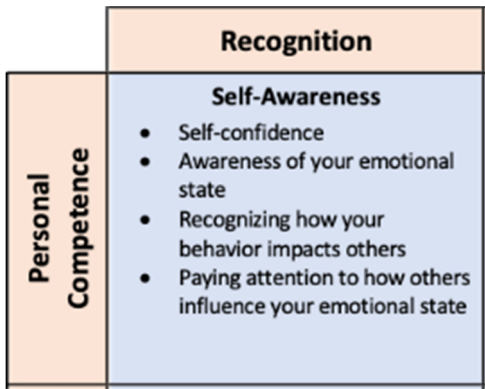


NEXT LEVEL LEADERSHIP – COMMUNICATING WITH EMOTIONAL INTELLIGENCE

This handout is designed around four of the core concepts of emotional intelligence based on Daniel Goleman’s model.

	Recognition	Regulation
Personal Competence	<p>Self-Awareness</p> <ul style="list-style-type: none"> • Self-confidence • Awareness of your emotional state • Recognizing how your behavior impacts others • Paying attention to how others influence your emotional state 	<p>Self-Management</p> <ul style="list-style-type: none"> • Keeping disruptive emotions and impulses in check • Acting in congruence with your values • Handling change flexibly • Pursuing goals and opportunities despite obstacles and setbacks
Social Competence	<p>Social Awareness</p> <ul style="list-style-type: none"> • Picking up on the mood in the room • Caring what others are going through • Hearing what the other person is “really” saying 	<p>Relationship Management</p> <ul style="list-style-type: none"> • Getting along well with others • Handling conflict effectively • Clearly expressing ideas/information • Using sensitivity to another person’s feeling (empathy) to manage interactions successfully

Self-Awareness



Describe yourself in three words

Ways to gain self-awareness

Notes from small group discussion

Self-Regulation



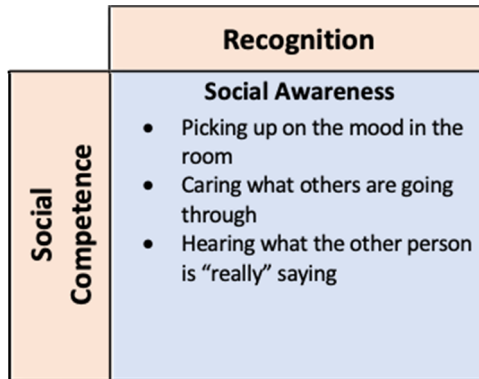
Strategies for controlling emotions

Three types of "focus"

Notes from small group discussion

Social Awareness

Cues and Empathy



Cues for “reading” other people

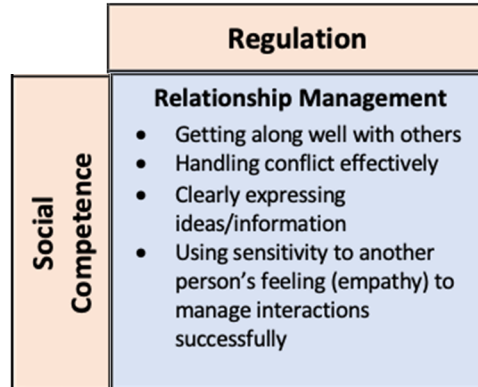
Three types of empathy

Strategies for displaying empathy

Connection Phrases

Relationship Management

Have Your Phrases Ready! Small Group Discussion



With your small group, create an example for each prompt.

Begin by seeking to understand. Example:

When sharing your opinion avoid definitive statements. Example:

Use non-definitive statements. Example:

Move the conversation forward. Example:

Resources

WEBSITES

[Emotional Intelligence Consortium](https://eiconsortium.org/) <https://eiconsortium.org/>

[Greater Good Science Center, UCB](https://ggsc.berkeley.edu/) <https://ggsc.berkeley.edu/>

BOOKS

[Daniel Goleman](https://www.goodreads.com/author/list/829.Daniel_Goleman) https://www.goodreads.com/author/list/829.Daniel_Goleman

360-DEGREE FEEDBACK INSTRUMENT

[Envisia Learning](https://www.360degreefeedback.net/assessments/emotional_intelligence_view) https://www.360degreefeedback.net/assessments/emotional_intelligence_view

RESEARCH ON SELF-CONTROL

[THE DUNEDIN STUDY](#)