

ELEVATE YOUR LEADERSHIP WITH EMOTIONAL INTELLIGENCE

Chrissy Carroll, MPH, RD



DISCLOSURES

I have no relevant disclosures for this presentation.

LEARNING OBJECTIVES



After attending this presentation, participants will be able to...

1. Define emotional intelligence as it relates to leadership in the workplace.
2. Assess personal emotional intelligence strengths and areas for improvement.
3. List practical strategies for improving each domain of emotional intelligence.

WHAT MAKES A GREAT LEADER?



CHARACTERISTICS OF GREAT LEADERS



**Technical
skills**

**Cognitive
abilities**

**Emotional
intelligence**

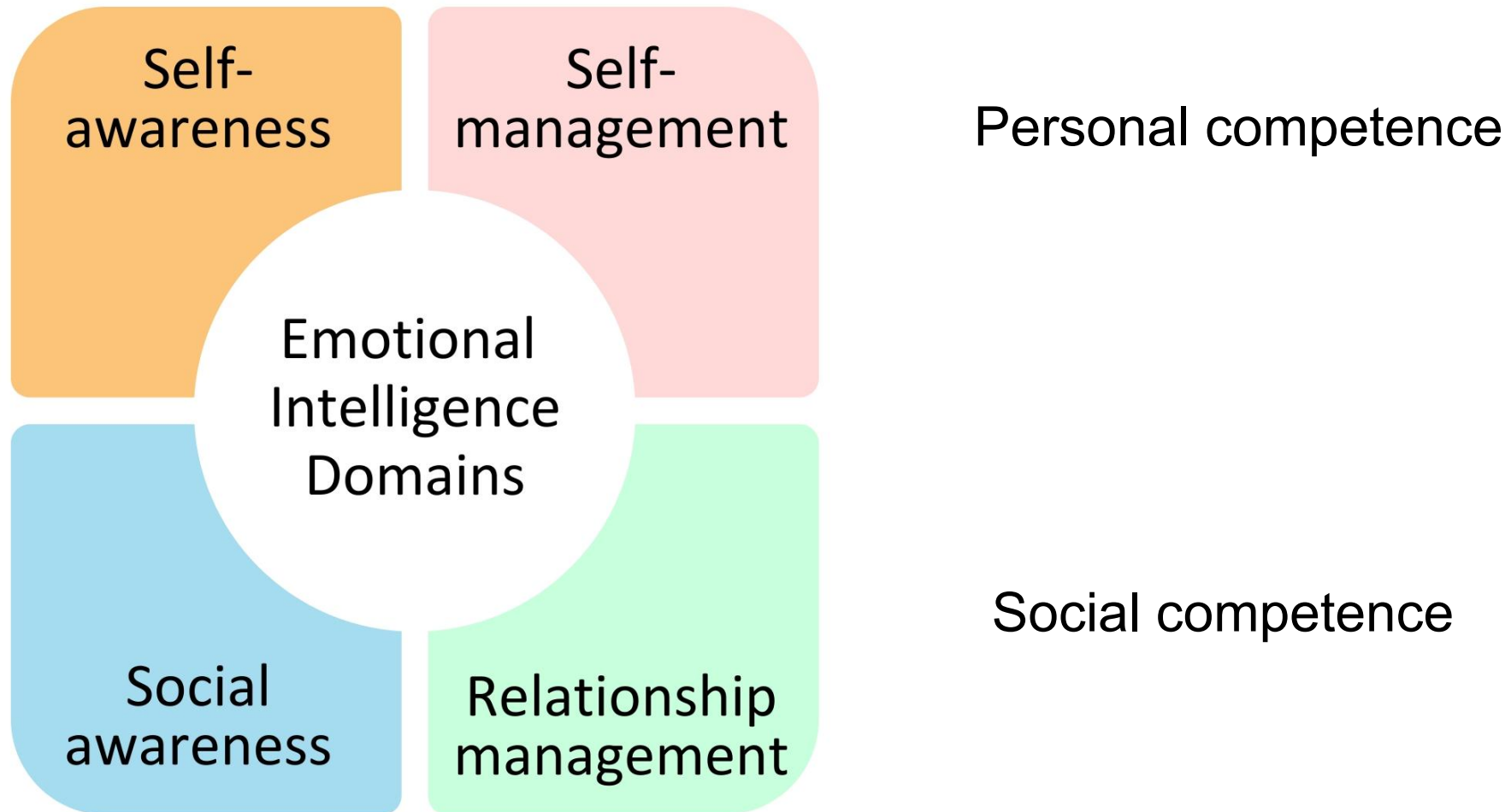
GREAT LEADERS AND EMOTIONAL INTELLIGENCE

*“When I calculated the ratio of technical skills, IQ, and emotional intelligence as ingredients of excellent performance, emotional intelligence proved to be **twice as important** as the others for jobs at all levels.” - Goleman*

HOW WOULD YOU DEFINE
EMOTIONAL INTELLIGENCE?



EMOTIONAL INTELLIGENCE DOMAINS



EMOTIONAL INTELLIGENCE BENEFITS



Change attitudes and behaviors



Improve job satisfaction



Reduce job stress



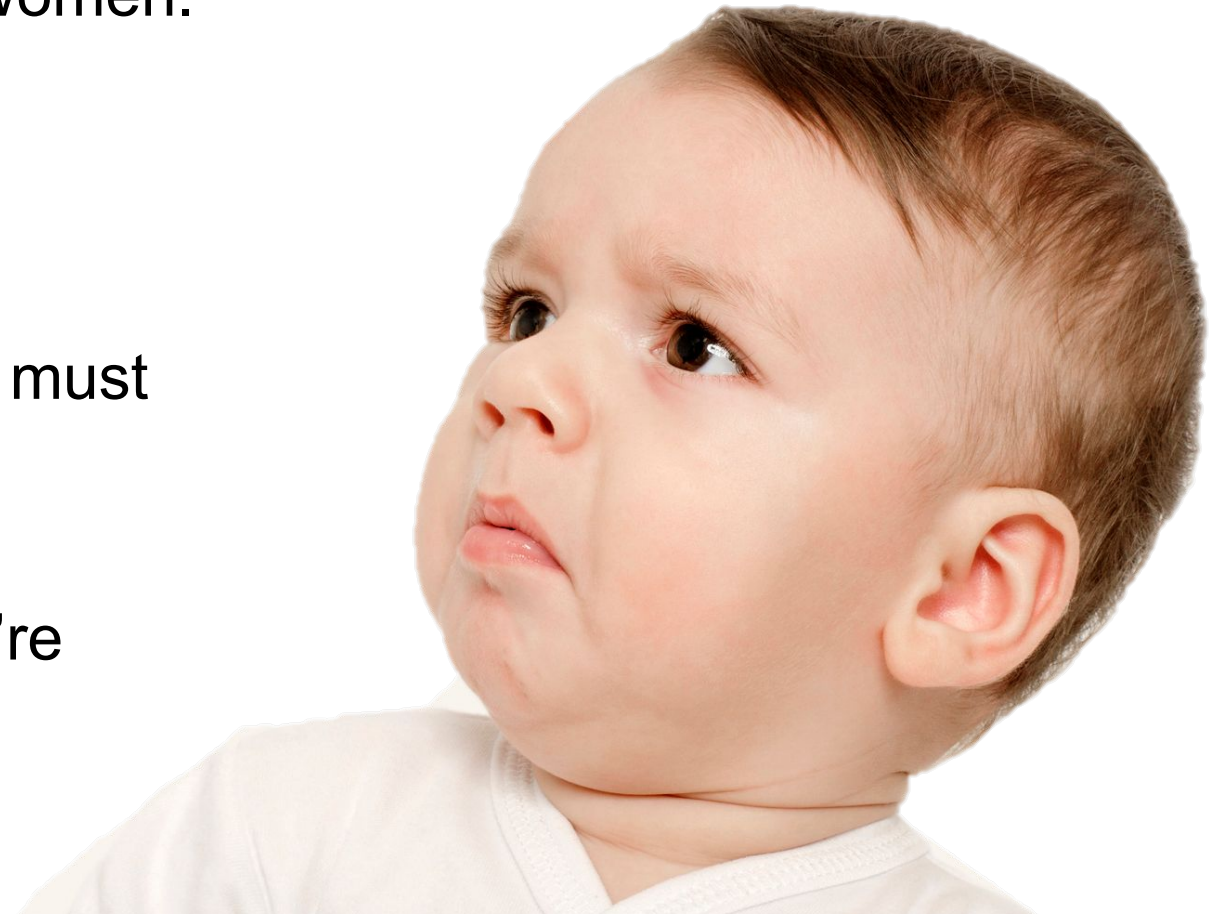
Reduce overall psychological distress



Reduce risk of burnout

EMOTIONAL INTELLIGENCE MYTHS

1. Emotional intelligence is only for women.
2. Emotional intelligence is fixed.
3. Emotional intelligence means you must be “touchy-feely”.
4. Emotional intelligence means you’re always happy.



WHAT ARE YOUR EI STRENGTHS AND WEAKNESSES? EVALUATION TIME!





DOMAIN 1:
SELF AWARENESS

Emotional self
awareness

WHAT ARE SOME SITUATIONS AT WORK
THAT CAUSE AN EMOTIONAL
RESPONSE?



EMOTIONS CAN GIVE US INFORMATION

Emotion	Questions to ask yourself
Joyful	What do I want to do more of? Who do I want to spend more time around?
Fearful	What is at risk? Is there any way I can minimize the risk?
Angry	What is in the way of progress? What is in the way of an effective team? What are the obstacles we're facing?
Shocked	What unexpected thing happened? Could I have been prepared for this?
Sadness	What is being lost or damaged?

RECOGNIZE PATTERNS



When I think/feel/experience _____, I typically
_____.

SELF-AWARENESS ACTIVITY



- **T**rigger
- **R**eference
- **U**nhealthy reaction
- **T**ruth
- **H**ealthy reaction

Adapted from Circle of Friends Oregon, 2003.

https://www.circleoffriendsoregon.org/uploads/1/2/7/6/127603732/emotional_intelligence_activities.pdf



IMPROVING SELF-AWARENESS

- Understand your emotions
- Pay attention to physical symptoms
- Practice mindfulness
- Journal
- Understand your strengths and weaknesses
 - 360-degree assessment
- Growth > fixed mindset

DOMAIN 2:
SELF-MANAGEMENT

Self-regulation

Adaptability

Achievement

Positivity

NEUROANATOMY OF EMOTIONAL CONTROL



Model derived from Dr. Dan Siegel - <https://drdansiegel.com/hand-model-of-the-brain/>

YOUR BRAIN IN ACTION



EMOTIONAL CONTAGION



Better group performance
Increased passion



Poor group coordination
Health and sleep problems
Accidents and injuries



Boukarras S, Ferri D, Borgogni L, Aglioti SM. Neurophysiological markers of asymmetric emotional contagion: implications for organizational contexts. Front Integr Neurosci. 2024;18:1321130.

Petitta L, Probst TM, Ghezzi V, Barbaranelli C. The impact of emotional contagion on workplace safety: Investigating the roles of sleep, health, and production pressure. Curr Psychol. 2023;42(3):2362-2376.

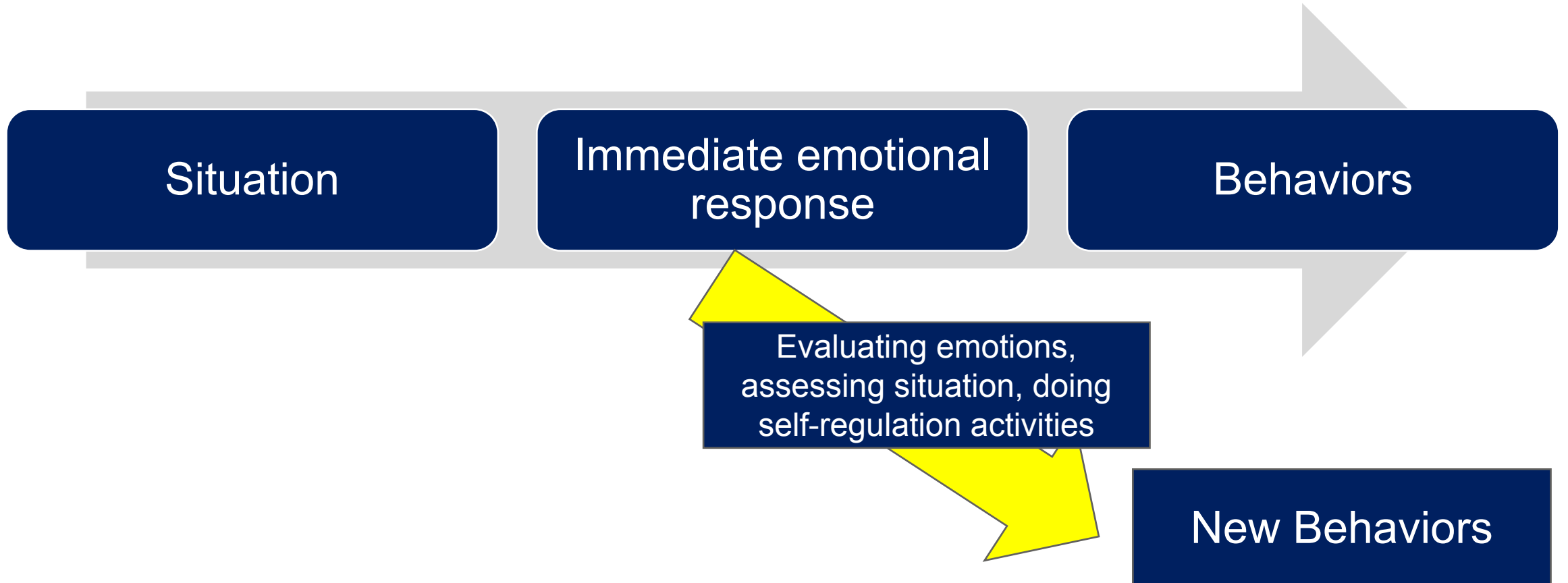
Li J, Zhang J, Yang Z. Associations between a Leader's Work Passion and an Employee's Work Passion: A Moderated Mediation Model. Front Psychol. 2017;8:1447. Published 2017 Aug 28. doi:10.3389/fpsyg.2017.01447

SELF-REGULATION TECHNIQUES

- Breathing exercises
- Drink a glass of water
- Count backwards
- List X things you can see, hear, smell
- List X things of specific colors
- Progressive muscle relaxation
- Music
- Thought reframing
- Calming imagery
- Physical activity
- Journaling
- Browse a “praise packet”



SELF-REGULATION IN ACTION





New Message



To

RD

Subject

Do you even know what you're talking about?

I've been following what you told me, but honestly, I'm starting to think this is a complete waste of time. My friend did keto and dropped weight fast, and I'm over here barely seeing any changes. I looked online, and there are tons of experts saying that carbs are the real problem—so why are you telling me to eat them? Are you even sure you know what you're talking about? Because at this point, I feel like I'm just throwing money away. If you have an actual reason why I shouldn't just do keto instead, let me know. Otherwise, I'm done with this.

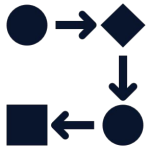
SEND



WHAT IS
YOUR
INITIAL GUT
REACTION?

WHAT
WOULD
YOU DO?

ADAPTABILITY



What are we doing?



What's working?



What's not working?

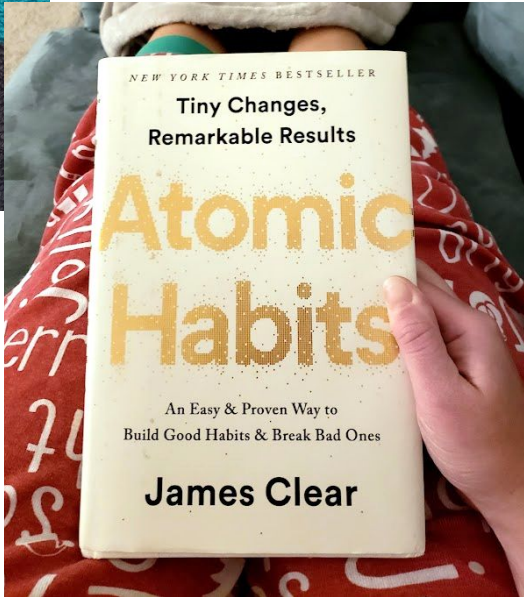
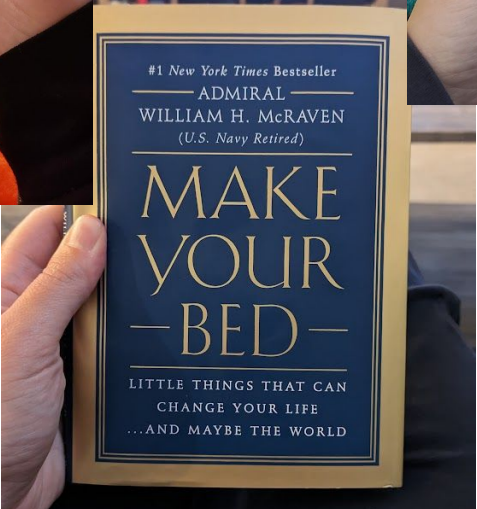
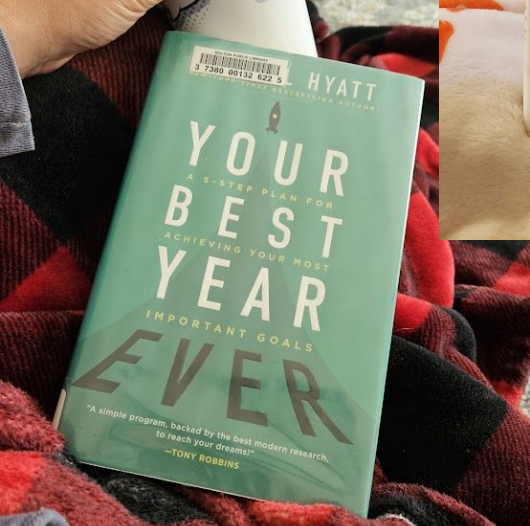
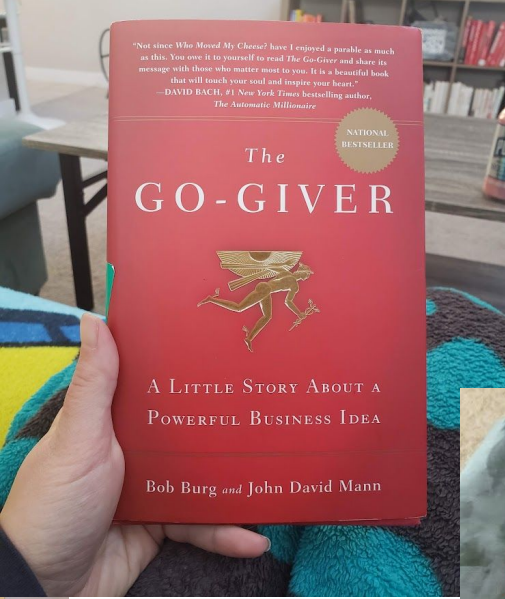
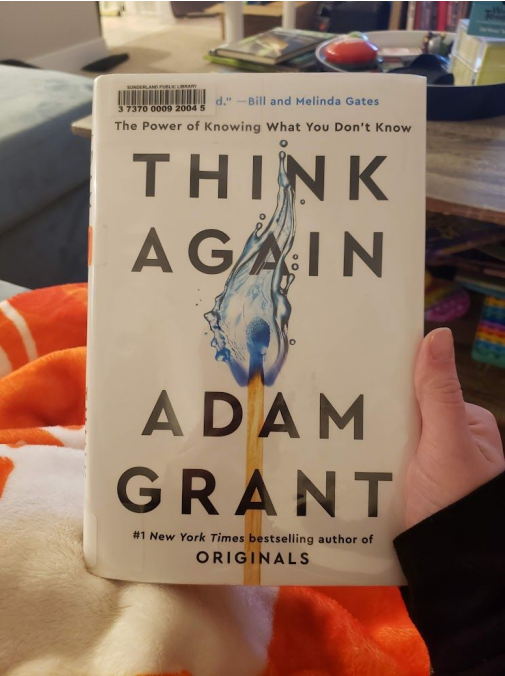
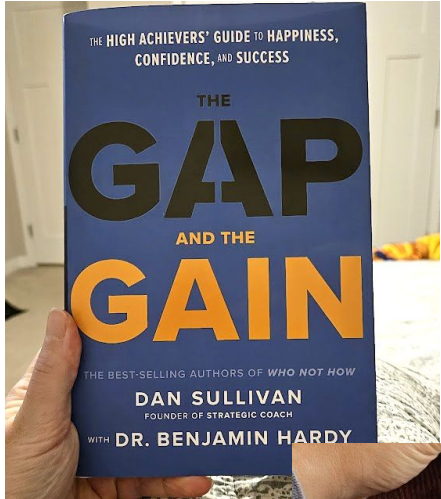


Is there a different way to approach something?

ACHIEVEMENT

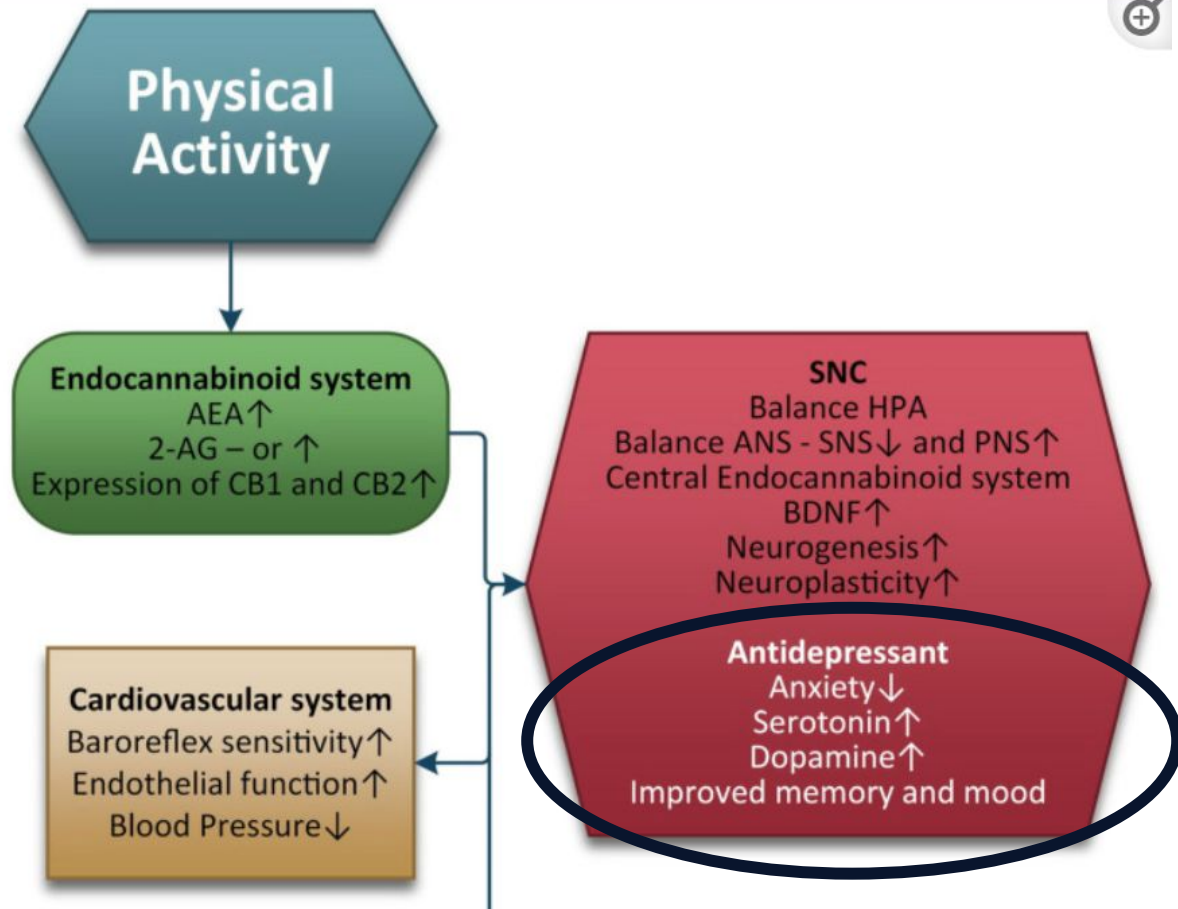


ACHIEVEMENT



POSITIVITY

- Gratitude journal
- Random acts of kindness
- Exercise

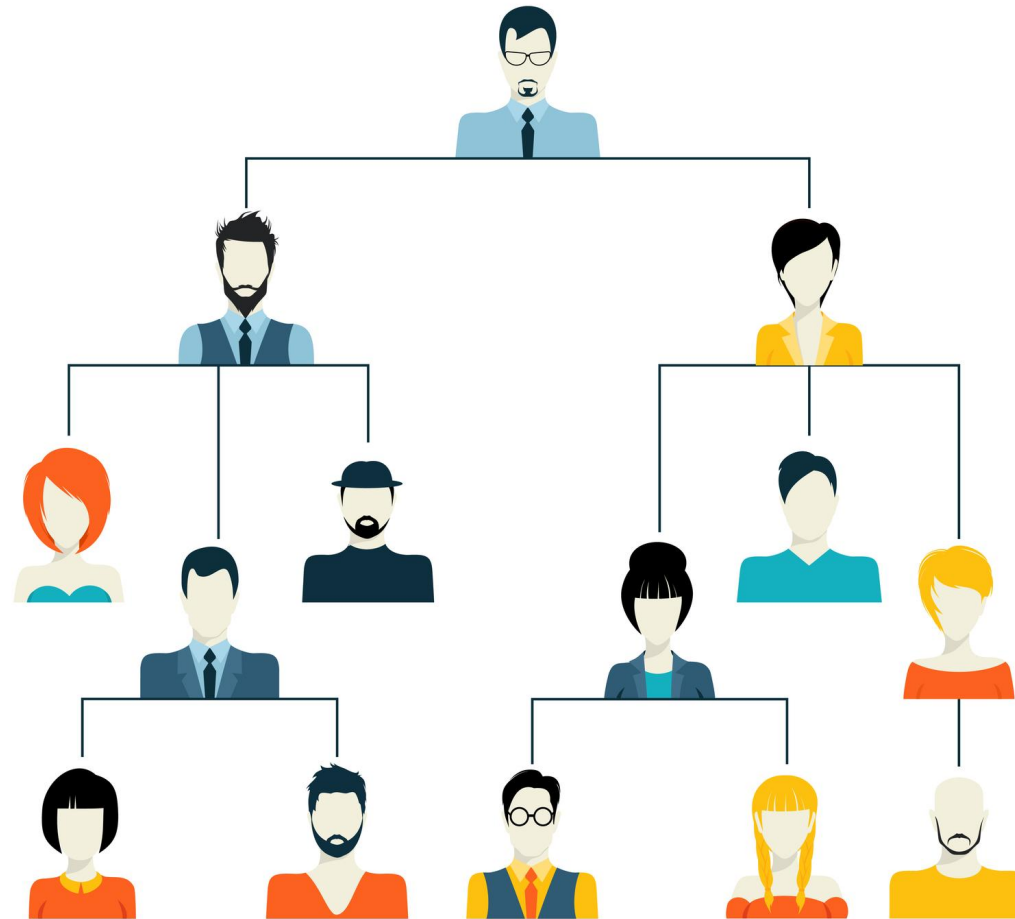


DOMAIN 3:
SOCIAL
AWARENESS

Empathy

Organizational
(or relational)
awareness

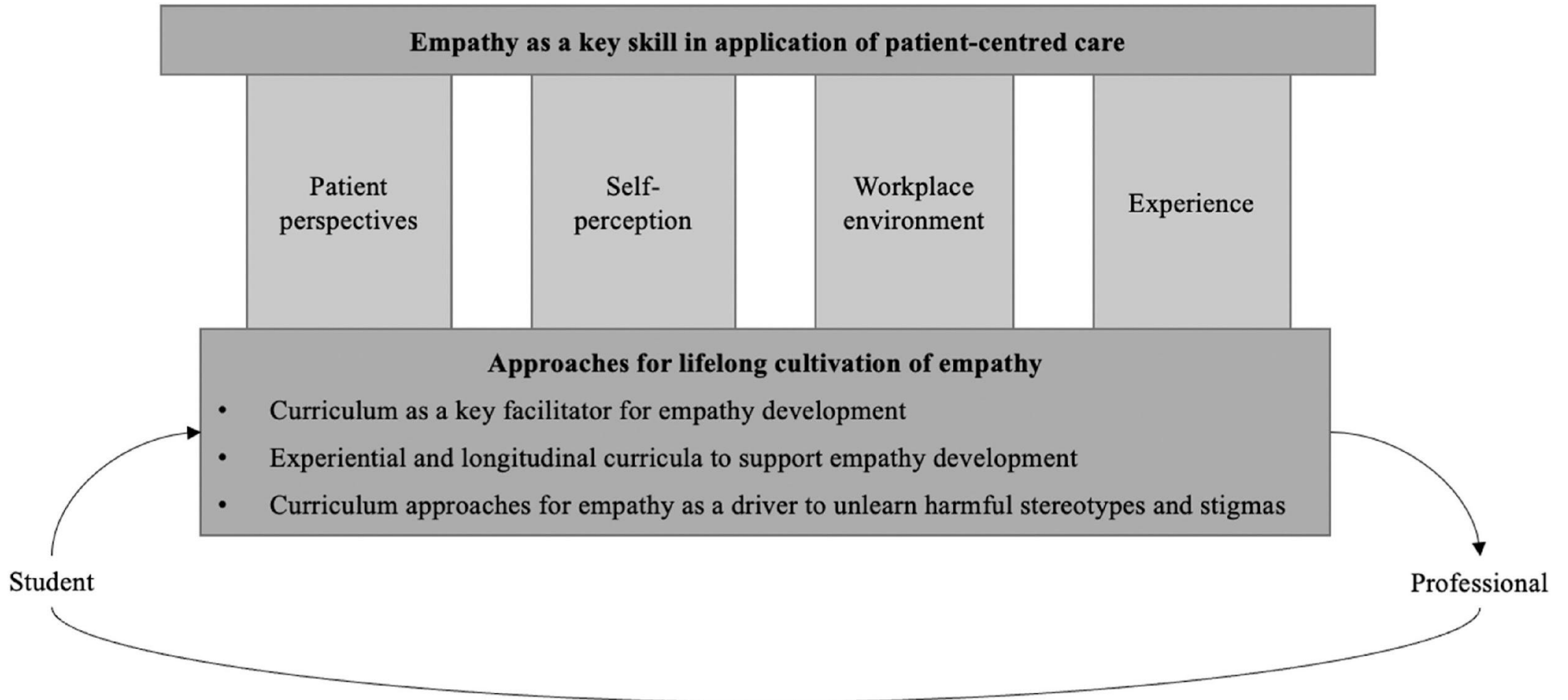
ORGANIZATIONAL AWARENESS



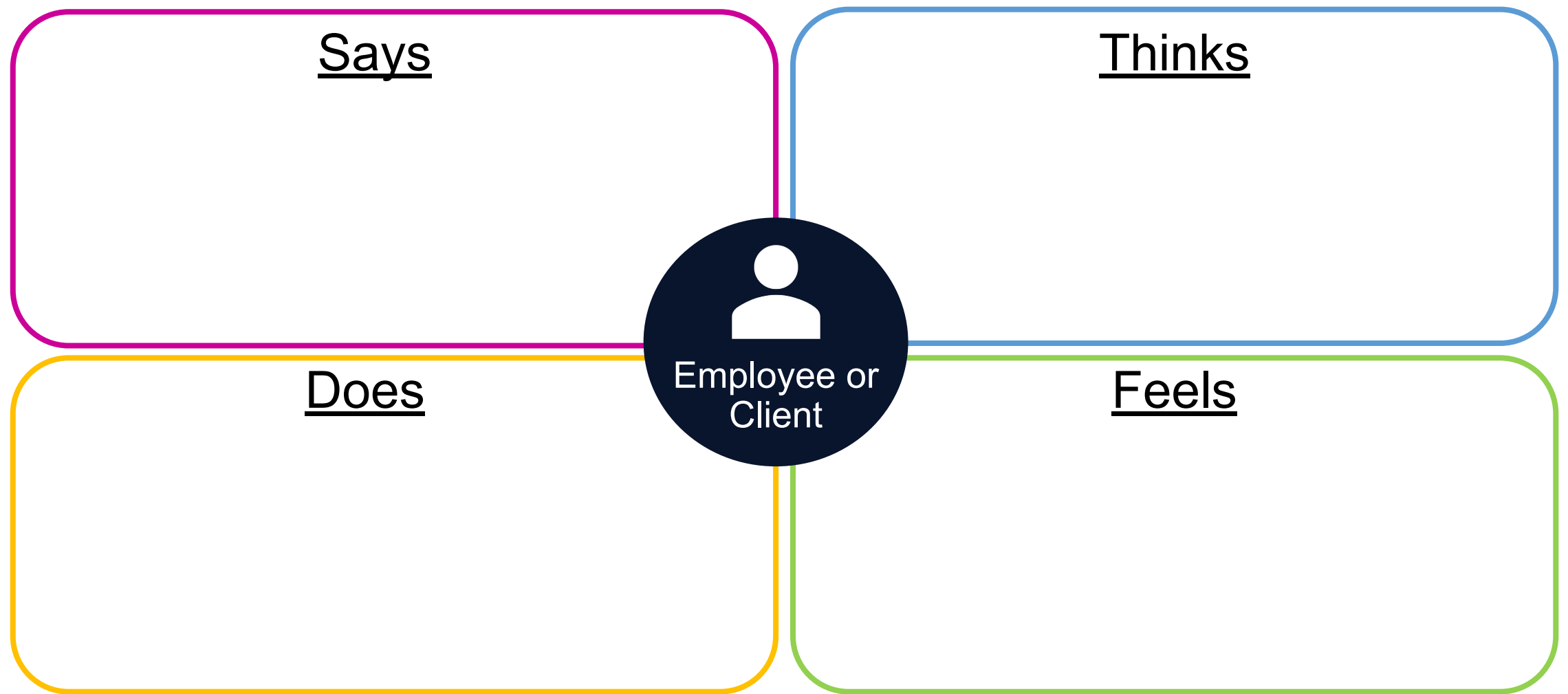
ORGANIZATIONAL AWARENESS



EMPATHY IN NUTRITION AND DIETETICS



CREATING AN EMPATHY MAP



Says

Thinks

Does

Feels

Employee or Client

EMPATHY MAP EXAMPLE

Says

"I feel like this is a waste of time."
"My friend did keto and lost weight fast."
"Are you even sure you know what you're talking about?"
"I'm just throwing money away."

Thinks

I should be seeing results faster.
If someone else got quick results,
I should too.
Maybe this RD isn't giving me the best
advice.
I don't trust this person.

Our
Keto-Focused
Client

Does

Looks up conflicting nutrition advice online
Compares their progress to others
Expresses frustration in an aggressive way
Considers quitting
Challenges the RD's expertise

Feels

Frustrated
Impatient
Skeptical
Discouraged
Defensive



EMPATHY & SOCIAL AWARENESS TIPS

- Get to know your employees/clients
- Think about situations from others point of view
- Actively listen
- Acknowledge feelings
- Respect cultural differences
- OARS Skills
- Expose yourself to different views
- Pay attention to non-verbal cues

SOCIAL AWARENESS: NON-VERBAL CUES

Expressions

Tone

Posture



Eye contact

Space

Gestures



DOMAIN 4:
RELATIONSHIP
MANAGEMENT

Influence

Coach

Inspire

Teamwork

Conflict Management

RELATIONSHIP MANAGEMENT COMPETENCIES

Influence

- Use organizational or relational awareness to gain buy-in or support for ideas
- Fine tune communication based on the person

Coach

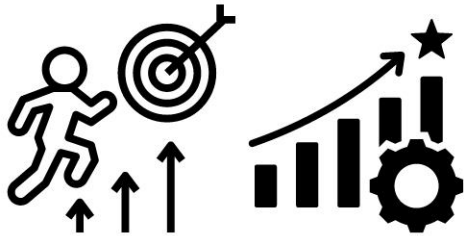
- Understand client or employee's goals, strengths, and weaknesses
- Show a genuine interest in progress
- Constructive feedback

Inspire

- Embody what you ask of employees
- Provide direction towards shared goals
- Relate big picture vision to day-to-day tasks

WHY ARE THESE COMPETENCIES IMPORTANT?

Positive Relationship



Increased motivation
and performance

Manager- Employee Relationships



Negative Relationship



Decreased productivity
and performance

Suknunan, Sachin and Bhana, Anrusha, Influence of Employee-Manager Relationship on Employee Performance and Productivity (July 12, 2022). Problems and Perspectives in Management, Volume 20, Issue 3, 2022.

EMOTIONAL BANK ACCOUNTS



Adapted from Steven Covey.

THE SPIES MODEL – TEAMWORK



Status – Importance

Predictability – Expectation of knowing what will happen or being included in decisions

Independence – Sense of control

Equity – Fair exchanges / decisions

Safety – Sense of belonging

CONFLICT MANAGEMENT



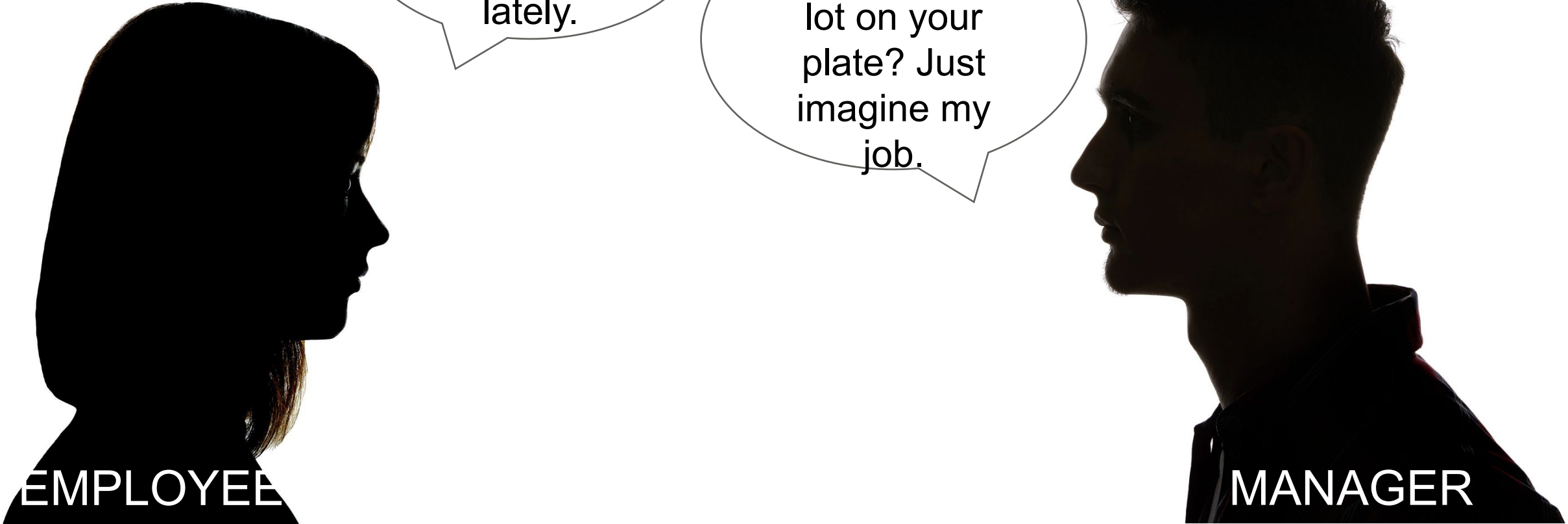
vs



Respond

React

WHAT WOULD BE A BETTER WAY TO HANDLE THIS?




We've been
all been
really
overwhelmed
lately.

You think you
guys have a
lot on your
plate? Just
imagine my
job.

EMPLOYEE

MANAGER

WHAT WOULD BE A BETTER WAY TO HANDLE THIS?

The image features two black silhouettes of people in profile, facing each other. On the left is the silhouette of a woman, and on the right is the silhouette of a man. Two speech bubbles are positioned between them. The first speech bubble, pointing towards the woman, contains the text 'The process for meal delivery is confusing.' The second speech bubble, pointing towards the man, contains the text 'We've been doing it this way for years.' The background is plain white.

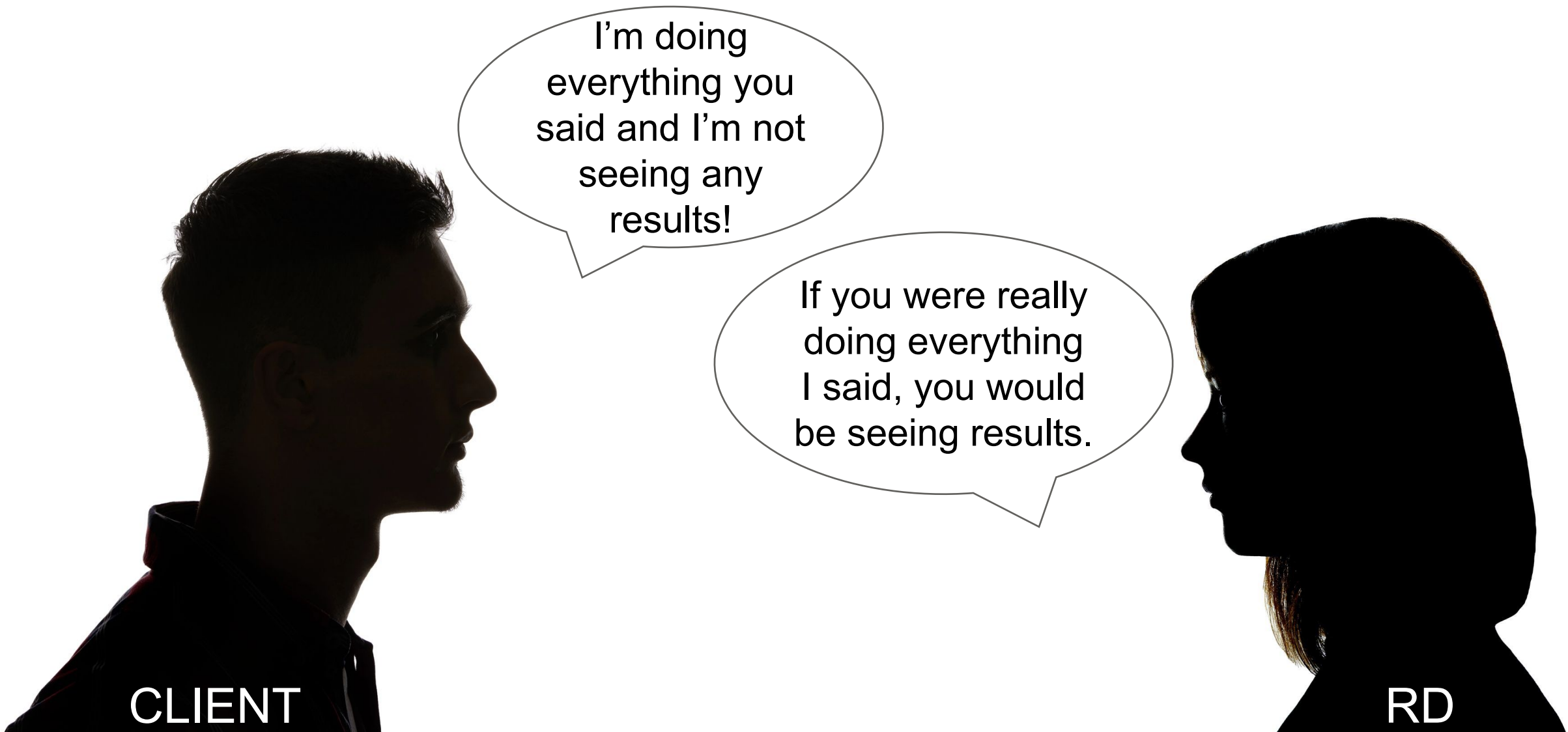
The process
for meal
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We've been
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EMPLOYEE

MANAGER

WHAT WOULD BE A BETTER WAY TO HANDLE THIS?



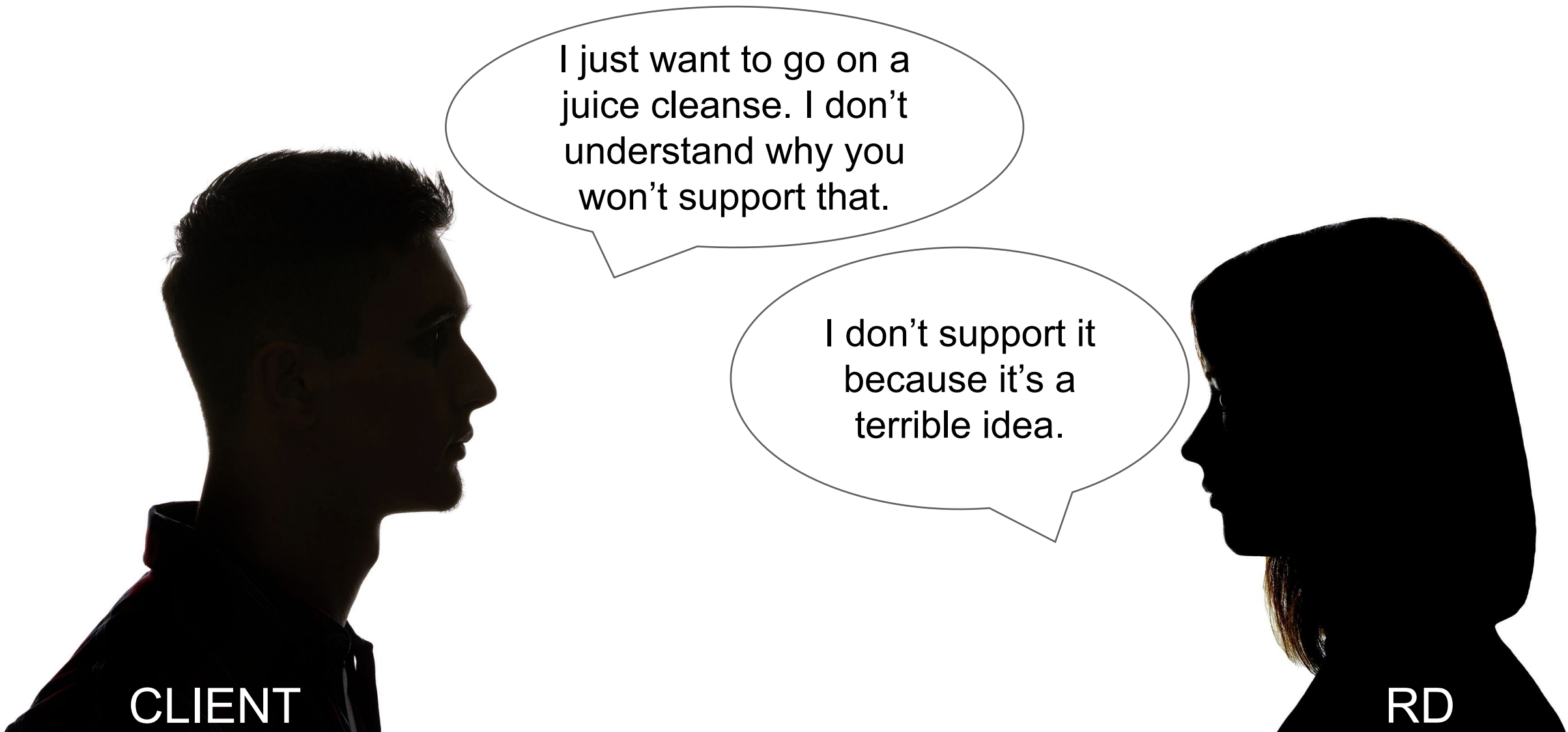
I'm doing everything you said and I'm not seeing any results!

If you were really doing everything I said, you would be seeing results.

CLIENT

RD

WHAT WOULD BE A BETTER WAY TO HANDLE THIS?



I just want to go on a juice cleanse. I don't understand why you won't support that.

I don't support it because it's a terrible idea.

CLIENT

RD

RELATIONSHIP MANAGEMENT TIPS



Be open and
curious



Clear
communication



Build trust



Listen to feedback



Right balance of
listening vs.
speaking



Explain decisions



Don't avoid
challenging
situations



Avoid back-to-back
meetings

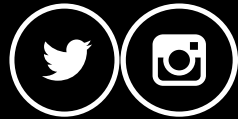
ARE MY THOUGHTS AND FEELINGS
RIGHT NOW PRODUCTIVE IN WHAT I'M
ABOUT TO DO OR SAY?



THANK YOU! QUESTIONS?



chrissy@snackinginsneakers.com



[@chrissytherd](https://www.instagram.com/chrissytherd)



snackinginsneakers.com
/
buildawellnessblog.com



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