

Emotional Intelligence & Building Relationships

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Growth Areas

- Emotional intelligence equips us with RESPONDING over REACTING
- Emotions are the primary driver of behavior
- Notice your emotional reaction
- Comfort zone is the enemy of emotional intelligence
- Emotional tone – be aware, reflect
- Allow emotion to be constructive not destructive



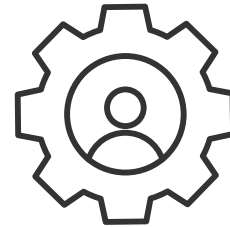
Elements of Emotional Intelligence



SOCIAL SKILLS



SELF-AWARENESS



SELF-REGULATION



EMPATHY



MOTIVATION

Self-Awareness

- Self-awareness is the awareness of your own behaviors, emotions, and thought patterns
- Recognize and understand your emotions and behaviors
 - Be honest with yourself
 - Identify your triggers - what makes you react?
 - Understand your emotional reactions

Self-Awareness

- Understand the relationship between your emotions and reactions
- It's all about knowing our strengths and limitations
- Self-awareness aides in intuition and decision making
- Resources available to strengthen self-awareness (personality assessments, feedback from peers, etc.)



Self-Awareness

Ways to Improve Self-Awareness

1

Ask for Feedback

2

Recognize your strengths and weaknesses

3

Self-reflect

4

Monitor Thought Patterns

5

Question Your Decisions

6

Practice Saying No

Self-Regulation

- Ability to understand and manage behaviors and reactions to emotions and environments
- Controlling reactions
- Requires a pause between emotions and reaction

Benefits

- Allows you to express yourself appropriately
- Manage stress, deal with conflict, achieve long-term goals

Self-Regulation

How to Practice Self-Regulation

- Avoid ego depletion
- Practice being calm
- Know your values
- Set realistic goals
- Recognize impulsive thoughts
- Prepare for triggers

Qualities of Self-Regulators

- Maintain open communication
- Calm themselves when necessary
- Persist through difficulties
- See the good in others
- Stay clear about their intentions
- Take control of situations where necessary
- Act in accordance with their values

Motivation

- Drive to achieve one's goals and feel fulfilled
 - Consistency towards achieving goals
 - Creates resilience and optimism
- Influences us to act on opportunities
- Important to identify what motivates you
- Extrinsic motivation: pay increases, time off, bonuses and on-the-job recognition

Motivation

Plan Your Day

- A sprint and recovery pattern:
 - SPRINT: Intense focus
 - RECOVERY: Include brief periods of recovery
 - The sprint / recovery method helps us maintain 60-70% of our mental capacity up until the end of day

Recovery Methods

- Low impact work
- Walking around the block
- A coffee break
- Calling a friend
- Using music
- Time in the garden/ outdoors

Motivation

Identify What Motivates You

- Remember why you're doing your job
- List activities you enjoy & things or people that inspire you
- Be firm and clear in your commitments
- Set daily goals - consistency
- Be optimistic
 - Where do you see yourself in the future
 - Lead with your strengths



Empathy



Empathy

How to Develop Empathy

- Share your emotions
- Gain different perspectives through others
 - Put yourself in someone else's shoes
- Pay attention to body language
- Listen to understand
- Validate others' emotions



Social Skills



Social Skills

- **Verbal and Written Communication**
- **Non-verbal Communication**
- **Listening**
- **Cooperation**
- **Showing Empathy**

Social Skills

Equipping ourselves with good social skills

- Optimism can uplift the people around you
- Promote a friendly and co-operative climate
- Healthy responses to conflict (conflict resolution)
- Improve your communication skills
- Learn to praise others

How to Improve Your EQ

1. Control your stress
2. Sleep hygiene
3. Lower caffeine intake
4. Eat appropriately
5. Talk to optimistic peers
6. Analyze the situation logically and express your thoughts appropriately
7. Consider your word choice (avoid absolutes – always, never, etc.)
8. Focus on the singular goal
9. Listen to other points of view
10. The Four Second Rule
11. Be authentic
12. Give your full attention
13. Avoid being sucked into other people's emotions

Navigating Other's Emotions

Strong EQ also involves identifying and understanding other people's emotions and their emotional reaction



Understanding others' emotions



Observing and acknowledgement



Organizational awareness and relationships

Navigating Other's Emotions

Understanding Others' Emotions

Teamwork and overall success is tied to emotional understanding of other's

Fully grasp the "picture" they are painting

Have an open mind and be adaptable

Maintain active listening while honing your own emotion reactions

Understanding others' emotions can lead to understanding their concerns

Emotional awareness is required when influencing others – you must appeal to their emotions

Navigating Other's Emotions

Observing

- Don't just listen - demonstrate you understand
 - Use their name (make it personal)
 - Make eye contact and observe body language and emotions
 - Nervousness can be indicated by talking fast
 - Deceit can be indicated by lack of eye contact
 - Folded arms can indicate they are not open to new ideas / interaction
 - Listen to understand, not to respond

Navigating Other's Emotions

Acknowledgement

- Healthy connections require acknowledgement of the person, their emotions and opinions
- Be attentive and avoid distractions
- Give verbal and non-verbal acknowledgement
- Neutral responses are preferred, personal responses can leave room for misunderstandings
- Don't be dismissive in your responses

Navigating Other's Emotions

Organizational Awareness and Relationships

- Organizational awareness - the ability to interpret a group's emotional state and relationship dynamics
- Managing your emotions can help articulate a positive viewpoint
- Inability to manage emotions leads to
 - Getting stuck in the past
 - Rehashing old problems, fears and anxieties
- If someone is stuck in their emotions, listen to them, be empathetic but stay optimistic and goal-focused

Thank You



Contact Us



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Laura is responsible for our South Carolina office and provides oversight of staffing and captive insurance company clients in Georgia, North Carolina and South Carolina, providing accounting, regulatory compliance and general management services.



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Katherine is responsible for the regulatory compliance and day-to-day accounting activities, including cash and investments, general ledger entries, financial statement preparation and premium tax filings for our captive insurance company clients and Risk Retention Groups. She is responsible for liaising with third party service providers on behalf of the captive insurers, and general client management services.

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