Emotional Intelligence

Staying Engaged and Communicating with Influence

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Presenters

Mindfulness

• M. Todd Dixon, SHIBA Program Manager, Washington State SHIP

Soft skills that impact interactions between counselor and a beneficiary

• Dennis Smithe, Program Development Manager, SHIP TA Center
Mindfulness

M. Todd Dixon, SHIBA Program Manager
Washington State
Emotional intelligence

- Empathy
- Resilience
- Happiness
- Influence
- Authentic leadership
- Mindfulness
Emotional intelligence

**Empathy** –

1. **Cognitive** – ability to understand another person’s **perspective**

2. **Emotional** – the ability to **feel** what someone else feels

3. **Empathetic concern** – the ability to sense what another person **needs** from you.
Empathy as a leader – train your brain

Obstacle: Inattention
Pathway: Learn how to read others

Obstacle: Communication style
Pathway: Study nonverbal and get feedback
Emotional intelligence

• **Resilience** – How to bounce back from daily setbacks, professional crisis or even personal trauma

• **Happiness** – Engaging, purpose

• **Influence** – Change the heart – change the mind

• **Authentic leadership** – Be yourself at work
Dalai Lama on happiness

“Our job as leaders is to make the world a better place—a better world where people are happier.”

Why?

Because all human beings want to be happy and no one wants to suffer. We all have this in common.
How bosses make employees happy

1. Every boss must listen to their employees
2. Bosses must understand the importance of work-life integration
3. Give your employees feedback
4. Connect your employees roles to the bigger picture
Mindfulness – showing emotional intelligence

What is mindfulness?

- Actively noticing new things
- Paying attention to what’s going on
- Taking yourself off auto-pilot
- Finding purpose in interactions and moments
- Not overreacting or being overwhelmed with what is going on
- Not getting bogged down in self-criticism and judgment
Mindfulness – showing emotional intelligence

Being mindful:

- Creates better performance
- Heightens creativity
- Creates deeper self awareness
- Increases your charisma
- You will be kinder, calmer, more approachable
Practice mindfulness

Life is about individual moments
  o  Make each moment matter, then all of life matters!

Suspend judgment; unleash your curiosity
  o  Imagine your thoughts about a person are transparent

Realize that there are no positive or negative outcomes
  o  Simply outcomes, such as A, B, C and D
  o  These come with challenges and opportunities
Practice mindfulness

Master 3 things

1. Internal self awareness
   - How do your beliefs and values impact how you reach to others?

2. External self awareness
   - What is your impact to your team members?
   - Observe their reactions to you?

3. Personal accountability
   - How are you contributing to the problem?
Work-life integration

• Work-Life “integration” (not balance)
  o Balance implies two opposites, with nothing in common

• Your work and life values should show
  o (In fact, it’s ok to show them!)

• Work and life are mostly about people!
  o I disagree that we “don’t have to like who we work with”
  o Use your life values to be successful at work
  o Use your work values to be successful at home
Avoid emotional responses

Get yourself unhooked!

Identify any crucial conversations

- Difference of opinion
- High stakes
- High emotion
Avoid emotional responses
Practice empathy:
Ask good questions, listen with gusto, don’t judge

Take pause:
Don’t make decisions based on a temporary emotion.
Move quickly out of concern to influence

**Circle of Concern**

**Circle of Influence**

**Reactive**
- If I only had a boss who wasn’t...
- If I had respect from...
- If the environment was more conducive...
- It’s their issue, not mine...

**Proactive**
- I can be a better role model...
- I can be more organized...
- I can seek out others to help me understand...
Putting it to work for an organization

Personal responsibility
  o Everyone takes personal responsibility for the success of the entire organization
  o **Take personal responsibility for the success of each interaction, each meeting.** Know your influence

Shared accountability
  o No one is waiting for “the boss” to hold people accountable.
  o **We all hold each other accountable, all the time**
How to give feedback – a tip

1. Ask if they want feedback.
   - “Are you open for some feedback”?  
   - It works better if they are ready. And if its wanted

2. Describe the “data”
   - Describe exactly what you saw and heard

3. Describe the impact
   - Describe what you thought and felt in response

4. Inquire about their intent
Make it safe

• Show you respect them as a human being
• Show them you care about their goals
• Tone of voice, facial expressions should show mutual respect
• Give them the benefit of the doubt
• Think of the person as rational, reasonable, decent; your attitude eventually affects your demeanor, choice of words and delivery
• Establish mutual purpose
  – “I’d like to give you some feedback that I think would help you be more productive with your meetings (add contrasting statement) I don’t think this is a huge problem, but I do think that if you make a couple small changes.....”
Preparing for the conversation

Unhelpful motives
- Be right
- Look good/save face
- Win
- Punish/blame
- Avoid conflict

Helpful motives
- Learn
- Find the truth
- Produce results
- Strengthen relationships
- Close gaps
When we fail to hold each other accountable.
Put it to practice – Being mindful

- Observe the present moment as it is
- Let your judgments roll by
- Return to the present when your mind drifts
- Keep an open mind
  - Have clear lenses; no filters
- Learn to respond, rather than react
  - Become aware of the impact your words will have
- Remember, thoughts are not facts
  - Check your lenses
Emotional intelligence – SHIP Network

A call to action

• Mindfulness
• Empathy
• Resilience
• Happiness
• Influence
• Authentic leadership
Soft skills that impact the interactions between a counselor and a beneficiary

Dennis Smithe, Program Development Manager, SHIP TA Center
Six key soft skills

1. Genuine interest in others
2. Self-reflection
3. Ability to listen on multiple levels
4. Accessibility & authenticity
5. Flexibility
6. Sense of humor
Resources

- Langer, Ellen. Langer Mindfulness Institute
Resources

• Foundation for a Mindful Society (2019)
• Steve Bushnell, Charles Rivers Careers. 2019
• Joan Cheverie and Susan Golnick, The Professional Development Commons, March 26, 2018
• “The Dalai Lama on Why Leaders should be Mindful, Selfless and Compassionate”, by The Dalai Lama with Rasmus Hougaard.
• Crucial Accountability, Vital Smarts LLC, 2013 Participant Workbook
• Stephen R. Covey, Adaption from The 7 Habits of Highly Effective People