### 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







### **Guided worksheet**

### Week 2

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

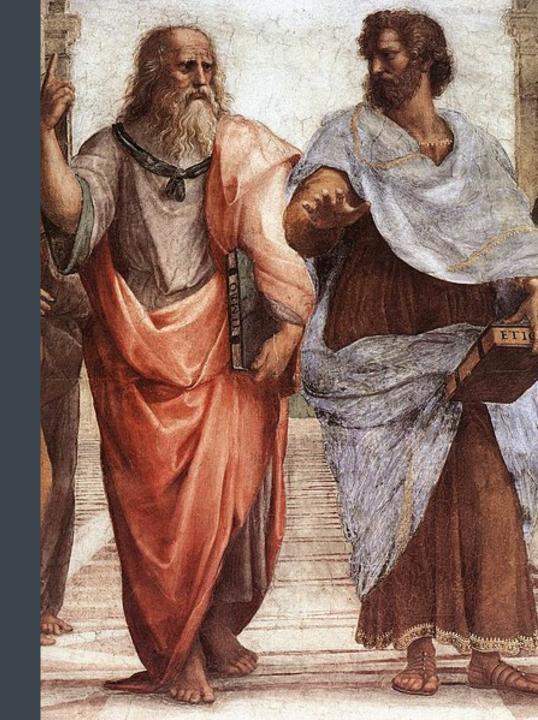
## Defining emotional intelligence



"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."

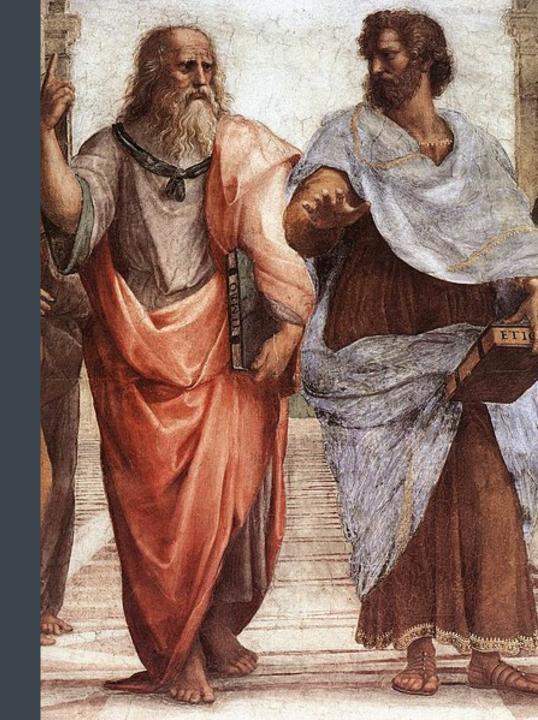
**ROSA PARKS** 

"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, psycological/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?



Emotional Self-Awareness

### 12 competencies of emotional intelligence – Daniel Goleman

Emotional Self-Awareness

## 12 competencies of emotional intelligence – Daniel Goleman

Self-Management

**Emotional Self-Control** 

**Achievement Orientation** 

**Positive Outlook** 

**Adaptability** 

Emotional
SelfAwareness

## 12 competencies of emotional intelligence – Daniel Goleman

Self-Management

**Emotional Self-Control** 

**Achievement Orientation** 

**Positive Outlook** 

**Adaptability** 

Social Awareness

**Empathy** 

Organizational awareness

Emotional
SelfAwareness

## 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** 

## Discussion

What competencies do you need to improve in?

Which ones do you excel at?







"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 you intentions and values.

(Susan David, Emotional Agility, 2006)

# 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

# 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

## 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 shortterm?

## 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?

# Step 4: Make tweaks, Move on

#### 12 minutes

**Breakout: Practice** 

#### Resources:

Worksheet:

**Bit.ly/training2worksheet** 

#### 4-STEPS:

- 1. SHOW UP
- 2. STEP OUT
- 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?

# Debilef

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

# Debief

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

## **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 with any questions.

Bit.ly/eintelligence2