

## Emotional Intelligence Training Course

# LESSON GUIDE

### Lesson 5: The Velvet Hammer

**THE VELVET HAMMER HELPS YOU HANDLE CONFLICT IN A POSITIVE WAY.**

The head of a hammer is hard and resolving conflict is never easy, but a hammer in the hands of a craftsman creates opportunities for new beginnings. Imagine the fifth tool, the Velvet Hammer, as a source of opportunity rather than destruction when it is softened and empowered by all the skills that reflect emotional intelligence.



1. Take the quiz below
2. Look over "Things to observe as you watch the skit in the video"
3. Watch *Section A: Practicing the Art of Conflict Resolution* (6:00 minutes)
4. Read "Practicing the art of conflict resolution with careful listening"
5. Watch *Section B: Conclusion: Integrating New Learning* (3:32 minutes)

### QUIZ

#### Evaluate Your Ability to Handle Conflict Effectively

1. When you experience conflict, do you have the ability to remain somewhat relaxed and focused? Are you able to listen to what the other person is saying?
2. During times of difficulty, are you able to experience intense emotions and put them in perspective without becoming overwhelmed?
3. Do you find yourself able to read the nonverbal cues of others, even in the midst of disagreement?
4. Are you able to be playful even in tense and awkward situations?
5. Do you view conflict as an opportunity to build trust and improve a relationship?

These questions build on the tools of emotional intelligence. If you don't answer "usually" to most of these questions yet, don't worry—practice will improve your ability to negotiate conflict without becoming overwhelmed.

### Things to observe as you watch the skit in the video

- Are the people in the skits able to listen to one another even though they each have different needs?
- Do participants seem to be managing their intense emotions appropriately? Are you comfortable with the level of emotion expressed in each of the skits?
- How does maintaining eye contact and listening intently affect the interaction?

### Practicing the art of conflict resolution with careful listening

Learning how to navigate conflict effectively and harmoniously takes practice. But as the skit demonstrates, it can be done! When you experience conflict, the first thing to do is to make sure that your stress is under control and you are emotionally present. This will give you the ability to listen and consider the following:

- Can you name the reasons given by the other person about why he or she is upset?
- Can you understand the other person's point of view?
- Can you repeat some of the words used by the other person? Did you ask the person if you understood correctly?
- Did you ask if the person said everything he or she wanted to? Did you give some time to think?
- Can you resist interjecting your own point of view until the other person has said everything he or she wants to say?

## A Final Note

### Mastering the tools of emotional intelligence takes practice

One more important point needs to be made before you end: in order to really change your life for the better, you will need to invest time and energy into practicing your new skills. Under stress, emotions override the ability to think clearly. That's why this material really won't belong to you until you can call on it at any time.

To be most useful this learning needs to be habitual. The best way to do this is to create a plan that carves out time in your daily routine for practicing and using the tools described in this training *until you find yourself doing them automatically.*