



Civilian Development Forum



Who: US and LN civilians, their supervisors and leaders

What: Topics that will range from civilian appraisals to German cultural and leadership development

When: Monthly Last Thursday of each month/1100-1200

Where: Virtual – Zoom or TEAMS

Why: Develop, mentor, improve and lead our civilian Airmen, with an end state goal of Adaptive (Civilian) Airmen....Ready to Execute



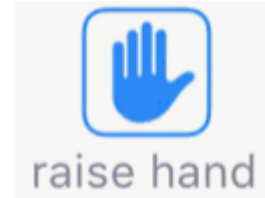
Rules of Engagement



Audio Off & Cameras On (if possible)

Use the chat function ...

or ...**raise hand** to ask questions after the presentation



Questions & Answer Session at the end

Technological issues may occur – have your Meeting ID/Passcode near you



Agenda



Opening remarks

– Ms. Renae Fischer, 86 MSG Director

Emotional Intelligence

– TSgt Jonathan Buchanan – TFDC Facilitator

Question & Answer Session

Closing Remarks

A stone path leads through a lush green field towards rolling hills under a cloudy sky. The path is made of large, flat stones and is flanked by tall grasses. In the distance, there are several green hills, with a prominent one on the right side. The sky is overcast with grey clouds.

Emotional Intelligence and You

TSgt Jonathan Buchanan

Hello, My Name Is...

A background image showing a group of stylized human figures in various shades of green and grey, holding hands in a circle. The figures are simple, rounded shapes with no facial features, representing a diverse group of people.

- a. What is your job?
- b. What is your level of knowledge on Emotional Intelligence?
- c. What do you hope to get from this class?

Why Are We Here?



What is emotional intelligence

Why it matters

Dialing in on the social aspect

Finish line

POP QUIZ!

- Right now, how do you identify Emotional Intelligence for yourself?
- On a scale of 1-10 how aware do you think you are of your own emotional intelligence?
- You are the team lead for a project at work and your boss yells at you because it was not completed by the required deadline. You:
 - Write/type your first response to each. Do not over-analyze the scenario or answer it with what 'sounds the best'

Emotional Intelligence

○ What it is:

- Understanding your own emotions
- Picking up on others' cues
- Managing your responses/reactions to others
- Being appropriate in social situations
- Developing relationships
- Treating others well

○ What it is not:

- Being smart
- IQ
- Controlling others' emotions
- Manipulating others
- Extroversion/Introversion

Emotional Intelligence (EQ/EI)

Increase in this area leads to a higher satisfaction with one's self, finding more meaning in life, decreased violence and willingness to make a positive difference

Increase in this area leads to higher resiliency - ability to cope with stress and life's demands in an effective way. It improves one's ability to develop good habits for health, wellness and success. It also teaches how to stay open-minded, flexible, and acceptive of diversity of people and opinions. Helps one respect values and beliefs of others and reduces violence in the community.



Increase in this area leads to a higher independence, confidence that one can make good things happen for own self and others. It decreases the threat of drugs and other potential bad influences of today's society and increases one's ability to express self, own talents, creative ideas and defend own opinions.

Increase in this area leads to a higher ability to solve problems in which emotions are involved. Helps effectively deal with bullying, failure, and increases one's ability to make and KEEP promises and commitments, including those to own self. Essential for goal-achieving and resisting negative influence of surrounding.

Increase in this area leads to a stronger ability to build and maintain mutually-satisfying, beneficial relationships with others. It improves one's empathy - ability to feel for others which leads to a higher level of understanding of people, less violence, and enhances social and team-building skills.

Your Own Superpower

Self awareness – self perception

- Able to identify emotions you may be experiencing in each situation
- *Ties in with self regulation to prevent yourself from falling into a bad mood or experiencing negative thoughts/self talk*

Self regulation – stress management, self-expression, decision making

- You become more efficient at “glass half full” thinking
- You can experience an emotion and not act on it impulsively
- You can actively seek out a positive experience to counter negative ruts

Empathy/social awareness – interpersonal

- In tune with other emotions/feelings
- Requires high levels of empathy – to be able to connect emotional dots of why someone may be feeling the way they do without you having experienced something similar yourself
- On a personal level and a leadership level, this is a highly sought-after trait for trust building and meeting people where they’re at in each moment.

Social skills - interpersonal

- When you have secured a level of comfort and confidence with the prior mentioned pillars, you are now ready for your step into being socially successful.
- In this pillar, you will focus on your ability to bring together a group, team, organization, etc. (think “knowing your people”)
- You can cultivate positive emotions that enable a “heard and seen” culture. Whether it be in the workplace or in your personal life, everyone wants to be around people that value their input and presence.

Interaction Break!

Say What You Mean

Read through the scenarios and verbally respond using the specified emotion.

You were recently offered a position within the company that pays more but also requires greater responsibility, responsibilities that you don't believe you can handle.

- **Respond in a happy manner:** I am so grateful for this opportunity and look forward to joining the team.
- **Respond in an apprehensive manner:** I am so grateful for this opportunity and look forward to joining the team.
- **Respond in a confused manner:** I am so grateful for this opportunity and look forward to joining the team.

You have been put on a verbal warning due to your tardiness. You say:

- **Respond in a sincere manner:** I truly apologize for my tardiness. It will not happen again.
- **Respond in a defensive manner:** I truly apologize for my tardiness. It will not happen again.
- **Respond in a carefree manner:** I truly apologize for my tardiness. It will not happen again.

But Wait...The Forgotten

Motivation

- **Intrinsic** – passion to fulfill inner needs and goals
- Action oriented/set goals/high need for achievement/striving for ways to improve
- **Extrinsic** – fame, money, recognition, and acclaim
- May only try if it's tied to an award, pay raise, job position promotion, or public acknowledgement for their efforts.



The Five Second Rule By Mel Robbins

- **HOW TO PRACTICE “THE FIVE SECOND RULE”**
- Instructions For Use:
- **1. The thought:** You think of something that you still must do – for example: “I finally have to call back the one customer who complained.”
- **2. The problem:** You don’t feel like calling.
- **3. The countdown:** Instead of thinking about whether to tackle the task or not, count down the five-second countdown: Five, Four, Three, Two, One.
- **4. The action:** You tackle the task – by picking up the phone immediately or preparing for the conversation.
- **5. The new habit:** You repeat the five-second countdown whenever you want to postpone something or whenever you have a feeling of procrastination while doing any important task. By using this amazing technique over time, you change your habits.

A Large Piece of the EI Pie

- **Interpersonal Skills**

- The ability or skills needed to interact with other people
- Enhances your communicating effectively to build stronger more meaningful relationships

- **Empower decision making, teamwork, enables efficient mediation and resolution of issues**

- **Listening skills - Intentional active listening**

Emotions and How to Manage Them in the Workplace

Responsibility of each person

Stay in control

Listen

Positive outcome

Empathy

Sharing feelings

An effective response

Mental shoes

Focused Listening

It is a practiced skill

Conscious effort

Listener is multitasking

Asking Questions

Goes together with focused listening

Probing questions

Relate them to the topic

Body Language

Be conscious of it

Actions speak louder than words

Valuable skill

Form of communication

Giving in Without Giving Up

Compromise

Accept other ideas

Keep your beliefs

Finding a balance between the two

Disagreeing Constructively

Positive

Productive

Confirm their idea

Present your own

Bringing it All Together

Relax

Take control

Not allowing negativity

Speed Takeaways From Daniel Goleman

DANIEL GOLEMAN
WORLD FAMOUS PSYCHOLOGIST

LEARN 10
EMOTIONAL INTELLIGENCE
TAKEAWAYS
IN 2 MINUTES



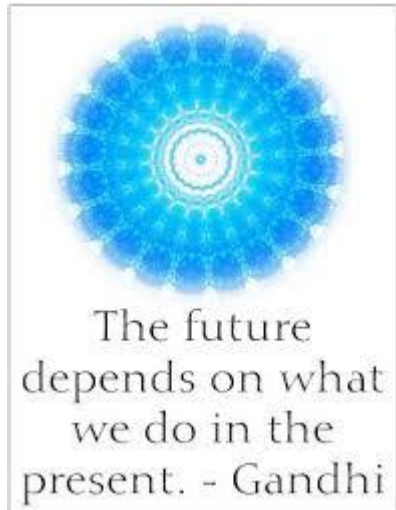
Thank You for Attending!

QUESTIONS?





Final Thoughts



- Take charge of your life & career
- Take care of yourself and your people
- Give yourself time to relax and set goals

**Send feedback or suggestions to
86MSG.CivDvlpmt.MSGCIVDevelopment@us.af.mil**

Never react emotionally to criticism. Analyze yourself to determine whether it is justified. If it is, correct yourself. Otherwise, go on about your business.” Norman Vincent Peale.