Valuing Difference through Emotional Intelligence

Welcome!

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How We Experience Difference

Opening exercise…
Objectives

- Understand the power of Emotional Intelligence in how we as leaders connect with people different from us
- Translate this understanding to real-life situations
- Gain awareness of how to use new skills to more effectively build relationships in diverse communities
What We’ll Do

- Explore how we as leaders experience difference
- EI as a framework for understanding this
- Strategies for bringing our “whole” intelligence so as to value difference more often and more authentically
Relationship Map

What happens when we experience difference?
Leadership and Difference

- Leadership is about acting to mobilize oneself and others to tackle tough issues and exciting challenges.
- Difference and Diversity can be experienced as threatening.
- Difference and Diversity are at the heart of productive and healthy teams and innovation.
Emotional Intelligence is …

The ability to bring out the best in ourselves and others

- The ability to effectively perceive, manage and use our emotions.
- The ability to effectively manage emotional connections with those around us.
3 Domains of Leadership Competence

IQ

Technical Skills

EI Competencies
Why EI Matters

Emotions drive thoughts
Thoughts drive behavior
Behavior drives results / outcomes
Intention vs. Impact

Intention → Emotions → Impact
EI Competency Model
Two Brain Systems

Cognitive System

Limbic System

Thinking Mind

Feeling Mind

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Cognitive System

Neo-Cortex

- IQ resides here
- Site of working memory
- Complex thought

At our best:
4 concepts = 24 possibilities!
(4x3x2x1)
Limbic System

Amygdala

- Stimulus\Response center
- Central in building emotional memory
- Site of emotional learning - (builds “circuits”)
- 100 X faster than Cognitive System

… do I eat it, or does it eat me?
What happens in the body?
An Emotional Hijack Results in...

Body Responds
- Increase in heart rate
- Increase in breathing
- Increase in reflexes

Decrease in working memory
- 4 variables → 1
- The “1” is the one we default to for protection

Unaddressed - effect lasts for 18 minutes. The aftermath can continue up to 6 hours…
So How Do We Manage It?

“Freedom is the ability to **pause** between stimulus and response, and in the pause, to choose.”

Rollo May
Emotional Management 101

Stop (pattern interrupt)

Breathe

Engage the neo-cortex in a different / non-triggered activity

Gratitude…
Using the Pause to Decide

Situation → Decision → Desired Outcome

Impulse / Trigger

Pause

Moment of Opportunity
10 – 15 seconds

What is really important
Personal Action Plan

1. This is what PAUSE looks like for me _____.
2. How do I want to practice, and with whom?
3. If I accomplish this, what impact can it have on me and on my ability to respond vs. react to difference?
Wrap Up

- Your take-aways?
- Your questions?
- Options for further learning, practice
  - Seminal article by Daniel Goleman: https://iims.uthscsa.edu/sites/iims/files/Leadership-10.pdf

Thank you and Good Luck!

Contact us with any afterthoughts or other questions:
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