

Resources – Emotional Intelligence and Social Media

An investigation of Emotional Intelligence and the use of Online Social Media tools in organisations (#EISM Report)

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http://www.knowledge-solutions.com.au/attachments/147_EISM_Report.pdf

Summary: The purpose of this study was to investigate whether there are any links between Emotional Intelligence and the use of Social Media in the workplace. Our preliminary results suggest that there are links between how frequently individuals demonstrate Emotional Intelligence behaviours in the workplace and how effectively they use Social Media tools.

The results of the present study offer preliminary evidence that the effective use of emotion also matters when communicating using Online Social Media tools.

Email Etiquette II: Why Emoticons (And Emotional Cues) Work By Scott McDowell

[http://the99percent.com/tips/6991/Email-Etiquette-II-Why-Emoticons-\(And-Emotional-Cues\)-Work](http://the99percent.com/tips/6991/Email-Etiquette-II-Why-Emoticons-(And-Emotional-Cues)-Work)

Summary: A list of simple ways to encourage positive digital communication

Email With Care

By Daniel Goleman

<http://danielgoleman.info/2007/10/08/email-with-care/>

Summary: In contrast to a phone call or talking in person, email is emotionally lean-to-impoverished when it comes to sending the nonverbal messages that add nuance and valence to our words. The words we type come to the other person denuded of the rich emotional context we convey in person or over the phone.

Email Etiquette for the Super-Busy

by Jocelyn K. Gleib

<http://the99percent.com/tips/6975/Email-Etiquette-for-the-Super-Busy>

Summary: A look at email management and the “less is more” strategy. Provides a cheat sheet of email best practices.

ToneCheck: Emotional Spellcheck for Email (Free Download)

www.tonecheck.com

Summary: A free downloadable program that assists in checking the tone of business emails and minimizes the “cost” to dealing with “misunderstandings”.

The Five Levels of Communication in a Connected World

By Scott Belsky

<http://the99percent.com/tips/6844/The-Five-Levels-of-Communication-in-a-Connected-World>

Summary: In the digital world in which we live, it has become too easy to send emails, ping people via instant message, text, tweet, etc. Upon reflection, I think I've been too haphazard about how I communicate with my colleagues, clients, friends, and family. Oftentimes, an email about a problem should have been a phone call. And sometimes a phone call should have been an in-person meeting.

Emotional Intelligence and Leadership: Non-profits vs. For-Profits

Emotional Intelligence Insider Report

<http://eiinsider.wordpress.com/2008/03/25/emotional-intelligence-and-leadership-non-profits-vs-for-profits/>

Summary: There has been a lot of discussion about the links between Emotional Intelligence and leadership. In a new twist on a familiar theme, Michelle Morehouse at the Amherst H. Wilder Foundation in Saint Paul Minnesota decided to compare non-profit leaders with those of for-profit companies. The non-profits included Executive Directors and Senior Managers in health and social service agencies, while the for-profits included Executive Directors and Senior Managers from various business organizations.

Read This Before Sending That Angry Email

By Randi Kreger (Psychology Today)

<http://www.psychologytoday.com/blog/stop-walking-eggshells/201109/read-post-you-send-angry-email>

We live in an age of rapid change and instant communication. We also live in a Culture of Blame and Disrespect. I know, because I have worked primarily as a Family Law attorney for the past two decades--and there is no place where disrespect and blame is higher than in today's high-conflict divorces!