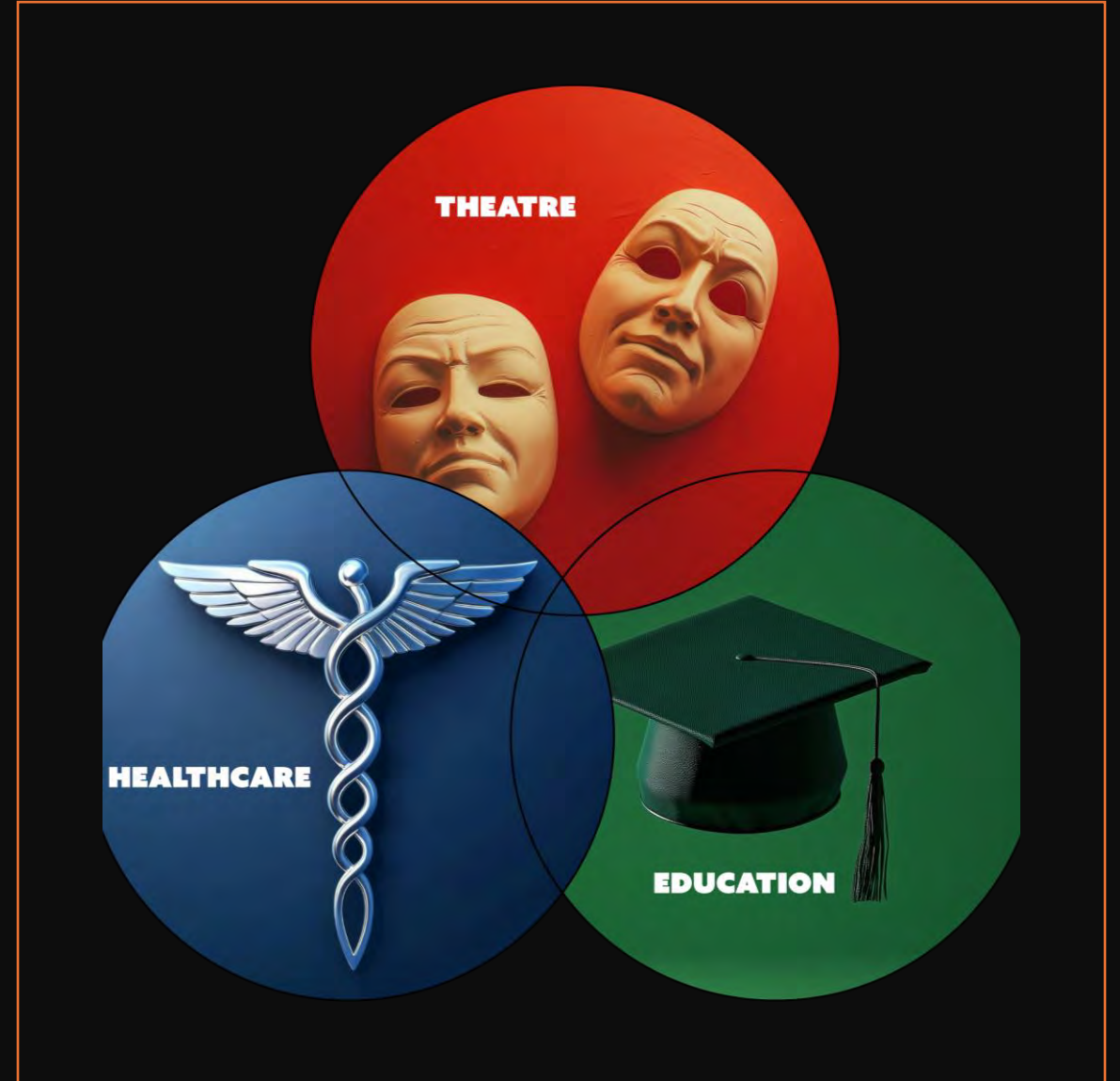


Communication with Families

Using Emotional Intelligence to Connect

Michael P Smith

Timmy Tamisiea





**Dr.
Michael Smith**



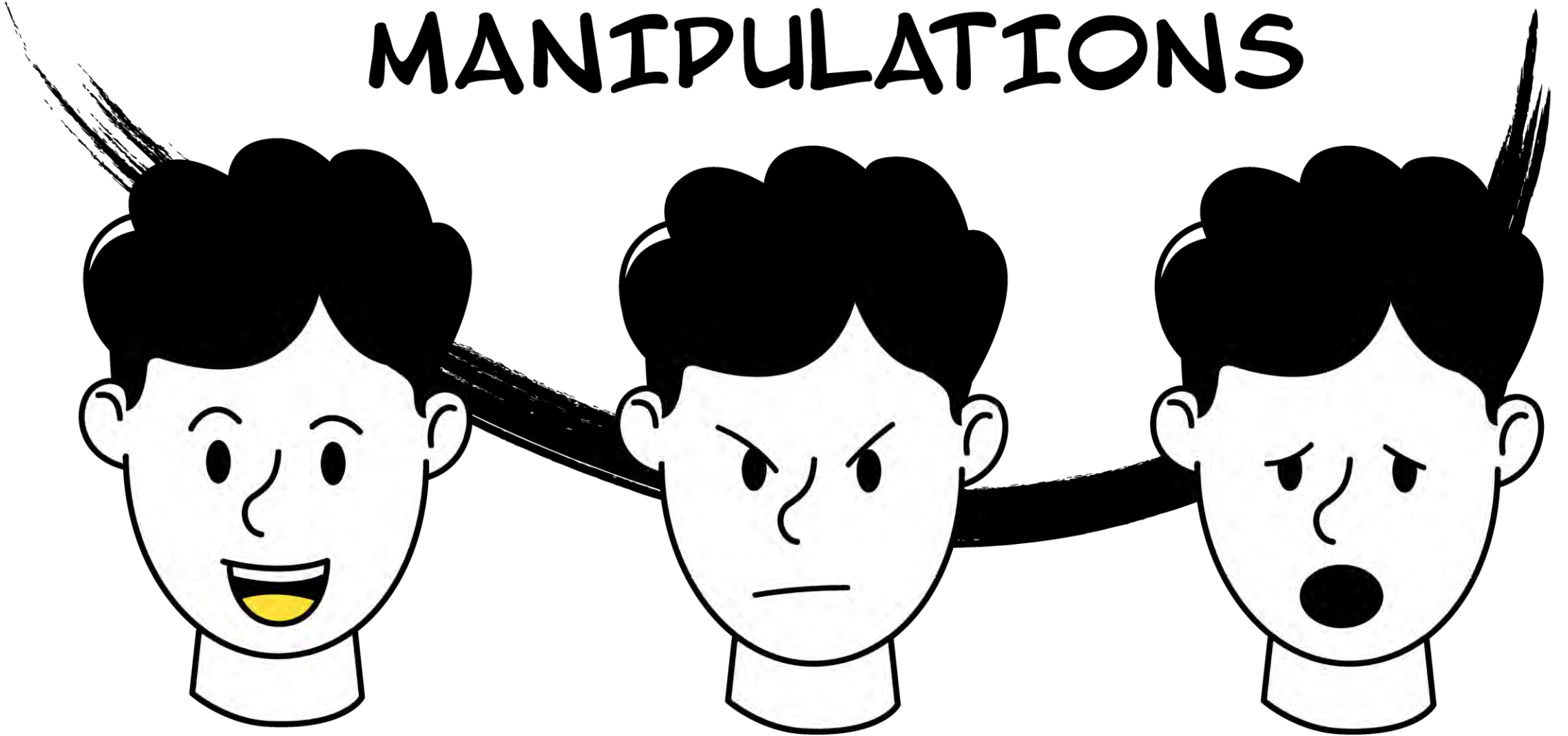
**Not a Dr.
Timmy Tamisiea**



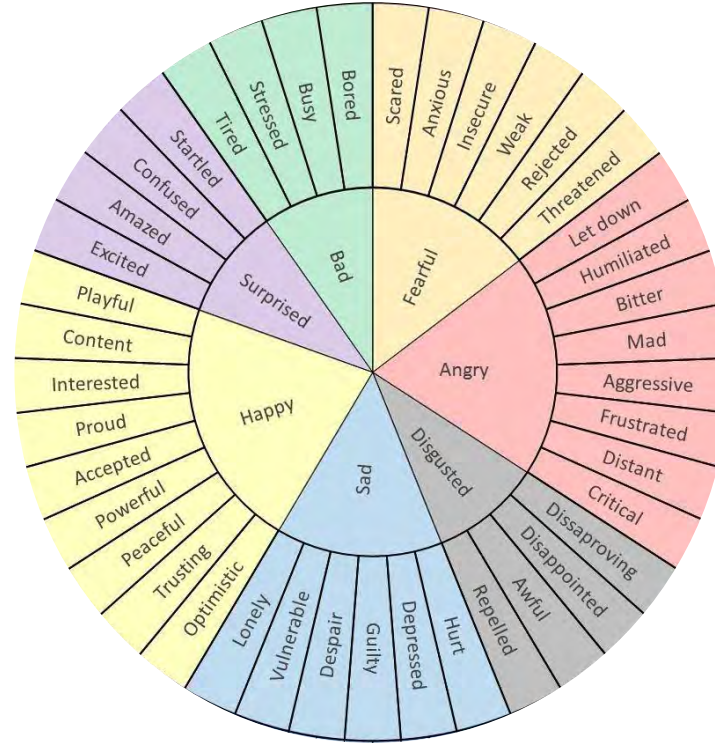
"We don't rise to the level of our expectations, we fall to the level of our training."

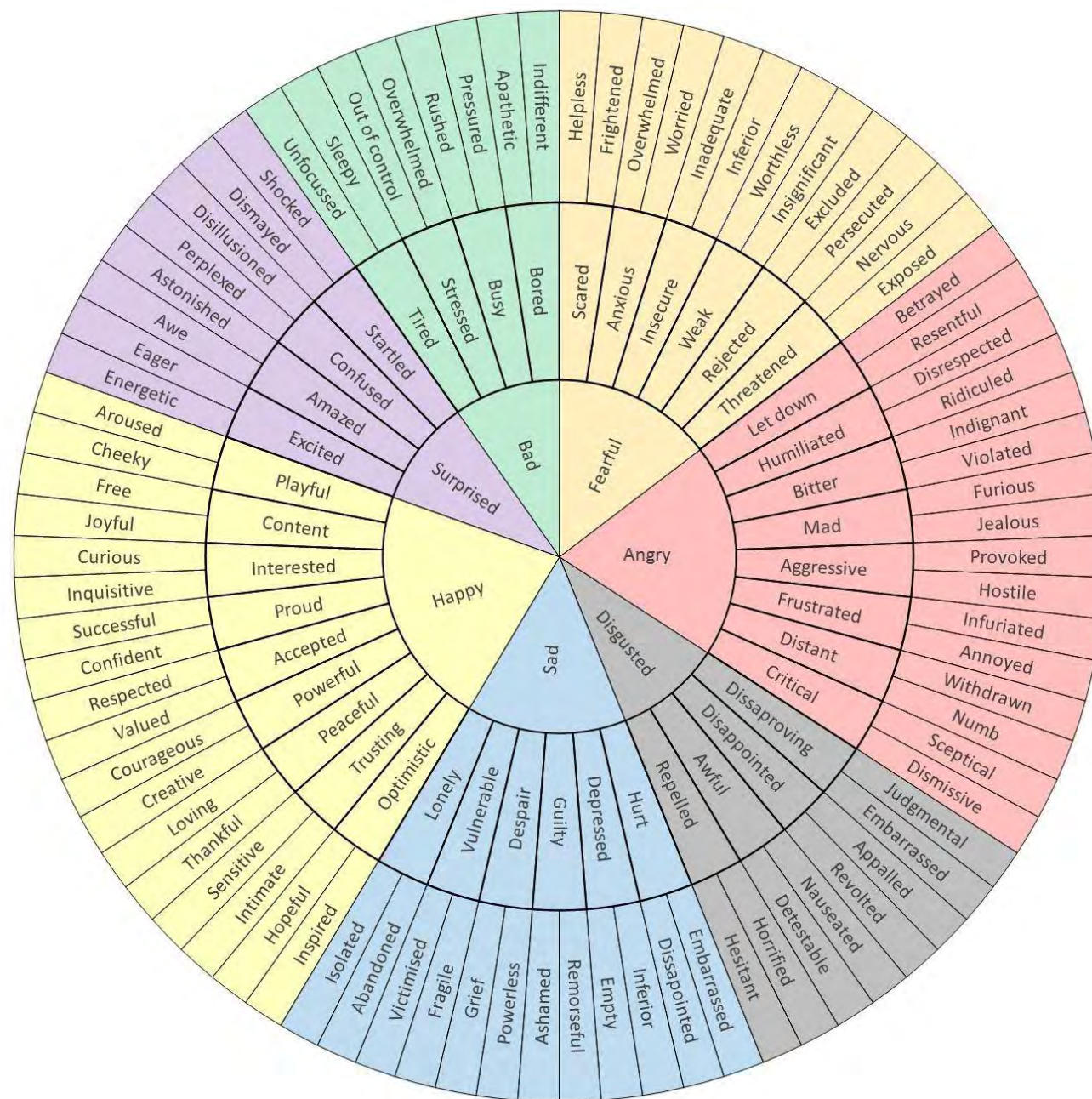
-Archilochus

EMOTIONAL MANIPULATIONS









WHY DID WE DO THIS?

1. Identify the emotions and motivations behind them.
2. Develop and fine tune emotional awareness.
3. Understand how emotion can change a message's impact.
4. See beyond the words to the subtext of language.

SYNOPSIS

What did you learn today?*



*(IE - WHAT DID YOU EXPERIENCE?)



Embrace “Yes,
and...” as your
default response.

Healthcare Improv



NE Trauma Conference Take Away