

Expand Your Influence With Emotional Intelligence

August 11, 2021





Sustainability Leadership

- **Collaborating***
 - **Empathy**
 - **Self-awareness**
 - **Build trust**
- **Adapting***
 - **Resilience**
- **Connecting***
- **Influence at every level;**
- **Navigate the conflicting needs of multiple stakeholders;**
- **Authenticity**
- **Self-awareness**
- **Courage**
- **Resilience****

*From *Leadership for Sustainability*, R. Bruce Hull, David Robertson, Michael Mortimer

**From *The Rise of the Chief Sustainability Officer*, Korn Ferry



Influence

"*Influence* is "motivating people to work together toward making [your] vision a reality."

<https://www.linkedin.com/pulse/whats-difference-between-influence-persuasion-nicole-de-falco/>

Key Components: Voluntary, Trust





Circle of Influence: Things you can do something about.*

**The 7 Habits of Highly Effective People, Stephen R. Covey (1989, Simon & Schuster)*

It starts with you.





Emotional Intelligence

Emotional & social skills for relationships, coping with challenges, and using emotional information in an effective & meaningful way.

• Happiness - feeling satisfied, enjoying life, an indicator of overall well-being.

- Flexibility – adapting to change effectively
- Stress Tolerance – successfully coping with stressful situations
- Optimism – having a positive outlook, remaining hopeful and resilient
- Problem Solving – effectively managing and using emotions when solving problems
- Reality Testing – seeing things as they really are
- Impulse Control – ability to resist or delay impulses

EQ-i^{2.0} Model

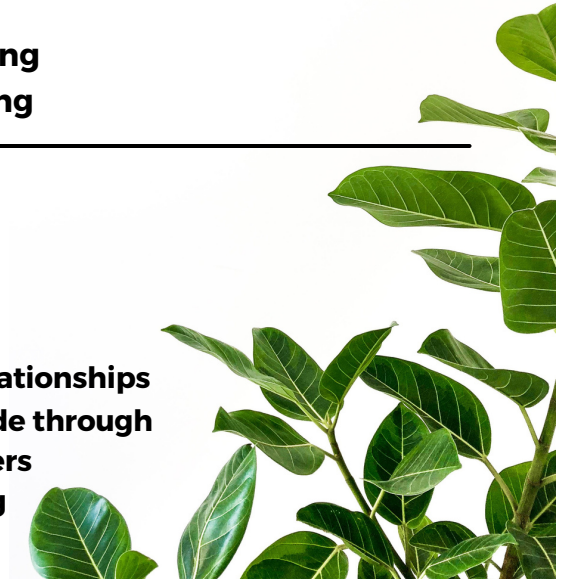


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Based on the original BarOn EQ-I authored by Reuven Bar-On, copyright 1997.

- Self-Regard – confidence, respecting oneself
- Self-Actualization – meaning, purpose, fulfillment, continuous development
- Emotional Self-Awareness – understanding my emotions, triggers and impact
- Emotional Expression – saying how you feel, transparent
- Assertiveness – standing up for yourself effectively without offending others
- Independence – standing on your own two feet, not over reliant on others
- Interpersonal Relationships – developing and maintaining relationships built on trust and compassion
- Empathy – recognizing, understanding and appreciating how others feel
- Social Responsibility – contributing to society / teams – Serve others

EI to expand Influence

- **Self-awareness**
 - **Key for collaborating across differences**
 - **Knowing yourself -- what are your values, purpose**
 - **Empathy**
 - **Understanding others' viewpoints**
 - **Trust building**
 - **Collaborating**
-
- **Self-expression**
 - **Communicating clearly**
 - **Being transparent**
 - **Trust building**
 - **Flexibility & Optimism**
 - **Comfort with ambiguity**
 - **Adapting**
 - **Interpersonal relationships**
 - **Impact is made through and with others**
 - **Trust building**



Self-Awareness

The 7 Habits of Highly Effective People

- Circle of Influence
- Be proactive, rather than reactive.
- We have control over who we are.

Leadership for Sustainability

- Be aware of what motivates you.
- What are your values and biases?
- Knowing your triggers will help you adjust and respond positively to potential collaborators.



Self-Awareness

Internal

01

Strongest emotion experienced each day

02

Physical sensations (e.g., heart beat, upset stomach, head ache, chest pressure, clenched fist), and thoughts that accompany each emotion.

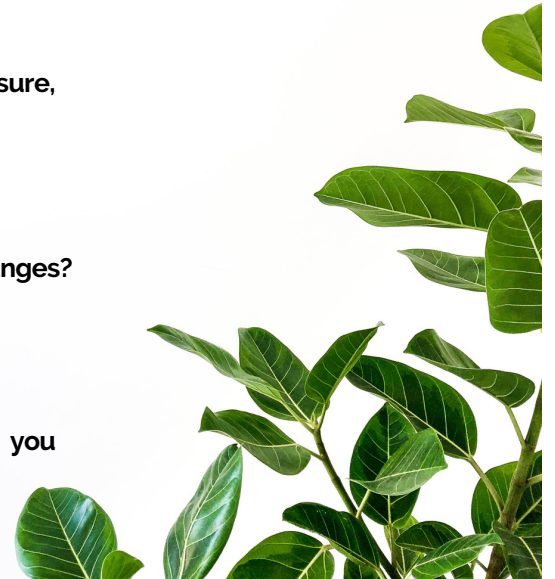
03

How you became aware of that emotion. When did you notice the physical changes?

04

What could you do to change the emotion in the future (assuming it's one you want to change)?

*From *The EQ Edge: Emotional Intelligence And Your Success* by Steven J. Stein, Ph.D. and Howard E. Book, M.D.



Self-Awareness

External: Seek feedback

01

Ask people you respect, who understand you and who will give you real feedback.

02

Don't interrupt or argue. Just listen, focus on understanding what the person is telling you, and try to learn something from it.

03

Thank the person sincerely for the feedback.



Empathy

01

Cultivate curiosity about strangers.
Challenge yourself to talk to one stranger about more than the weather each day.

02

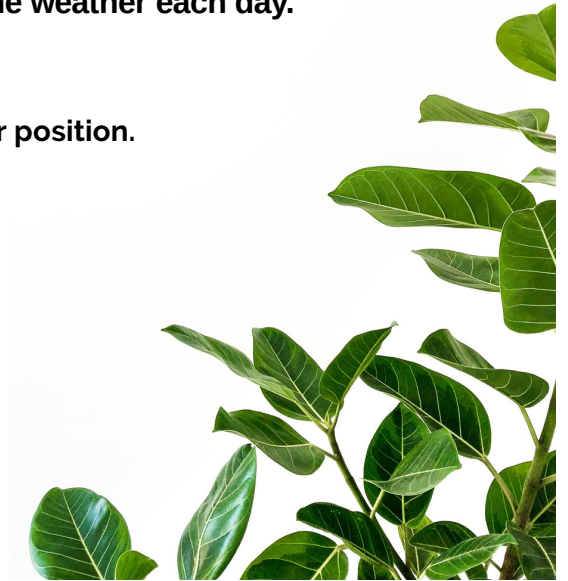
Try to understand someone else's values and find merit in their position.

03

Question your assumptions. Take the opposing view.

04

Actively listen more than you speak.



Empathy

01

Think about your significant other or a friend, family member, or coworker.

02

What has their mood been like in recent days?

03

What's going on in this person's life that might be making them happy or sad, anxious, or angry?

04

How might you be contributing?

05

What could you do or say to improve this person's situation?







Well-Being

Well-being is the experience of health, happiness, and prosperity. And includes --

- Good mental health
- A sense of meaning or purpose
- Ability to manage stress

From Davis, Tchiki, *Psychology Today*, January 2, 2019. "What Is Well-Being? Definition, Types, and Well-Being Skills"

Emotional Intelligence & Well-Being

1

SELF-REGARD

Believing in oneself and living according to your values

2

OPTIMISM

Ability to *recover from setbacks* and claim a happy state

3

INTERPERSONAL RELATIONSHIPS

Mutually satisfying relationships that include *trust and compassion*.

4

SELF-ACTUALIZATION

Willingness to learn and grow on a journey *aligned with personal values*

Nature & Well-Being

5 ways nature can improve your well-being

1. Relaxed body & unfocused mind.

3. Be open to new possibilities.

5. Finding meaning in what you see

2. Integrate personal life & work life.

4. Connect with something larger than self.



**What is one practice,
policy, program,
department you'd like to
influence?**

Bringing it all together

- How will you influence sustainability practices or programs? What are your goals?
- What can you learn from previous attempts?
- What influencing skills/emotional intelligence skills do you want to improve?



Questions?





Develop your leadership and influence with other purpose-driven individuals:

- Group of 4 to 6 individuals
- 4 months, Sept 1 - Dec 31
- Individual coaching and group learning and accountability
- 10% discount for participants
- EQ-i 2.0™ assessment.
- Register [here](#).

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