

**SPRING 2018 OFA FELLOWS LEADERS**

# **Part 2: Emotional intelligence**

**Bobby Brady-Sharp / OFA Training Projects Manager**

**We will begin the training at 8 p.m. ET / 7 p.m. CT**



**OFA**



SPRING 2018

# Fellows Leaders



# **Guided worksheet**

# **Week 2**

**[Bit.ly/training2worksheet](https://bit.ly/training2worksheet)**

## GOALS FOR THIS SESSION

**Understand the concepts  
of emotional intelligence  
and agility and how they  
relate to leadership**



## GOALS FOR THIS SESSION

**Apply these concepts to  
your own self-awareness  
and identify growth  
opportunities as a leader**

## GOALS FOR THIS SESSION

**Feel prepared to stretch  
your comfort zone as you  
practice applying these  
concepts in your life**

# Agenda

## Introduction

Defining emotional intelligence

12 competencies—Daniel Goleman

Emotional agility

Key takeaways and close

# Logistics



We will meet for 90 minutes



You will need a pen and paper or means of taking notes



A recording of this call will be available later this week.



Please tweet -- #OFAFellows



# Housekeeping items



# Defining emotional intelligence



**"I have learned over the years that when one's mind is made up, this diminishes fear; knowing what must be done does away with fear."**

**ROSA PARKS**



**"Anyone can  
become angry—  
that is easy."**





**"But to be angry  
with the right  
person, to the right  
degree, at the right  
time, for the right  
purpose and in the  
right way—that is  
not easy."**

**ARISTOTLE**



# The word "emotion"

- It comes from the latin verb, *motere*
- *Motere* = “to move”
- The prefix e connotes “to move away”

# Emotion:

Feelings, thoughts,  
psychological/biological  
states, and a range of  
propensities to act.

*(Goleman, Emotional Intelligence, 289, 1995)*

# **Ranges and basic families of emotion**

**(Goleman, 289-290)**

- Anger
- Sadness
- Fear
- Enjoyment
- Love
- Surprise
- Disgust
- Shame



# **Emotional intelligence:** **The ability to perceive and express emotions to facilitate thinking...**

*(Mayer, Salovey, & Caruso, 2000)*

# **Emotional intelligence:** **to understand and** **reason with emotions ...**

*(Mayer, Salovey, & Caruso, 2000)*

**Emotional intelligence:**  
**and to effectively**  
**manage emotions**  
**within oneself and in**  
**relationship with others**

*(Mayer, Salovey, & Caruso, 2000)*

**Why is this  
important to  
leadership?**



A background image showing two people in a meeting. On the left, a woman with short grey hair and glasses, wearing a yellow top, is looking towards the right. On the right, a man with short dark hair, wearing a grey sweater, is looking towards the camera with a slight smile. They are sitting at a table with papers and a pen. The image is semi-transparent, allowing the text to be overlaid.

12 COMPETENCIES

# Emotional intelligence

**Self-  
Awareness**

**Emotional  
Self-  
Awareness**

# **12 competencies of emotional intelligence – Daniel Goleman**

**Self-  
Awareness**

**Emotional  
Self-  
Awareness**

# **12 competencies of emotional intelligence – Daniel Goleman**

**Self-  
Management**

**Emotional  
Self-Control**

**Achievement  
Orientation**

**Positive  
Outlook**

**Adaptability**

**Self-  
Awareness**

**Emotional  
Self-  
Awareness**

# **12 competencies of emotional intelligence – Daniel Goleman**

**Self-  
Management**

**Emotional  
Self-Control**

**Achievement  
Orientation**

**Positive  
Outlook**

**Adaptability**

**Social  
Awareness**

**Empathy**

**Organizational  
awareness**

**Self-  
Awareness**

**Emotional  
Self-  
Awareness**

# **12 competencies of emotional intelligence – Daniel Goleman**

**Self-  
Management**

**Emotional  
Self-Control**

**Achievement  
Orientation**

**Positive  
Outlook**

**Adaptability**

**Social  
Awareness**

**Empathy**

**Organizational  
awareness**

**Relationship  
Management**

**Influence**

**Coach and  
Mentor**

**Conflict  
Management**

**Inspirational  
Leadership**

**Teamwork**

# 15 minutes

**Breakout: Read,  
reflect, discuss**

- Take 5 minutes to read through the definitions of each competency
- Take 10 minutes to list and discuss which competencies you need to improve in order to become more emotionally intelligent and a better leader (write them on your worksheet)

Worksheet:

[Bit.ly/training2worksheet](https://bit.ly/training2worksheet)

# Discussion

What competencies do you need to improve in?

Which ones do you excel at?





# Emotional agility



**"I am sick and  
tired of being sick  
and tired."**

**FANNIE LOU HAMER**

# Emotional agility

- In 2016, Susan David, PHD, wrote the book “Emotional Agility,” building off of emotional intelligence
- In it, she theorized that people become *hooked* by their emotions, leading to bad decisions

# **Hooked:** **Internal chatter +** **technicolor memory +** **emotional punch**

*(Susan David, Emotional Agility, 2006)*

# Emotional agility

- Being hooked leads to *emotional rigidity*, which plays out in our heads as
  - “*I’m not cut out for this...*”
  - “*I’m ugly...*”
  - *Biases*
  - *Even racism*

**Emotional rigidity:**  
**Patterns/ways in which  
our thoughts, emotions,  
and stories drive our  
actions in rigid ways.**

*(Susan David, Emotional Agility, 2006)*



# Emotional agility

- Being hooked leads to *emotional rigidity*, which plays out in our heads
- It is with emotional intelligence and the process of *emotional agility* that we can become *unhooked*!

**Emotional agility:**  
**The process that allows  
you be present in the  
moment and feeling...**

*(Susan David, Emotional Agility, 2006)*

**Emotional agility:**  
**And change/maintain**  
**your behavior in**  
**response to feelings in**  
**the moment...**

*(Susan David, Emotional Agility, 2006)*

**Emotional agility:**  
So that you can live  
in ways that align  
with your intentions  
and values.

*(Susan David, Emotional Agility, 2006)*

# The process of emotional agility

**THE PROCESS OF EMOTIONAL AGILITY:**

# **Step 1: Show up**

# Show up

- Don't run!—Face emotions and behaviors willingly
- Be curious as to what you're feeling and thinking
- Learn to work with your thoughts
- Recognize your patterns—know when you're rigid or have repetitive thinking

THE PROCESS OF EMOTIONAL AGILITY:

# Step 2: Step-out



# Step-out

- Become an anthropologist – detach from your thoughts and emotions
- Name the emotion and the thoughts it is causing you to have
- Recognize your emotion as “critical data”—recognize that it may not be leading you to the right conclusion

**THE PROCESS OF EMOTIONAL AGILITY:**

# **Step 3: Walk Your Why**

# Walk your why

**Focus on your core values and most important goals by asking these questions:**

- Is my response going to serve me and my organization in the long-term as well as short-term?

# Walk your why

**Focus on your core values and most important goals by asking these questions:**

- Will it help me steer others in a direction that furthers our collective purpose?

# Walk your why

**Focus on your core values and most important goals by asking these questions:**

- Am I taking a step toward being the leader I most want to be and living the life I most want to live?

THE PROCESS OF EMOTIONAL AGILITY:

# Step 4: Make tweaks, Move on



# 12 minutes

## Breakout: Practice

Resources:

Worksheet:

[Bit.ly/training2worksheet](https://bit.ly/training2worksheet)

4-STEPS:

1. SHOW UP
2. STEP OUT
3. WALK YOUR WHY
4. MOVE ON

- Take 2 minutes and think of a situation that “hooks” you
- Write that situation down on your worksheet
- Share the situation with you partner – walk through the 4-steps of emotional agility with your situation in mind and come up with a response

# Debrief

What is your biggest takeaway?

# Debrief

How do you think your biggest key takeaway applies to how you've been applying leadership in your organizing work?

# Debrief

How will you begin to actively work on revising your responses to situations this week and through this program?



# **HOMEWORK ASSIGNMENT**

## **Week 2**

**[Bit.ly/training2worksheet](https://bit.ly/training2worksheet)**

# OFA Training

**Thank you for joining today's webinar.**

Check the Fellows Leader website for a copy of the material covered today, including a video and audio recording of the webinar.

Email [fellows@ofa.us](mailto:fellows@ofa.us) with any questions.

**Bit.ly/eintelligence2**