

Leadership Tips May, 2020:

Emotional Intelligence for Managing Uncertainty and Change



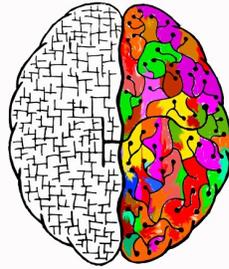
The Consulting Team, LLC
Facilitating Positive Change

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Emotional Intelligence: *It's About Behaviors and Choices*

This edition we interviewed TCT owner Marilyn Manning Ph.D., and senior associate Susan G. Schwartz, PMP, on the subject of emotional intelligence, its importance in today's workplace and especially now, during times of uncertainty and stress as the country works in place.

How do you define Emotional Intelligence (EI)?

According to leading researchers on EI, John Mayer and Peter Salovey, Emotional Intelligence "is the ability to monitor feelings and emotions and to use this information to guide your thinking and actions."

It's a framework that is about behaviors and choices. The only control we have over a situation is how we choose to react. By becoming more aware of trigger situations, we can make better choices for how we react.

Today, EI is even more important because it gives us a road map to better understand our reactions to the uncertainty and fear we are feeling as a result of the COVID-19 crisis.

Why is EI especially important in today's COVID-19 environment?

The uncertainty and fear people feel today can worsen people's reactions to difficult situations. Emotional Intelligence enables people to have some level of control over the situation. By stopping to reevaluate our immediate reactions, we can take an extra pause that might prevent us from saying or doing something we might regret.

The key is to elevate our self-awareness about our reactions, to be vigilant and agile so we are reacting and responding in a way that aligns with our personal values. Under extreme stress, it is very hard to pause, reflect, then respond. However, the more we can do this, the more we will feel in control and less stressed.

Is EI something that you're born with, or without?

Everyone is born with Emotional Intelligence. But today as people try to navigate the "new normal" of the COVID-19 pandemic, they may find themselves reacting to situations completely differently than they might

have two months ago.

How many of you have felt your EI slipping recently? The cumulative stress of the pandemic can put us on edge, feeling defensive and reactive.

What's an example of this from the last two months?

The EI model TCT uses defines stress management as stress tolerance, flexibility and optimism. Uncertainty may cause people to deviate from their "normal" stress behavior. The significance of a life-threatening virus has made many of us more cautious, less flexible, and nervous that things will never return to the world we knew how to navigate.

Anxiety levels, and therefore, stressors have increased. This is one reason why being aware of our own EI and finding ways to increase the related skills is so vital.

Tell us more about how people can apply Emotional Intelligence to help navigate the "new normal" created by the current COVID-19 pandemic.

Stress Tolerance can be defined as a person's resilience or ability to adapt to a changing situation. Resilient people are credited with having an optimistic view of the future.

We suggest that you spend a few minutes at the beginning of each meeting to take a status check of how each person is feeling. Letting each group member voice a worry and a gratitude enables the group to realize that other's share their worries which can enhance their resilience. And, by sharing moments of gratitude group members focus on positive actions that help to increase their optimism.

How is emotional intelligence acquired?

Raising your emotional intelligence is more about practice. EI can be described as a function of living life, making mistakes, adapting behaviors, and moving forward. It is the acquisition of wisdom and resilience.

Let's unpack Emotional Intelligence. What are the component parts of EI?

The five primary composites are:

1. Self-Perception
2. Self-Expression
3. Interpersonal
4. Stress Management
5. Decision-Making

What happens in The Consulting Team's EI trainings?

We take a practical approach to Emotional Intelligence. We review the composites and sub-composites that make up the EQ-i 2.0 model framework. Then we facilitate a series of exercises that demonstrate how participants can apply these concepts to everyday workplace and non-

workplace activities.

Is EI something to study? To practice?

EI is more about practice than study or tests. EI is about paying attention to how you react to the world around you. It is about trial and error. If you are not happy with your reaction to a situation or the outcome, evaluate how you could have reacted to improve the outcome next time. This helps build your self-awareness and make better choices.

Can you share a EI success story?

A CEO arrived to the workshop intent on firing his Executive Assistant on his return to the office. He didn't think she responded appropriately to the urgency of the crises that occurred almost daily. Upon learning that different people respond to stress differently, he decided to observe her for a few days. He realized that instead of modeling his excited responses to a crisis, she quietly initiated needed action to resolve the problem. Instead of firing her, he gave her a raise.

What's a recommended next move for those excited about adding an EI skill set to their toolkit as communicators, leaders, and professionals?

There are several options for a professional ready to enhance their workplace toolbox with Emotional Intelligence. One option is to enroll in an EI workshop. Another is to find a coach who can help them identify their specific EQ measures and discuss how they can enhance their skills.

Here's an easy third option: Sign up below to attend Susan's upcoming free 30-minute sampler of *Emotional Intelligence for Managing Uncertainty and Change* on Tuesday, May 12, 1-1:30pm. Register by email: admin@TheConsultingTeam.com.

Senior associate Susan G. Schwartz facilitates



FREE 30-min. Online Training on Tues. May 5: Emotional Intelligence: For Managing Uncertainty and Change

Are you feeling fearful and uncertain about the effects of the COVID-19 pandemic? Do you feel as if you have no control? Is it difficult for you to adapt to the changes that have been thrust upon us?

This training will give you tools that will help you address your feelings of anxiety, increase your resilience, and take back control of how you react

to the current crisis.

- EI - Crisis and Stress Management
- Emotions of Transition
- Mitigating Uncertainty and Stress

Please join us for this free 30-minute Zoom session,
led by senior associate Susan G. Schwartz
Tuesday, May 12, 1:00-1:30 pm Pacific.

*Limited space:confirm your seat and receive log-in details
when you email Admin@TheConsultingTeam.com.*



**Our new Online Trainings for Today's World:
(from 90 Minutes - 3 Hours)
Ask for our May/June discount**

**Managing Multiple Demands
and Prioritizing While Working from Home**

Adjusting to working from home indefinitely is a big challenge for us all. We'll share best practices for managing your time and work load, mood and environment, with this online training full of strategies, tools and tips for maintaining focus, avoiding distractions, maximizing productivity and avoiding burning out. We'll analyze your schedule, space, frame of mind and help you get the upper hand over your environment and workload. You'll be amazed at the difference you can achieve.

**Stress Reduction Strategies for Working from Home:
Don't Distress...De-Stress**

Working from home introduces all new variables into your work life.

Learn best practices for maintaining your physical and emotional well-being while working from home. From activities to relieve tension in from your temples to your toes, to breathing techniques for stilling your mind, heart rate and breath, to re-centering yourself and improving your concentration, you can create new routines for success. Take control of your work environment, schedule and productivity.

For information on outlines and scheduling contact [Marilyn Manning](#)

You can also reach us by phone: (650) 965-3663



Have You Considered 1:1 Tele-Coaching?

During challenging times your role as a supervisor, manager or leader can put you in unfamiliar situations without experience to fall back on. We can help. Our 1:1 Tele-Coaching helps new supervisors and managers, directors and c-suite leaders identify and address unique challenges arising from crises like our current pandemic.

Among the areas our Tele-Coaching helps clients:

- Have critical conversations to head off conflict
- Coach stability in the midst of change
- Stay positive and keep your team positive
- Coach and motivate your employees remotely
- Getting the most of your 1-on-1's while leading remotely
- Revise goals and plans due to disruptions
- Coach a struggling employee

To learn more about our Tele-Coaching please contact [Marilyn Manning](#).

You can also reach us by telephone: (650) 965-3663.



Contact The Consulting Team to learn more about our
online training, one-to-one virtual coaching
and consulting assistance for leaders and employees.

Call us at 650-965-3663
or email us at M@TheConsultingTeam.com
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www.TheConsultingTeam.com

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