

April 26, 2017



LEADING WITH EMOTIONAL INTELLIGENCE

*Presented by Futures Without Violence in partnership with the
U. S. Department of Justice, Office on Violence Against Women*

Presenters: Dr. Jarik Conrad, Certified Emotional Intelligence Expert

Facilitator: Jennifer White, Futures Without Violence

This webinar is part of a project entitled SOS Institute (Supporting Organizational Sustainability Institute) supported by the Department of Justice, Office on Violence Against Women.

This project is supported by Grant No. 2015-TA-AX-K047, awarded by the Office on Violence Against Women, U.S. Department of Justice. The opinions, findings, conclusions, and recommendations expressed in this publication/program/exhibition are those of the author(s) and do not necessarily reflect the views of the Department of Justice, Office on Violence Against Women.



Presenters

Dr. Jarik Conrad

Dr. Conrad presents inspiring workshops and keynotes to thousands of business executives, non-profit leaders, and educators each year. He is a certified Senior Professional in Human Resources (SPHR), Society of Human Resources Management Certified Senior Professional (SHRM-CSP), certified intercultural sensitivity expert, and certified emotional intelligence expert. Dr. Conrad is a committed lifelong learner, holding a bachelor's degree from the University of Illinois, two master's degrees from Cornell University, and a doctor of education degree from the University of North Florida. Dr. Conrad is the author of the award-winning book, *The Fragile Mind: How it has Produced and Unwittingly Perpetuated America's Tragic Disparities*.

Jennifer L. White

Ms. White is the Program Director for Curriculum Development and Program Design with Futures Without Violence. Ms. White has been an educator in the field of domestic violence, sexual assault and stalking since 2002. Ms. White manages the Institute for Leadership in Education Development (I-LED) and Supporting Organizational Sustainability to Address Violence Against Women Institute (SOS), both projects funded through the U.S. Department of Justice, Office on Violence Against Women. Ms. White graduated from Pace University in New York with a major in English/Communications and a minor in Women's Studies. She graduated from the American University Washington College of Law and is a member of the state bars of Maryland and New York.



As a result of this webinar, you will be better able to:

3

- Build trust and connect better with subordinates, peers, board members, and clients
- Communicate more effectively
- Lead their teams through high-intensity, high-stress situations
- Manage change and transitions effectively
- Recognize and embrace diversity & inclusion



AGENDA

Background

Life's Timeline (pre-work)

Emotional Intelligence Overview

- Self-Perception

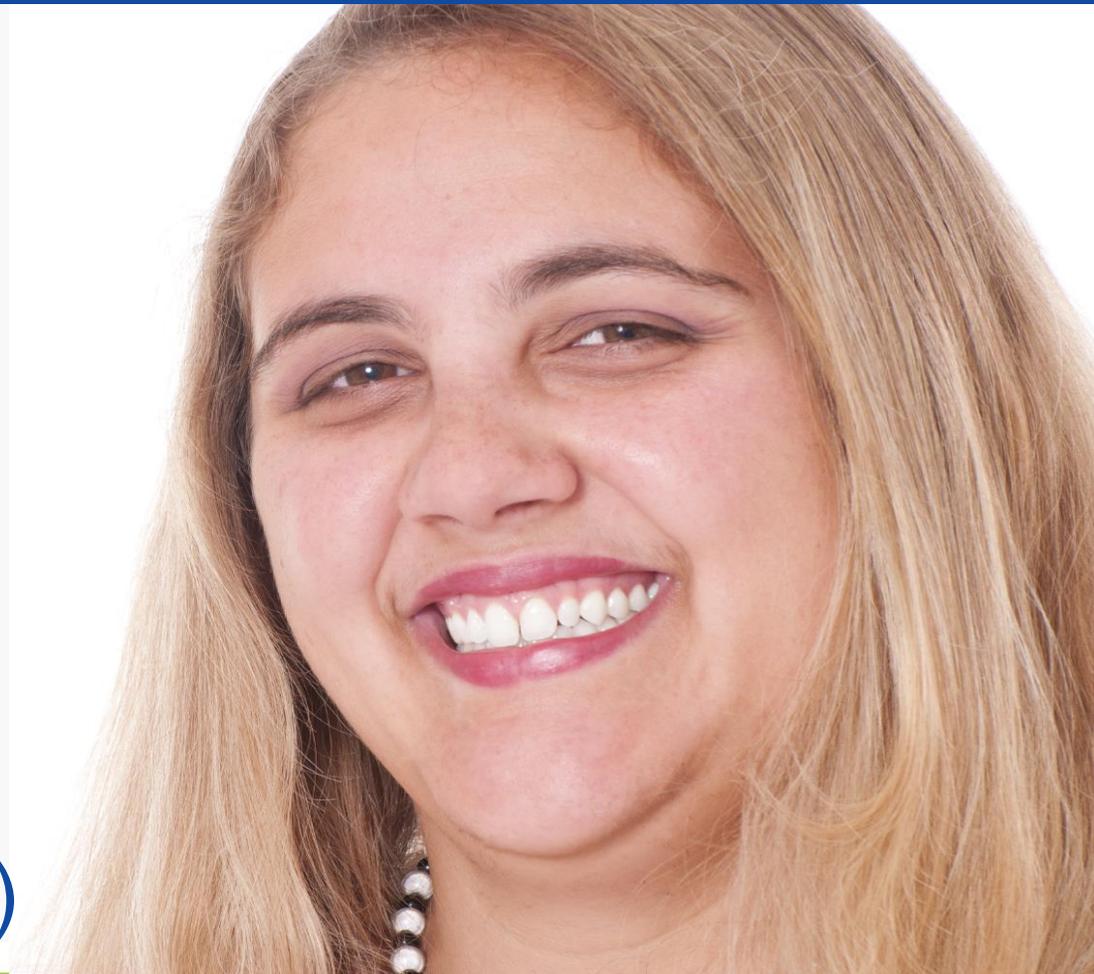
- Self-Expression

- Interpersonal

- Decision Making

- Stress Management

From Theory to Practice (post-work)



“THE MOST DISTRESSED SMALL CITY IN AMERICA.”

U.S. Department of Housing and Urban Development

“One searches for some way to understand why a society as rich and, frequently, as generous as ours would leave these children in their penury and squalor for so long—and with so little public indignation.”

Johnathan Kozol, Savage Inequalities



LIFE'S TIMELINE (pre-work)

Please create a timeline going back as far as you can remember. Add to your timeline any significant events and experiences that were turning points or defining moments for you.

1. What were your emotions at the time of the event/experience?
2. What are your emotions now as you think back to that time?
3. How did each event or experience help shape who you are today?

POLL

NATURE vs NURTURE

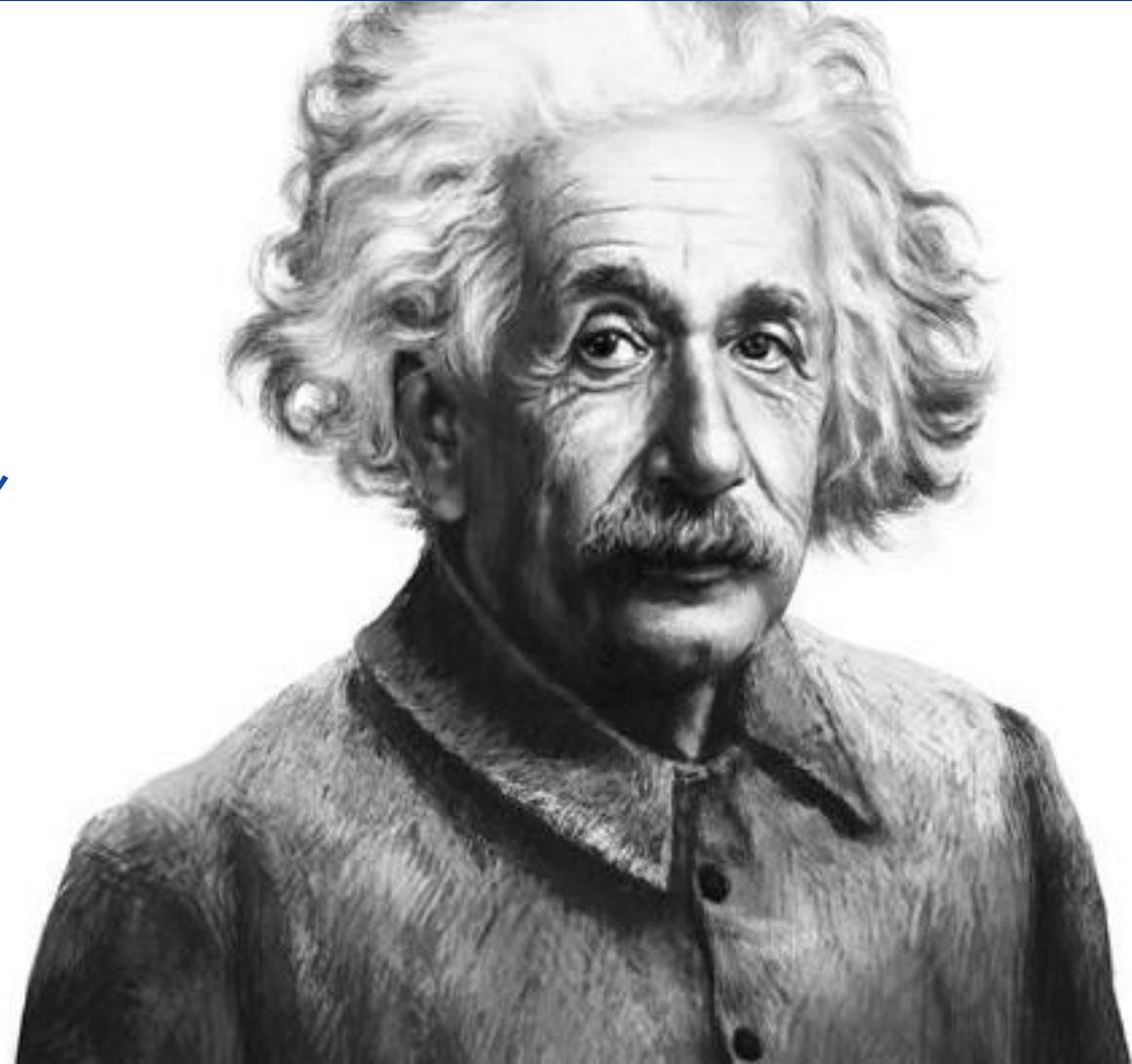
“Environmental influence serves as an enhancer or preventer of genetic predispositions.”

Howard, P. J (2006). The Owners Manual for the Brain. Austin, Tex: Bard Press.

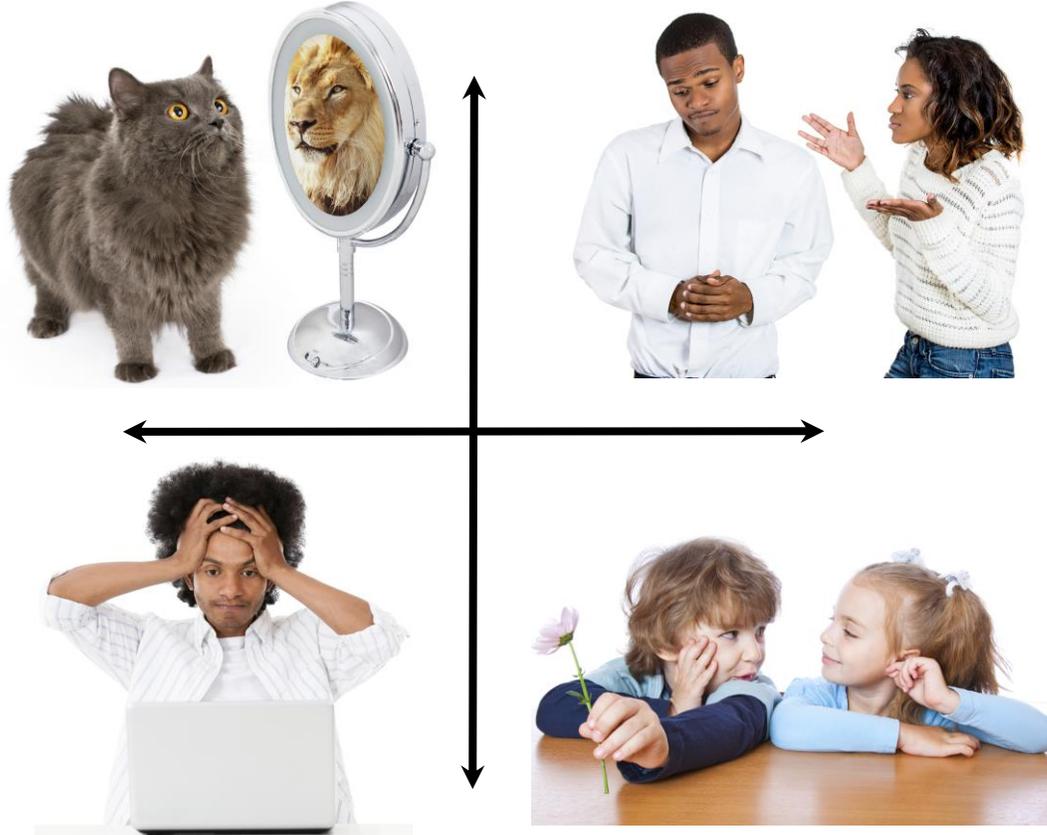


WHAT DOES IT MEAN TO BE SMART?

“We should take care not to make intellect our god. It has, of course, powerful muscles, but no personality.”



Awareness



Intra-personal

Interpersonal

Regulation

**EMOTIONAL
INTELLIGENCE**

EMOTIONAL INTELLIGENCE RESEARCH

“Dominance analysis demonstrated that all three streams (ability, self-report, and mixed-models) of EI exhibited substantial relative importance in the presence of FFM and intelligence when predicting job performance.”

[O'Boyle, E. H., Jr., R. H. Humphrey, et al. \(2011\). The relation between emotional intelligence and job performance: A meta-analysis. Journal of Organizational Behavior, 32\(5\), 788-818.](#)

For 515 senior executives, emotional intelligence was a better predictor of success than either relevant previous experience or high IQ.

http://www.eiconsortium.org/reports/business_case_for_ei.html



EMOTIONAL INTELLIGENCE RESEARCH

Over 90% of top performers are also high in emotional intelligence. Just 20% of bottom performers are high in emotional intelligence.

Bradberry, T. & Greaves, J. (2009). Emotional Intelligence 2.0.
San Diego, CA: Talent Smart



WHAT IS EMOTIONAL INTELLIGENCE?

A set of emotional and social skills that influence the way we perceive and express ourselves, develop and maintain social relationships, cope with challenges, and use emotional information in an effective and meaningful way.

MHS



EMOTIONAL INTELLIGENCE



SCALE

Self-Perception

Self-Expression

Interpersonal

Decision Making

Stress Management

SUB-SCALE

Self-Regard, Emotional Self-Awareness, Self-Actualization

Assertiveness, Independence, Emotional Expression

Empathy, Social Responsibility, Interpersonal Relationships

Impulse Control, Reality Testing, Problem Solving

Optimism, Stress Tolerance, Flexibility

EMOTIONAL INTELLIGENCE

Self-Perception I

Self-Expression

Interpersonal

Decision-Making

Stress Management

How do I feel about myself?

How well do I know my triggers?

For what do I stand?



ACTIVITY 1

Who am I?



EMOTIONAL INTELLIGENCE

Self-Perception

Self-Expression

Interpersonal

Decision-Making

Stress Management



How much direction do I need?

Do I stand up and speak out for what I believe is right?

Can I effectively articulate what I am feeling?



ACTIVITY 2

Emotional Expression

EMOTIONAL INTELLIGENCE

Self-Perception



Self-Expression

Interpersonal

Decision-Making



Stress Management

How well do I connect with others?

Do I volunteer?

Do I have meaningful relationships across diverse groups?



Engagement is the key!

70% of U.S. Workers Are
Not Engaged at Work

Gallup

POLL

YOU ARE "THEY"

Why don't they
listen to us?
We
do the work.

They
always..

They don't
really care
about us.

You know how
they got those
positions in the
first place.

They
never...

What are
they
thinking?

They...



EMOTIONAL INTELLIGENCE

Self-Perception

| Self-Expression

| Interpersonal

Decision-Making

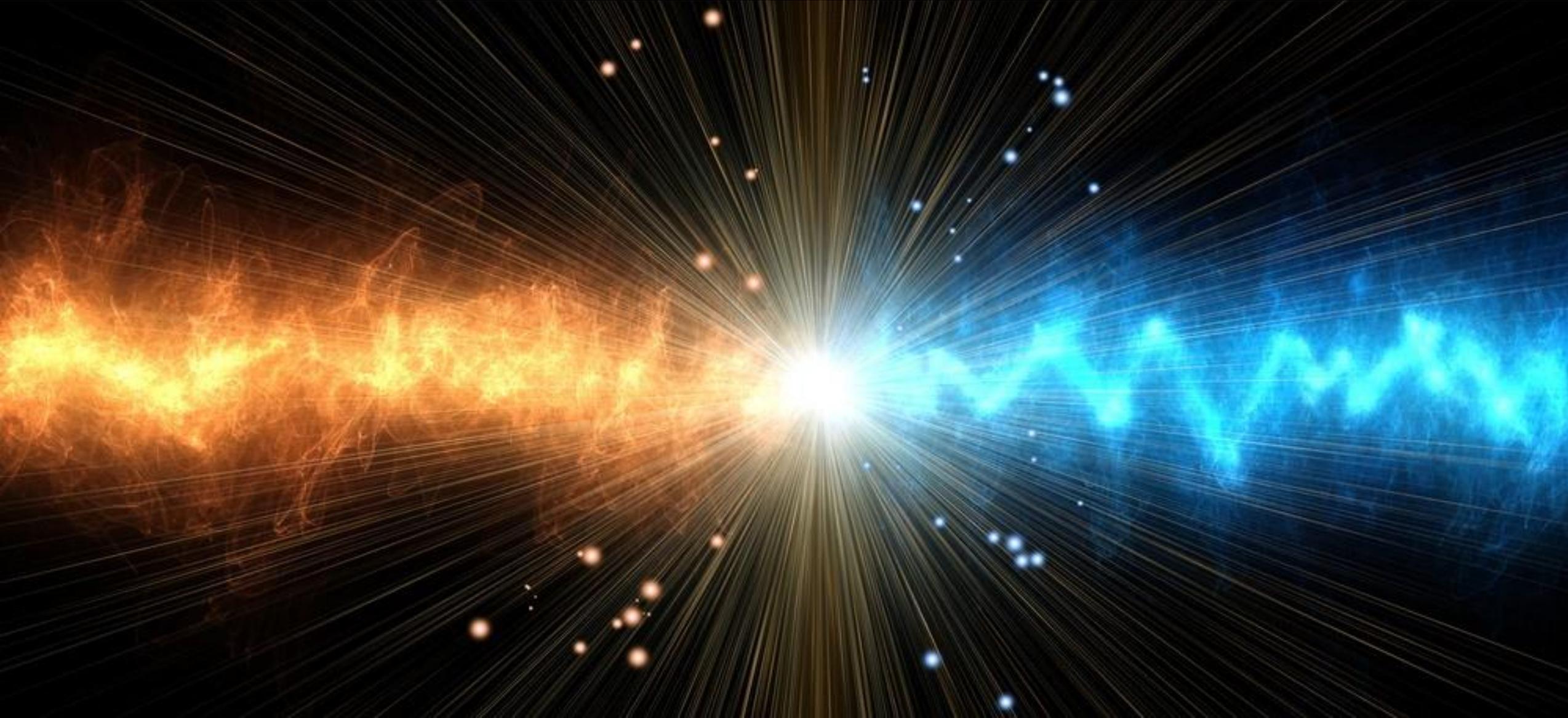
Stress Management

Do I have a repeatable process?

Can I delay gratification?

How objective am I?

WHEN EMOTION AND INTELLECT COLLIDE!



EMOTIONAL INTELLIGENCE

Self-Perception



Self-Expression



Interpersonal



Decision-Making

Stress
Management

Is my glass half-full or half-empty?

How long is my rope?

How do I respond to change?

PEOPLE ARE STRUGGLING

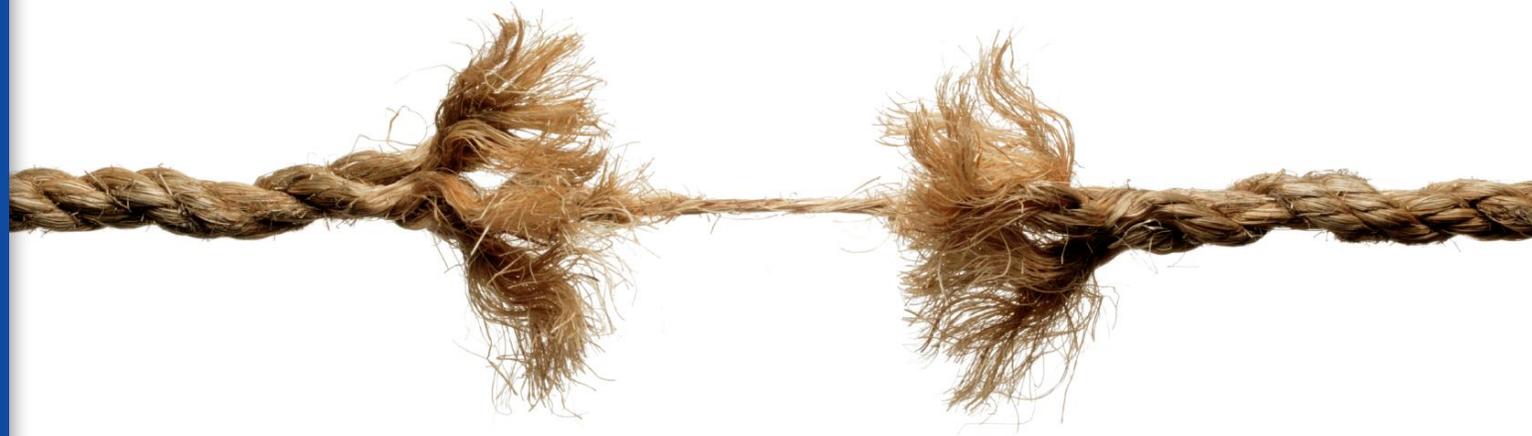
Terrorism and global instability
Income and wealth inequality across class
Violent crimes in urban communities
Opioid epidemic in rural communities
Racial and gender disparities
Rising cost of higher education
Suicide epidemic
Day-to-day family challenges
Workplace stress

Poor Emotional Health



ACTIVITY 3

Understanding Stress



THE DARK SIDE



FROM THEORY TO PRACTICE (post-work)

Think of a current employee, peer, client or board member with whom you struggle.

1. What do you believe is the source of the problem?
Could you be wrong?
2. How much are you contributing to the problem?
3. What would be the ideal emotionally intelligent way to handle the situation?

We will follow up
with you
to learn about
your experience.



Never Accept the Status Quo!

QUESTIONS & ANSWERS



Resources

Emotional Intelligence Consortium Website <http://www.eiconsortium.org/>

Body Language Emotional Intelligence Quiz http://greatergood.berkeley.edu/ei_quiz/

Emotional Intelligence Quiz (provides results & recommendations) <http://www.ihhp.com/free-eq-quiz/>

Emotional Intelligence in Leadership https://www.mindtools.com/pages/article/newLDR_45.htm

18 Signs of Emotional Intelligence

<http://www.wakingtimes.com/2015/03/27/are-you-emotionally-intelligent-heres-how-to-know-for-sure/>

“Moodnotes,” app to track emotions in different work situations, provides prompts to reflect on the situation and how to manage it. <http://moodnotes.thriveport.com/>

Webinar: Compassion Fatigue & Self-Care for Individuals and Organizations

<https://www.futureswithoutviolence.org/compassion-fatigue-self-care-individuals-organizations/>

Webinar: Assembling the Pieces: Tools to Build an Effective Board

<http://www.futureswithoutviolence.org/assembling-the-pieces-tools-to-build-an-effective-board/>

Webinar: Secondary Traumatic Stress

<https://www.futureswithoutviolence.org/secondary-traumatic-stress-workshop/>



Leading with Emotional Intelligence

30



Please take a moment to take a short evaluation regarding today's webinar, future webinars and submit any questions: <https://www.surveymonkey.com/r/SOSEIfedback>

The recording of the webinar will be posted on the FUTURES website in the next few days: <https://www.futureswithoutviolence.org/resources-events/webinars/>

For questions or additional information, please contact Monica Arenas: marenas@futureswithoutviolence.org

