



MODULE 1

Managing Yourself in the Workplace

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January 25, 2019

MANAGING YOURSELF IN THE WORKPLACE

As we grow in our careers, we increase our knowledge and experience but remain at our edge as we take on greater and broader responsibilities and face increasing complexity. The lesson here is that what was required of us at one stage of our career is not what is needed to succeed at the next level. We are constantly growing into our next.

Developing professionally is enhanced by keen emotional intelligence – a combination of self-awareness, self-management, and social awareness, and relationship management. In this module we will explore Daniel Goleman's work in EQ and the mindset shifts and practices required to level up your professional competence.

OUTCOMES

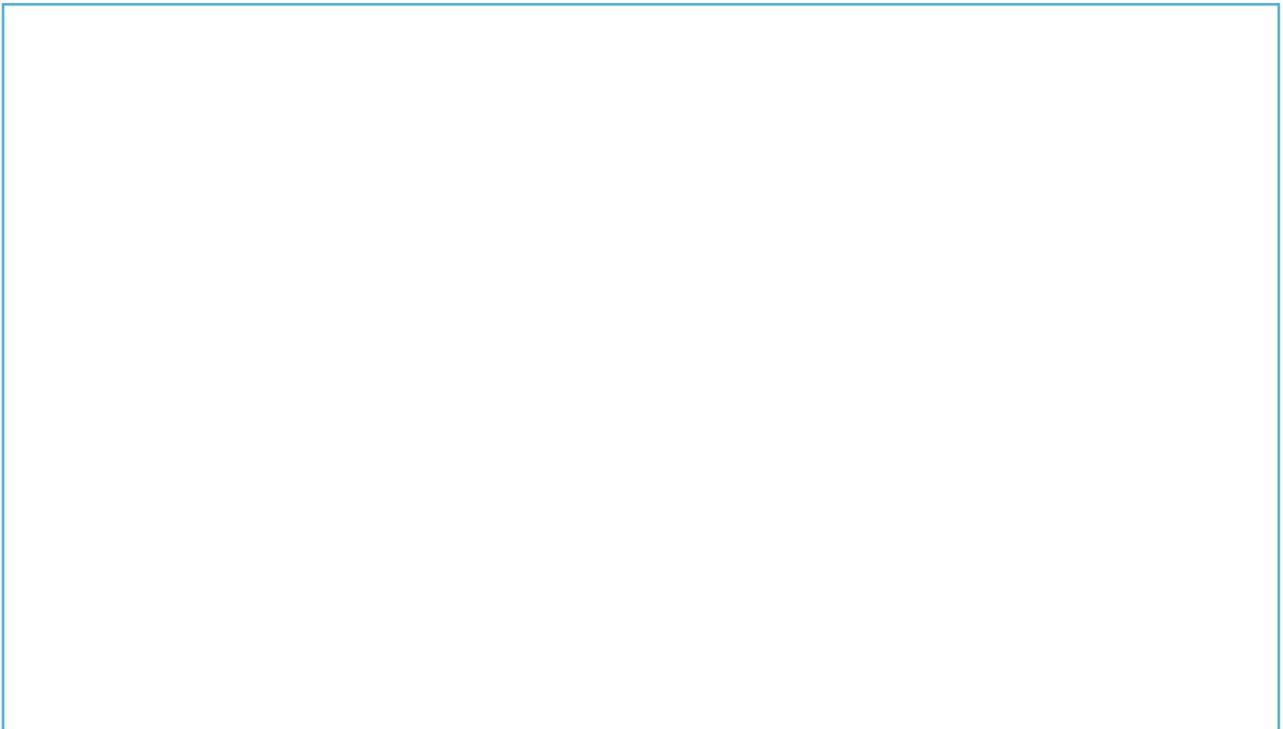
- Knowledge of the Emotional Intelligence framework
- Greater self-awareness about personal and social strengths.
- Ability to identify blocks to self-awareness and opportunities for improvement.
- Understanding of the influence of race and social equity on personal competence.
- Practice skills in self-management – noticing and managing blocks, practicing mindfulness, and amplifying self-expression.
- Commitments made to implement experiments to increase personal emotional competence.

EMOTIONAL INTELLIGENCE

WHY IS EQ IMPORTANT FOR PROFESSIONAL GROWTH?

Write this question down...

What are your initial thoughts?

A large, empty rectangular box with a thin blue border, intended for the user to write their initial thoughts on the question above.

EMOTIONAL INTELLIGENCE

Emotional intelligence is the “something” in each of us that is a bit intangible. It affects how we manage behavior, navigate social complexities, and make personal decisions that achieve positive results. Emotional intelligence is made up of four core skills that pair up under two primary competencies: personal competence and social competence.

Personal competence is made up of your self-awareness and self-management skills, which focus more on you individually than on your interactions with other people. Personal competence is your ability to stay aware of your emotions and manage your behavior and tendencies.

- *Self-Awareness* is your ability to accurately perceive your emotions and stay aware of them as they happen.
- *Self-Management* is your ability to use awareness of your emotions to stay flexible and positively direct your behavior.

Social competence is made up of your social awareness and relationship management skills; social competence is your ability to understand other people’s moods, behavior, and motives in order to improve the quality of your relationships.

- *Social Awareness* is your ability to accurately pick up on emotions in other people and understand what is really going on.
- *Relationship Management* is your ability to use awareness of your emotions and the others’ emotions to manage interactions successfully.

Travis Bradberry

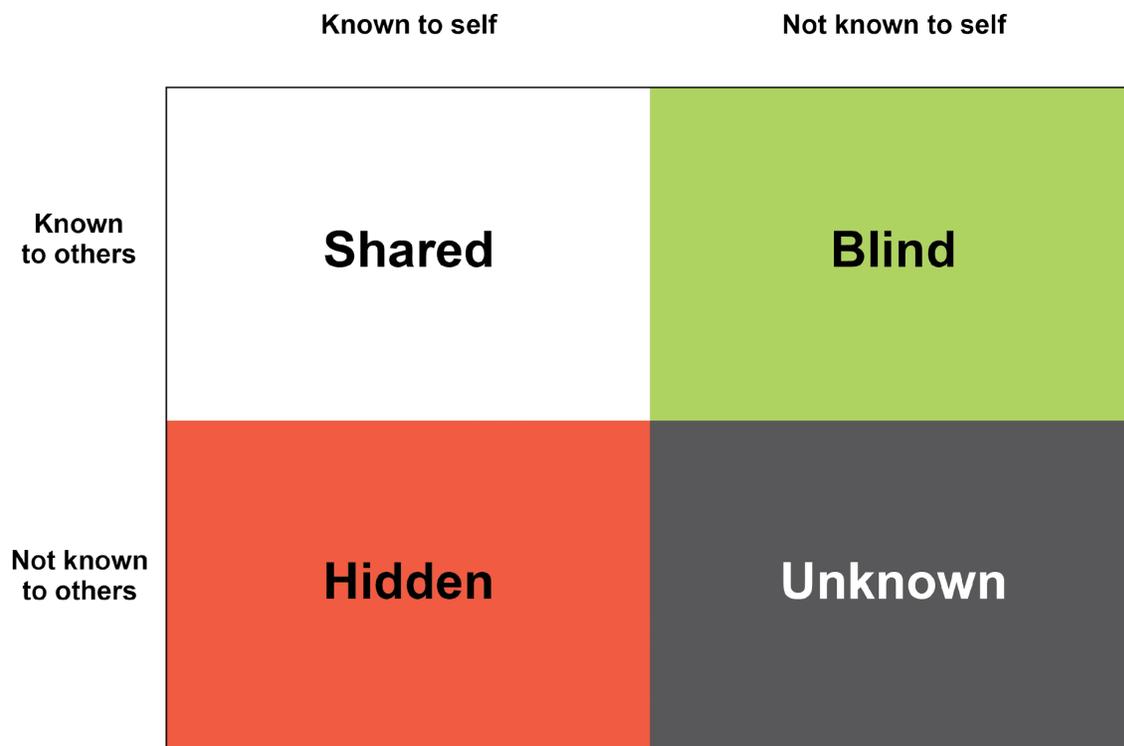
EMOTIONAL & SOCIAL INTELLIGENCE LEADERSHIP COMPETENCIES



THE POWER OF SELF-AWARENESS

- **Self-Awareness is what you see..** Your ability to see and understand your own behavior, actions, reactions, and habits.
- Our ability to accurately perceive own emotions in the moment and understand our tendencies across situations.
- As humans, we respond to a situation first with our emotions.
- It is important to understand why something gets a reaction out of us, what makes us tick.
- People in high self-awareness are clear in their understanding of what they do well, what motivates and satisfies them, and which people and situations push their buttons.
- When you are self-aware, you are far more likely to pursue the right opportunities, put your strengths to work, and keep your emotions from holding you back.

THE JOHARI WINDOW



KNOW YOUR TRIGGERS

ABOVE THE LINE

OPEN CURIOUS COMMITTED TO LEARNING

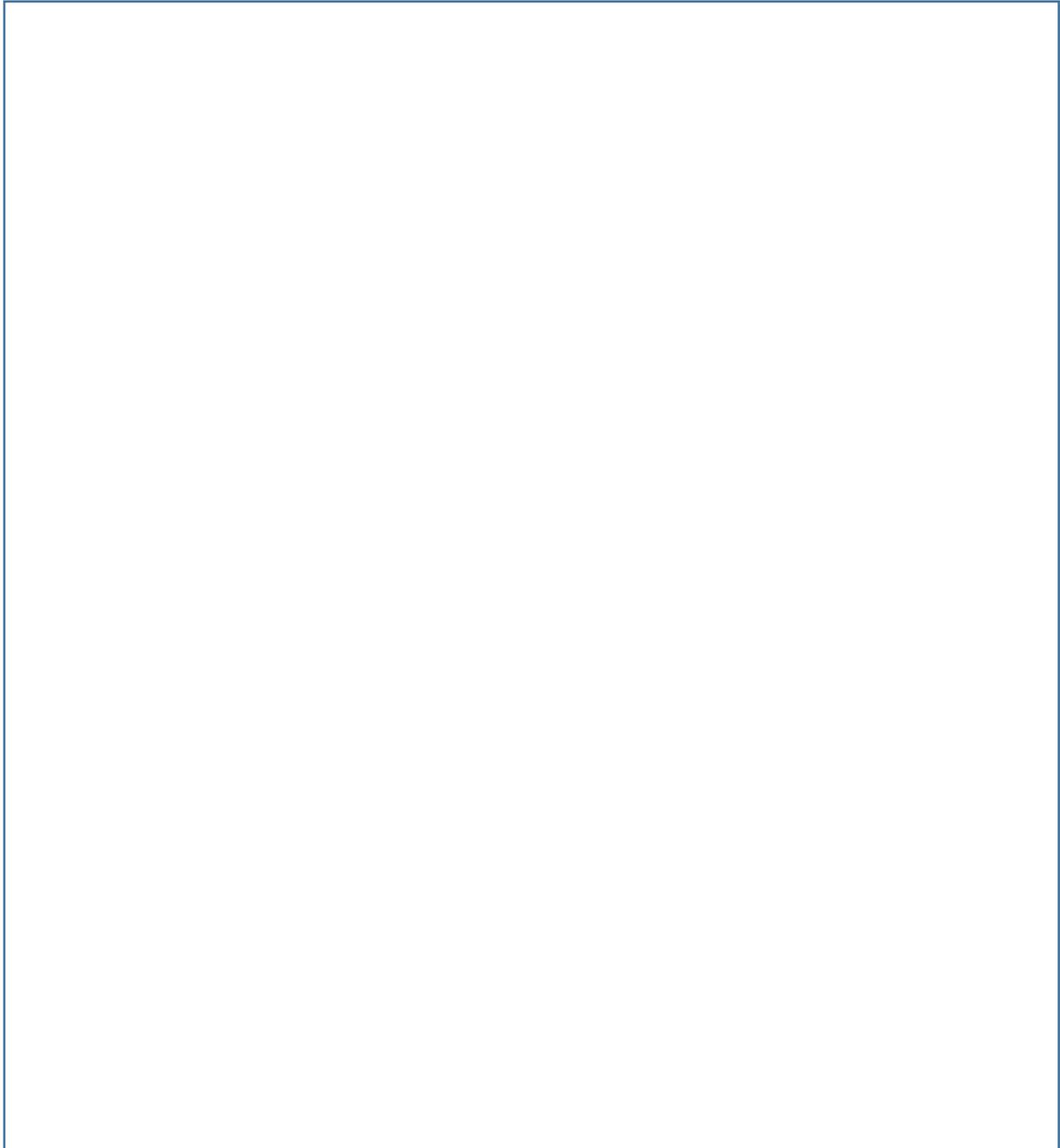
BELOW THE LINE

CLOSED DEFENSIVE COMMITTED TO BEING RIGHT

POSITIVE TRIGGERS

ACTIVITY

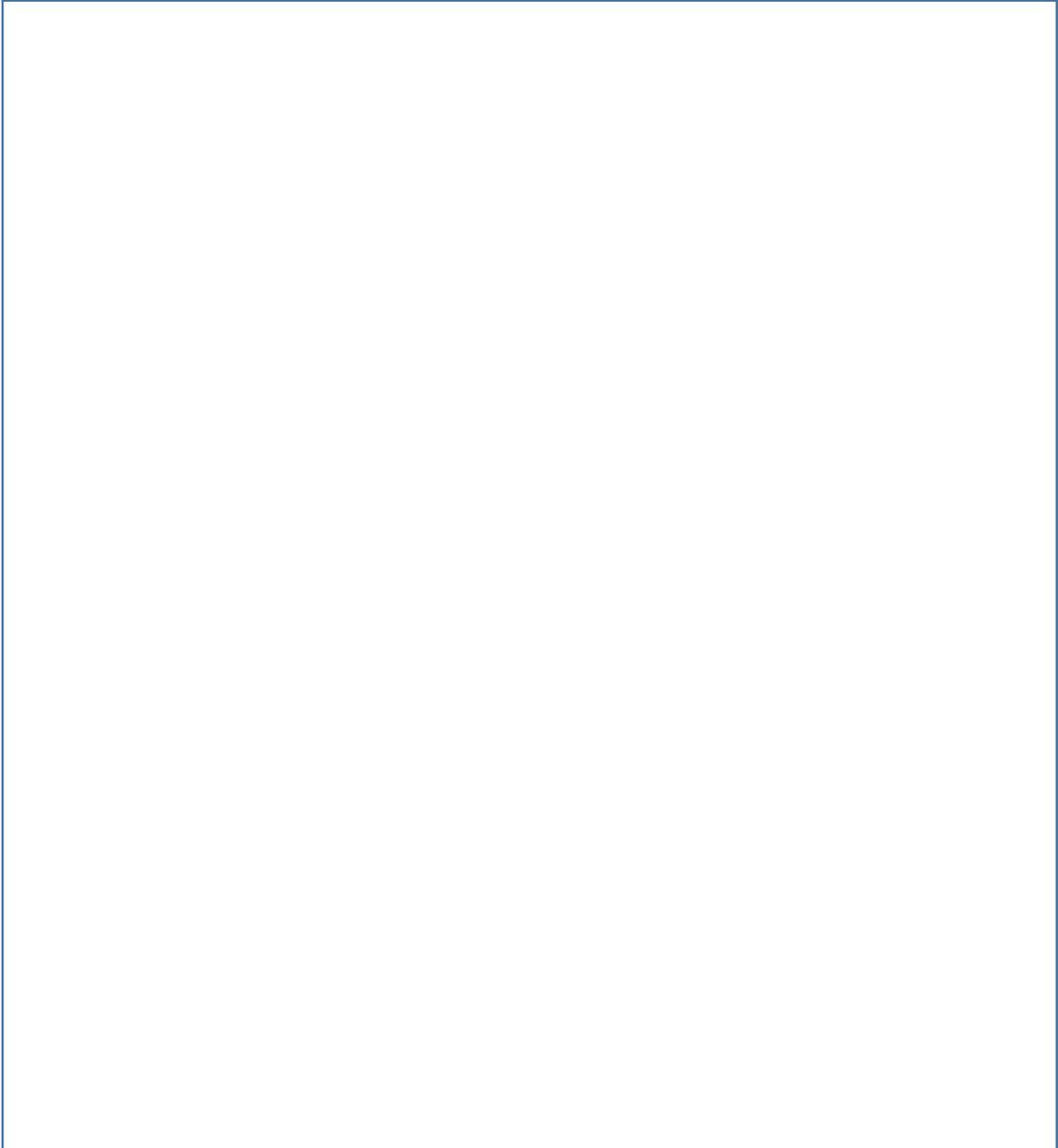
- When “above the line” what are the thoughts and feelings that you experience?
- Describe a recent emotionally triggering moment you experienced at work.

A large, empty rectangular box with a thin blue border, intended for the user to write their responses to the activity questions.

NEGATIVE TRIGGERS

ACTIVITY

- When “below the line” what are the thoughts and feelings that you experience?
- Describe a recent triggering moment you experienced at work that took you “below the line.”

A large, empty rectangular box with a thin blue border, intended for the user to write their responses to the activity questions.

NEGATIVE TRIGGERS

WHAT IMPACT DID THIS EVENT HAVE ON YOU?

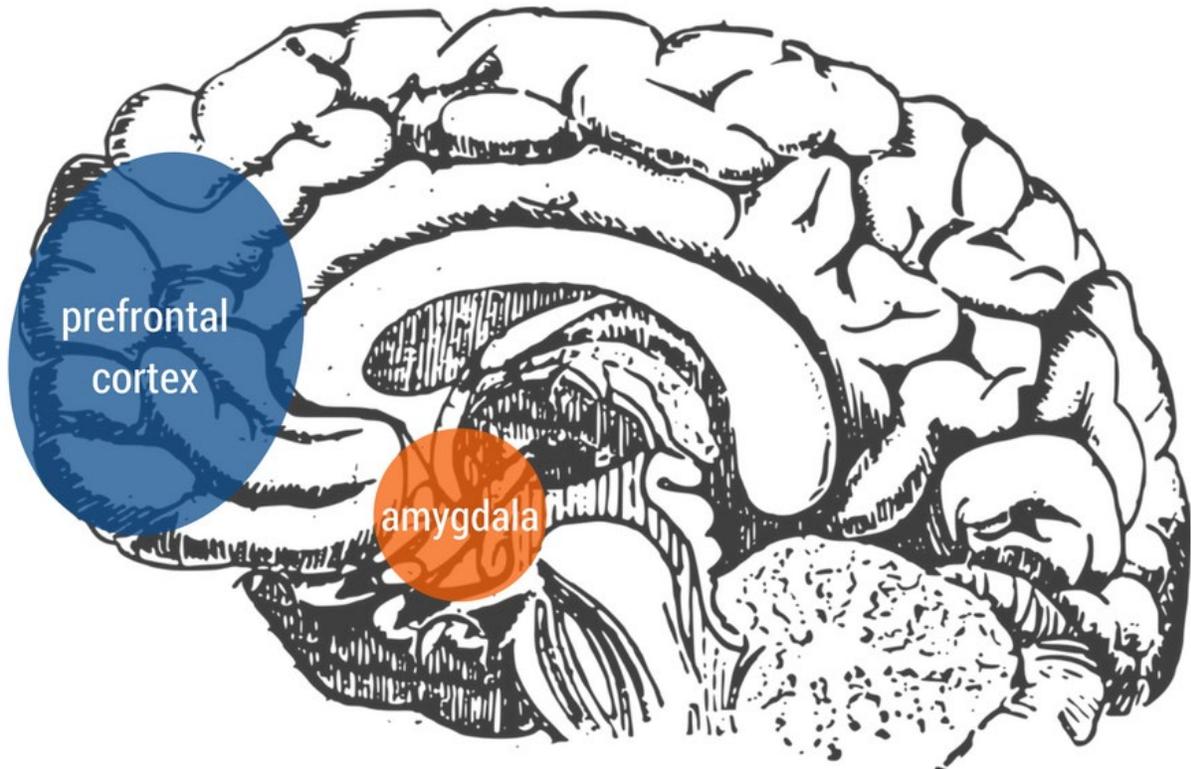
- What emotions were provoked? What did you experience physically? What thoughts came up?
- What did you do in the moment? Afterwards?
- What caused your reaction, in other words, why is it a trigger?
- What comes up for now you when you recall this triggering moment?
- How is this trigger familiar to you?
- What keeps it alive, active?
- Who would you be in the absence of this trigger? What would be possible?

STRATEGIES FOR INCREASED SELF-AWARENESS

HOW MIGHT YOU ENHANCE YOUR SELF-KNOWLEDGE?

MANAGING YOUR TRIGGERS

THE POWER OF SELF-REGULATION



PRIVILEGE AND MARGINALIZATION

- 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.

MAP MY ACCESS



STRATEGIES FOR SELF-MANAGEMENT

WHAT WOULD IT TAKE TO DISARM YOUR NEGATIVE TRIGGER?

What do you need to do?

What do you need to let go of?

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* by Travis Bradberry and Jean Greaves for more detailed information about EQ and personal competence strategies.
- If interested, take the **EQ Self-Assessment**. NOTE: Be forewarned that the assessment might feel “corporate” and not inclusive in some of its language regarding demographics.
- 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.

COACHING

- Attend an optional group session

January 30th, 5:00 to 6:00 PM
NCG Office

- Or grab a one-on-one coaching session with one of the Cohort Faculty to enhance your learning and growth.