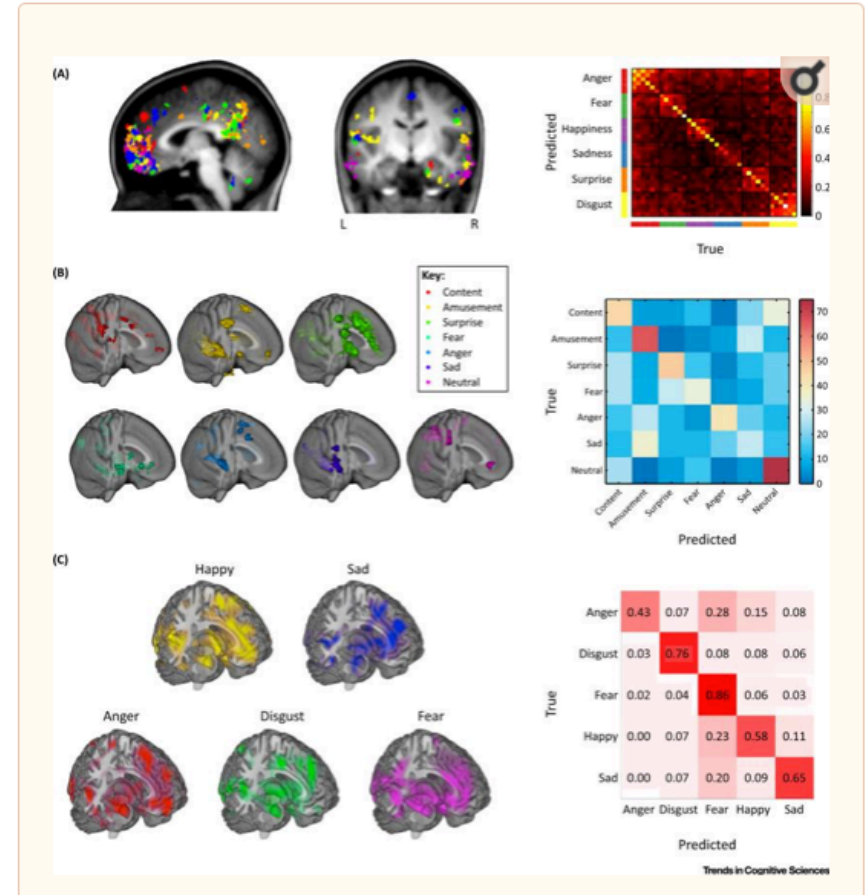
## DECODING THE NATURE OF EMOTION IN THE BRAIN

Affective neuroscience

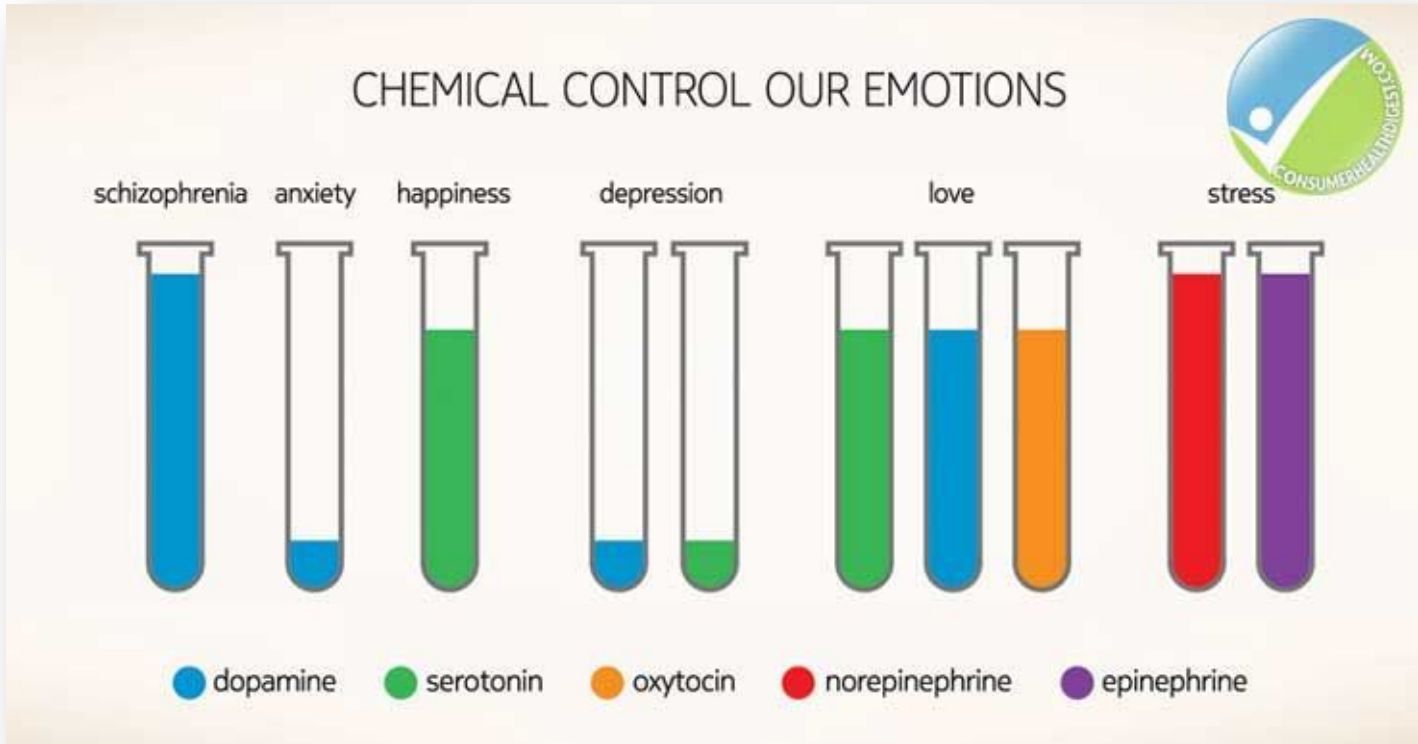
fMRI & electrophysiological recording

Neurobiological models of affect

Kragel, Philip A, and Kevin S LaBar. "Decoding the Nature of Emotion in the Brain." *Trends in cognitive sciences* vol. 20,6 (2016): 444-455. doi:10.1016/j.tics.2016.03.011



<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4875847/>



National Institutes of Mental Health





Bill Watterson, Calvin and Hobbes

# Gut-Level Communication



Bill Watterson, Calvin and Hobbes



Anger is an umbrella to hide pain (guilt, hurt, fear). It acts as a neurochemical way of self-soothing (norepinephrine acts as an analgesic).

- Leon Seltzer

*Paradoxical Strategies in Psychotherapy*

<https://www.psychologytoday.com/us/blog/evolution-the-self/200807/what-your-anger-may-be-hiding>

# Levels of Communication

Why Am I Afraid to Tell  
You Who I Am?  
John Powell

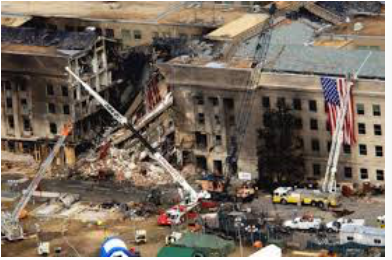


# Peak Level

Communal  
Expressing exact feelings, simultaneously  
I-Thou  
Authenticity

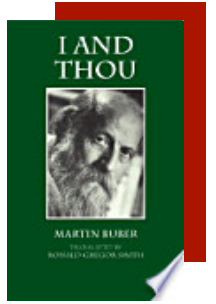


Bill Watterson, Calvin and Hobbes



# Martin Buber

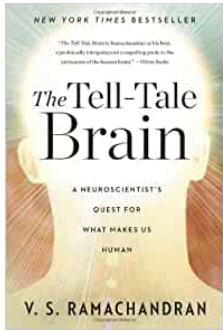
## Social Philosophy, 1923



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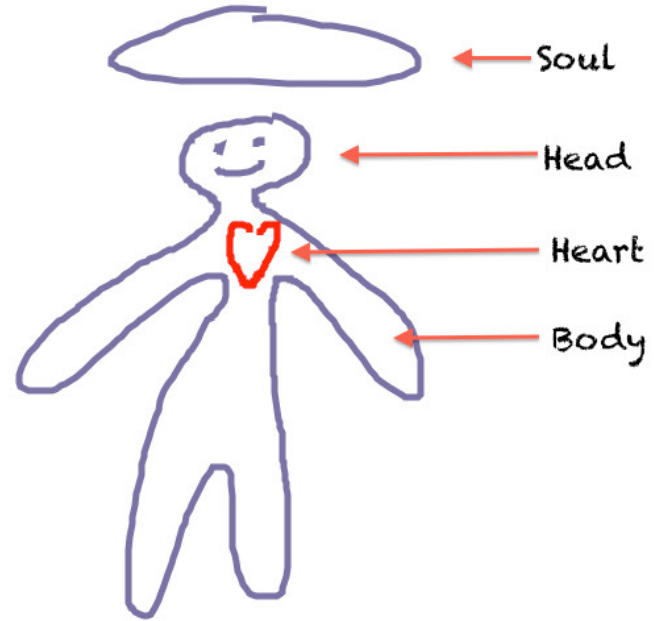
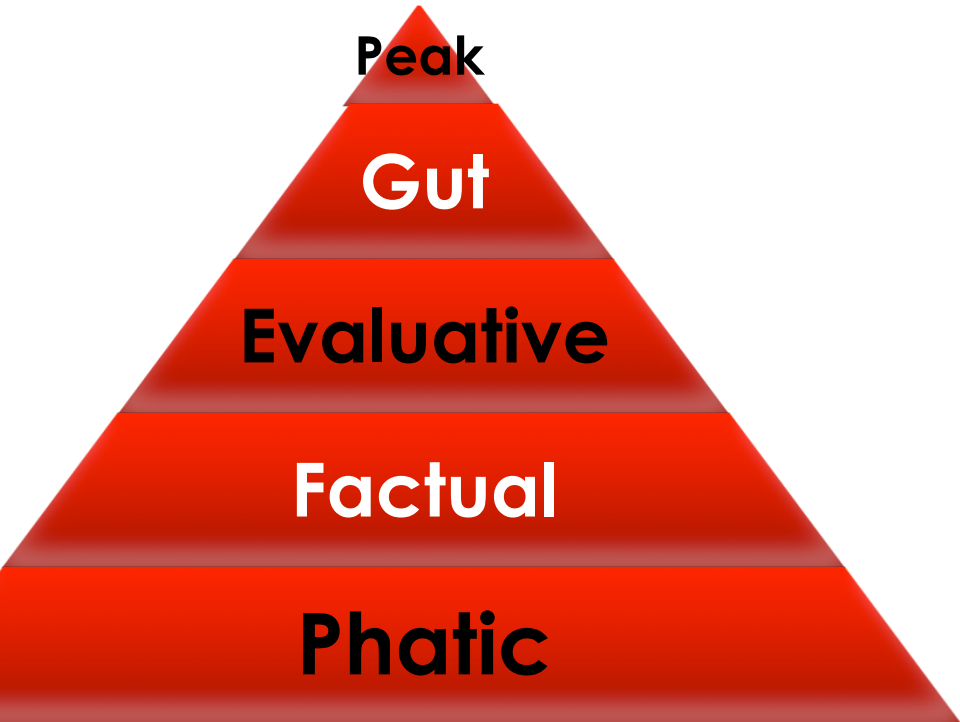
## Mirror Neurons



Prof V.S. “Rama” Ramachandran  
Neuroscience, UC San Diego  
*The Tell Tale Brain*, 2011

Our brain's extraordinary ability to learn and integrate new information may be due in large part to **mirror neurons**—cells that fire both when we perform a particular action and when we witness someone else performing the same action.

# Levels of Communication



Bruce Holland  
Inspirational Leaders are Soul Proprietors



Power of the Soul  
John Holland, Psychic Medium

A soul mate is not your perfect fit.

It's someone who sees YOU and shows you your best self.

Self-Expansion Theory:  
including the other in the self



I LOVE  
YOU TOO



## ***Friendship***

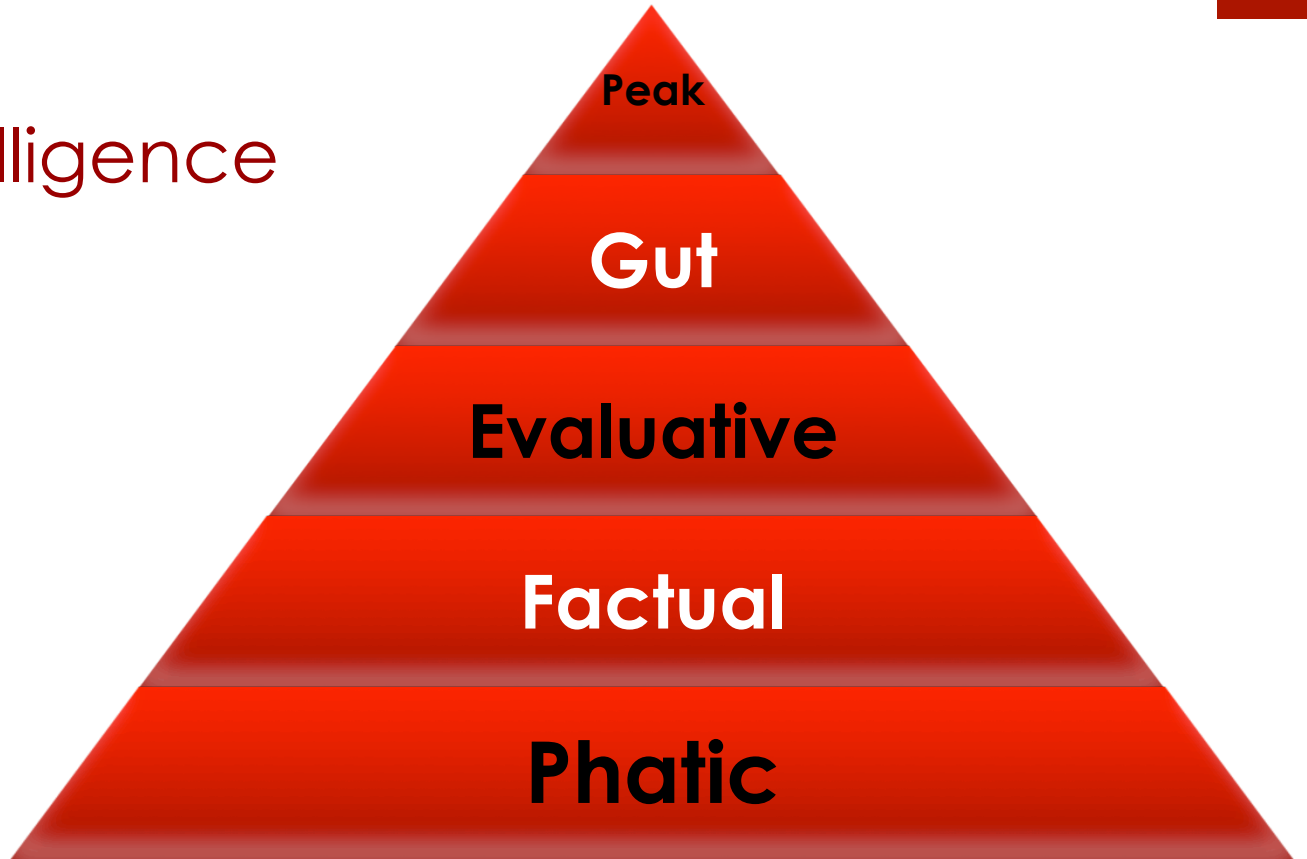
**Adapted from *A Life for a Life* (1859)**

**Dinah Craik**

“Oh, the comfort, the inexpressible comfort of feeling safe with a person; having neither to weigh thoughts nor measure words, but to pour them all out, just as they are, chaff and grain together, knowing that a faithful hand will take and sift them, keep what is worth keeping, and then, with a breath of kindness, blow the rest away.”



# Social Intelligence



# Social Intelligence/EQ

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- Respect others' time
- Compliment others
- Share yourself
- Be polite
- Be a good sport
- Smile, show warmth
- Respond to others
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- Don't force your opinion
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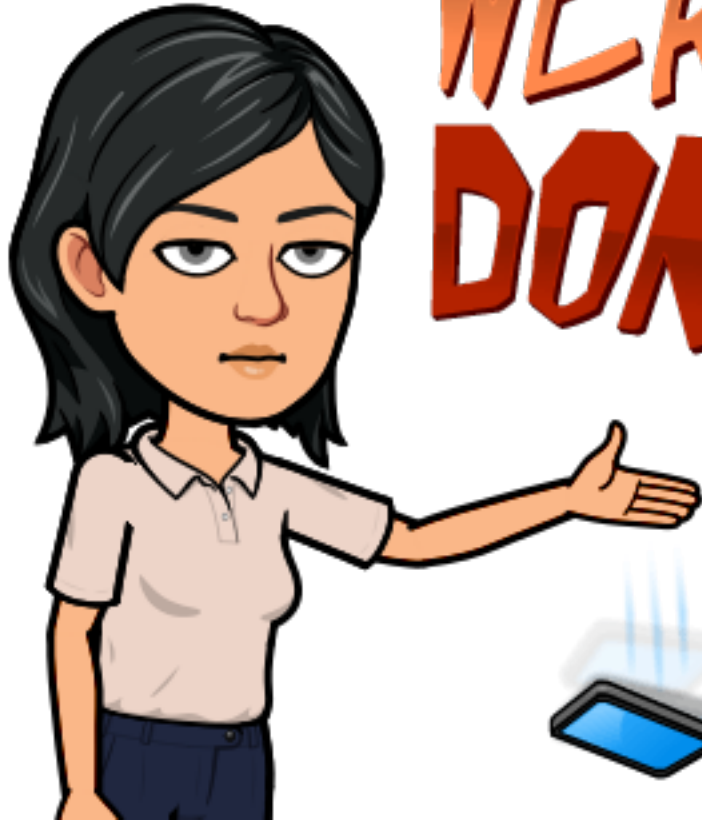
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*Well, you've done it again. You've wasted another perfectly good hour.*

The Tappet Brothers  
Click and Clack from Car Talk, NPR



# WE'RE DONE.

THANK YOU FOR YOUR FEEDBACK

- What worked well?
- How could this session have been better for you?

# Phatic Level

Greetings

Goodbyes ←

Conventional social niceties to establish rapport and goodwill



Thank you

Thanks for a  
great class.

See you  
next time!

Yom Tov!