

GOOD
MORNING AND
WELCOME!!!

*Glad you are here
We'll get started soon!*

S | D | A | O

SPECIAL DISTRICTS
ASSOCIATION OF OREGON



EMOTIONAL
INTELLIGENCE

Facilitated by:
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MEET DEBORAH



About HR Answers, Inc.



- Largest independently owned HR Consulting, Staffing and Training organization.
- 35 years old firm headquartered in the NW.
- We work with organizations of all sizes as well as Private Sector, Public Sector and NFP organizations.
- We offer SDAO/SDIS Members HR Support via the Advantage Plan. Unlimited email/phone support, sample language and templates and much more!!!

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GROUND RULES

I ask for videos up and on.

Unmute to talk, use the Chat Box, or Zoom icons.

Please feel free to ask questions and share your experiences with us.

PPT slides can be available to you.

Emotional Intelligence

This Section Will Help You:

- Understand emotional intelligence and why it is important to personal and professional success.
- Recognize five competencies you can work on to increase your level of emotional intelligence.
- Listen to and employ your emotions for better decision making.
- Show you care and build trust by displaying sensitivity and concern.
- Use your energy and enthusiasm to motivate others.



What Is Emotional Intelligence?

“...the capacity for recognizing our own feelings and those of others, for motivating ourselves, and for managing emotions well in ourselves and in our relationships.”

- Daniel Goleman

What is Emotional Intelligence?

Emotional intelligence is not about being nice all the time.

It is about being honest.

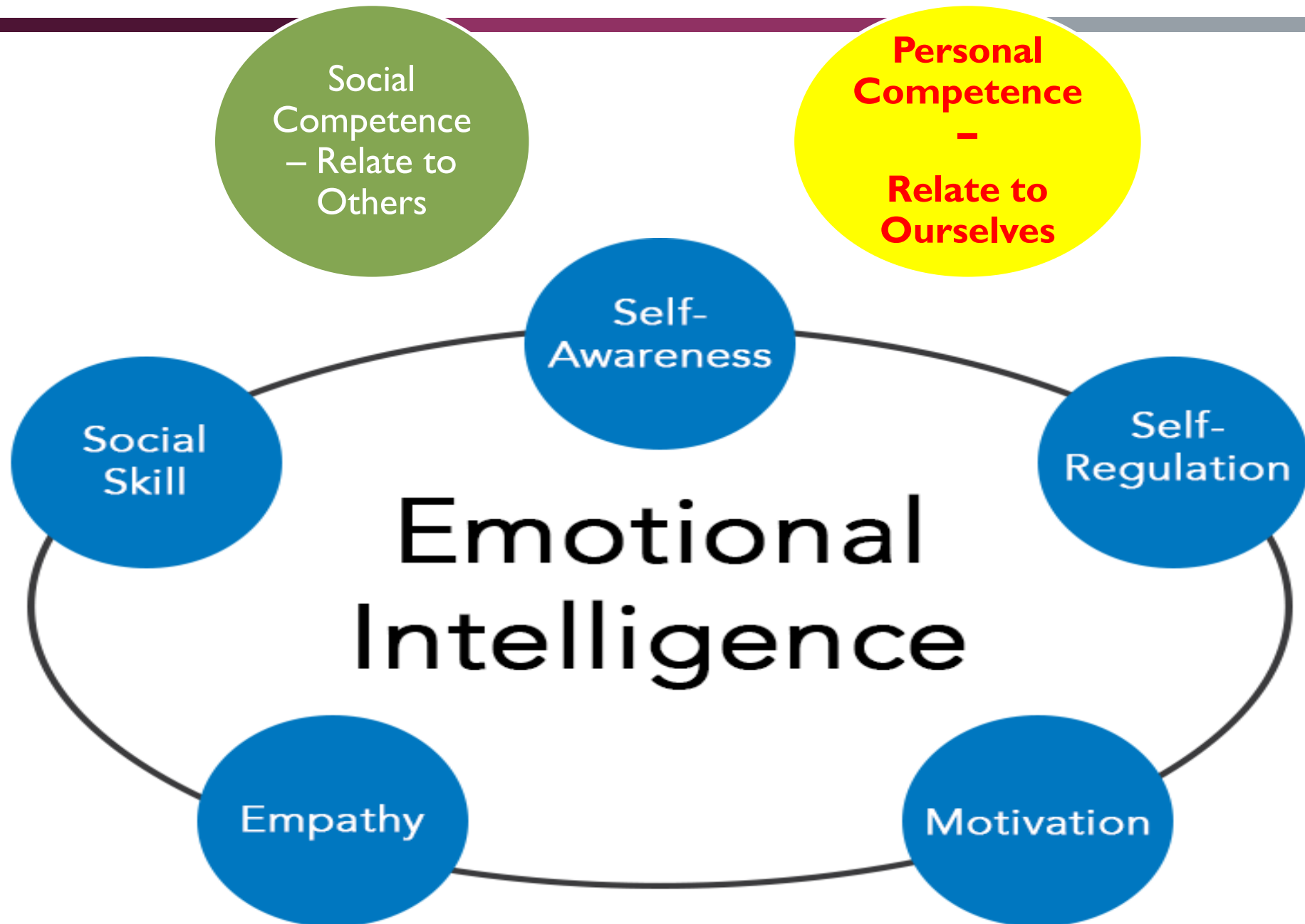
Emotional intelligence is not about being “touchy-feely.”

It is about being aware of your feelings, and those of others.

Emotional intelligence is not about being emotional.

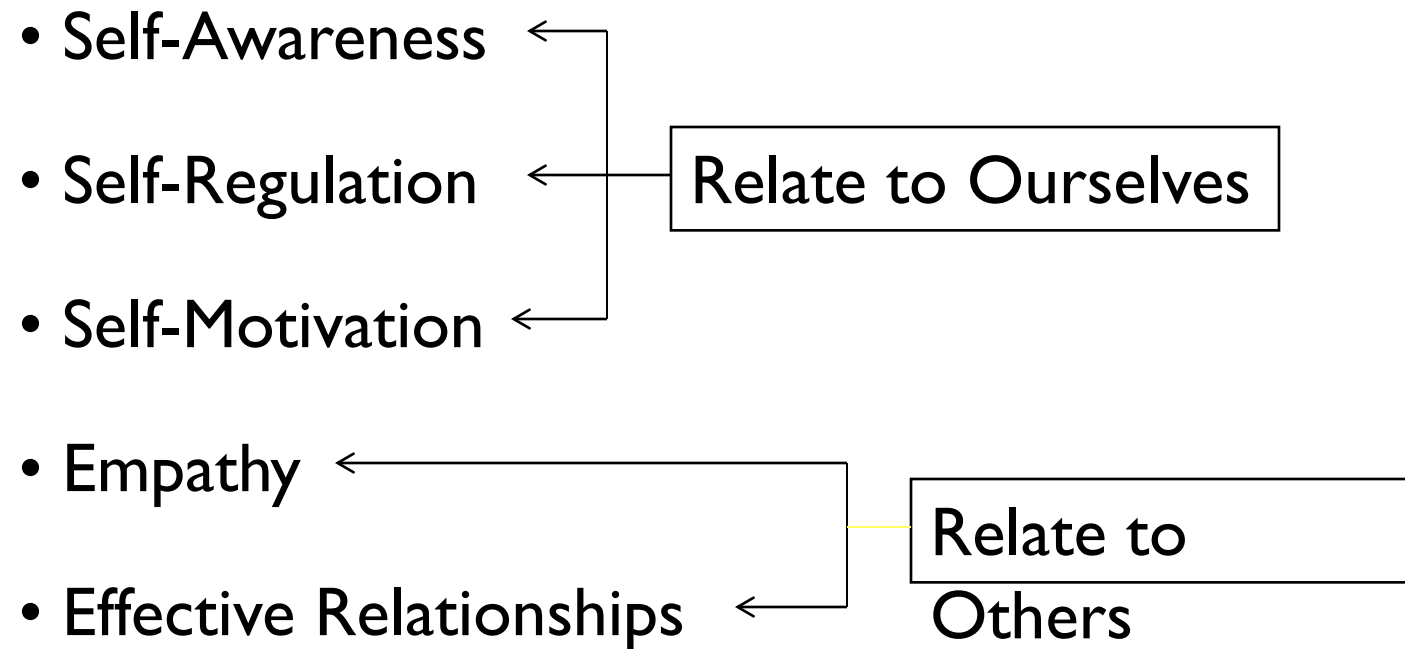
It is about being smart with your emotions.







The Five Essential Competencies of Emotional Intelligence



Why Is E.I. So Important?

Relationships

Physical health

Perceiving Emotions

Understanding Emotions

Performance

Emotional Intelligence

Mental health

Managing Emotions

Using Emotions



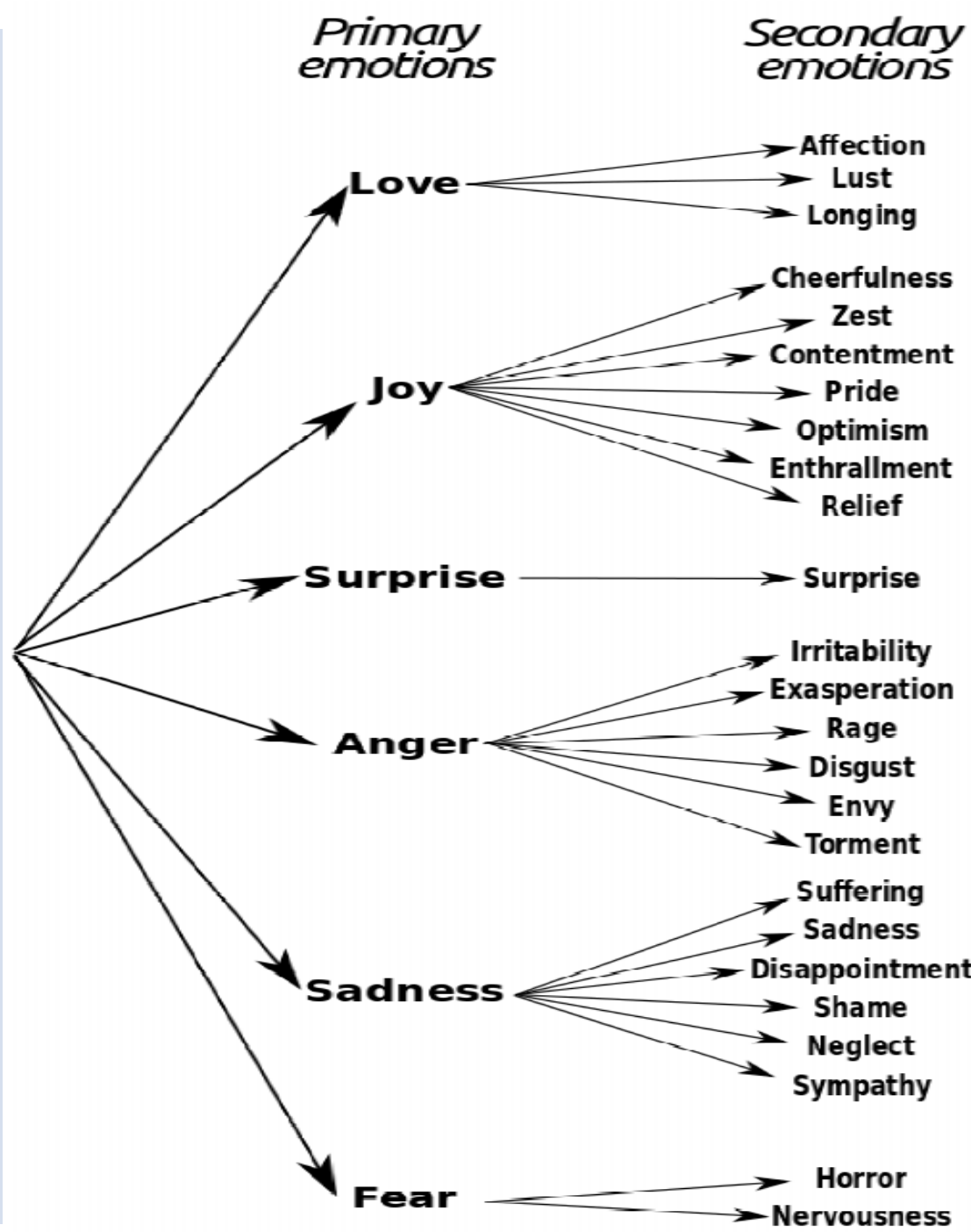
E.I. at Work

- Effective leadership skills
- Improved communication
- Less workplace conflict
- Better problem-solving skills
- Increased likelihood of promotion
- Making better decisions
- Having great empathy
- Keeping cool under pressure
- Listening, reflecting and responding

ACTIVITY



- On your own, identify as many emotions as you can. Make a list.
- You have 60 seconds....beginning “now.”



Low Emotional Intelligence

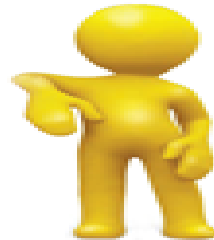
High Emotional Intelligence

Aggressive
Demanding
Egotistical
Bossy
Confrontational



Assertive
Ambitious
Driving
Strong-Willed
Decisive

Easily Distracted
Glib
Selfish
Poor Listener
Impulsive



Warm
Enthusiastic
Sociable
Charming
Persuasive

Resistant to Change
Passive
Un-Responsive
Slow
Stubborn



Patient
Stable
Predictable
Consistent
Good Listener

Critical
Picky
Fussy
Hard to Please
Perfectionistic



Detailed
Careful
Meticulous
Systematic
Neat

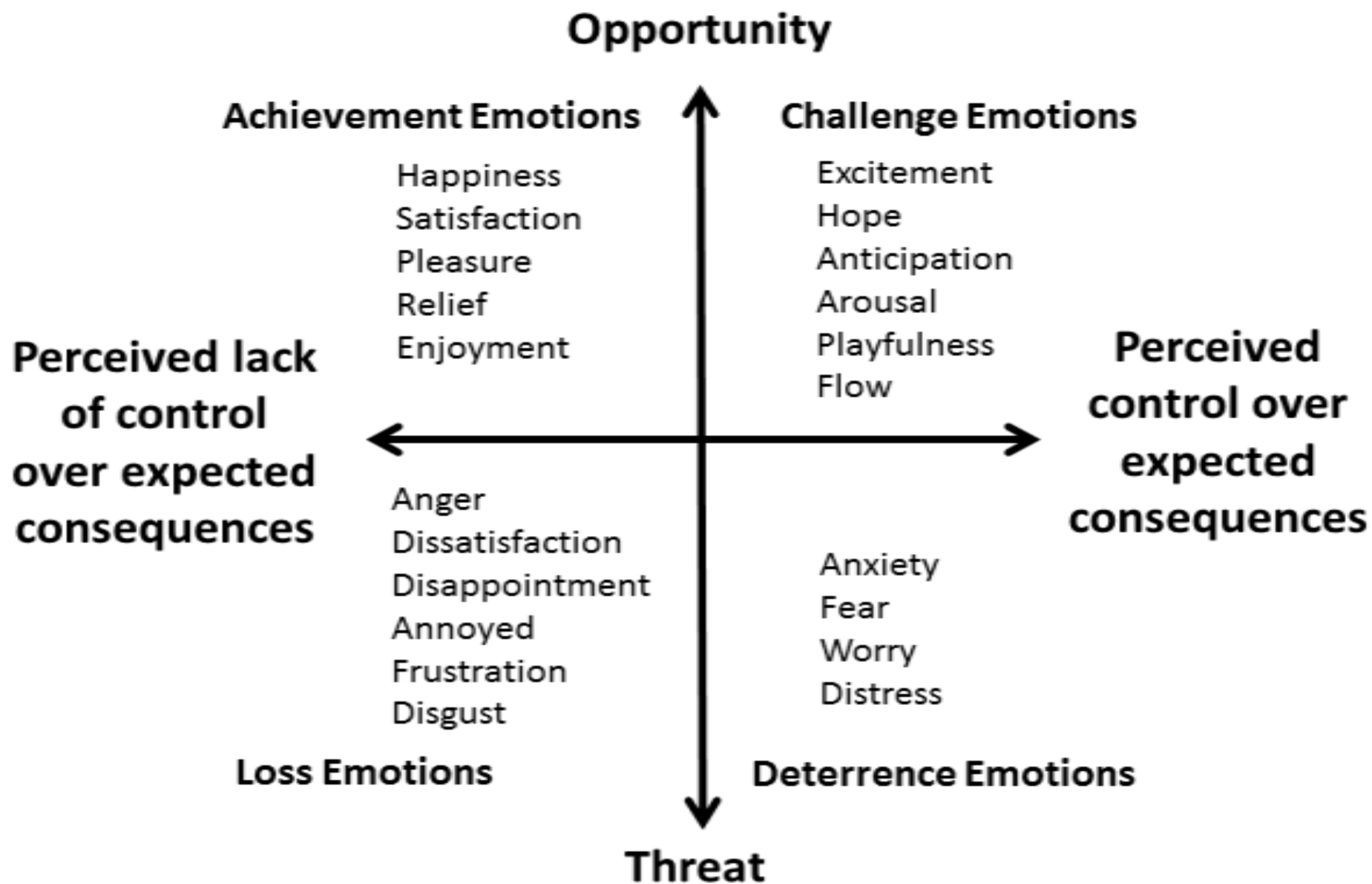
Examples - You Tell Me.....

Use of Emotions



Primary Appraisal

Secondary Appraisal



Self-Awareness

*“IF YOU UNDERSTAND YOUR OWN FEELINGS
YOU GET A REALLY GREAT HANDLE ON HOW
YOU’RE GOING TO INTERACT AND PERFORM
WITH OTHERS...”*

So one of the first starting points
is, ‘what’s going on inside of me?’”

*Chuck Wolfe
President,
C. J. Wolfe Associates, LLC*

Self-Awareness Competencies

Emotional self awareness:

Reading one's own emotions in the moment and recognizing their impact on others, understand your tendencies - using "gut-sense" to guide decisions.

Accurate self assessment:

Knowing one's strengths and limits. Ability to recognize & understand your moods, emotions, and drives, as well as their effect on others.

Self confidence:

Having a sound sense of one's self-worth and capabilities. A willingness to tolerate the discomfort of focusing on feelings that may be negative.



**Self
Regulation**

a.k.a

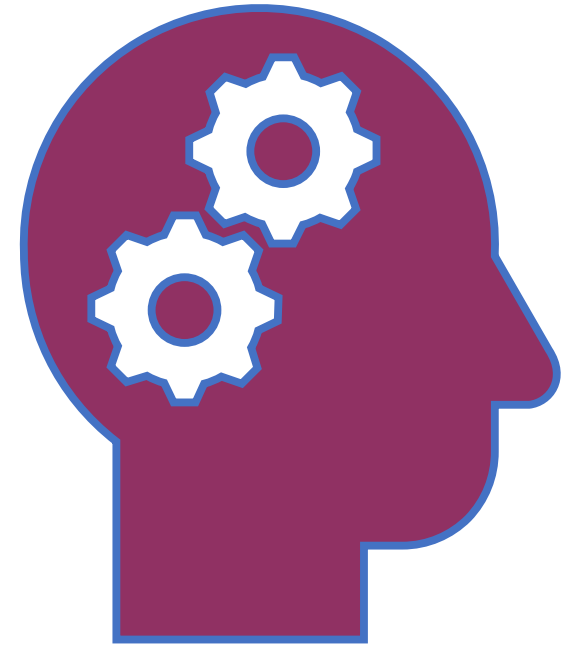
**Self
Management**

Self-Regulation Competencies

Emotional Self Control: Keeping disruptive emotions/impulses under control. The ability to use your awareness of your emotions to direct, redirect or manage your reactions to situations.

Transparency: Displaying honesty, integrity, and trustworthiness.

Adaptability: Demonstrating flexibility in adapting to changing situations or overcoming obstacles. Ability to tolerate uncertainty.

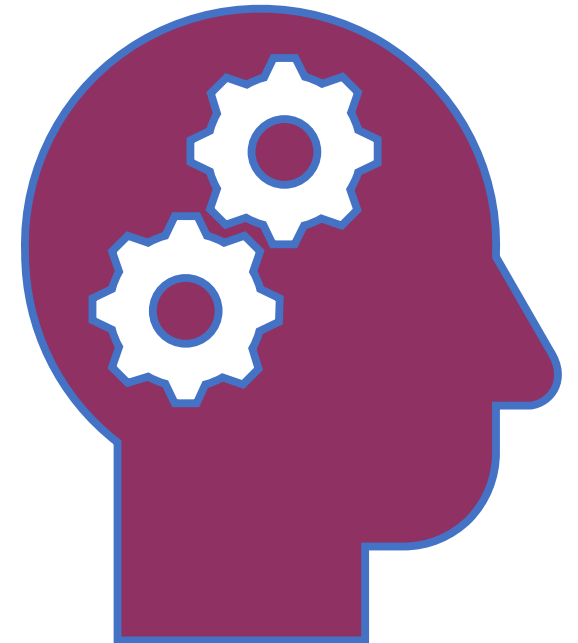


Self-Regulation Competencies

Achievement: Having the drive to improve performance to meet inner standards of excellence.

Initiative: Being ready to act and to seize opportunities.

Optimism: Seeing the “up-side” in events.





EXERCISE

- What are you Telling Yourself?

Self-Motivation

“High performers are those who are able to see with some clarity to what degree they are responsible for a setback and to what degree it may be circumstance or other people, and as a result they are able to be more persistent.”

*Dr. J.P. Pawliw-Fry
Co-Director,
Inst. For Health & Human Potential*



What is Motivation?

Motivation is what pushes us to achieve our goals, feel more fulfilled and improve our overall quality of life.

Four elements that make up motivation:

- **Personal drive to achieve**, the desire to improve or to meet certain standards;
- **Commitment** to personal or organizational goals;
- **Initiative**, which he defined as ‘readiness to act on opportunities’ and;
- **Optimism**, the ability to keep going and pursue goals in the face of setbacks. This is also known as resilience.





Two Main Types of Motivators: 'intrinsic' and 'extrinsic'

Definitions:

- **Intrinsic** = related to what we **want** to do.
- **Intrinsic**: To perform an action or task based on the expected or perceived satisfaction of performing the action or task. Intrinsic motivators include having fun, being interested and personal challenge.
- **Extrinsic** = related to what we **have** to do.
- **Extrinsic**: To perform an action or task in order to attain some sort of external reward, including money, power and good marks or grades.

Different people are motivated by different things and at different times in their lives.... and most tasks have a combination of the two types of motivation.

EXERCISE



- What Motivates You?
- What Motivates Those You Work With or Supervise?

Empathy - Social Awareness

"And so there's a real pay-off. The people who will become the leaders, the people who will become the star performers, are the ones who have the strengths in the key emotional intelligence abilities."

Daniel Goleman, Ph.D.

Founder,

Emotional Intelligence Services

"If people will stop for a moment and put themselves in another person's shoes... it will help them modify their own behavior. It will help them develop relationships with those people."

Daryl Grigg, Ed.D.

Co-Developer,

American Express Emotional Competence Program

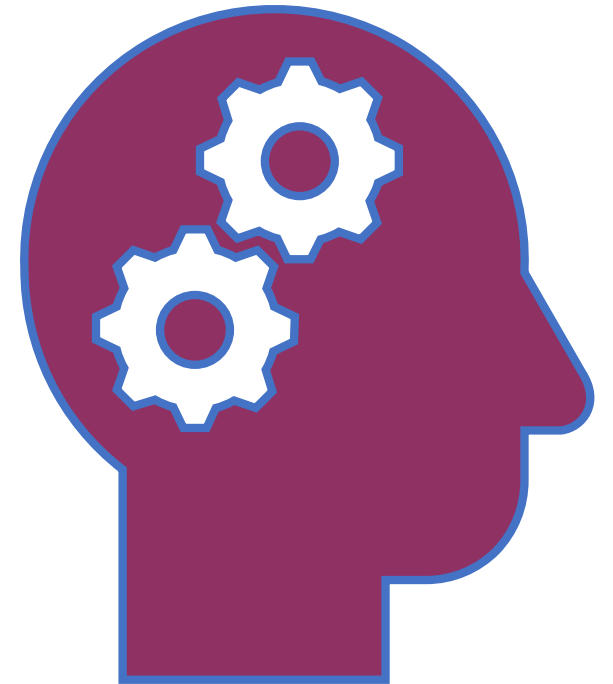
Social Awareness Competencies

These Capabilities determine how we manage relationships

Empathy: Sensing others' emotions, understanding their perspectives, and taking active interest in their concerns.

Perceiving what others think and feel even when you don't feel that way.

Recognizing and responding appropriately to, the emotions of others. By expressing empathy, you also create empathy in others.

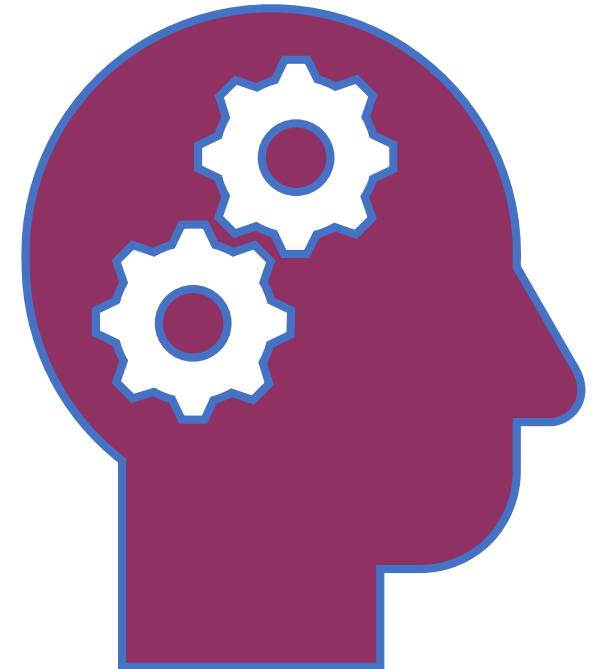


Social Awareness Competencies

Listening and observing are the most important skill sets of social awareness

Organizational Awareness: Reading the current, decision networks, and politics at the organizational levels.

Service: Recognizing and meeting follower, clients, or customer needs.





EXERCISE

- Communicating at all levels...



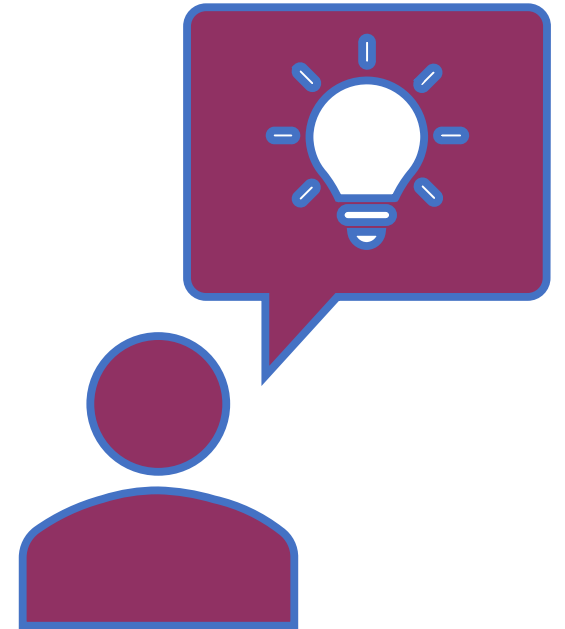
Relationship Management

Relationship Management Competencies

Inspirational leadership: Guiding and motivating with a compelling vision.
Inspire to reach goals.

Influence/Persuade: Using a range of tactics for persuasion.

Developing others: Bolstering others' abilities through feedback and guidance.



Relationship Management Competencies

Charge catalyst: Initiating, managing, and leading in a new direction.

Conflict management: Ability to use your awareness of your own emotions and those of others to manage interactions successfully. Requires effective handling of conflicts and resolving disagreements.

Building bonds: Cultivating and maintaining a web of relationships.

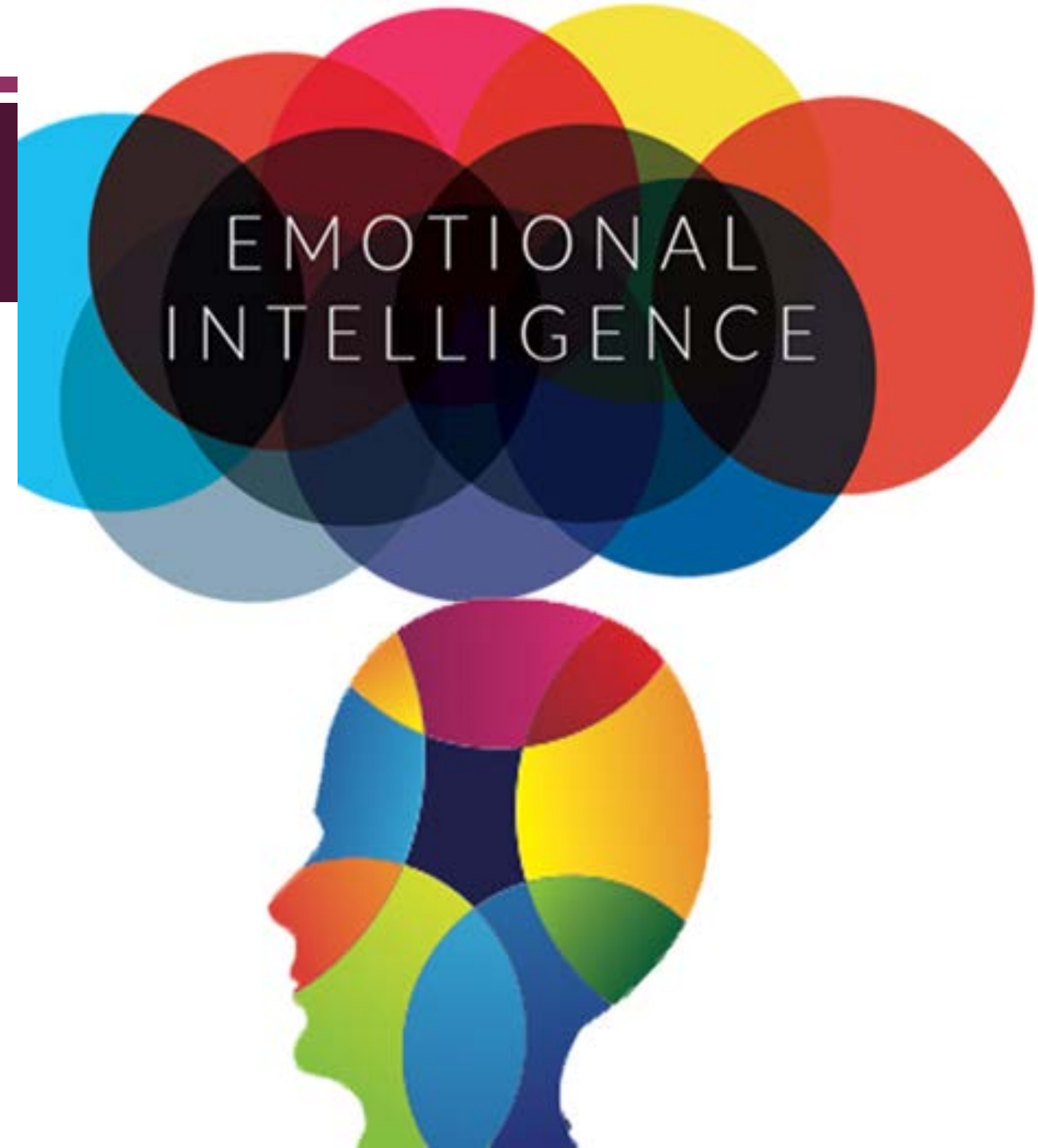
Teamwork and collaboration: Fostering cooperation, building consensus and team building. Seeing the benefit of connecting all types of relationships, even those you're not fond of.





Your Turn – Self Assessment

Using the chat box tell me what is your low score – and in what area?



Methods for Building the Skill



**Your
Turn**

- To become more self aware, you must:

Methods for Building the Skill



**Your
Turn**

- Some ideas to help you with self-regulation:

Methods for Building the Skill



**Your
Turn**

- Various ways to bolster your self-motivation:

Methods for Building the Skill



**Your
Turn**

- To enhance my empathy I need to:

Methods for Building the Skill



**Your
Turn**

- Some ways I can improve my relationship with others include:



Self-Awareness Strategies

*AWARENESS OF OUR
OWN EMOTIONAL
STATES IS THE
FOUNDATION OF ALL THE
E.I. SKILLS.*

1. Quit treating your feelings as good or bad.
 - a. Judging your feelings keeps you from understanding. When you allow yourself to sit with an emotion, and become aware of it, you can understand what is causing it.
 - b. Lean into your discomfort. Don't be afraid of your emotional mistakes. They tell you what to do differently, if you listen.
2. Observe how your emotions effect others.
 - a. Since emotions are the primary driver of behaviors, it is important to understand the affect they have on others.

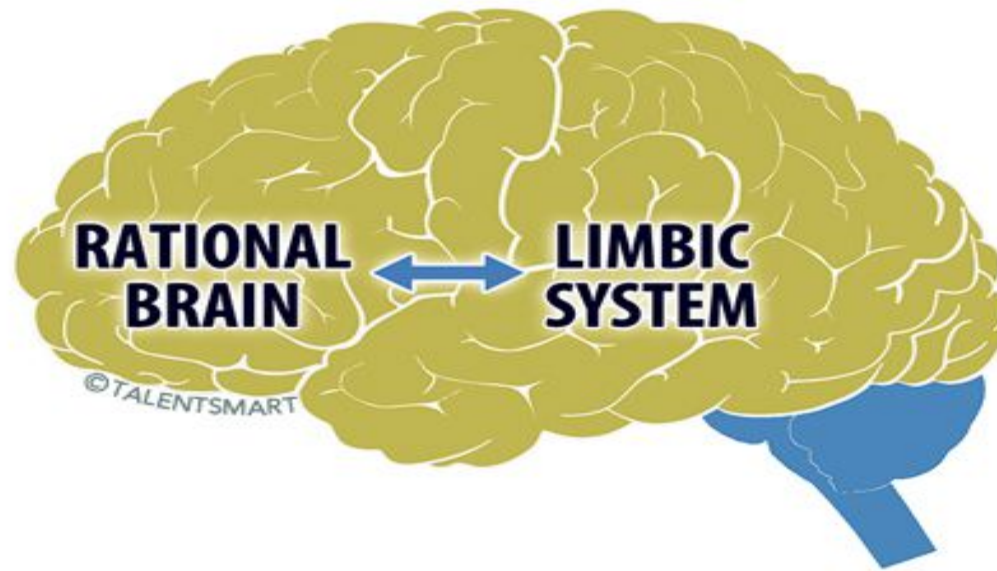
Self-Awareness Strategies

3. Feel your emotions – learn how to spot the physical changes that accompany your emotions.
 - a. Time, distance, and creating calm.
4. Know who and what pushes your buttons.
5. Journal your emotions and behaviors - self-reflect.
6. Don't be fooled by moods, good or bad.
 - a. Be aware, know what you can change and what you cannot.

Self-Awareness Strategies

7. Ask yourself why you do the things you do.
8. What are the **values** you wish to live your life by.
9. Watch and manage your body language.
10. Seek feedback.
11. Your body speaks volumes when under stress - take time to recognize and recharge.

Practice Self-Regulation Strategies



Emotional intelligence is a balance between the rational and emotional brain.

1. Accept responsibility for choosing your own emotional responses.
2. Learn to “reframe” stressful situations into ones that are challenging.
3. Be aware of, and learn to manage, your own emotional “triggers.”
4. It’s more than just “putting a cork in it.”
5. Find techniques to release your stress.

Self-Regulation Strategies

6. Breath – calm yourself with belly breathing or counting.
7. Create an Emotion vs. Reason list.
Can't get at the logic until you move emotion.
8. Allow your peers to “hold you accountable” to change.
9. Time and distance.
10. Seek out experience or a mentor.
11. Smile and laugh.



Self-Regulation Strategies

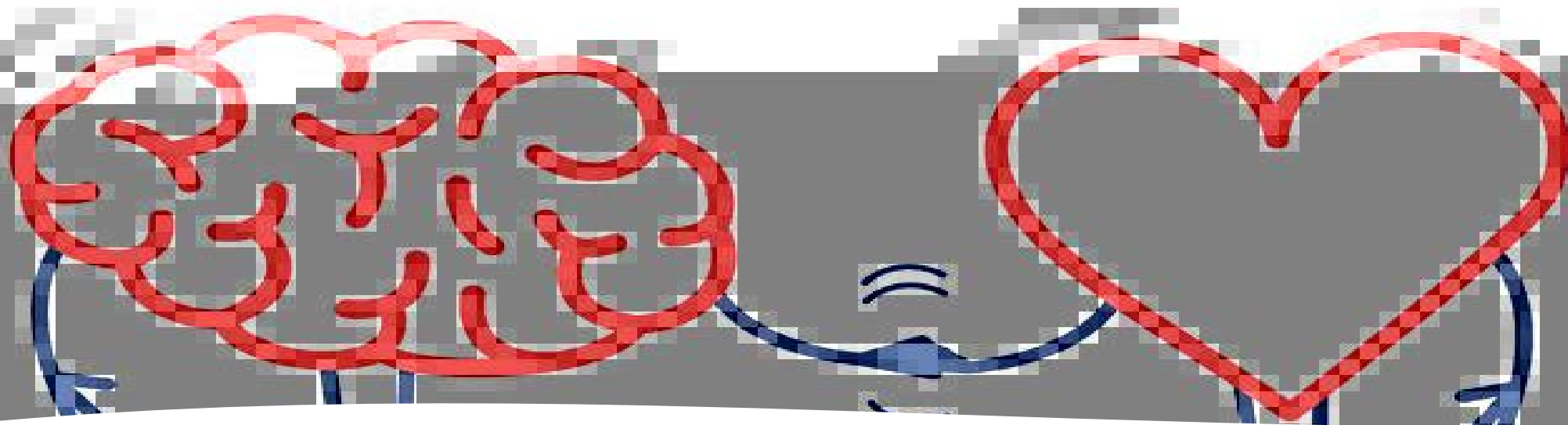
12. Schedule time to problem solve.
13. Learn and use positive self-talk.
14. Visualize your success.
15. Focus on glass half full, freedom not limitation.
16. Utilize your mentor.
17. Use challenging encounters as a teachable moment – they teach you too.



Self-Motivation Strategies

1. Maintain a positive attitude.
2. Recognize that emotions affect your performance.
3. Know what motivates you (and those you work with)
4. Identify your “explanatory style.” When a setback strikes, resist asking “what’s wrong with me?” Instead, ask “**what can I fix?**”
5. Work to achieve your “flow state,” being in the moment with work tasks.





Empathy Strategies

1. Empathy means recognizing, and responding appropriately to, the emotions of others.
2. See things from others point of view.
3. By expressing empathy, you also create empathy in others. So be transparent and be willing to share.
4. Really pay attention to how you respond to others.

Social Awareness Strategies

- Instead of looking inward to learn about yourself, social awareness is looking outward to learn and appreciate others (a mind set shift).
- Doing so provides you a more accurate assessment of your surroundings.
- Pick up on non-verbal cues.





Social Awareness Strategies

1. Greet people by name.
2. Watch body language – eyes, mouth, posture.
3. Timing is everything, pay attention.
4. Plan ahead for meetings and social gatherings.
5. Get out of your head – it takes you away from your audience.
6. Be present – be aware of your environment - make being in the present a habit.
7. Practice attentive and reflective listening.
8. If you're not sure, just ask about your perceptions.

Relationship Management Strategies

1. Be **open and curious** – share about yourself; be interested in others; genuinely solicit input.
2. Engage your brain, watch your body.
3. Pay attention to the “little” things.
4. Accept criticism as a “learning moment”.
5. Build trust through use of consistent dialogue.
6. Be Present.





Relationship Management Strategies

8. Know why you get mad.
9. Don't avoid a challenging work relationship.
10. Acknowledge the other persons feelings – empathy.
11. Care about others and show it.
12. Explain your decisions, don't just make them.
13. Make feedback direct and constructive.
14. Align your intentions w/ actions - be authentic, genuine and sincere.

Relationship Management Strategies

15. If you broke it, fix it.
16. Don't avoid tough conversations:
 - a. Start with an agreement.
 - b. Seek first to understand; then to be understood.
 - c. Resist rebuttal.
 - d. Move forward finding common ground.
 - e. Follow-up.



Creating Effective Relationships

Employ all your emotional competencies – awareness, regulation, motivation, and empathy to:

- Influence and persuade others.
- Build consensus and support for team goals.
- Motivate and inspire yourself and others to achieve those goals.





Commitment Card

So what can I do? What will I do?



ACTIVITY



- Now, what obstacles could get in your way of working on and meeting your goal?
- What can you do about it?

ACTIVITY

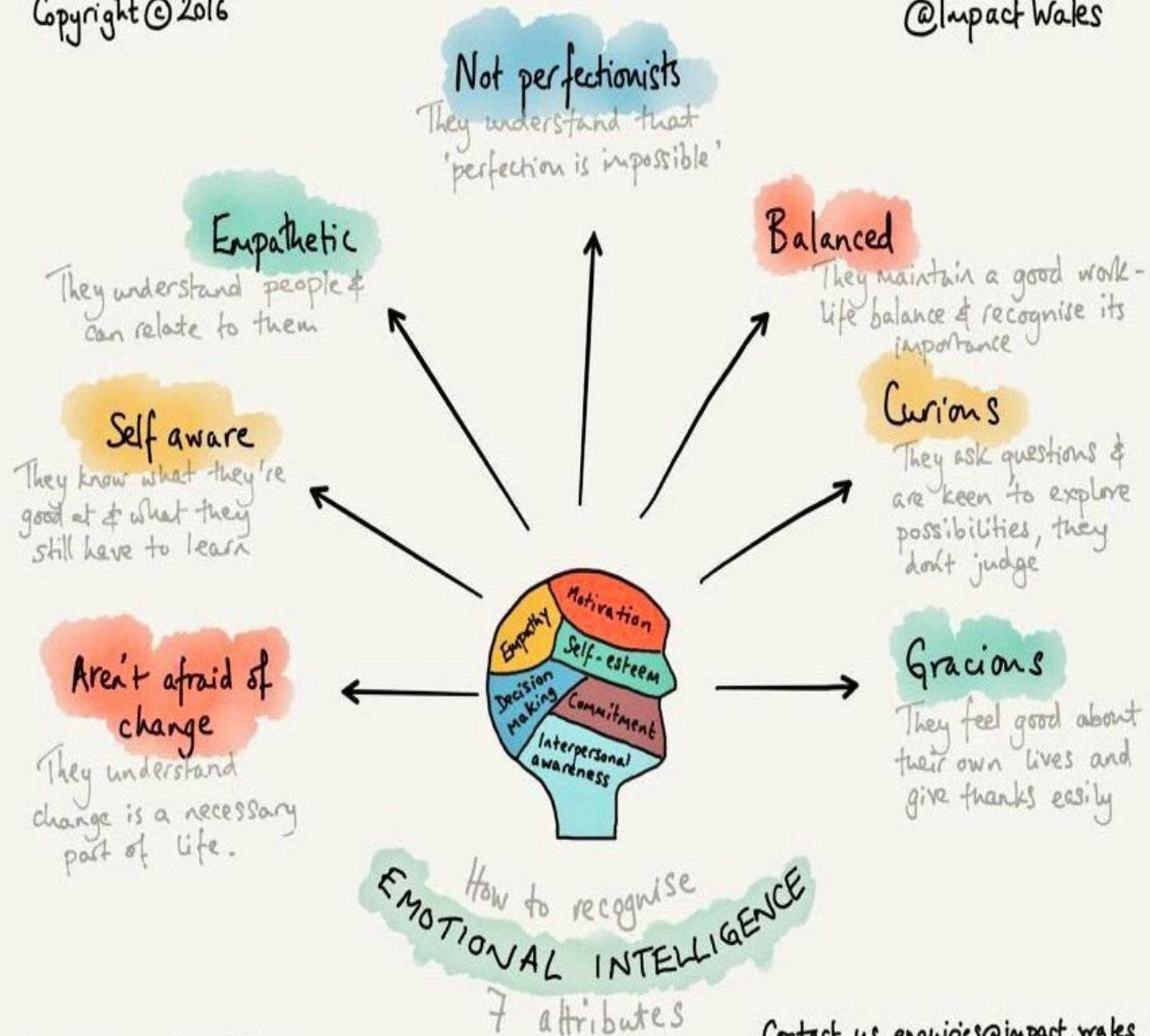


- You need to pick an accountability buddy. Someone that you will share this information with...someone you trust.
- This person needs to check in with you once a week to ask about your progress.
- Who will you ask?

Summary

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Inspired by Rhett Power

Contact us enquiries@impact.wales
for bespoke support & resources



QUESTIONS

THANK YOU!



Human Resources

- Affirmative Action Plans
- Compensation
 - Salary Surveys
 - Pay Equity
- Employee Relations
- Policy & Procedure
- Human Resource Practices Audit
- Compliance
- Employment
- Labor Relations
- Investigations
- Job Descriptions
- Recruitment/Staffing
- HR Resource Library
- Career Management & Outplacement Services



Training

- Employee and Managerial Training
- Needs Assessment
- Confidential Employee Surveys
- Customized Training
- One-on-One Coaching
- Facilitation of:
 - Meetings/Retreats
 - Strategic Planning Sessions
- Train-the-Trainer Materials
- Training Room Access
- Monthly Workshops/Programs for HR and employees

HR-On-Call (a.k.a Advantage Plan)

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