

Emotional IQ: Can You Hear Me Now?

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Emotional IQ is best used to raise awareness and an appreciation of the power of paralanguage or the meaning beyond words which express attitudinal qualities. The ability to infuse emotion into our messages by simply using tone of voice is a skill worth examining. Rhetorically speaking, the sound of our voice influences and shapes messages in a manner that can direct listeners to understand more than simply our words. If a desired outcome is to develop students' or /clients' empathic listening skills together with a greater emotional intelligence, this activity should be a part of that communicator's toolbox. It is true that the eyes may be the window to our soul, but the voice may be the heart of our speech.

A debriefing on how the voice works in tandem with other nonverbal cues like eye contact, facial expression, gestures and posture is appropriate after this exercise. Students should be urged to demonstrate appropriate levels of emotion through their voices when communicating with stakeholders. More information on rate, tone, vocal quality, pace and pitch can also be appropriate if the facilitator is knowledgeable.

This exercise may also lead to the following questions: What is more effective an email or a face-to-face discussion? When is it more appropriate to have a conversation rather than using text? Why do we use emojis when writing and how can we consider our voice as a palate of emojis?