OFA Fall 2018 Fellows Leader Program: Session 2 - Emotional Intelligence and Emotional Agility

Objectives:

*Coaches will be able to…*

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| *Individual* | *Team* | *OFA* |
| * Understand the concepts of emotional intelligence and agility and why they’re important to leadership * Apply the concepts to your own self-awareness and identify growth opportunities as a leader |  |  |

Pre-work:

Session Plan:

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| *Time* | *Activities* | *Things needed* |
| 7:30 - 7:45 | * Intro/logistics check-in   + Go over reminders for logistics -- Tuesday/Thursday emails   + Expectations   + HW/Pre-work for Fellows Leaders Course   + #OFAFellows * Announcements   + Application trackers will be broken out by city by end of week     - Need to align with ther fellows leaders in your community about managing your own application tracker * Numbers check -- how many people actually watched videos |  |
| 7:45- 7:50 | * DEFINING EMOTIONAL INTELLIGENCE   + *Rosa Parks -- “I have learned over the years that when one’s mind is made up, this diminishes fear; knowing what must be done does away with fear.”*   + *Aristotle -- “Anyone can become angry - that is easy. But to be angry with the right person, to the right degree, at the right time, for the right purpose, and in the right way - That is not easy”*   + Root of the world “emotion” -- latin verb *motere* “to move” and the prefix “e” to connote move away   + **Emotions** -- A feeling and it’s distinctive thoughts, psychological and biological states, and range of propensities to act.     - Anger, sadness, fear, enjoyment, love, surprise, disgust, shame basic families     - Anger -- Blood flows to hands, heart rate increases, and adrenaline generates energy for action     - Fear -- Blood goes to large skeletal muscles (legs), making it easier to flee       * Body can freeze, perhaps allowing time to gauge whether hiding is a better reaction     - Happiness -- Increased activity in brain center that inhibits negative feelings     - “Emotional Intellience” pg. 6- 7 * ***Emotional Intelligence --*** The ability to perceive and express emotions, to use emotions to facilitate thinking, to understand and reason with emotions, and to effectively manage emotions within oneself a and in relationship with others (Mayer, Salovey, &Caruso, 2000 * **SHOUTOUT --** Why is this important to leadership? (chatbox)   + It is the foundation for good leadership -- without emotional intelligence, once cannot be a good leader   + Because leadership is not just coercive or telling people what to do   + Fellows will test our leadership and ultimately question us -- processing those emotions and being intelligent enough to get through them is important |  |
| 7:55- 8:20 | **UPFRONT: 12 Competencies -- Daniel Goleman “Emotional Intelligence”**   * Daniel Goleman’s 12 competencies   + **Self-Awareness**     - Emotional Self-Awareness- Leaders who recognize how their feelings affect them and their job performance. Their values often decide the best course of action. Emotionally self-aware leaders not only can be candid and authentic, they also can speak with conviction about their vision.   + **Self-Management**     - **Emotional Self Control-** People who find ways to manage their emotions and impulses. Leaders with self-control stay calm and clear-headed while under stress or during a crisis and maintain emotional balance.     - **Achievement orientation-** Leaders who have high standards not only for themselves, but for others. They set measurable but challenging goals. They continually learn how to improve performance, along with their team.     - **Positive outlook-**A leader who sees opportunity in situations where others would see a setback. Such leaders see others positively, and still expect the best of them. And their “glass half-full” outlook leads them to expect that changes in the future will be for the better.     - **Adaptability-** Leaders who can juggle multiple demands, but remain focused on a group’s goals. They are comfortable with the uncertainty that leadership can bring. Such leaders are flexible in adapting to new challenges and nimble in adjusting to sudden change.   + **Social Awareness**     - **Empathy-** Leaders who are able to understand unspoken emotions within an individual or group. Such leaders listen attentively while understanding others perspectives. Empathetic leaders are able to get along well with people of diverse backgrounds and cultures and to express their ideas in ways others understand.     - **Organizational awareness-** A leader who can detect networking opportunities and read key power relationships. Such leaders not only understand the forces at work in an organization, but also the guiding values and unspoken rules that operate among people.   + **Relationship Management**     - **Influence-** Leaders who know how to appeal to others and how to build buy-in from key people. They are persuasive and engaging when they address a group.     - **Coach and Mentor-** A leader who has a genuine interest in helping others. They understand the goals and strengths of individuals while working to address growth opportunities. They also give timely and constructive feedback to coworkers.     - **Conflict Management-**Leaders who take time to understand different perspectives. They work toward finding a common ground upon which everyone can agree. They acknowledge the views of all sides, while redirecting the energy toward a shared ideal or agreeable resolution.     - **Inspirational leadership-** Leaders who inspire are able to move the people with whom they work. They articulate a shared mission in a way that inspires others to follow. They also offer a sense of common purpose beyond the day-to-day tasks.     - **Teamwork-** Leaders who create an atmosphere of respect, helpfulness, and cooperation. They draw others into active commitment to the team’s effort. They build spirit, positive relationships, and identity on a team. * BREAKOUT: ***Read and Reflect (15 minutes)***: You take 5 minutes to read through the definitions, and 10 minutes to list out and discuss which competencies you need to improve to become a more effective leader and why   + Talk to each other if you have questions * LARGE GROUP DEBRIEF (5 minutes)   + Type in the chatbox -- Which emotional intelligence competencies did you identify as needing to improve in and why? | * 12-competencies Table * Bit.y link to Google Form |
| 8:25- 8:52 | **UPFRONT: Emotional Agility**   * *“I am sick and tired of being sick and tired.” -- Fannie Lou Hamer - 1964*   + American voting rights activits, civil rights leader, Mississippi Freedom Democratic Party -- challenge all-while, anti-civil rigth delegation to the DNC in 1964.   + She addressed the Convention’s Credentials Committee -- Registering to vote and the ordeal she had gone through   + Deal to seat Freedom Democratic party * Fannie Lou Hamer is our third featured leader, who in this instance, demonstrated great emotional intelligence, and even, great emotional agility. * In 2016, Susan David, PHD, wrote a book called “Emotional Agility,” a theory building off of Emotional Intelligence * ***Emotional Agility --*** Process that allows you to be in the moment and change or maintain your behavior so that you can live in ways that align with you intentions and values * ***Hooked =***  internal chatter + technicolor memory + emotional punch   + We become emotionally rigid * ***Emotional Rigidity =*** Patterns of ways in which our thoughts, our emotions, and our stories drive our actions in patterned and rigid ways   + “I’m ugly” record   + This person is so annoying all the time…   + Biases   + I’m not cut out for this... * **Four step process:**   + Show up -- Recognize the patterns. Know when you’re being hooked with rigid, repetetive thinking. Don’t run from emotions, but be open to learning to work through them.   + Step out -- Observe, name, and label your emotions and throughts.   + Walk your why   + Make tweaks, move on -- * ***BREAKOUT-*** *You’re now going to spend 12 minutes with partners.*    + *Introduce yourselves*   + *Take 2 minutes to think of a situation that “hooks” you or where you feel emotional or that is difficult for you*   + *Write that situation down in your notes*   + *Share the situation with your partner -- then walk through the steps of emotional agility to try and work through the situation* |  |
| 8:52 - 8:57 | **DEBRIEF AND KEY-TAKEAWAYS**  **In Chat box--**   * **Technical -** What stood out to you the most? * **Practical -** How do you think your biggest key takeaway applies to how you’ve been applying leadership with fellows, groups, etc. in the past? * **Emancipatory -** What situations will you confront as a leader differently now that you’ve begun learning this? |  |
| 8:57- 9:00 | * **Homework:**   + **Read:**     - Susan David’s Article Emotional Agility <https://hbr.org/2013/11/emotional-agility>     - [Fannie Lous Hamer: Civil Rights Activist](http://mshistorynow.mdah.state.ms.us/articles/51/fannie-lou-hamer-civil-rights-activist): By Kay Mills   + **Applied learning:**      - Address a difficult situation that you have been avoiding, or feeling stuck in -- try to deal with the situation through the lens of emotional agility.     - Ask 2 of your closest friends to write you a story on this question:       * Where is one time where you’ve seen me get stuck in a rut? *Compare against emotional competencies and emotional agility framework*   + **Coaches Huddle:**     - 3 of your closest family members/friends -- where was a time you’ve seen me at my best?   + Watch youtube videos and read guides   + Lock down your fellows orientation location by September 5   + Conference Call with other Fellows Leaders |  |