MODULE ONE
Managing Yourself in the Workplace
OUTCOMES

• Knowledge of the Emotional Intelligence (EQ) framework.
• Insight into deploying personal and social strengths.
• Practice identifying and navigating blind spots.
• Understanding of the influence of race and social equity on personal competence.
TODAY

- Check-In Activity
- What is EQ?
- Self-Awareness – Loving your Triggers
- Self-Management – Exploring Power Dynamics
- Reflection and Synthesis
- Closing
WHY IS EQ IMPORTANT FOR PROFESSIONAL GROWTH?
EMOTIONAL & SOCIAL INTELLIGENCE LEADERSHIP COMPETENCIES

SELF AWARENESS  SELF MANAGEMENT  SOCIAL AWARENESS  RELATIONSHIP MANAGEMENT
58% 90%
THE JOHARI WINDOW

- Known to self
  - Shared
  - Hidden
- Not known to self
  - Blind
  - Unknown
ABOVE THE LINE

BELOW THE LINE
ABOVE THE LINE

OPEN  CURIOUS  COMMITTED TO LEARNING

BELOW THE LINE

CLOSED  DEFENSIVE  COMMITTED TO BEING RIGHT
POSITIVE TRIGGERS
WHAT RELIABLY CATALYZES POSITIVE EMOTIONS AT WORK?
TAKES AND KEEPS YOU ABOVE THE LINE?
NEGATIVE TRIGGERS
We are emotional creatures. Our first reaction to an event is always going to be an emotional one. We have no control over this process.

When something generates a prolonged emotional reaction in us it is called a trigger event.
THE EVENT

- Emotions?
- How sustained?
- In absence of…
- Disarm?
- Let go of?
- What else?
- Physical feelings?
- Cause?
- Memory?
- Familiarity?
PAIR SHARE

• Briefly describe your trigger event and its impact on you.

• Who would you be in the absence of this trigger? What would be possible?
SELF-AWARENESS STRATEGIES

• Stop treating your feelings as good or bad
• Observe the ripple effect from your emotions
• Lean into your discomfort
• Feel your emotions physically
• Know who and what pushes your buttons
• Watch yourself like a hawk
• Keep a journal about your emotions
• Don’t be fooled by a bad mood
EXPLORING POWER DYNAMICS
PRIVILEGE AND MARGINALIZATION

• **Privilege** is a set of unearned benefits, rights, and access granted to people based on their membership in certain groups.

• **Marginalization** is the process of pushing a particular group or groups of people to the edge of society by not allowing them an active voice, identity, or place in it.

• Privilege provides **access**.

• Access provides **power**.

• Greater access equals greater power.

• We must acknowledge both our marginalized identities as well as our privileged identities.
MAP MY ACCESS

• Use the worksheet provided.
• On the left side of the worksheet, list ways in which you do not have identity privilege or access.
• On the right side of the worksheet, list the ways in which you experience privilege or access based on your identity.
• Make note if you identify ways in which these identities minimize or multiply one another.
PAIR SHARE

• Take turns sharing the columns of your worksheet, both areas of privilege and marginalization.

• Listen thoughtfully while your partner shares.
CONNECTING YOUR TRIGGER

• Think back to the trigger identified earlier, begin to identify the ways in which power, privilege, access, and marginalization play out in your trigger.

• Turn to your partner and share what you’ve identified. As your partner shares, feel free to share additional ways in which power, privilege, access, and marginalization may have impacted the trigger.
LARGE GROUP DISCUSSION

• With your partner’s permission, share key insights that surfaced during your discussion.
• Did anything surprise you?
• Were there commonalities or patterns between you and your partner?
MANAGE YOUR TRIGGERS
Module 1
Together for Good
THE EMOTIONAL BRAIN
Our first reaction to an event is always going to be an emotional one. We have no control over this process.

But we *do* control the thoughts that follow an emotion, and we have a great deal of say in how we react to an emotion.
MANAGE YOUR TRIGGERS

• What would it take to disarm this trigger, to release it?

• What would you need to learn?

• What might you need to let go of?
SELF-MANAGEMENT STRATEGIES

• Breathe right
• Create an Emotion vs Reason List
• Count to ten
• Sleep on it
• Talk to a skilled self-manager
• Smile and laugh more
• Set aside some time in your day for problem solving
• Take control of your self-talk
REFLECTION AND SYNTHESIS
REFLECTION AND SYNTHESIS

• What have you heard today that was new or surprising?
• What did you already know but now know in a new way?
• What do you still have questions about?
• As you consider increasing your personal competence (self-awareness and self-management skill), what is an EQ strategy you’d like to experiment with?
HOMEWORK

• Read *Emotional Intelligence 2.0*

• **OPTIONAL** - take the **EQ Self-Assessment**

• Make a list of other trigger moments you regularly experience at work. Identify the themes across all of these examples and how they illuminate further insights for understanding the conditions for these triggers, the emotions that get activated, and how to manage these emotions.
THANK YOU!