EMOTIONAL INTELLIGENCE & LEADERSHIP STYLE

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WHO AM I? WHY AM I QUALIFIED TO SPEAK TO YOU?

Hometown: Birmingham
University: Michigan Tech
Certificate – International Business
BS – Business Administration
BS – Mechanical Engineering
MS – Mechanical Engineering
OPENNESS VS. PERSONALNESS

Transparency vs. Emotional Exhibitionism
AGENDA

• Understanding Self / Style
• Understanding Conflict
• EQ Skill Development (Karate Kid)
• Practice, Practice, Practice
GROUND RULES

• “Lean In” to This Experience – Stretch

• Screw up a lot – Let Others Screw Up

• Limit Distractions – Stay In It

• Confidentiality
LEARNING CONTINUUM

Unconscious incompetence   Conscious competence

You   Conscious incompetence   Unconscious competence
LEADERSHIP STYLE

4 Styles/Types of Leadership

Brown – “Just Do It”
Blue – “Let’s Work Together”
Green – “Look Before You Leap”
Red – “Make Your Own Kind of Music”
DETERMINE PREVALENT STYLE

Sort cards from dominant to less dominant style

Take self-assessment – compare results to sorting result
LEADERSHIP STYLE

Break Into Dominant Style Groups

• Document Strengths & Weaknesses
  • For every strength/goodness – there is a flip side to be considered
• Activity: Understand your ‘opposite’ style’s motivation
“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 & Happiness”

— Viktor Frankl
## EMOTIONAL INTELLIGENCE

### Personal Competence
- **What I see**
  - Self Awareness
- **What I do**
  - Self Management

### Social Competence
- **What I see**
  - Social Awareness
- **What I do**
  - Relationship Management
BACKBONE & HEART MODEL

- No Position
- Wishy-Washy
- Cut-off
- Avoidance
- Indifference
- Co-Dependent
- Over-accommodating
- Extreme Approval-Seeking
- Rigid
- Dogmatic Position
# Backbone & Heart Model

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Typical Posture</th>
<th>Contrary Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cut-Off</td>
<td>“I Don’t Care”</td>
<td>Admit that you do care.</td>
</tr>
<tr>
<td>Enmeshed</td>
<td>People Pleaser</td>
<td>Boundaries / Self-Care</td>
</tr>
<tr>
<td>Wishy-Washy</td>
<td>Confused</td>
<td>State Wants / Needs</td>
</tr>
<tr>
<td></td>
<td>Overly Polite</td>
<td>Tolerate Upsets</td>
</tr>
<tr>
<td>Rigid</td>
<td>Self-Righteous</td>
<td>Be Curious</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Risk Being Wrong</td>
</tr>
</tbody>
</table>

![Backbone & Heart Model Diagram](image-url)
EQ - STUCK SITUATION

Think of an interaction you’ve had with another individual that has been difficult or less than optimal. A situation where you’ve felt “stuck” with another person. This could be a work relationship or a personal relationship. Try to choose a situation that is “live” and one that you would like to improve.

Write a brief description of this stuck scenario and the general pattern of interaction between you both. (5 minutes by self)

Break into triads, share your situation with the others in your group. 10 – 15 minutes. DON”T SOLVE THE PROBLEM. You are just explaining the situation.
STORIES
FIVE MIND BLOWING PRINCIPLES

• You are on the inside of your world looking out
• You create your world with stories
• Your stories impact your emotional reactions
• Your stories are modifiable
• You are more than your stories
MUSH SEPARATOR

- Stimulus
- Feelings
- Wants
- Thoughts
# MUSH SEPARATOR - EXPLAINED

<table>
<thead>
<tr>
<th><strong>Stimulus:</strong></th>
<th>The internal and external sensory data that triggers and defines my response.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Thoughts:</strong></td>
<td>The story that I create out of the stimulus. My judgment and interpretation of what is happening.</td>
</tr>
<tr>
<td><strong>Feelings:</strong></td>
<td>The emotional response associated with stimulus, wants and thoughts. Four general categories of feelings: mad; glad; sad; and scared.</td>
</tr>
<tr>
<td><strong>Wants:</strong></td>
<td>What do I want for myself and what do I want from them?</td>
</tr>
</tbody>
</table>
MUSH SEPARATOR - ACTIVITY

Triad groups again…1 person observes, 2 people talk to each other – Rotate!

Start with what is around you…move into situations that are personally prevalent to you…

You can use your previously identified ‘stuck situation’ the more comfortable you get with the process (but don’t start with it)
“SEEK FIRST TO UNDERSTAND...
THEN TO BE UNDERSTOOD.”

Steven Covey, “The 7 Habits of Highly Effective People”
EMPATHETIC LISTENING / EMPATHY TOOLS

Parrot

Paraphrase

Paraphrase +
WRAP-UP / WHAT DID WE LEARN?

Understanding Self / Style – Prevalent Leadership Style

Understanding Conflict – EQ Definition (Stimulus/Response), Heart/Backbone Model

EQ Skill Development (Karate Kid) – Mush Separator

Practice, Practice, Practice – Not Easy and You Won’t Change Overnight – Build the EQ Muscle/Capability!
BOOK RESOURCE LIST

“Primal Leadership” – Daniel Goleman

“Raising Emotional Intelligent Children” – John Gottman

“7 Habits of Highly Effective People” – Steven Covey

“The 8th Habit” – Steven Covey