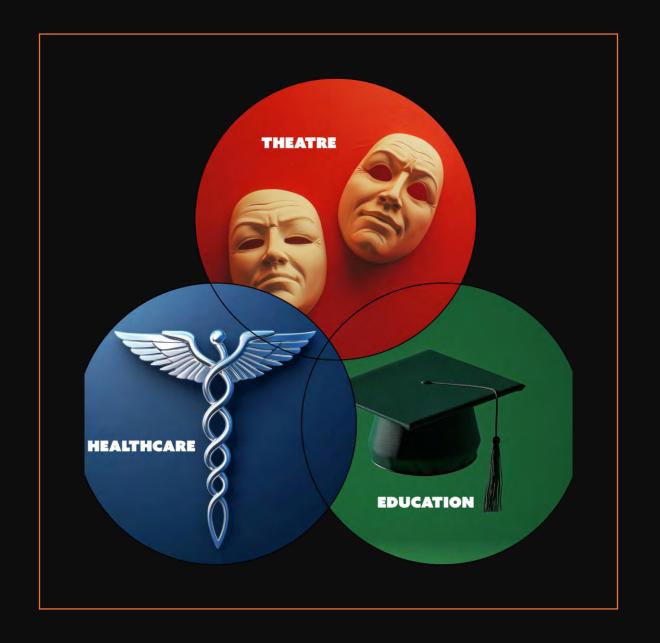
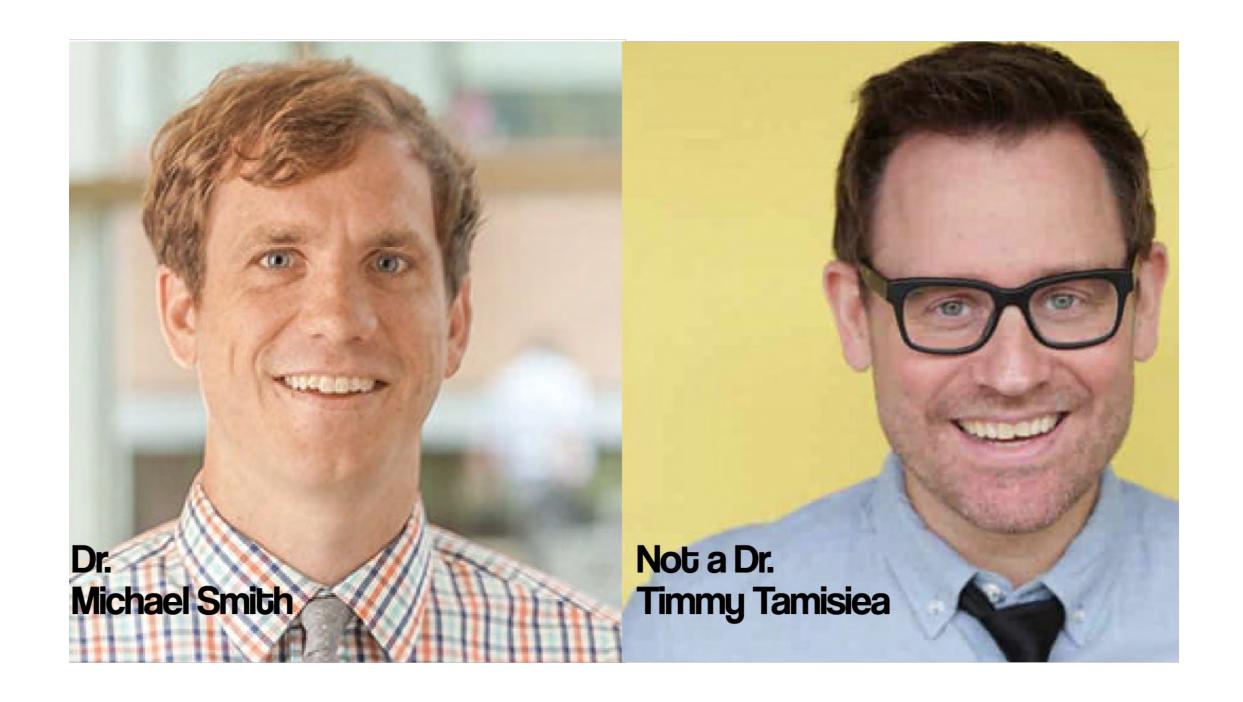
## Communication with Families

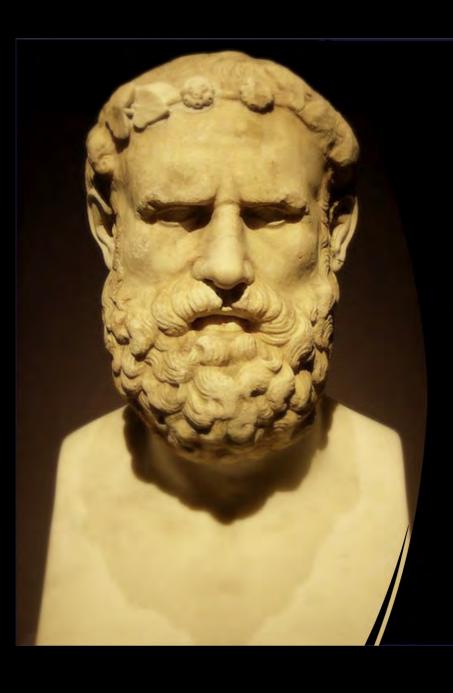
Using Emotional Intelligence to Connect

Michael P Smith

Timmy Tamisiea

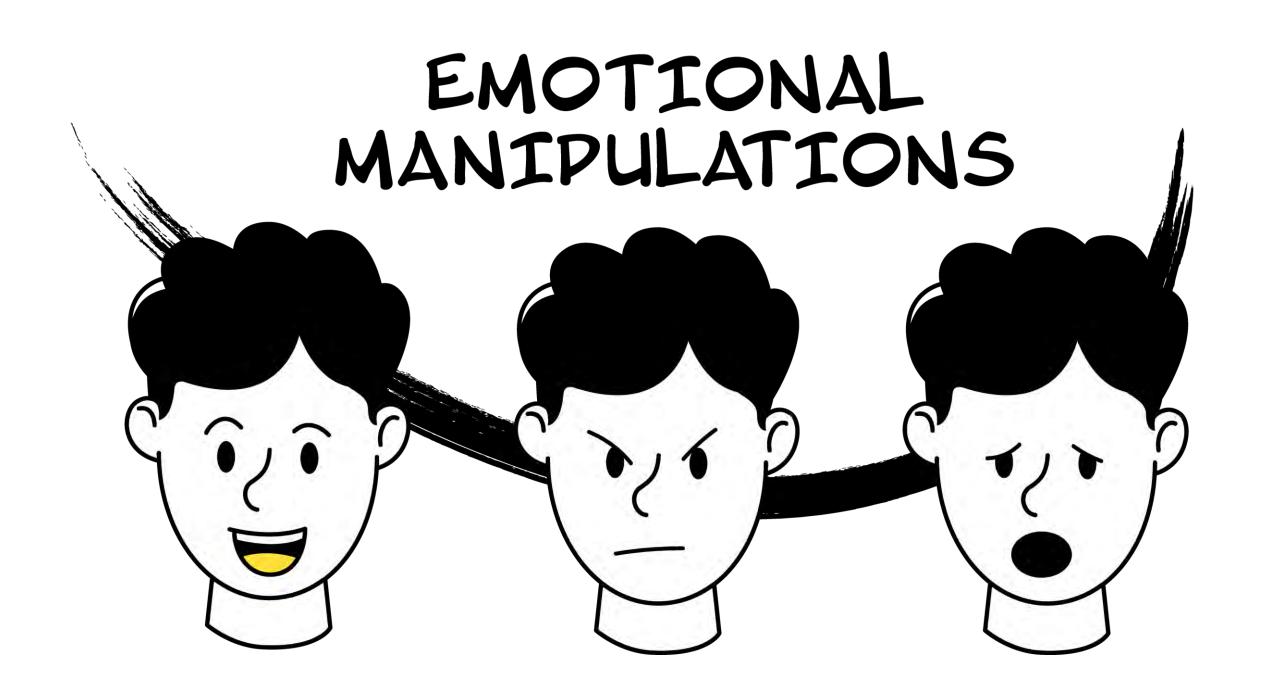




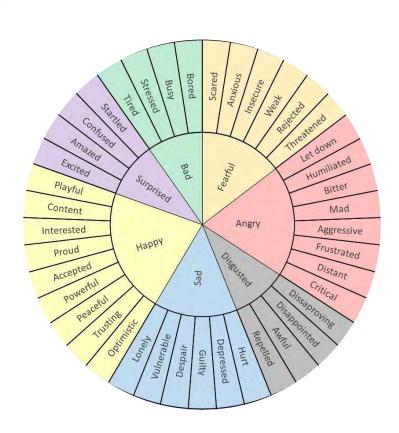


"We don't rise to the level of our expectations, we fall to the level of our training."

-Archilochus







203	1 3/3 / TEL B	Indifferent Apathetic Apressured Pressured Rushed Rushed Rushed	Helpless Frightened Overwhelmed Worried Inadequate	The transfer of the state of th	
Awe Eager Energetic Aroused Cheeky Free Joyful Curious Inquisitive	Standard Sta	Busy Busy Bad Bad Surprised Happy	Angry	Se Weigh	Resentful Resentful Resentful Resentful Ridiculed Ridiculed Ridiculed Furious Jealous Provoked Hostile
Successful Confident Respected Valued Courageous Creative Tra	Accepted  Accepted  Powerful  Peaceful  Peaceful  Accepted  Accept	Vulnerable Despair Sad	Depressed Depressed	Distant  Critical  Dissabroving  Dointed  Appalled  Appalled  Development	Infuriated  Annoyed  Withdrawn  Numb  Sceptical  Dismissive  smental  assed
		Pow	red or or seful		

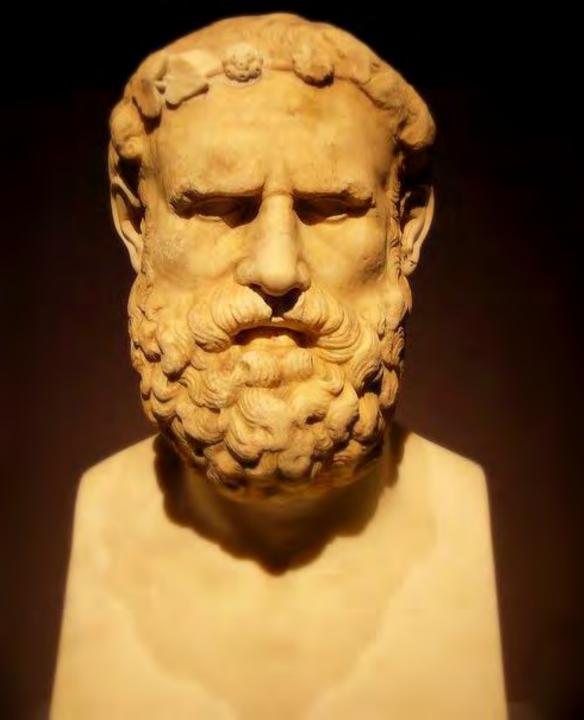
## WHY DID WE DO THIS?

- 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