Successfully Managing People

Claudia A. Monte
CAM Consulting Group LLC

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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

- Self-Awareness
- Self-Management

Personal Competencies

Social Competencies

Social Awareness
Relationship Management

Emotional Hijackings!
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

Power to Influence

Thoughts  Words  Actions
# Emotional Intelligence

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## 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

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### Interpersonal Skills

**Power of Words and Actions**
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

- Pay Attention
- Share
- Summarize
- Hold Judgment
- Reflect
- Clarify

Active Listening
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.
