Sears think[box]

7 Floors - 50,000 sq. ft.

1. COMMUNITY
2. COLLABORATE
3. PROTOTYPE
4. FABRICATE
5. PROJECTS
6. ENTREPRENEURSHIP
7. INCUBATOR
Communication is only effective if

- received
- understood
Communication is only effective if

- received
- understood
If you can’t explain it simply, you don’t understand it well enough.

~ Albert Einstein
# Emotional Intelligence Domains and Competencies

<table>
<thead>
<tr>
<th>Self-Awareness</th>
<th>Self-Management</th>
<th>Social Awareness</th>
<th>Relationship Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emotional self-awareness</td>
<td>Emotional self-control</td>
<td>Empathy</td>
<td>Influence</td>
</tr>
<tr>
<td></td>
<td>Adaptability</td>
<td></td>
<td>Coach and mentor</td>
</tr>
<tr>
<td></td>
<td>Achievement orientation</td>
<td>Organizational awareness</td>
<td>Conflict management</td>
</tr>
<tr>
<td></td>
<td>Positive outlook</td>
<td></td>
<td>Teamwork</td>
</tr>
</tbody>
</table>

Source: More Than Sound, LLC, 2017

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Communication Best Practices

Prepare     Prepare     Prepare
Communication Best Practices

Find preferred method and frequency of communication.
Progressive

Weekly call request

Good afternoon Project Manager,

Please let me know when you are available for this week's call, on which we will discuss:

- Status of the project
- Change in vendor for one of the parts
- Clarification needed on design
- Questions for the team?

I am available after 2PM Tuesday, Wednesday between 9-11AM, and Friday between 10AM-3PM.
Communication Best Practices

Understand the importance of timing.
Communication Best Practices

Manage expectations.
Introductions
Hi Holly,

I recently connected with a former colleague, Michael Scott, who mentioned he was looking for consulting opportunities. From what I know of the Flax Consulting Group, Michael may be a good fit. I am happy to provide an introduction only if you're interested, there is no expectation.

Best,

Tiffany
To Holly Flax Michael Scott

Introduction to Michael Scott

Holly, I’d like to put you in touch with Michael Scott. Michael and I worked together at the Dunder Mifflin Paper Company for a number of years and currently we both serve on the Save the Dogs Advisory Board.

Michael, Holly’s consulting company has been the catalyst for many exciting, new initiatives in the paper world.

I hope you’re able to find time to connect and will let you take it from here.

Best,

Tiffany
To Pam Beesly

Recommendation letter request

Dear Pam,

I have been looking for possible internships and have found an organization called the Cleveland Foundation. This organization would help me strengthen skills within the public health and social work field. Part of the application requires me to have a recommendation letter. Would you be able to write me a recommendation letter? If not, please let me know as soon as possible because the application is due on October 31.

Here is the website for the organization if you want more information: https://www.clevelandfoundation.org/

Please do not hesitate to ask any questions for clarification. I have also attached an updated copy of my resume for reference.

Thank you in advance,

Tiffany
Communication is only effective if received and understood in a way that can then be relayed to a 3rd party.

Effective communicators have a high level of emotional intelligence:
- Self - awareness
- Self - management
- Social awareness
- Relationship management
Communication best practices include:
- Preparation
- Finding the preferred method and frequency of communication
- Understanding the importance of timing
- Managing expectations

Introduction emails should never be cold introductions!

Asking for a letter of recommendation? Do the work!
Thank you!
tew24@case.edu