



Emotional Intelligence

01

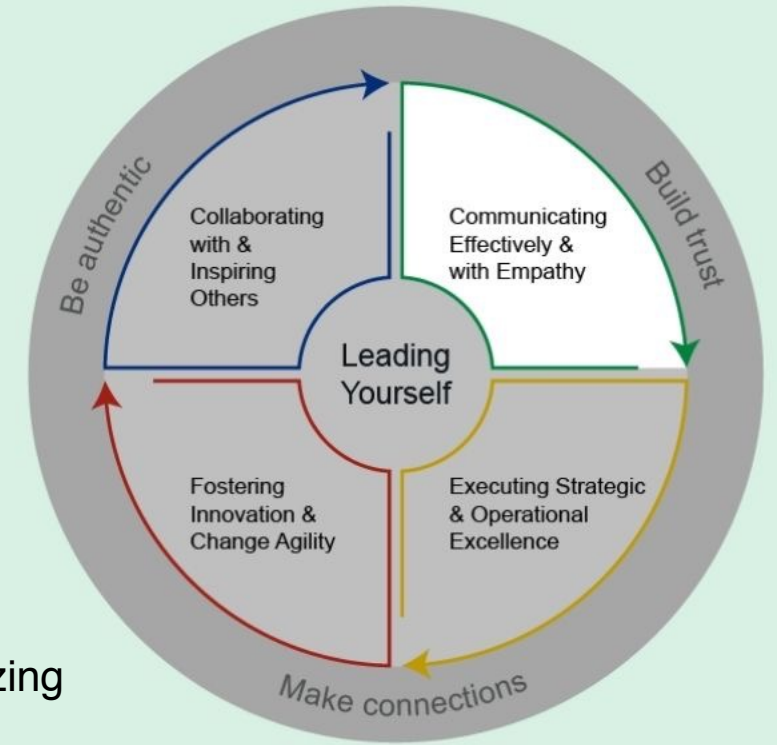
Conveying empathy and recognizing the emotions of others

02

Being authentic while also demonstrating social and situational awareness

03

Recognizing when emotions and biases affect decision-making



COMMUNICATING EFFECTIVELY AND WITH EMPATHY

How You Learn

Reflecting on the definition of Emotional Intelligence, consider suggested activities on the next page to build this leadership capability. Create a personalized plan that provides you with the right blend of formal, social, and action learning.

● Formal Learning

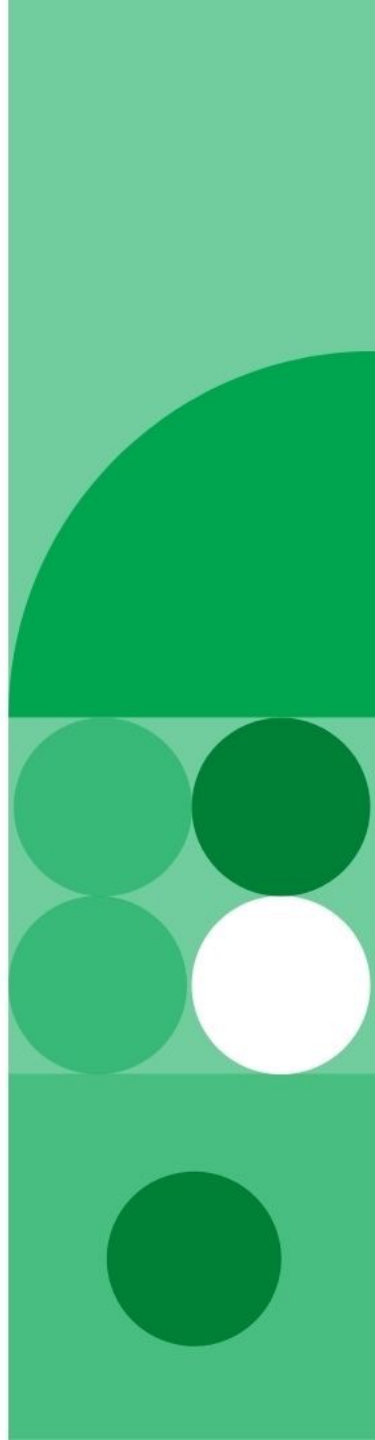
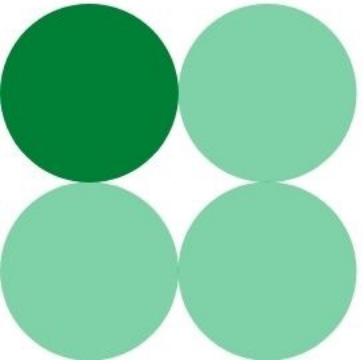
10% of learning is structured. This may include classroom training, eLearning, courses, articles, books, podcasts, and self-reflection surveys.

● Social Learning

20% of an individual's skill development comes through social learning opportunities like mentorship, coaching, collaborative opportunities with peers.

● Action Learning

70% comes through on-the-job experience. Experiential learning allows an individual to immerse themselves in the nuances of their role, refine skills, and work their way through real challenges.



Action Learning

- **Acknowledge and name the emotions you experience during a challenging or emotional situation to expand your emotional vocabulary and recognize emotions in others**

Consider using an app like [Mood Meter](#) to help you objectively gauge how you're feeling throughout the day

- **Reflect on how you respond when you feel stressed**

Consider how your thoughts and beliefs are impacting your response

Identify and practice ways to care for yourself to be more resilient

- **Recognize when emotions affect your decision making and how you can remain objective and authentic**

Review [The Authenticity Paradox](#) video to learn how you can develop an "adaptively authentic" style

Social Learning

- **Ask curious questions to better understand others' emotions and perspectives**

Assume positive intent

- **Engage with a mentor who you consider to be emotionally intelligent to gain authentic feedback and insights**

- **Present yourself in a way that is aligned to your environment and our culture**

- **Practice empathy instead of sympathy in your next conversation**

Review the [Brené Brown on Empathy](#) video to better understand the difference between empathy and sympathy

Formal Learning

Click on the links below

[Emotional Intelligence](#)

eLearning

[Building Emotional Intelligence and Empathy](#)

Workshop