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In my international best-selling book Emotional Judo®: Communication Skills to Handle Difficult Conversations and Boost Emotional Intelligence, I have a chapter on “Shortcuts to Blackbelt”, where I address this issue. This blog is a follow on from Computers versus People, a blog where I talk about peoples’ inclinations to gravitate to ...

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Intelligence, that women are often taught to sympathise and men are usually taught not to go anywhere near their feelings... Read More.

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You must sound sincere and in control. Also be aware of your pitch, pace (speed), and modulation (rhythm). Demonstrate a calm demeanor to help lead other people towards calm. Persuasion is about meeting people where they are, and bringing them into your frame, in a calm and welcoming way.

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