



Successfully Managing People

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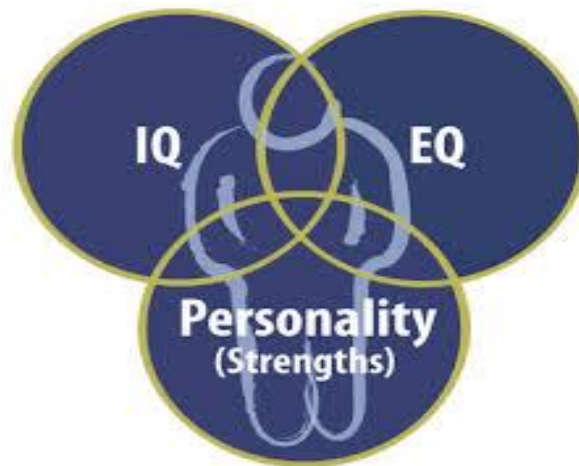
Successfully Managing People

- **Session One** **March 5, 2021**
Leadership 101
- **Session Two** **March 12, 2021**
Emotional Intelligence
- **Session Three** **March 19, 2021**
Performance Management Process
- **Session Four** **March 26, 2021**
Managing Differences Constructively
- **Session Five** **April 2, 2021**
The Dynamics of Change

Emotional Intelligence: Our Other Intelligence

***I will pay more for the ability to deal with people
than any other ability under the sun.***

John D. Rockefeller



Picture of Whole Person

*In a very real sense, we have two minds.
One that thinks, and one that feels.*

Daniel Goleman

- **What are benefits to using emotional control?**
- **What are challenges to controlling emotion?**



Emotional Intelligence

Personal Competencies

- **Self-Awareness**
- **Self-Management**

Social Competencies

- **Social Awareness**
- **Relationship Management**



Emotional Hijackings!

Emotional Intelligence

In a busy airport, a businessman angrily throws his briefcase into a glass window. Immediately, airport security guards wrestle him to the ground, handcuff him, and lead him away. *What caused his emotional hijacking?* His flight was cancelled. Anger that escalated to rage took over his logic.

What did this emotional outburst accomplish for the individual?

What could he have done differently?

Emotional Intelligence



Thoughts



Words



Actions

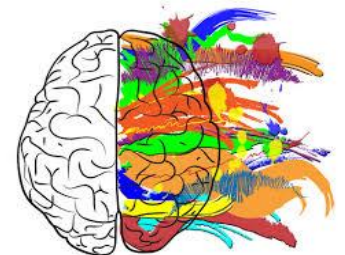


Power to Influence

Emotional Intelligence

Self-Awareness	Self-Management
Emotional awareness	Self-control
Self-assessment	Trustworthiness
Self-confidence	Conscientiousness
	Adaptability
	Achievement
	Motivation/initiative
	Optimism

Intrapersonal Skills
Power of Thoughts



Emotional Intelligence

Self-Awareness

- **One.** Describe/write about a situation that caused you to lose emotional control.
- **Two.** Describe behaviors that affected your emotions. Be specific.
- **Three.** Describe how you felt.
- **Four.** Describe how you reacted.

Trigger Points...

Emotional Intelligence

Self-Management

Review this exercise. Decide how you will deal with future similar situations.

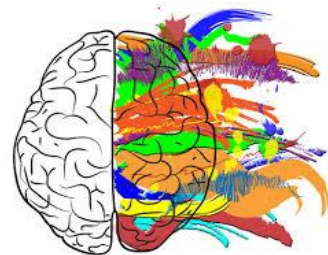
Goal

- ✓ **Calm your emotions.**
- ✓ **Take back your power.**
- ✓ **Redirect your energy.**

Emotional Intelligence

Social Awareness

Social Awareness	Relationship Management
Understanding others	Influence
Developing others	Communication
Service orientation	Conflict management
Diversity	Leadership
Political awareness	Change catalyst
	Bonds/networks
	Collaboration/teamwork



Interpersonal Skills

Power of Words and Actions

Emotional Intelligence

Social Awareness

- Create ***Emotion versus Reason*** List
 - ✓ **Battle of the brains**
- Know your ***Trigger Points***
 - ✓ **Take deep breath**
 - ✓ **Have a drink of water**
- Lead with Respect
 - ✓ **People = Most Valuable Resource**

EI Mood Meter



Every mood has its own purpose.

Social Awareness

Relationship Management

The Active Listening Skill Set



***Leaders influence the team's emotions.
The team's emotions drive overall
performance.*** Robert G. Jerus

Common Goal. Share it.

Roles and Responsibilities. Define them.

Cooperation. Focus on problem resolution.

Mutual Support. Build trust and respect.

Communication. Be emotionally intelligent.

References

- **Emotional Intelligence 2.0**, Travis Bradberry and Jean Greaves, TalentSmart, 2009.
- **Emotional Intelligence**, Daniel Goleman, Bantam Dell, 2005.
- **Emotional Intelligence**, Dr. David Walton, MJF Books, 2012.
- **Primal Leadership**, Daniel Goleman, Richard Boyatzis, Annie McKee, Harvard Press, 2002.



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