

*The School of
Executive Presence*



A division of



Module 3: The When and How Of Emotional Intelligence Workbook



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TOPICS

- Experiences and Beliefs
- NLP Tools
- 5 Point Strategy
- Deflection Tools



IT STARTS WITH SELF-AWARENESS

*When you look in
the mirror, can you
see who you are?
Can you see who
you want to
become?*

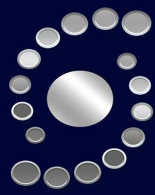
*Go there.
You'll be safely in
control of yourself.*

-Angela Nuttle, The Corporate
Talent Expert

The ability to develop emotional intelligence takes time. You won't have much success by just changing a couple of actions and expect different results. True development starts with a change in the experience. Experiences change beliefs, which change the actions you take. This ultimately gives you a new result.

REFLECT AND JOURNAL ON THESE KICKSTART QUESTIONS:

- Can you recall a time you tried to change a behavior and you reverted back to the way you showed up originally? What was your approach? Why didn't it work?
- What is an emotional trigger that really gets at you, to the point that you KNOW you have to do something about it?
- What experience do you need to change?
- What belief do you need to have in order to effectively deal with that trigger and your overall emotional intelligence?



NLP TOOLS

The Tools of Neurolinguistic Programming (NLP)

NLP is using the language of your mind to change thinking, attitudes, beliefs, and patterns of behavior. THE ESP Model Tool is a way to change the way your brain processes your environment and your emotions.

Think of a time you experienced an emotional trigger.

- What was the EMOTION you experienced?
- Which Mode were you in: Child, or Parent?
- How could you have purposely SWITCHED to Adult Mode?
- What could you have done to visualize a CALM PRESENCE?

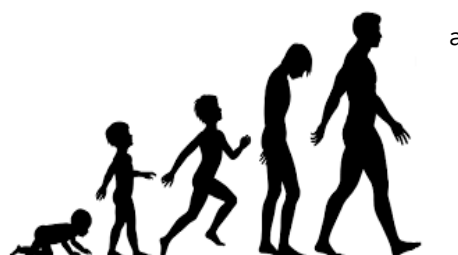
Think of an upcoming situation you know triggers strong emotion. Journal on how you will plan to use ESP:

Emotion you will be experiencing:

What role will you initially go into?

What will you do or use to switch to Adult Mode?

What will you do to maintain calm presence?



ESP Tool

EMOTION

Identify what emotion
You are experiencing

SWITCH

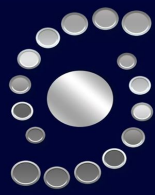
Recognize your first reaction-
Parent or Child, and then
purposely shift to ADULT

PRESENCE

Visualize a calm
Presence. Use an object or
picture in your mind.

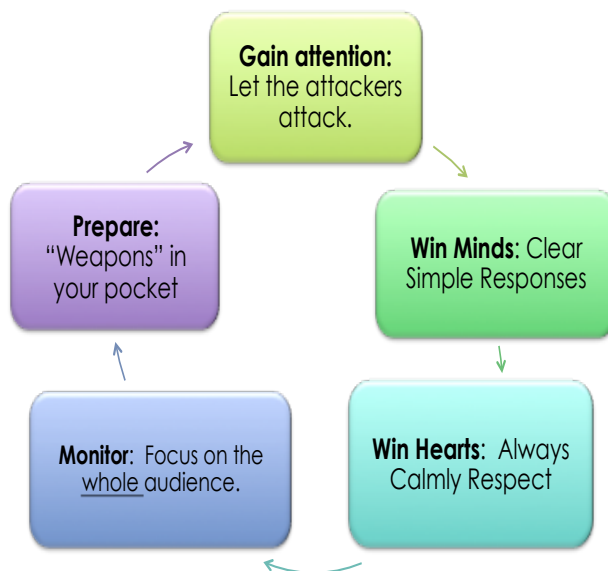
Bonus Tip:

BREATHE



5 POINT STRATEGY

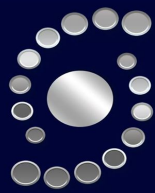
STRATEGY



*Adapted from the book, *Buy-In*

The 5 Point Strategy helps you to manage the way you perceive others as you implement ESP for yourself.

- Review each step. Which one do you believe is the easiest to practice?
- Which step would you imagine is most difficult?
- What can you do to integrate this into your work life?



1. Reflect feeling/thought and content
2. Use powerful questions and/or statements



The Listening Coach Tool™

The most important thing you can do to show up with Emotional Intelligence is to actively listen. The Listening Coach Tool is another NLP tool that helps you bring intention and structure to your interactions with others. This tool also creates more time for you to process the emotions YOU are experiencing, and gives you the opportunity to switch to ADULT role.

Practice using the Listening Coach with two people over the next few days. Use these steps to effectively use the tool:

1. Listen for what the person is expressing. What impression is that person giving you? What are the emotions they are feeling, or what thoughts are you hearing?
2. How would you summarize what they've articulated?
3. Start your reflection with, "what I hear you saying is..."
4. Once the person affirms, don't stop there. Ask a question or statement that indicates interest:
"What is most important to you at this point?"
"That's interesting. Tell me more about that..."
5. At this point, it is safe for you to explain where YOU are coming from.

LISTENING COACH TOOL

*Did you know
that you could
learn more
about a person
by keeping
your lips
together
instead of
open?*

-Angela Nuttle, The
Corporate Talent Expert

DEFLECTING THE "STUN GUN"



STUN GUN- 3 Steps to Recovery

Sometimes you may feel like YOU are doing okay with practicing ESP, but it's the OTHER PERSON who is showing up with low emotional intelligence. It can be a shocking and potentially embarrassing situation. This is where the art of Deflection comes in. Deflection is the practice of not taking on someone else's baggage and bad behavior. There are three steps to follow:

1. **REFOCUS YOUR ATTENTION:** Instead of focusing on the person who is attacking, focus on the people around them. Chances are they are right there with you feeling the pain of the situation.
2. **REFRESH YOUR MINDSET:** You don't have to respond right away. Take control of the situation by allowing yourself to take a breath and pause.
3. **RESPOND:** Auto-responders are perfect for this moment. You acknowledge your stun-gunner, then offer an "out of office" response to that person so you can a) buy time; b) stay in control of your emotions, c) invite the Listening Coach Tool to demonstrate a level of emotional intelligence.

Example of an auto-responder: *Thank you for that feedback. I'd like to think about that and get back to you with a thoughtful response by tomorrow. When can we meet?*

Another Example: *I appreciate your question. Tell me more about what you are thinking.*

Create a custom auto-responder that you can use going forward:

- What can you say to Acknowledge or show appreciation?
- What will your "out of office" delay be?
- How will you follow up or eventually respond?

DEFLECTION: The Power of Reflection



REFLECT INSTEAD OF ACCEPT

*You deserve to be in
the room and to be
seen as an equal.
Take on the
ABC Mindset:*

- *Abundance*
- *Belief*
- *Courage*

-Angela Nuttle, The Corporate
Talent Expert

It's not your job to take on everyone's emotions and problems. Instead of absorbing their issues, reflect it back to them. The Listening Coach and Auto-responders are crucial tools that effectively put the ownership of emotional toxicity back on the other person.

- Do you find that you apologize a lot when someone is behaving with low emotional intelligence?
- What causes you to take ownership of their emotions?
- What can you do to still show up as understanding and compassionate, without becoming a victim?
- In what ways can *Reflecting instead of Accepting* change the way people treat you?
- What small step can you take to integrate this concept into your personal and work life? Capture what it would look like:

CHALLENGES & EXPERIMENTS



TRY ON YOUR NEW TOOLS

OVER THE NEXT WEEK, KEEP A JOURNAL OR NOTEBOOK WITH YOU. SET A GOAL AT THE BEGINNING OF EACH DAY TO PRACTICE ONE OR MORE OF THE CHALLENGES LISTED BELOW. AT THE END OF EACH DAY, DO A 5-MINUTE (OR MORE) CHECK-IN WITH YOURSELF BY CAPTURING HOW YOU DID. BE SURE TO IDENTIFY WHAT YOU DID EFFECTIVELY, AND WHAT YOU CAN DO TO BE MORE EFFECTIVE THE NEXT TIME.

1. When faced with an argumentative or standoffish person, bottom-line them by asking: *What can we do to get to a solution?*
2. PLAN AHEAD to use ESP for a situation you know will trigger an emotion for you. Write down ESP and what you will do.
3. Create one good auto-responder and use it in an upcoming meeting or during a challenging conversation where you don't have an answer.
4. Practice using the Listening Coach Tool with a friend, colleague, or spouse to see how they react.

Remember, don't just go for changing the ACTION, change the EXPERIENCE for yourself, and for others. This will drive different BELIEFS and RESULTS for you.

