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EU as a solidarity's house for minors out of home  
Erasmus+ project n. 2023-2-IT03-KA220-YOU-  
000184370



Agenzia Italiana  
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# Life Skills Module 2

## Social Area

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# In this module we will talk about:



## Effective communication

Emotional Intelligence

Understanding empathy and its importance in communication

Body language and nonverbal communication

Active listening



## Relationship management

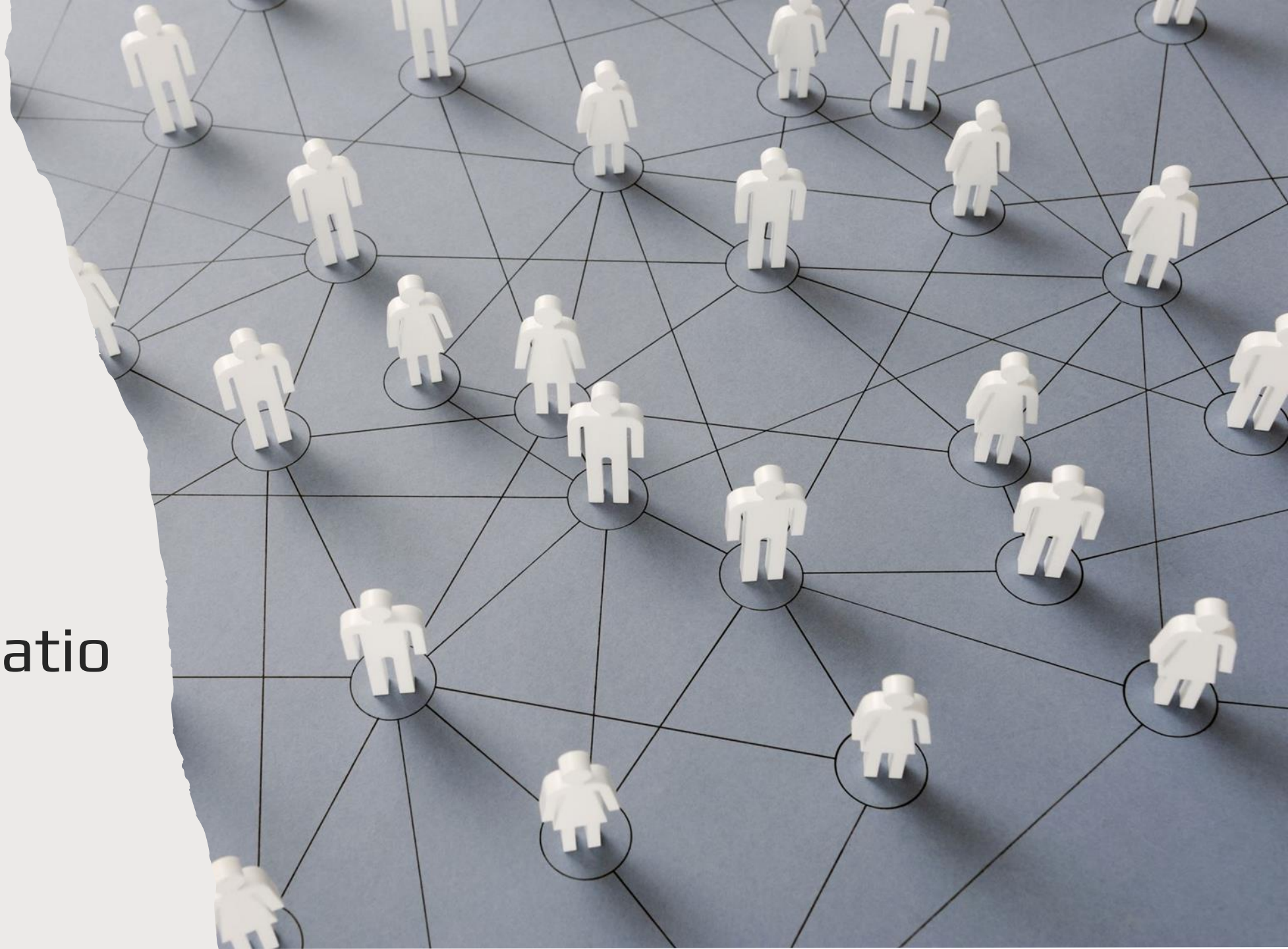
Healthy and unhealthy relationships

Tips to build and retain healthy relationships

Signs that show that you need to end a relationship

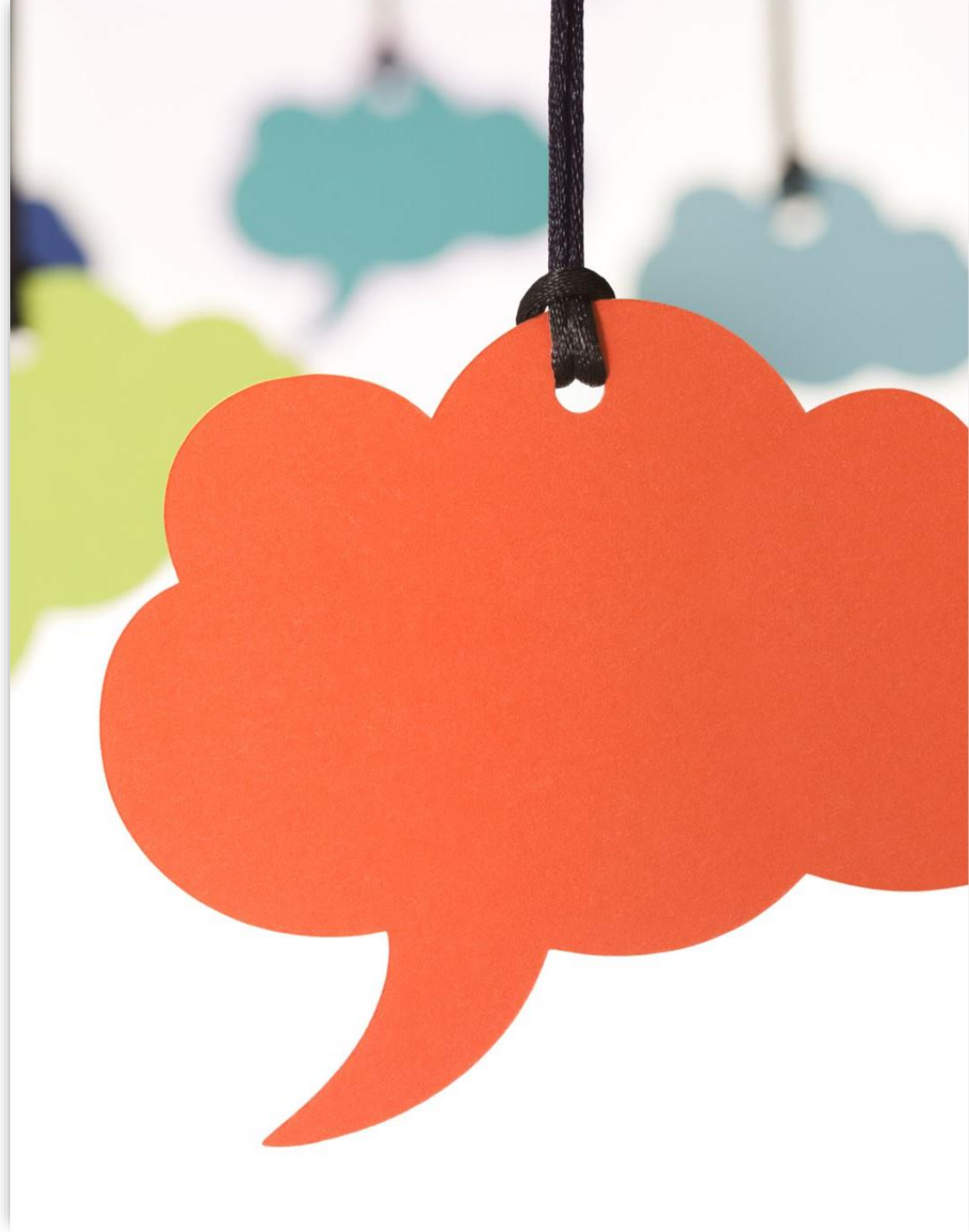


Effective  
communication



# To be able to effectively communicate with others, you need to:

- Know and understand yourself
- Try to understand the other people
  - Emotional intelligence
  - Empathy
  - Active listening



# What is emotional intelligence?

- Emotional intelligence (also called EQ) is the ability to understand your own emotions and the emotions of others.



# Social awareness

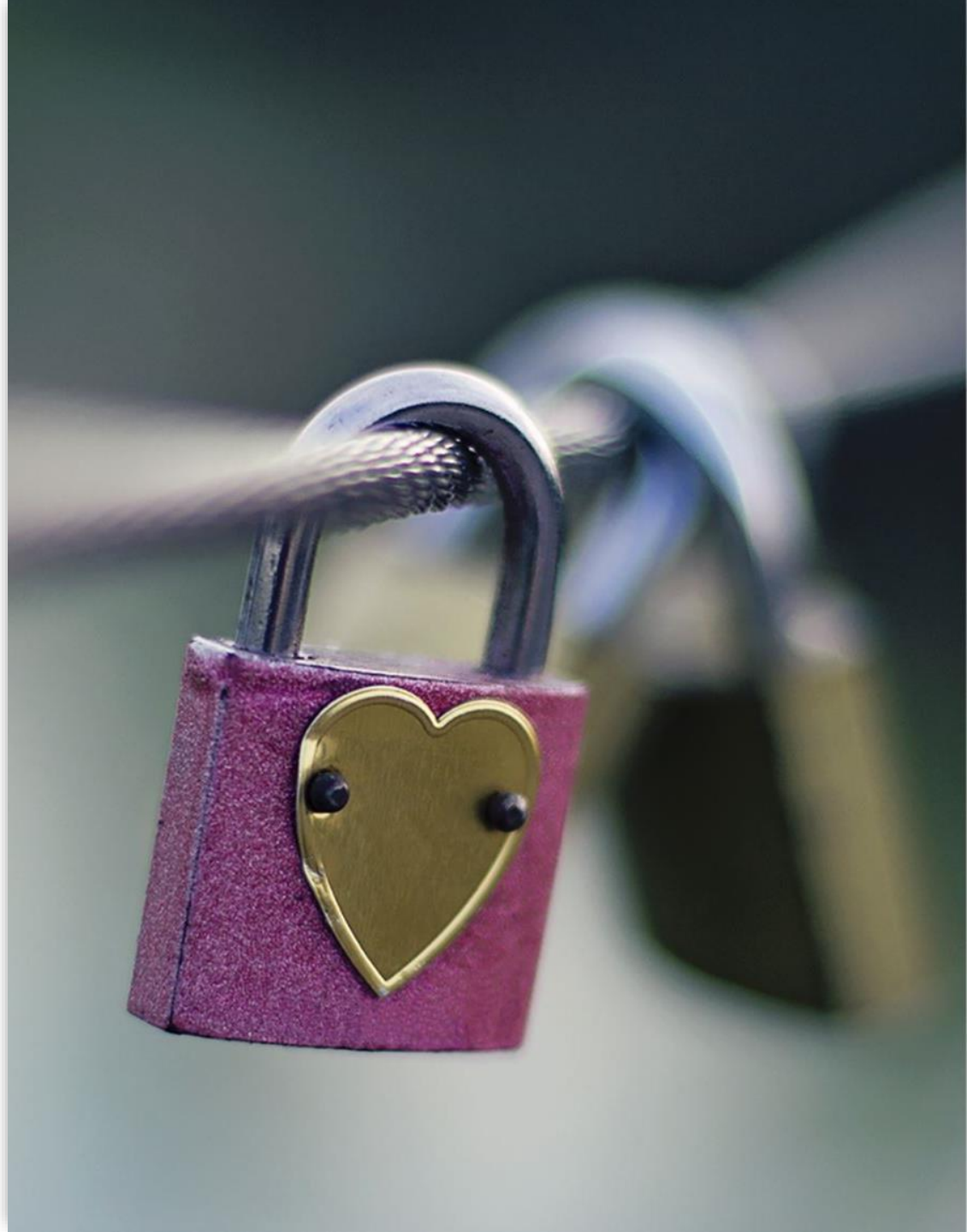
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- Social awareness enables you to recognize and interpret verbal and nonverbal clues others are using to communicate with you.
- Empathy is a key component of social awareness, allowing us to step into someone else's shoes and view the world from their perspective.
- Social awareness requires your presence in the moment.



# What is empathy?

- <https://www.youtube.com/watch?v=Itp21tly8nM>
- Empathy is the ability to put yourself in someone else's shoes.
- Understand that all people are different. Something that does not bother you at all, may hurt another person
- Empathy relies upon your ability to detect, feel, and share emotions.



# Why is empathy important ?



It improves human interactions in general and improves your capacity to communicate with others, to be part of a team.



It enables you to build meaningful social connections.



You'll become a better friend, worker and leader.



You'll learn to look at the bigger picture.

# Evaluating body language and nonverbal signals

**Eye contact** – Is the person making eye contact? If so, is it overly intense or just right?

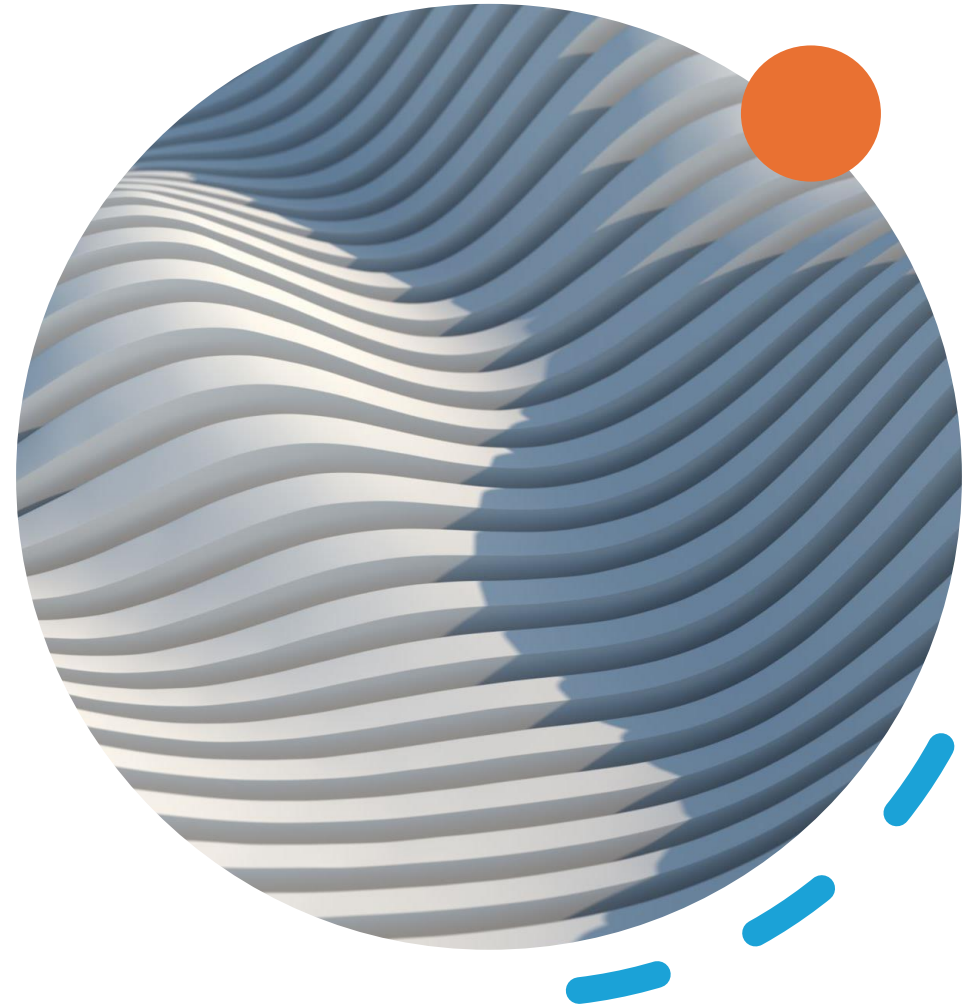
**Facial expression** – What is their face showing? Is it unexpressive, or emotionally present and filled with interest?

**Tone of voice** – Does the person's voice project warmth, confidence, and interest, or is it strained and blocked?

**Posture and gesture** – Is their body relaxed or stiff and immobile? Are their shoulders tense and raised, or relaxed?

**Touch** – Is there any physical contact? Is it appropriate to the situation?

**Intensity** – Does the person seem flat, cool, and disinterested, or over-the-top and melodramatic?



# Social awareness activity

Match the pictures on the left with the emotions listed on the right. You can connect a picture with more than one emotion.



Stressed  
Peaceful  
Excited  
Angry  
Disappointed  
Anxious  
Sad  
Relaxed  
Upset  
Concerned  
Joyful  
Tired  
Happy  
Worried  
Calm  
frustrated

# What's going on in this picture?

- <https://www.nytimes.com/2024/04/28/learning/whats-going-on-in-this-picture-april-29-2024.html>





If you are interested in testing your emotional intelligence, try these quizzes (in English)

- <https://www.mindtools.com/axbwm3m/how-emotionally-intelligent-are-you>
- [https://greatergood.berkeley.edu/quizzes/ei\\_quiz/take\\_quiz](https://greatergood.berkeley.edu/quizzes/ei_quiz/take_quiz)

# Active listening for effective communication

Hearing Vs. Listening		
	Hearing	Listening
Nature	Involuntarily	Voluntarily
Process	Passive body process	Active mental process
Act	Physiological act	Psychological act
Focus	Not required	Required
Senses involved	1	More than 1
Initiation point	Hearing begins before listening	Listening commences after hearing



Active listening involves reflecting what you understand, asking thoughtful questions for clarity, and withholding judgment or interruptions

<https://youtu.be/rzsVh8YwZEQ?feature=shared>



# Relationship Management

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# Healthy Vs. Unhealthy relationships

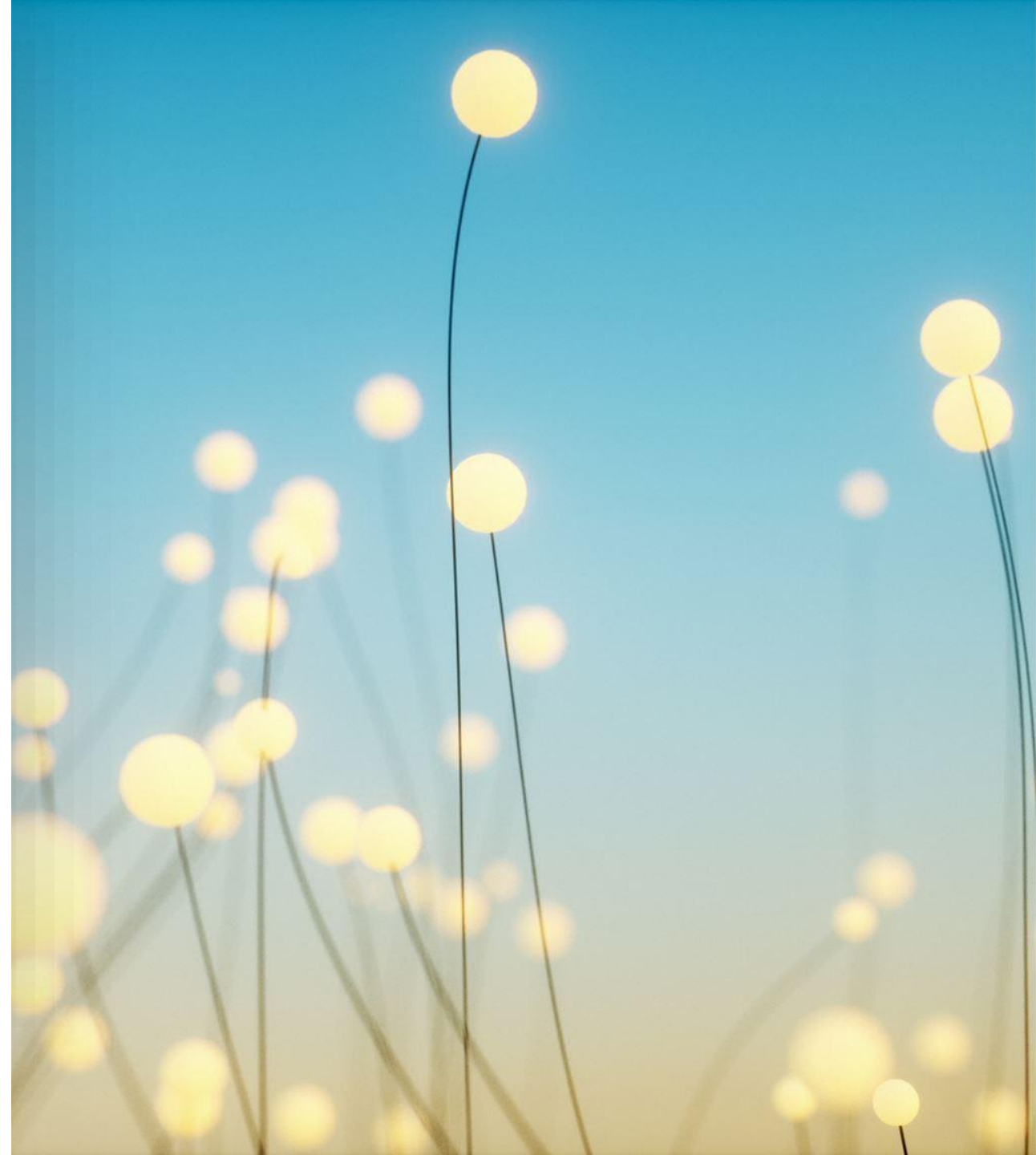
**Healthy:** the ones where you can feel safe and express your views freely and with respect for yourself and others. They are based on mutual trust, honesty, good communication, being understanding and calm during arguments, and consent

**Unhealthy:** the ones that have a power imbalance; there is no consent, mutual trust, compromise, or honesty. One or both people in the relationship may have trouble communicating and controlling their anger. Some unhealthy relationships become physically, emotionally, or sexually violent.



# Tips for Healthy relationships

- Become aware of how effectively you use nonverbal communication. Recognizing the nonverbal messages that you send to others can play a huge part in improving your relationships.
- Use humor and play to relieve stress.
- Conflict and disagreements are inevitable in human relationships. Two people can't possibly have the same needs, opinions, and expectations at all times. However, that is not a bad thing. Resolving conflict in healthy, constructive ways can strengthen trust between people.
- Understand that every person is different, and this is interesting.



# When to end a relationship

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## Signs:

- constant unhappiness
- lack of trust
- repeated patterns of conflict
- emotional or physical abuse
- misalignment of values
- feeling stagnant or held back
- loss of respect





## Last activity

- Did you learn anything new about yourself?
- How do you feel?



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# Thank You

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