Washington Nonprofits Deep Dive

Leading with Emotional Intelligence
AGENDA

Managing Reactivity - Understanding our patterns
Self-Awareness - Clear communication tool
Empathetic Listening - Mitigating resistance
GROUND RULES

Lean in to this experience - stretch
Be messy - Beginner’s mind
Trust the Process
Limit distractions - stay in it
Maintain Confidentiality
Choose a relationship that has been less than optimal

- With one person only
- Either work or personal
- Current situation that you want to improve

Describe this “stuck” scenario briefly
“Between stimulus and response there is a space
Within that space lies our freedom and power to choose our response
Within those choices lie our opportunities for growth and happiness”

- -Victor Frankl
REACTIVITY AND THE BRAIN

Fight or flight
Tend or befriend
HERE AND NOW
JEDI KNIGHT EQ SKILLS
MUSH SEPARATOR

- Facts
- Stories
- Wants
- Feelings
What I heard you say was...
What I heard you feel was...
If I was in your shoes, I would feel...
EMPATHETIC LISTENING

Assume positive intent
Be genuinely curious
Put yourself in the other person’s shoes - Look out at the world through his or her eyes
Unpack the other person’s experience through questioning (Mush Separator)
Treat the other person as an expert to his or her experience
Don’t spike the ball! Don’t Give Advice. Don’t solve the problem.
LISTEN / EMPATHIZE

Balance your agenda (gas pedal) with empathy (clutch) throughout the entire conversation

Know when to drive forward- know when to back off (validate, listen to the other)
THE CLUTCH METAPHOR

Empathy
Cut-Off
Agenda
EMPATHY TOOLS

Parrot

Paraphrase (Accuracy Check)

Paraphrase Plus