

Exercise Practicing Curiosity

1. You've been working on a critical project with your colleague, Sarah. She has missed some deadlines lately and today, she forgot to complete a slide deck for a check-in meeting that you both have with your supervisor.

JUDGEMENTAL RESPONSE

CURIOUS RESPONSE

2. Since being hired, Jamal has been quiet and reserved, unlike how he was in his job interview. He doesn't seem to be making connections in the office, and he is curt when you try to interact with him.

JUDGEMENTAL RESPONSE

CURIOUS RESPONSE

3. You've always wondered why your newer employee Alana only wears dresses or skirts that fall below the knee. In late August, she comes to you to request numerous days off in September and October for Jewish holidays, some that you've never heard of.

JUDGEMENTAL RESPONSE

CURIOUS RESPONSE



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Exercise The First Time I Knew I Was Different

For these questions, think back over your early years of socialization.

1. At what age did you first know you were different?

2. What Element of Individuality was the cause of this difference?

3. What event caused you to experience this?

4. How did you feel during this experience?

Put Emotional Intelligence into Action in the Workplace

When emotional intelligence (EI) is part of the make-up of an organization, everyone benefits. Start by prioritizing EI and recognizing that it requires an investment of time and effort. Here are a few ways you can incorporate EI into your organization.

Normalize Emotional Intelligence in Practice

- **ROLE-MODELING:** Encourage leaders to demonstrate authenticity, vulnerability, and show empathy in everyday interactions
- **CONNECTION OPPORTUNITIES:** Strengthen interpersonal relationships and EI through team-building workshops or activities or peer groups
- **WELL-BEING INITIATIVES:** Provide resources and support for work-life balance, stress reduction, mental health

Foster Psychological Safety

- **ENCOURAGE OPENNESS:** Cultivate an environment where people aren't afraid to express ideas, thoughts, and feelings.
- **GIVE AND ASK FOR FEEDBACK REGULARLY:** Create safe, structured opportunities for both leaders and employees to give/receive feedback with care.
- **ALLOW MISTAKES:** Encourage people to take ownership of mistakes and view as catalysts for growth.
- **REFLECTION PRACTICES:** Promote debriefs after projects or emotional check-ins.

Embed EI into Leadership and Staff Development

- **TRAINING:** Include emotional intelligence skill-building- such as active listening, conflict resolution, and constructive feedback- in workshops.
- **ASSESSMENT:** Use EI-focused tools (like a 360) to assess individuals' EQ so that they know strengths to leverage and areas to develop.
- **INFORMAL LEARNING:** Coaching and mentoring can bolster employees' emotional intelligence, and peer-to-peer learning (like Lunch-and-Learns) can offer opportunities to build EI

Build EI into Systems & Processes

- **HIRING & PROMOTION CRITERIA:** Assess for EI (e.g., empathy, collaboration, adaptability) alongside technical skills.
- **PERFORMANCE:** Connect EI competencies- like collaboration, resilience, and relationship-building.- to performance metrics.
- **POLICY ALIGNMENT:** Ensure HR policies reflect and reinforce inclusion, empathy, and fairness.

Reinforce and Reward EI

- **RECOGNITION & INCENTIVES:** Highlight and reward employees who demonstrate emotional intelligence in action (e.g., feedback, collaboration, or conflict resolution).
- **STORYTELLING:** Share success stories where EI improved outcomes (e.g., resolving a conflict, retaining a client).