

Smooth Sailing in Rough Seas:

Strategies for using Emotional Intelligence
to De-stress Difficult Situations

UNC NRP Education Session

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Objectives:

1. Understanding aspects of EQ and strategies to improve it.
2. Bringing stronger EQ to stressful contexts including:
 - Working with someone who is “difficult” (thinks differently than you);
 - Giving and receiving feedback productively
 - Burn out, low motivation, perceived lack of appreciation.
3. Developing ourselves as leaders and values-driven team players.

A bad day.....

Please write an example of a hard experience at work—either a specific one, or a type of experience. Something stressful, frustrating→one of the worst parts of your job.

Please write your answer in a DIRECT chat to me. Thanks!

We have a basic human need to feel

SEEN and HEARD.

How does that happen? Or not?

- **Confirming vs Disconfirming Behavior**
- **Importance of Being Truly Present** (in an era of priding ourselves on multi-tasking)
- **Importance of Nonverbals**
- **Taking Perspective; Empathy**

Think of an example of an Excellent Communicator that you know.

- What do they do?
- What do they say?
- How do they make you FEEL?
- The big question: What steps can you take to BECOMING this example for others?

Ethics/Integrity

- **Honesty**
- **Fairness**
- **Autonomy**
- **Respect**
- **Responsibility**

What percent of at-work (and other) conflict is caused by a lack of integrity?

Breakout Activity: Babbling

RULES:

Speaker: Speak without stopping to think, saying whatever comes to your mind about the given prompt. Continue speaking until told to stop.

Listener: JUST LISTEN. Afterward, thank the speaker. **Do not verbally respond or share other than saying “thank you.”**

Switch Roles when told to do so.

MINDLESS LISTENING

includes the following

Poor Listening Strategies:

- **Pseudolistening**
- **Stage Hogging (Conversational narcissism)**
- **Selective Listening**
- **Filling in Gaps**
- **Defensive Listening**

MINDFUL LISTENING

includes:

- **Hearing**
- **Attending**
- **Understanding**
- **Remembering**
- **Responding**, verbally or nonverbally (Note most common response!)

The Chinese characters that make up the verb 'to listen' tell us something significant about this skill.



The **KEY** to navigating conflict more smoothly:

**Seek first to understand,
THEN to be understood.**

By doing this,

We **PRIORITIZE** making those around us feel
SEEN and HEARD.

Mitigating Defensiveness



What is Defensiveness?

How can we mitigate it, and Why?

(Reminder: TRUST is essential for connection/cohesiveness, which is essential for productivity.)

- Language of Responsibility: I, We vs. You
- Lose the “But”
- Description vs Evaluation
- Problem Orientation vs Control
- Empathy vs Neutrality
- Equality vs Superiority
- Provisionalism vs Certainty

Words to Live By:

“Most people do not listen with the intent to understand; they listen with the intent to reply.” - Stephen R. Covey

“One of the most sincere forms of respect is actually listening to what another has to say.” - Bryant H. McGill

“Wisdom is the reward you get for a lifetime of listening when you would have rather talked.” - Mark Twain

“Seek first to understand, then to be understood.” - Stephen R. Covey

**“We all need people who will give us feedback. That’s how we improve.”
- Bill Gates**

Words to live by (cont.)

“Whenever you’re in conflict with someone, there is one factor that can make the difference between damaging your relationship and deepening it. That factor is attitude.”

- William James

“I must try to see the difference between my picture of a person and his behavior, as it is narcissistically distorted, and the person’s reality as it exists regardless of my interests, needs, and fears.” - Erich Fromm

Revisiting Objectives:

1. Understanding aspects of EQ and strategies to improve it:

Ethics/Integrity; Mindful Listening; Making others feel SEEN and HEARD

2. Bringing stronger EQ to stressful contexts including:

—Working with someone who is “difficult” (thinks differently than you); *(Empathy/Taking Perspective; Seek first to Understand, then to be Understood....)*

—Giving and receiving feedback productively *(Mindful Listening, Mitigate Defensiveness, Ethics/Integrity)*

Revisiting Objectives (cont.)

—Burn out, low motivation, perceived lack of appreciation.

What would it be like if we all prioritized making each other feel SEEN and HEARD?

How can we choose to become a better, exemplary communicator, and how will that address this issue?

3. Developing ourselves as **Leaders** and **Values-Driven Team Players**.

Work on our own Ethics/Integrity, Mindful Listening, Mitigating Defensiveness, Confirming Behavior, Being Truly Present, Empathy and Taking Perspective

Personal Challenge:

In what specific ways can you challenge yourself regarding the aspects of EQ that we discussed today?

- Ethics/Integrity
- Mindful Listening
- Confirming Behavior
- Being Present
- Taking Perspective
- Mitigating Defensiveness