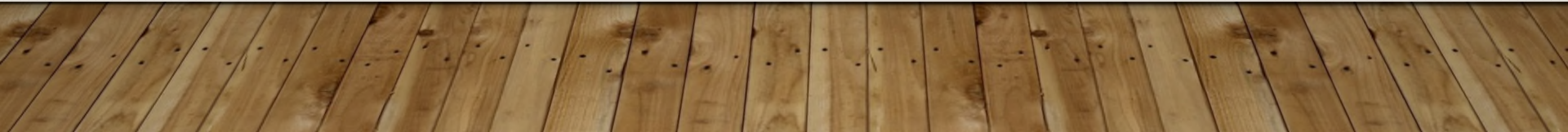


Washington Nonprofits Deep Dive

Leading with Emotional Intelligence

TEAMS & LEADERS

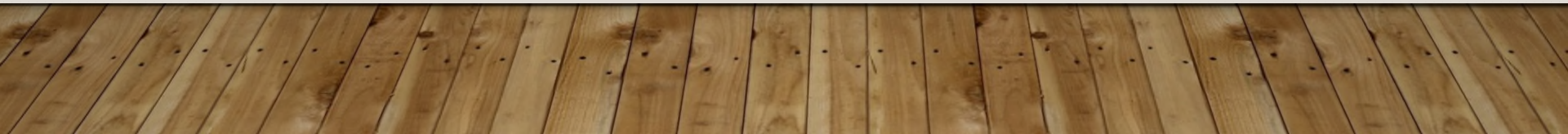


AGENDA

Managing Reactivity - Understanding our patterns

Self-Awareness - Clear communication tool

Empathetic Listening - Mitigating resistance



GROUND RULES

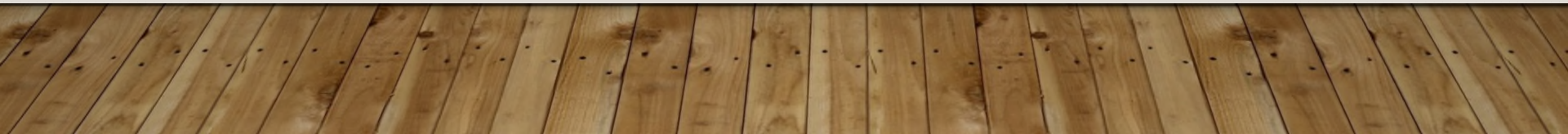
Lean in to this experience - stretch

Be messy - Beginner's mind

Trust the Process

Limit distractions - stay in it

Maintain Confidentiality

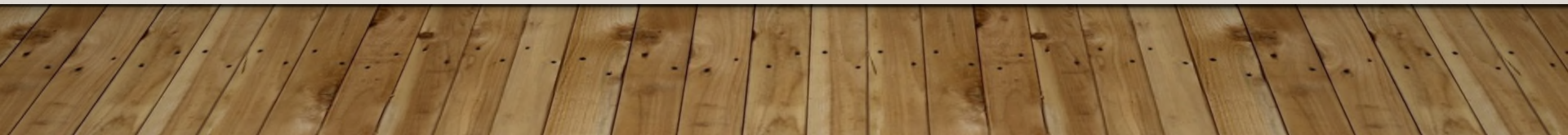


STUCK RELATIONSHIP ACTIVITY

Choose a relationship that has been less than optimal

- With one person only
- Either work or personal
- Current situation that you want to improve

Describe this “stuck” scenario briefly



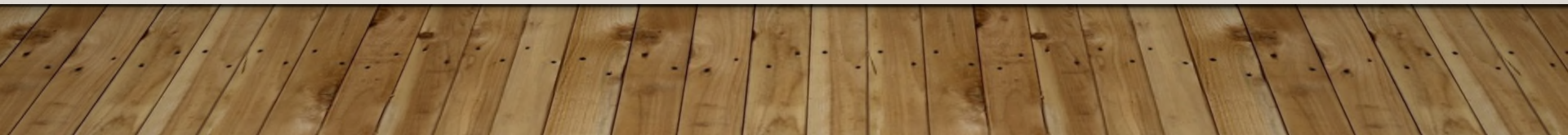
STIMULUS AND RESPONSE

“Between stimulus and response there is a space

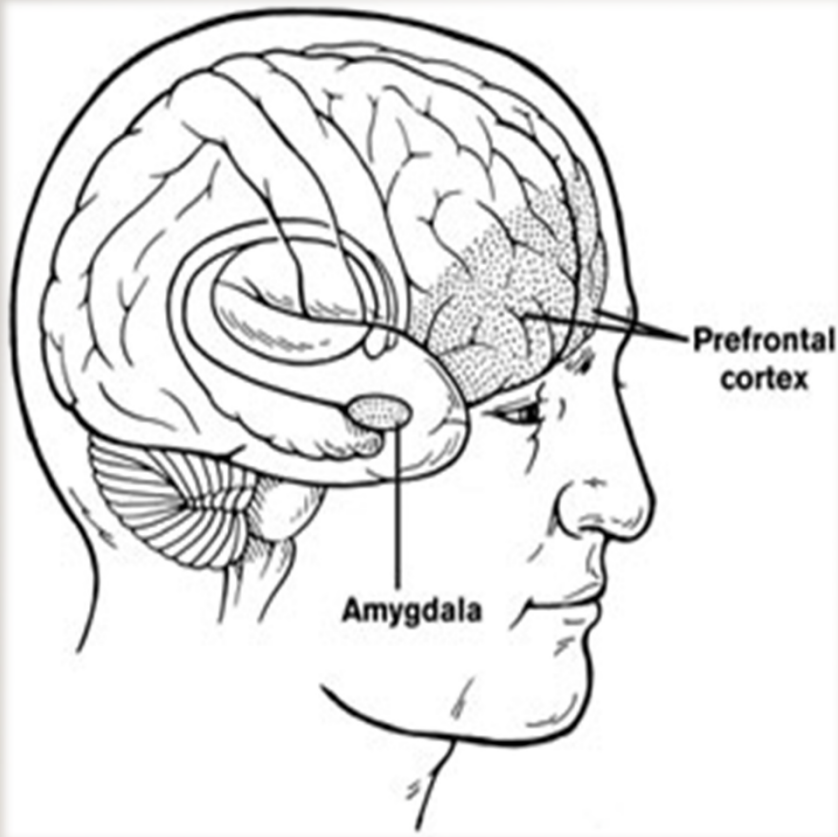
Within that space lies our freedom and power to
choose our response

Within those choices lie our opportunities for
growth and happiness”

- -Victor Frankl

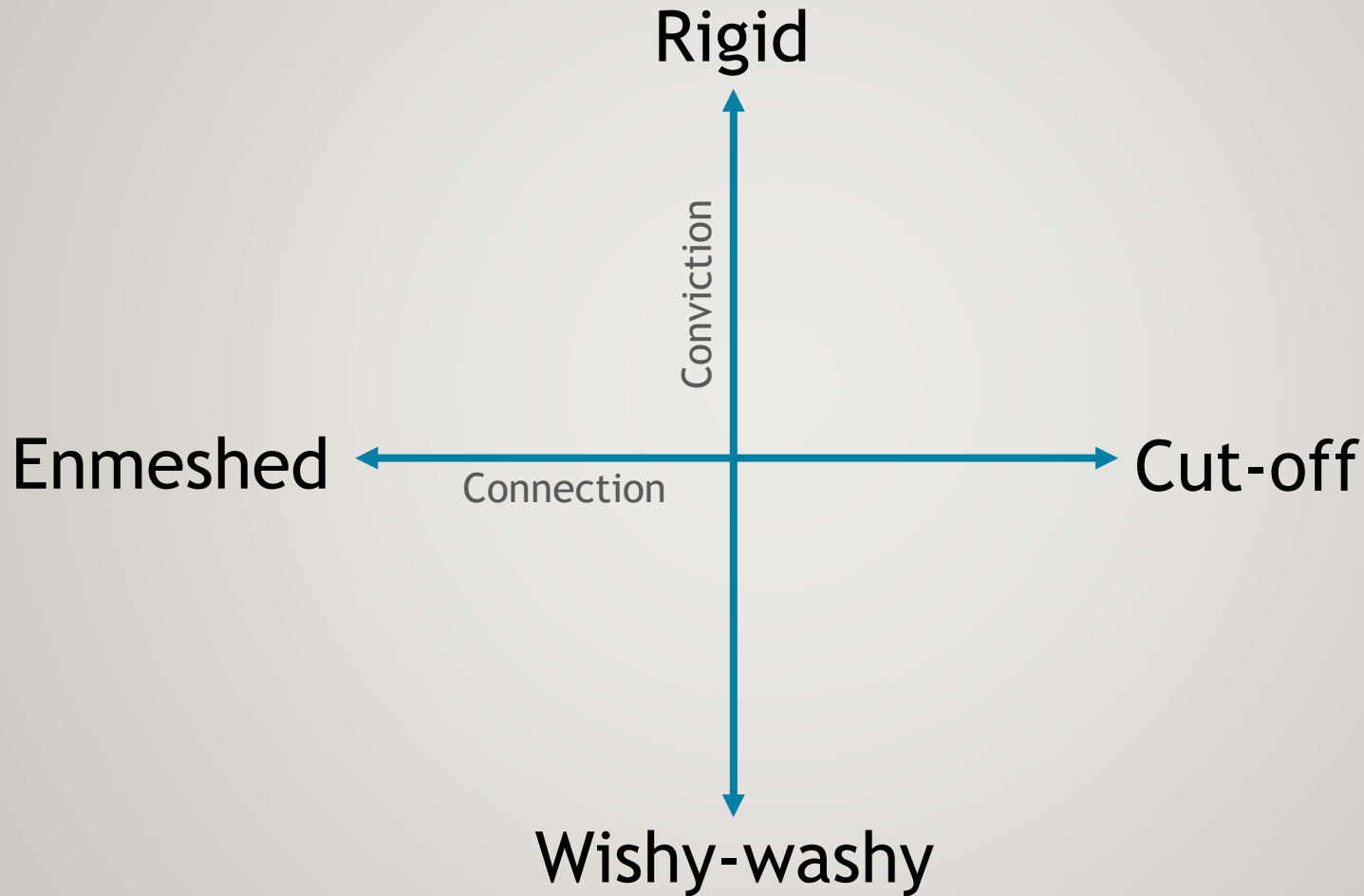


REACTIVITY AND THE BRAIN



Fight or flight
Tend or befriend

CONVICTION/CONNECTION MODEL



HERE AND NOW

JEDI KNIGHT EQ SKILLS

—

MUSH SEPARATOR

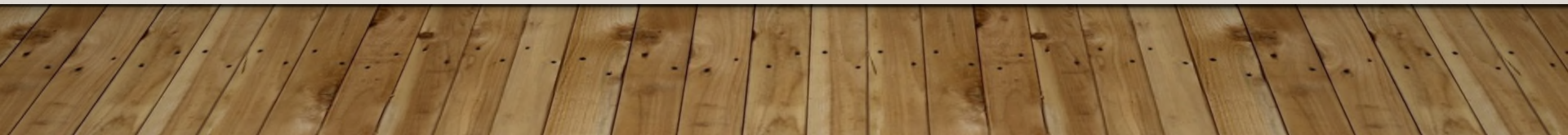


EMPATHY SHORT CUT

What I heard you *say* was...

What I heard you *feel* was...

If I was in your shoes, I would feel...



EMPATHETIC LISTENING

Assume positive intent

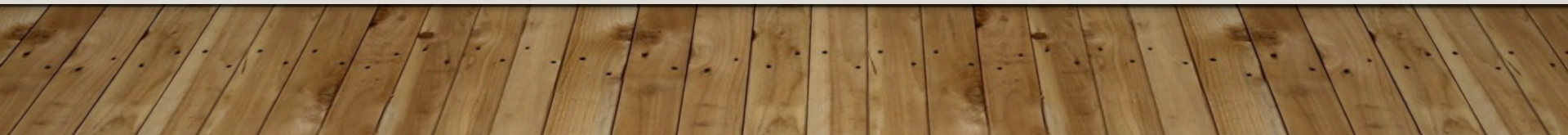
Be genuinely curious

Put yourself in the other person's shoes - Look out at the world through his or her eyes

Unpack the other person's experience through questioning (Mush Separator)

Treat the other person as an expert to his or her experience

Don't spike the ball! Don't Give Advice. Don't solve the problem.

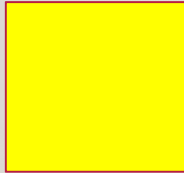


LISTEN / EMPATHIZE

Balance your agenda (gas pedal) with empathy (clutch) throughout the entire conversation

Know when to drive forward- know when to back off (validate, listen to the other)

THE CLUTCH METAPHOR



Empathy



Cut-Off



Agenda

EMPATHY TOOLS

Parrot

Paraphrase (Accuracy Check)

Paraphrase Plus