

A savanna landscape at sunset. The sun is low on the horizon, casting a warm, golden glow over the scene. In the foreground, there are tall, dry grasses. In the middle ground, there are several acacia trees with their characteristic flat-topped canopies. In the background, there are rolling hills or mountains. The sky is a mix of blue and orange.

SAVANNAH
The Games of
Emotionally Intelligent Communication

A Neuroscience Pill



LIMBIC SYSTEM

(WITH THE AMYGDALA)
SENSES, INSTINCTS, RAW
EMOTIONS

“the center of fear and
aggressiveness” – amygdala



NEOCORTEX

Language, analysis, judgment, decisions

2 types of emotional language



Giraffe

O

Observation

E

Emotion

N

Need

A

Action



Internal Giraffe: O-E-N-A Practical Model



OBSERVATIONS

What I have noticed, what happened, what is my perspective, what is the objective reality (with facts, rules, conditions)

Key words:

situation/conditions ... happened/happened ... I noticed that ... at this moment ...

EMOTIONS

How I feel, what is the impact of the situation on me, how it affects me

Key words:

I feel ... for me / us is ... difficulty ... a challenge to..., it impacts me because ... it / it affects me

NEEDS

What I need in this situation, what I intend

Key words:

What matters to me/is important to me in this situation is to.../What I really need is...

ACTION

What I propose

Key words:

*propose ... want ...
What we can do ...
the alternatives are ...*



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