

Emotional Intelligence Training Course

LESSON GUIDE

Lesson 3: The Pulley

THE PULLEY HELPS YOU ATTRACT AND HOLD THE ATTENTION OF OTHERS.

A pulley is always moving in two directions at once, receiving and giving, giving and receiving. Imagine the third tool, nonverbal communication, sending and receiving a variety of sensory cues that further connect us to one another.



1. Watch *Section A: Improving Nonverbal Communication* (6:42 minutes)
2. Review “Questions asked and answered by nonverbal communication”
3. Read “Things to observe as you watch the skit” to prepare for the Section B video
4. Watch *Section B: Role Play* (1:40 minutes)
5. Read and practice “Exercises for integrating the Pulley into your life”

Questions asked and answered by nonverbal communication

Nonverbal communication is emotionally-driven communication that answers the questions: “Are you listening?” and “Do you understand and care?” Answers to these questions are expressed in the way we listen, look, move and react. These elements will produce a sense of interest, trust, excitement and desire for connection—or they will generate fear, confusion, distrust and disinterest.

Nonverbal signals communicate your interest and investment in others. Critically important is the fact that **these elements are experienced much more intensely in the pauses between words**. Interruptions in the flow of language offer us the best opportunities for emotional communication. How well you are able to navigate pauses and send these signals will depend on your ability to manage stress and experience your own emotions as well as the other person's.

Things to observe as you watch the skit in the video

- Watch the expressions on each of the faces—do they mirror or oppose the spoken words?

- Do the gestures, timing, and movements seem fluid or forced? Do they mirror or oppose what is being said?
- Is there a sense of real connection in what you see? Or, do you notice a lack of connection? Is it sometimes on and sometimes off?

**You may need to watch the clips several times to see all the nonverbal cues that are there.*

Exercises for integrating The Pulley into your life

As a way of learning more about nonverbal communication, jot down or record your observations of yourself and others for a few weeks. Include both people who are important to you and casual acquaintances.

Try to pay attention to:

- **Eye contact:** Does it seem missing, too intense, or just right?
- **Facial expression:** Is it mask-like and unexpressive, or emotionally present and filled with interest?
- **Tone of voice:** Does the voice project warmth, confidence, and delight, or is it strained and blocked?
- **Posture and gesture:** Does your body feel still and immobile, or relaxed? Can you sense the degree of tension in your shoulders and jaw? What do you observe about the tension in the body of the person you are speaking to?
- **Touch:** How do you like to be touched? Do you prefer a light or firm hand?
- **Intensity:** Do you or the person you are communicating with seem flat, cool, and disinterested, or over-the-top and melodramatic?
- **Timing and pace:** When you or someone you care about makes an important statement, does the response come too quickly or too slowly? Is there an easy flow of information back and forth?
- **Sounds that convey understanding:** Do you use or pick up on sounds from others that indicate caring or concern?

To learn even more about your own nonverbal communication, you can use a camera or audio recorder to record yourself. Without seeing yourself, how can you really know what signals you are sending nonverbally?

- **Video camera** – Record a conversation between yourself and your partner or a friend. Take turns focusing the camera on your facial expressions and body language and then on the other person. Later, you can watch your nonverbal communication skills in action. Evaluate whether or not you were sending the nonverbal cues that you thought. Did your body language, facial expressions and tone of voice reflect the nature of the conversation and the way you felt?
- **Digital camera** – Ask someone to take a series of photos of you while you are engaged in conversation. You won't hear the words, but the images can be very revealing. Again, do your posture and facial expressions match the content and tone of the conversation?

- **Audio recorder** – Capture the tone and resonance of your voice, as well as the timing and pace of the conversation. Listen for sounds that aren't words—are you conveying your interest and attention in the pauses of the conversation?

The point of this activity is to develop your awareness of your own nonverbal communication skills. As you continue to pay attention to these skills your emotional intelligence will improve as well.

