



Emotional Intelligence: Managing Emotions to Enhance Performance

WVCA Conference



Participant Guide

“When dealing with people, remember you are not dealing
with creatures of logic, but creatures of emotion.”

~ Dale Carnegie

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As a speaker, author & consultant, Tracy Butz engages individuals and organizations with actionable strategies, empowering them to live more productive, passionate and purposeful lives.

Program Overview:

Imagine if you couldn't understand when a co-worker was angry, your supervisor was frustrated, or a friend was feeling sad. The ability to understand, interpret, and respond to the emotions of others has a crucial impact on professional and personal success. Discover how achieving a greater understanding of and better managing our own emotions—while influencing those of others—can significantly enhance performance, build stronger relationships, and achieve higher levels of success for ourselves and the organizations we work for.

Learning Objectives:

- Understand the importance of emotional intelligence and the impact on performance in the workplace.
- Discover four core abilities that determine one's level of emotional intelligence and self-assess your current level in each respective area.
- Learn and apply key skills to further develop your emotional intelligence—enhancing your ability to perform at a higher level, increase self-confidence, and build stronger, more collaborative relationships.

Definition:

Emotional Intelligence (EI) is the ability to identify, use, _____ and manage our emotions in positive and constructive ways.

Four Core Abilities of Emotional Intelligence:

1. Self-Awareness
2. Self-Management
3. Social Awareness
4. Relationship Management



Emotional Intelligence Self-Assessment

Directions: Complete each set of five questions, placing your answer for each on the line to the right of each statement. Then add the five numbers together and place the total number in the box.

Almost Never 0	Rarely 1	Sometimes 2	Usually 3	Almost Always 4
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Self-Awareness

1. I can explain my actions. _____
2. Other people see me similarly as I see myself. _____
3. I understand the feedback that others give me. _____
4. I can describe accurately what I am feeling. _____
5. Things that happen in my life make sense to me. _____

Total for Self-Awareness:

Self-Management

6. I can stay calm, even in difficult circumstances. _____
7. I am able to control my emotions—avoiding emotional outbursts. _____
8. I feel awesome. _____
9. I find other things, people and my behavior as a source of comfort, without feeling a sense of irritation. _____
10. I react as planned to challenging situations I experience, without regretful feelings. _____

Total for Self-Management:

Social Awareness

11. My colleagues talk openly with me. _____
12. I get along well with each of my colleagues. _____
13. I find it easy to read other people’s emotions. _____
14. It’s predictable how my colleagues will feel in any given situation. _____
15. People choose to work with me in preference to equally-talented colleagues. _____

Total for Social Awareness:

Relationship Management

16. I am able to work through situations with difficult people I encounter. _____
17. I am comfortable talking with anyone. _____
18. I achieve win/win outcomes. _____
19. I am able to maintain a reasonable disposition when other people get emotional. _____
20. I avoid emotionally hurting others, even when it is deserved. _____

Total for Relationship Management:

Tabulating Results: Below are ranges that represent the level of emotional strength in each area.

15-20	This area is considered a strength for you.
8-14	Some attention given to the aspects of this area will likely be very beneficial to you.
0-7	This is an area you may want to give priority to when wanting to enhance EI.

*This assessment tool is adapted from ideas by Daniel Goleman in the book *Emotional Intelligence*.

Self-Awareness:

The ability to _____ your own emotions and how they affect your thoughts, behavior and performance. You see yourself as others see you and you have a good sense of your abilities and limitations.

VIDEO: Britain's Got Talent, *Susan Boyle*

In what subtle ways does the singer demonstrate self-awareness?



Strategies to Enhance Self-Awareness:

- Ask for and embrace _____. Discover things we tend to do, say, think, and feel that we have previously failed to notice or understand.
- Keep a journal. Capture thoughts on a daily basis and reflect on what you write.
- Reduce levels of stress; quickly calm yourself down if stress is elevated and examine why.
- Identify activities that can be delegated and prioritize remaining ones.
- Help others understand the importance of EI; talk with them about patterns of behavior you see, to determine if they realize the effects of how they behaved.
 - Discuss what was said, how it was interpreted and ask if he/she has any ideas on how to improve the outcome.
 - Ask friend or trusted colleague to imagine a different outcome; what could he/she have done differently to potentially attain that result instead?
- If teams behave poorly, discuss behaviors that were observed, which may include feelings of defeat, exhaustion, exclusion, animosity, jealousy, etc.

Self-Management:

The ability to stay focused and to think clearly even when experiencing powerful emotions. It is also about managing your emotions in healthy ways, taking initiative, following through on commitments, and _____ to changing circumstances.

VIDEO: Failure to Launch, Tripp Exposes Plan

How does Tripp demonstrate a high degree of self-management?



Strategies to Enhance Self-Management:

- Hold yourself accountable. Make a commitment to admit your mistakes and face the consequences. Avoid blaming others when something goes wrong.
- Practice being calm. Avoid venting or shouting at others to temporarily relieve your stress.
- Look at pessimistic thoughts more objectively and less emotionally.
- Avoid those who don't have your best interest at heart.
- Understand how you make decisions. Over the next week, write down when you turn to someone else to help you make a decision. Assess whether you were asking for input or for that person to make the decision for you.
- Take an honest look at how emotions _____ problems for you. Reflect on past situations and envision how you could have handled things differently. If a similar situation occurs, work toward a more positive outcome.
- Take more responsibility for your feelings and label them versus labeling people/situations.
- Better manage your impulse control by paying attention to your self-talk.

Social Awareness:

The ability to sense, understand, and _____ to what *other* people are feeling. It is about picking up on emotional cues, feeling comfortable socially, and recognizing the power dynamics in a group or organization.

VIDEO: Forrest Gump, *Life is a Box of Chocolates*

How does Mrs. Gump talk to Forrest? Does she accurately anticipate how Forrest feels when she shares her news?



Strategies to Enhance Social Awareness:

- Watch the emotional _____ of other people; seek out trusted colleagues to obtain candid feedback.
- Respond to feelings. Directly, yet carefully, address the feelings and concerns of others; be mindful to avoid negative verbal and non-verbal communication.
- Become more observant of the environment around you. Arrive a bit earlier to meetings and gauge the atmosphere. Are other people feeling frustrated? Are some arriving late? What dynamics are occurring between colleagues?
- Show others you care by being more empathetic—it usually helps increase the level of respect and loyalty of your team.
 - Actively listen to others.
 - Don't interrupt people.
 - Use individual's names.
 - Be fully present when you are engaging with others.
 - Smile.
 - Give genuine recognition and praise, when appropriate.

Relationship Management:

The ability to develop and maintain good relationships, handle emotions involved with them, inspire others, work well in a team environment, and manage _____ when needed.

VIDEO: Act of Valor, Silent Warriors

What aspects of relationship management do you see effectively portrayed in this movie scene?



Strategies to Enhance Relationship Management:

- Praise and inspire others, when it is earned.
- Devote time and energy to developing key personal relationships. Try to show an increased interest in what others have to say. Listen attentively and take time to ask questions to learn more about them as individuals.
- Don't command, control, criticize, judge or lecture others. Instead, express sincere empathy and a non-judgmental view.
- Seek understanding. Try to view the situation from other person's perspective.
- Alter your mindset in challenging and uncontrollable circumstances.
- Resolve _____ positively and with confidence. Working through conflicts in this way can strengthen trust between individuals.

Action Plan:

Capture two or three actions you will take to enhance your level of emotional intelligence.



Speaker Biography

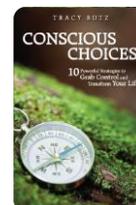
Tracy Butz is a devoted wife, an energetic mom of three adventurous young men, a successful entrepreneur, a captivating author and a true inspiration to many. Whether it is for an audience of 7, 70 or 700+, she is the speaker of choice who has inspired thousands of individuals to “Create the Life You Want to Live.”

As a highly sought-after speaker, Tracy has delivered powerful, life-changing messages, encouraging her audiences to identify what is most important to them and focusing their decisions in that direction, creating a positive difference in their work, families and communities. She is well known for her captivating and dynamic delivery, where audiences can be found sitting on the edge of their seats, laughing aloud and brushing away tears as she masterfully recounts each story, aligned with a key point, an impactful meaning, and an enduring message.



Tracy’s 19 years of experience actively engaging both large- and small-size audiences includes clients such as the US Army, McCain Foods Ltd, SEEK Careers/Staffing, Kimberly-Clark Corporation, American Trust Savings Bank, 4imprint, Plexus, Great Northern Corporation, Women’s Leadership Network, Motorola, Festival Foods, The Store and Subway Restaurants, just to name a few.

Tracy is also the proud author of three books, all published since December 2010. The newest *book*, “*Tame the Turbulence: Avoid Losing It. Fly Through It.*” helps you to stop stress from spiraling out of control and better prevent, reduce and cope with stressors, allowing for a more balanced, productive and meaningful life. “*Conscious Choices: 10 Powerful Strategies to Grab Control and Transform Your Life,*” focuses on how to overcome obstacles, make better decisions, and view setbacks with a new perspective. Lastly, “*The Perfect Pair of Jeans: Design Your Life to Fit You,*” guides you on how to design and live your life in a way that is aligned with your dreams and what matters most, rather than letting it happen to you by default.



Beyond speaking and writing, Tracy also has significant experience in an organizational development environment, including 10 years as Director of Learning and Development for a regional mutual insurance company, leading the company’s training and organizational development initiatives. Known for consistently earning stellar performance accolades, Tracy is skilled in the areas of leadership development, candid conversations, embracing change, employee engagement, and interpersonal communication, to name a few. Tracy loves life and is continually challenging herself to share her talents, message and inspiration with others. She is poised to provide solutions for your organization’s needs. Tracy truly delivers the tools for today’s world, propelling her audiences to live more productive, passionate and purposeful lives.