

Using Emotional Intelligence to Tactfully Deliver Feedback

GoSkills online course syllabus

Skill level

Beginner

Lessons

11

Accredited by

Verified by GoSkills

Pre-requisites

No prior experience needed

Video duration

18m

Estimated study time

18m 42s

Instructor

Linda Croyle

Introduction

- 1** **How you improve**
Feedback is essential for growth in all aspects of life.

Understanding Yourself and Others

- 2** **Key components of feedback**
Feedback is more than just critique; it's a powerful tool for growth and connection.
- 3** **Emotional intelligence**
Emotional intelligence is the key to effective interpersonal relationships and self-management.
- 4** **Iceberg psychology**
Understanding the "iceberg psychology" concept can revolutionize how we perceive and interact with others.
- 5** **Understanding communication patterns**
Communication patterns are crucial to effective interaction and understanding in both personal and professional settings.

Giving Emotionally Intelligent Feedback

- 6** **Allyship and feedback**
Effective feedback is a cornerstone of growth and improvement in any relationship.

7 **Importance of respect**
Respect is fundamental in any work relationship, regardless of personal feelings.

8 **Considering body language**
Body language significantly influences how feedback is received and understood.

9 **Considering environment**
The setting in which feedback is delivered significantly impacts its reception.

10 **Managing negative responses**
Anticipating and managing negative responses to feedback is crucial for maintaining effective communication.

Conclusion

11 **You've got this**
Congratulations!

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