

Emotional Intelligence Improves Communication in Sports

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Emotional Intelligence

- Communication in Sports
- Emotions and Sports
- Emotional Intelligence
 - Emotional UN-intelligence
 - Emotional Intelligence Improving Communication
- Examples

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Communication in Sports

- A coach must
 - Motivate players
 - Enable players to act
 - Generate enthusiasm
 - Create a sense of importance and meaning
 - Inspire a shared vision
 - Promote change
 - Resolve conflicts



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Emotions in Sports

Emotion and success in sports are interdependent.



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Emotional UN-Intelligence

- Misreads people emotions
- Fails to identify how others feel.
- Misunderstands own feelings
- Doesn't Motivate
- Forgets what's important when upset.
- Misunderstands people
- Emotions are distracting and derail
- Cannot connect with other people



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Emotional Intelligence

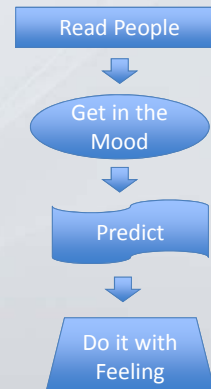
- Knows what people feel.
- Smiles when happy or pleased
- Reads people accurately
- Inspires people
- Emotions improve thinking
- Feelings help to inform and change beliefs and opinions.
- Knows the right thing to say
- Makes good predictions about what people may feel



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Emotional Intelligence

- Ability to
 - Identify Emotions
 - Use Emotions
 - Understand Emotions
 - Manage Emotions



Identifying Emotions

- **Pay attention**
 - Attend to and accurately identify YOUR emotions and moods, and look and listen to the person.
- **Process the verbal information:**
 - Emotional words used, tone used, speed and pitch of words
- **Process the nonverbal information:**
 - Facial expressions, eyes and mouth, posture, gestures (interpreted in context), and words, tone, and situation, as they relate to gestures.

Emotions Relay Information



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Sadness/Agony

- Information
 - Heal from loss
 - Enrich one's experience of what the loss has meant
 - Rebuild his resources and conserve his energy
 - To call out for help
- Communication



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Surprise/Fear

- Information
 - Surprise
 - Reorients our attention
 - Fear
 - Focuses our attention on the threat
 - Act to avoid negative consequences
- Communication



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Happiness/ Joy

- Information
 - Motivate us to do things that are good for us.
- When we are happy, we
 - Are more novel and creative
 - Go beyond specific information
 - Think outside the box
- Communication



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Disgust

- Information
 - Show that you cannot accept something
 - Remove us from what is revolting
- Communication



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Anger

- Information
 - Fight against wrong and injustice.
- Communication



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Using and Understanding Emotions

Emotion	Causes	What it does for us...
Happiness	Achievement of goals, successful at something	Generate new ideas, creativity, innovation More giving, charitable, and friendly Pay attention to our life; inspire and motivate to try again
Fear	Perceive something bad is going to happen	Wary, senses heightened Revisit old assumptions, see new things in the familiar Signals we might be missing something
Sadness	Disappointment or loss	Solve deductive reasoning (focus on details, look for something wrong) Allows us to grapple with the idea that we will not have the thing we wanted.
Anger	Arises out of a sense of wrong or injustice.	When injustices have occurred – narrows our field of vision, focuses our attention <i>Intelligent anger</i> = power and energy to confront an evil
Surprise	Events do not unfold according to plan.	Reorients our attention, get into info-seeking mode Warns us that are plans are not going to work.

Managing Emotions

- Refractory Period
- Manage your own emotions
 - Writing about emotions
 - Learn your triggers
 - Exercise
- Moods intensify emotions.

Do not ignore them or suppress them, use them.

Conclusion

Step	Goal	Action
Identify Emotions	Get complete and accurate data.	Listen, ask questions, and paraphrase to ensure you understand how your players feel.
Use Emotions	Have feelings help guide your thinking.	Determine how these feelings influence your thinking and that of the team.
Understand Emotions	Evaluate possible emotional scenarios.	Examine the causes of these feelings and what may happen next.
Manage Emotions	Determine Underlying, root cause and take action to solve the problem	Include the rational, logical information available with the emotional data you just gathered to make the optimal decision.

Any Questions?

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