

**Social Intelligence:  
Discovering You and  
Working With Others**

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**Objectives:**

- Discuss the 6 Signs of Social Intelligence
- List the 2 keys to understanding a person's style
- Define Social Intelligence
- List 5 Ways to Increase Your Social Intelligence

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**Defintion:**

- Social Intelligence is...

the capacity to know oneself and to know others. Social intelligence is learned and develops from experience with people and learning from success and failures in social settings. Social intelligence is the ability to understand your own and others actions. [Wikipedia](#)

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**6 Signs of Social Intelligence**

1. People Speak Openly In Front of You
2. You are not judgmental towards people
3. People feel being around you is uplifting
4. You understand people's behaviors is controlled by many factors
5. You are able to determine a persons baseline behavior
6. You are a goon observer of nonverbal cues

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**6 Signs of Social Intelligence**

1. People Speak Openly In Front of You  
Socially intelligent people have a knack of helping people feel comfortable -so comfortable that people can share their thoughts and feelings without a concern for confidentiality or misinterpretation. A big reason for this is socially intelligent people's ability to be mentally present in a situation and to stay focused even in long conversations without giving in to the tendency to get distracted.

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**6 Signs of Social Intelligence**

2. You are not judgmental towards people  
People with social intelligence are not in a hurry to categorize people. They remain nonjudgmental for the longest time possible. They don't see people as 'how they should be', but rather as 'how they are'. They also understand that no one is good or bad, rather each one of us is good and bad. Due to this attitude, they don't have preconceived notions and thus people get authentic feedback from them

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**6 Signs of Social Intelligence**

**3. People Feel Uplifted Around You**

If you are socially intelligent, then you would often be complimented for a quality called 'feel good factor'. People would often say that after meeting you or talking to you, they feel reassured, rejuvenated, sorted and hopeful. In fact, you would often find people looking for an excuse to be with you. And this simple point has great effects, especially if you are in a leadership position

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**6 Signs of Social Intelligence**

**4. Understanding Many Factors Control A Persons Behaviors**

Socially intelligent people do not take someone's present behavior as a reaction to the immediate stimulus. They know that there are various factors subconsciously at play – complexes, insecurities, concerns, or other unresolved issues. They have patience to go to the root cause before reacting or evaluating offhandedly.

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**6 Signs of Social Intelligence**

**5. Understanding The Patterns of a Person's baseline behavior**

Socially intelligent people pay close attention to people's behavior – how fast, loud or animatedly people usually speak; or how often people smile, what makes them laugh and what disturbs them; or how they stand, how they sit and how they greet other people; or the timing, delay or duration of their reactions. All these things give them reference-points for paying attention to any changes.

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### 6 Signs of Social Intelligence

#### 6. Good Observer of Non-Verbal Cues

People's real emotional & mental state gets communicated less by their words and more by their nonverbal behavior i.e. gestures, postures and expressions. Yes! Our nonverbal behavior is guided more by our evolutionarily old parts 'limbic system and brainstem' which are often beyond conscious control. Social intelligence lies in ability to observe these cues and interpret them scientifically for connecting to a person.

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### 5 Ways to Increase Social Intelligence

#### 1. Keep Track of How You Are Feeling

Awareness is an integral part of social intelligence\*. Only those people can be socially intelligent who are also emotionally aware. Yes! It all starts with 'you'. A good way to start is by being aware of your own physiological cues of your emotional state like heartbeat, respiration, perspiration etc. It will help you gauge your internal dynamics and will help you offset reactions and manage impulse.

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**5 Ways to Increase Social Intelligence**

**2. Approach interpersonal interactions with receptiveness**

Whenever you have an opportunity for interpersonal interactions – a meeting, a discussion, a one-on-one, a conversation – try to get into it without preconceived notions. People are not events, they are processes. And it is only our mind's typecasting that stops us from looking at them anew. So be open to be surprised (and shocked). It will help you become better.

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**5 Ways to Increase Social Intelligence**

**3. Make an effort to put yourself in other person's shoes**

While dealing with someone, try to actively imagine other person's intervening aspects like situations, constraints, preferences, complexes, priorities or aspirations. And do it so that you can know where he or she is coming from and not to conclude how he or she is. Incidentally, when you remain truly engaged in a conversation, it helps the mirror neurons in your brain to strike attunement. This empathy makes the all-important difference\*\*

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**5 Ways to Increase Social Intelligence**

**4. Read invisible interconnections in a social apparatus**

Some people call it politics and some others name it diplomacy, but the fact remains that every place, organization, institution, event or occasion has an invisible hierarchy and power-dynamics to it. Everyone is connected to everyone else in a unique way. It is important to understand these subtle interconnections at play. This helps in managing your responses wisely.

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### 5 Ways to Increase Social Intelligence

#### 5. Learn to interpret people's nonverbal behavior

The real connections can only be made with people if you understand how they are feeling emotionally. Yes! The thoughts are a person's intellectual pursuits but emotions are deep representation of a person's real self. Emotions call shots in most situations. And the fact is that nonverbal behavior – gestures, postures and expressions – is the most trustworthy representation of one's emotions. Thus, to develop social intelligence, it is crucial to learn the scientific skill of interpreting nonverbal behavior

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### Comparison Between Emotional & Social Intelligence

#### Emotional Intelligence



- Includes self-analysis
- Self-awareness
- Includes self-management



#### Social Intelligence



- Social behaviour analysis
- Social awareness
- Relationship Management

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Emotional vs Social Intelligence

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**No wonder we have people problems**

- 75% of population are different from you. Not worse. Not better. But Different.
- Ability to relate well to people is a critical factor for success.
- 80% of employee firing or departure is due to poor interpersonal relationship
- Make these differences work for you instead of against you.

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**People are more predictable than we think**

**What's style?**

- It is a pattern of assertive and responsive habitual behavior.
- Things we do repeatedly and unintentionally.

**People are not robots**

- We don't do the same things always, but
- We do often repeat same type of behavior (pattern)

**We behave very much with consistency:**

- You can predict what we are likely to do
- But we are dealing with probabilities not certainties

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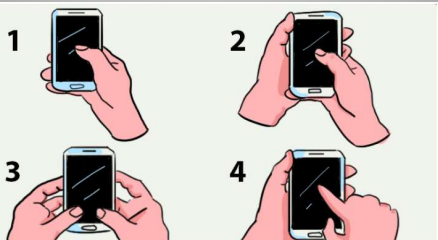
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How are you holding your phone right now?

**Practical Application**

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• **1. Holding the phone with one hand and using the thumb to scroll and type**

You have a carefree personality. You like to look at the bright side of life. You don't worry about problems too much because you take everything that life throws at you in stride. You have confidence in your abilities, and you are quite self-assured.

**Practical Application**

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• **2. Holding the phone with both hands but using just one thumb to scroll and type**

You are pragmatic and wise. You prefer to err on the side of caution rather than risk losing everything on a whim. You are an extremely intuitive person. It's hard to deceive you because you are ever-vigilant, and you are also extremely sensitive to other people's thoughts and emotions. This also makes you a fairly good judge of people's character.

**Practical Application**

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• **3. Holding the phone with both hands and scrolling and typing with both thumbs**

You are the kind of person who likes to do things quickly and efficiently. You have a brain as nimble as your fingers, and you can analyze a problem and have a solution within seconds. You are a rather versatile person, able to adapt to the changing demands of different situations. You're energetic at parties, serious during intellectual discussions, and carefree when in the company of children. Your intelligence encompasses several dimensions, and you have a wide variety of skillset at your disposal.

**Practical Application**

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• **4. Holding the phone with one hand and scrolling with index finger on the other hand**

You are a creative person with a rich imagination. You are able to envision possibilities and futures that transcend reality, and people are often awed by your unique ideas. You tend to come across as quirky and whimsical, as there is a world of thought that goes into every single thing you do. Though you are a spontaneous and exciting individual to be around, you sometimes prefer to detach yourself from the bustle of the crowd and retreat into a solitary place.

**Practical Application**

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**What is your Style?**

- Self-knowledge is the beginning of wisdom .
- Your style is:
  - Not how you see yourself
  - How people see you
- Animal question!
  - Lion
  - Dolphin
  - Horse
  - Beaver

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- **Lion**
- **Strengths**- Visionary, practical, productive, strong-willed, independent, decisive, leader
- **Weaknesses**- Cold, domineering, unemotional self-sufficient, unforgiving, sarcastic, cruel

**Dominance**

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**Dolphin**

- **Strengths**– Outgoing, responsive, warm, friendly, talkative, enthusiastic, compassionate, optimistic, trusting
- **Weaknesses**– Undisciplined, unproductive, exaggerates, egocentric, unstable, not able to work alone, speaks bluntly

**Influence**

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**Horse**

- **Strengths**– Calm, easy-going, dependable, quiet, objective, diplomatic, humorous, accepts change slowly
- **Weaknesses**– Selfish, stingy, procrastinator, unmotivated, indecisive, fearful, worrier, stubborn

**Steadiness**

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**Beaver**

- **Strengths**– Analytical, self-disciplined, industrious, organized, aesthetic, sacrificing
- **Weaknesses**– Moody, self-centered, touchy, negative, unsociable, critical, revengeful

**Compliance**

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# Assertiveness & Responsiveness

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## Two Keys to Understanding People

**Assertiveness:**

- Degree to which one's behavior is seen directive or forceful.
- More assertive doesn't mean Aggressive (use of style)
- Less assertive is not Submissive.

<b>Less assertive</b>	<b>Assertiveness</b>	<b>More assertive</b>
<ul style="list-style-type: none"><li>•Less energy</li><li>•Move slower</li><li>•Gesture less</li><li>•Less intense eye contact</li><li>•Lean backward</li><li>•Speaks slow</li><li>•Less risk-oriented</li><li>•Less confrontational</li><li>•Take time to decide</li><li>•Demonstrate anger less</li></ul>		<ul style="list-style-type: none"><li>•More energy</li><li>•Move faster</li><li>•Gesture more</li><li>•Intense eye contact</li><li>•Lean forward</li><li>•Speak quicker</li><li>•Are risk oriented</li><li>•More confrontational</li><li>•Decide quickly</li><li>•Demonstrate angry quicker</li></ul>

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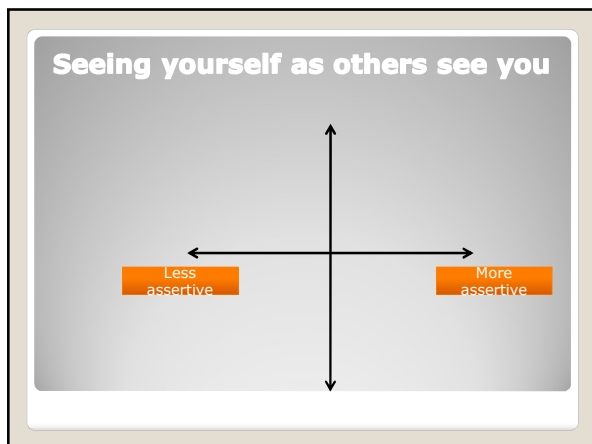
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### Two Keys to Understanding People

**Responsiveness:**

- Degree to which one's behavior is seen showing his or her emotions and demonstrate awareness of others
- More responsive doesn't mean (Let it all hang out) .
- Emotionally controlled doesn't mean they don't have Emotions.

<b>Less Responsive</b>	<b>Responsiveness</b>	<b>More Responsive</b>
<ul style="list-style-type: none"><li>•Less Disclosing of feeling</li><li>•Appear more preserved.</li><li>•Less facial expression.</li><li>•Less vocal inflection</li><li>•Use more facts and logic.</li><li>•More task oriented.</li><li>•Prefer working alone .</li></ul>		<ul style="list-style-type: none"><li>•Express feeling more openly.</li><li>• appear more friendly.</li><li>•More facial expression</li><li>•More vocal inflection.</li><li>•Use more stories.</li><li>•More people-oriented .</li><li>•Prefer working with people.</li></ul>

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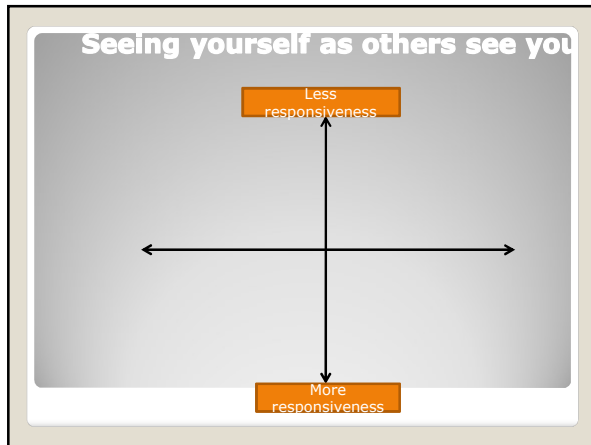
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**Level of Assertiveness**

### How to identify a person's style

- Style identification is learning people through Observation
- Behavior is observable not like inner qualities as values, beliefs, traditions, motives.

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### How to identify a person's style

1- Level of Assertiveness	Behavior pattern	Less assertive	More assertive
	Amount of talking	Less	More
	Rate of speaking	Slower	Faster
	Voice volume	Softer	Louder
	Body movement	Less , slower	More , faster
	Posture	Lean backward	Lean forward
	Gesture	Less	More

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### How to identify a person's style

2- Level of Responsiveness	Behavior pattern	Less responsive	More responsive
	Facial animation	Less	More
	Is it easy for anyone to notice your emotional status , happy , sad ???	No	yes
	Voice variation	Less	More
	Expressing their feeling	Less	More
	Orientation	Task	People
	Showing interest in others' feelings	Less	More

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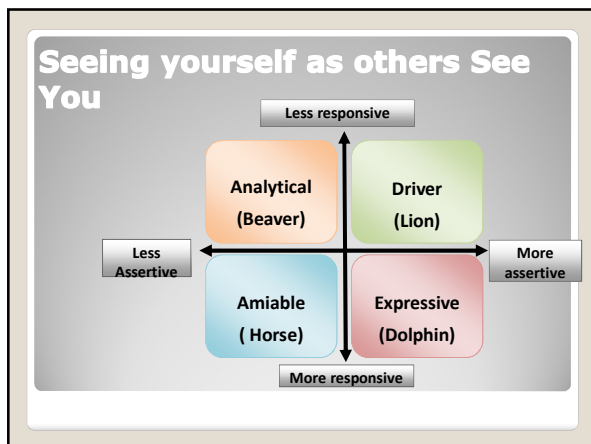
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**Your Path to Success**

**Remember:**

- You can't change your dominant style
- Your style is just a part of who you are
- You are different from others in your style (Mohamed Ali and Bill Clinton are both Expressive but different)
- Accept all other styles
- It takes all' styles to make an effective organization
- Each style is good and can be a leader
- Variety adds spice to live.

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Under stress  
**Backup**

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- People boil at different degree and act different under stress.
- We all develop backup style under stress.
- **BACKUP SYLE:** is style of behavior we develop under stress to relive excess stress.
- Backup act as safety valve that release excess stress.

Style	Primary backup
<b>Expressive</b>	Attack
<b>Driver</b>	Autocratic
<b>Amiable</b>	Comply
<b>Analytical</b>	Avoid

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**Driver backup: Autocratic**

*Under severe stress **driver** tend to :*

- Become very controlling.
- Impose their plan, their thoughts.
- Rarely apologize for their action.
- Act even quicker and require people to act at the same speed.

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**Expressive backup: attack**

*Under severe stress **Expressive** tend to :*

- Boil much quicker.
- Focus their frustration on people .
- Speak in loud voice.
- Admit their mistake and cool-off fast .

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**Amiable backup: Comply**

*Under severe stress **Amiable** tend to :*

- Become more agreeable "sure ,it's ok , what ever you want "
- Agree to avoid conflict not because they are convinced .
- Very slow to forgive and forget.
- It's very hard to know if they are in back up but you just feel there is something wrong .

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**Analytical backup: Avoid.**  
*Under severe stress*  
**analytics tend to :**

- Avoid conflict.
- Avoid personal involvement and emotional expression.
- Like to be alone.
- Being unemotional is better than making scene.

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**Secondary backup Style**

- **Secondary backup Style:**  
 If stress continues and never relieved people tend to act in a way that is totally reversal of their primary backup.

Style	Primary backup	Secondary backup
<b>Expressive</b>	Attack	comply
<b>Driver</b>	Be autocratic	Avoid
<b>Amiable</b>	Comply	attack
<b>Analytical</b>	avoid	Be autocratic

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**Damage Control**

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**Damage control:**

**When you are in backup:**

- Backup behavior sometimes cause damage.
- There is three thing we can do to limit this damage.
  1. Eliminate as much stress as you can.
  2. Limit interpersonal damage: eliminate some meetings(calendar)
  3. Don't make important decision while in backup.

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**Damage control:**

**When others are in backup:**

***When others around you are in backup remember:***

1. *Expect that they will not be at their best.*
2. *Detect when other in backup.*
3. *Avoid getting hooked by others backup.*
4. *Don't try to prevent person from using backup behavior.*
5. *Avoid doing business with people in backup.*

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**Always Remember**

- Knowing yourself is the first step of building good relationships with others.
- Understanding others style will help you to predict them and build common ground with them.
- Knowing how you act under stress will help you to manage your stress and others stress.
- Try to determine who do you know adopt which style.

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# Flexing

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### Four Steps to Better Relationships

- When relationship is not going so well, don't do much of the same; try something different
- How to Flex:**
  - Identify** → **plan** → **Apply** → **Evaluate**
- 1. **Identify:** your style and the other person style.
- 2. **Plan:** select 2-3 types of behaviors that you could use differently to get in sync with him/her
- 3. **Apply** those changes that you select in your meeting with the person
- 4. **Evaluate:** review the process and outcome

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### Flexing in Special Situations

- Flexing to your manager:**
  - Observe your manager behavior.
  - Ask him/her "How would you like me to work with you? "
- Flexing to people you manage**
  - Give them freedom to capitalize on their strengths by using their styles
  - Flex in team meetings
- Flex in a group** (Identify, Plan, Implement and Evaluate)

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**Flexing in Special Situations**

- Style clashing with same style

Style	Clash result	Action
<b>Two- driver</b>	Power struggle	One flex to amiable
<b>Two- expressive</b>	Center of stage	One flex to analytical
<b>Two- amiable</b>	No action	One flex to driver
<b>Two- analytical</b>	Indecisiveness	One flex to expressive

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**Three Keys to Good Relationships**

- **Respect:**  
Respect because the other individual is a person .
- **Fairness:**
  1. Am I using win-win approach (Me & *You*, not me or *you*)
  2. Would I be willing to be the recipient of my action?
- **Honesty:**  
Honest people **consistently** do three things:
  1. Refuse to make misleading information, don't lie.
  2. They don't withhold important information.
  3. Are genuine, they don't seem to be other than who they really are

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**Always Remember**

- *To build good relations you should acquire 3 abilities:*
  1. Identify your style and styles of all people around you.
  2. Flex to each style of people around you and teach them how to flex to yours.
  3. Do all that with Respect, Fairness and Honesty.

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