



KOMUNIKASI BISNIS

EMOSI

TUJUAN PEMBELAJARAN

SETELAH MEMPEJARI SESSI INI MAHASISWA DAPAT :

1

- **Merumuskan keterkaitan konsep nilai EQ dalam praktek Komunikasi Bisnis.**

2

- **Menjelaskan hal-ihwal Emosi**

3

- **Menjelaskan hal ihwal Stress.**

EMOSI

- Adalah garis hidup atas kesadaran dan penjagaan diri yang sangat dalam, menghubungkan kita dengan diri kita dan orang lain, dengan alam dan kosmos.
- Emosi memberitahukan kita tentang sesuatu yang sangat penting bagi diri kita, masyarakat, nilai-nilai, aktifitas, dan kebutuhan yang 'meminjamkan' motivasi, semangat, pengendalian diri, dan kebulatan hati.
- Kesadaran emosional serta keterampilan memungkinkan kita memelihara keluarga kita, membangun hubungan abadi penuh kasih sayang, DAN **SUKSES DALAM USAHA KITA.**

Domain EQ

- Daerah EQ adalah hubungan personal dan interpersonal; daerah ini bertanggung jawab atas:
 1. Harga diri Anda,
 2. Kesadaran diri,
 3. Sensitifitas sosial,
 4. Dan adaptabilitas sosial.

Ketika memiliki EQ tinggi

- Akan mampu merasakan seluruh perasaan ketika hal itu muncul dan akan mengetahui siapa sejatinya diri Anda.
- Membuat Anda mampu menjaga alur komunikasi AMIGDALA dan NEOKORTEKS tetap aktif sehingga memberkati anda dengan rasa:
 1. Kasihan
 2. Empati
 3. Adaptabilitas,
 4. Pengendalian diri

Keterangan : Amigdala dan Neokorteks

- Amigdala adalah memori emosional dalam struktur otak yang memproses pesan-pesan indera kita (mata, telinga dsb) sebelum bergerak menuju Neokorteks.
- Neokorteks adalah, tempat berfikir. Letaknya di belakang Amigdala.

Lanjutan EQ

- EQ memberikan sebuah tepi kritis dalam urusan kerja, keluarga, percintaan, dan bahkan urusan spiritual.
- Kesadaran emosional membawa dunia batin kita ke dalam fokus.
- Dunia ini memungkinkan kita untuk membuat pilihan terbaik tentang apa yang harus dimakan, siapa yang harus dinikahi, kerja apa yang harus diambil, dan bagaimana melakukan sebuah penyeimbangan yang sehat antara kebutuhan pribadi kita dengan kebutuhan orang lain.

Jurus satu

- *“Kemampuan intelektual berkembang, kemampuan emosional (sosial) akan meningkat”.*
- Meskipun IQ tidak menjamin keberhasilan bisnis, tetapi tetap harus diasah dan di *“push”* untuk terus berkembang.
- Karena EQ yang akan menjadi penentu keberhasilan, hanya bisa meningkat jika IQ-nya berkembang.

lanjutan

- IQ dan EQ adalah dua sumber yang sinergis; tanpa yang satu maka yang lainnya menjadi tidak lengkap dan tidak efektif.
- IQ tanpa EQ adalah lulus dengan predikat *summa cum laude*, tapi tidak bisa menjadi yang terdepan dalam hidup.

Jurus dua

- *“Pikiran pasti terusik oleh perasaan, sementara perasaan tidak terusik dengan pikiran”.*
- Dalam bisnis, ketika terjadi problema, tanya suara hati lalu lanjutkan dengan pemikiran yang akan bebas.

Jurus tiga

- *“Pembuatan keputusan adalah kunci utama meningkatkan EQ anda”.*
- Miliki kemampuan :
 1. Untuk mengetahui apa yang Anda rasakan
 2. Untuk menerima atau merasa nyaman dengan semua perasaan yang Anda identifikasi, bagaimana pun intensitasnya
 3. Untuk bertindak dalam informasi emosi.
- Kembangkan kesadaran emosional melalui sensasi fisik serta manajemen emosi.

Jurus empat

- *“Intelegensia membantu kita mengetahui serangkaian tindakan tapi tidak mendorong kita untuk bertindak; emosilah yang mendorong kita bertindak”.*
- Kecerdasan berfikir menjadi ‘landasan’ sekaligus ‘peta’ menuju suatu titik ‘cita’ yang diinginkan, tetapi kecerdasan emosilah yang menggerakkan segenap anggota badan untuk mewujudkannya.

Jurus lima

- *“Pemikiran kita menutupi perasaan serta informasi yang sangat penting dari emosi”.*
- Pikirkanlah pelanggan atau rekan bisnis anda dengan angka-angka hasil perhitungan matematis tingkat tinggi yang super akurat. Lalu jalinlah hubungan bisnis anda dengan mematikan perasaan anda.
- Hasilnya, pelanggan atau rekan bisnis anda akan lebih memilih berhubungan dengan “robot” atau “komputer *artificial intelligent*”

Jurus enam

- *“Merasakan emosi Anda bukanlah suatu pertanda kelemahan”.*
- Ketika kita menangis, kita tdk melakukannya di hadapan orang lain. Ketika kita marah, kita menggigit lidah kita. Ketika kita terluka, kita memaksakan diri kita untuk tersenyum. Tindakan ini menyengsarakan diri kita.
- Tindakan yang sehat bagi akal, badan, hati dan semangat adalah merasakan perasaan kita ketika semua itu muncul.

Lanjutan

- Biarkanlah semua perasaan itu terjadi, dan semua itu meninggalkan kita dengan kepala jernih, hati yang puas, dan pengendalian diri yang lebih kuat.
- Manakala dikalahkan semua perasaan itu, dan mereka akan datang kembali untuk menghantui kita.

Sepuluh langkah bekerja cerdas

- Langkah pertama: “*Gunakan tubuh Anda untuk mempertajam pikiran Anda*”
- Caranya, sadari dan latih (tambah): Energi, kepekaan, kesabaran, fleksibilitas, serta kreativitas ke dalam “portofolio” Anda.

Langkah dua

- “*Pancing perasaan juga dampaknya*”.
- Ciptakan suasana nyaman bagi orang-orang sehingga mereka dapat mengatakan kepada anda bagaimana perasaan mereka.

Emotional Intelligence and Successful Business Communication

- **How can I determine if I have sufficient EQ? Watch your reactions to situations.**
- **How do you characterize your reactions in your communications with business associates?**
- **Do you sound rational, cool, responsive, cooperative? Or, angry, rude, bad-tempered, uncooperative?**


- Emotional intelligence, coined by the psychologist Daniel Goleman, who wrote a book with the same title, "Emotional Intelligence", explains the dynamics of how understanding of one's own feelings can help to make human relations more successful. Emotional intelligence is the understanding of one's own feelings, having a roadmap for the emotional makeup of one's own psyche that, in turn, leads to understanding feelings of others, bringing about constructive relations that occur as a result of it. One implication of having emotional intelligence is having the ability to be successful in human communication.

- The EQ (Emotional Quotient) short for the Emotional Intelligence, draws more demand than the IQ (Intelligence Quotient) in the academic, education and business world for the workings of success. I will use Emotional intelligence and EQ both in this article.

- Emotional intelligence adds one more component to self-awareness, that is an ability to perceive our own emotions as well as the other side's in our interaction. This two-way understanding, triggers appropriate responses, bringing off a successful result for the purpose of the communication. This is to say that the purpose set for the communication is accomplished where emotional intelligence is at work.

- Communication problems in business are often looked over as long as we accept the outcome. "Feeling what I got is the best I can", "I will not get what I really want", "I deserve what I ask for but I will not get it", "I have no alternatives and have to accept the deal" are all first hand causes for feeling "helpless" that we don't have power (sufficient resources) to support what we need to assert in these kinds of situations. Feeling these emotions is one thing and acting upon them another.

- First, you need to be in touch with your pattern of mental activity in these situations. Because you think that "this is it", "I have to take it", "I have no alternative to change it", which makes you next feel "helpless". You are responsible for eliciting your negative reactions. Another person in the same situation may feel differently (not helpless but sufficiently resourceful), and, in turn, elicit positive thinking and a proactive response. Calm but assertive, we are bound to defend our rights effectively, bringing about a better outcome than the "helpless mind set" for a doom we end up with.


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- To "How about me?", "Am I having enough EQ?", "My problems at work may well relate to my insufficient EQ". Or, "How can I improve my EQ?" Concerning the use of emotional intelligence, below are the questions that are applicable to business communication.

How do I know I have insufficient EQ?

- If you are easy to anger this is the first alarming sign, perhaps preventing you from communicating effectively with your business associates. The reasons why we react with anger to situations vary but the most common one is that, as I said above, feeling helpless, powerless, and that we have no control over the situation. If your communications are not successful because you experience these negative emotions and act upon them, then your EQ is insufficient. In interactions with others understanding our emotional reactions and ability to cope with them is the essence of EQ.

How can I improve my EQ?

- The first step is you begin with listening to yourself. Beware of your own feelings when having a problem in your communications with others. Watch out for these feelings: Do you feel helpless, powerless or unable to control the situation? Fired up with these emotions, the brain sets out to generate anger reactions to appease the anger we feel, and we throw them all at the other side. Letting out the anger is an instant gratification we regret in the aftermath.

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- If you feel confident, powerful and feel that you have control over the situation, then you are likely to act with calm, you are collected and able to perceive the other's side's feelings. You know what to say and how to say it. Ask yourself, are you this person?


- First, how do you react when you feel that other side is being unfair or mistreating you with less respect? Do you lose your temper? Do you feel that you are worthless and you deserve it? If this is one reason causing you not to communicate properly, then you must seek help to heal it. Many of us have self-esteem problems. Accepting it is the first step, and getting help the next. Emotional Intelligence prompts you to observe your own feelings in a situation, determine emotional reactions you show to certain types of stimuli. Emotional Intelligence is another way of knowing all your weak and strong spots, having the roadmap to your psychological makeup. If you understand your lack of self-esteem and motives behind it, you will open the door to how to heal it.


- Second, we are all sensitive to visual and sound clues. Body language--eye contact, posture and hand gestures--may create positive or negative clues for both sides in varying degrees. Word choice and the quality of language used are undeniable elements, making the communication clear and lively or confusing or boring. A smooth and soft or ridged and stern voice we hear from the other side affects our temperament, but to different degrees.

- What are your sensitivities? How do you react to someone shying away from eye contact? Or, someone with a ridged voice or a lot of hand gestures? Or the verbatim what you really care for is not there? Having all these elements together or missing some what we all are affected by, but, again, to different degrees. For your EQ what you need is understand your sensitivities.

- Speaking of these elements, how well are your communication skills? Determine what you are good at and keep them. If you have some weaknesses, work them out as best as you can. Take courses, listen to those you like their wisdom or communion skills. Keep a journal with daily logs on events that went well and didn't, and include your reflections. Tolerate what you cannot change.

- Now, let's talk about your perceptive ability of the other side's feelings. Make it a habit of observing the other side right-on in the situation. Take a step back. Don't react but observe the other person. Observe the body language, verbatim, voice. Does the person sound angry, concerned, cooperative or the opposite? Are you getting a clue of what the person may be feeling about the situation?

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- Practice self-reflection in the aftermath of a situation you felt helpless, powerless and you had no control over it. Do you realize, because you were consumed with these negative feelings and you acted out these negative emotions? Do you realize you never took the time to observe the other side, the body language and verbatim?

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- Reflect on a successful communication in the aftermath. Think about your behavior that contributed to the positive end-result of this communication.

Mental Strategies to boost EQ for Successful Business Communication

- Apply this mental exercise to real life situations.
 - **Imagine that you are calm, relaxed.**
 - **Imagine that you have power and can help yourself to bring the person to terms with common sense, courtesy and fairness.**
 - **Imagine your body language: You are peaceful, receptive, tolerant, and keeping eye-contact.**
 - **Imagine that you observe, listen to the other side.**

Continue

- **Imagine that you speak effectively, use appropriate verbatim. If you are not a verbal person, work on your self-expression, your language. Practice what you will say loud.**
- **Imagine that your communication with the other person may not go well, but you are collected, proactive yet accepting what you can't change. This mental practice will calm down your anxiety over "what if I don't get what I want?"**

Reference:

- Emotional Intelligence, by Daniel Goleman, 1995.
- <http://biznik.com/articles/emotional-intelligence-and-successful-business-communication>