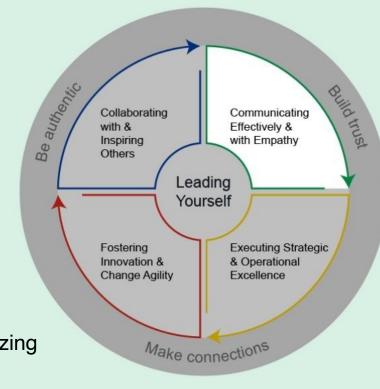
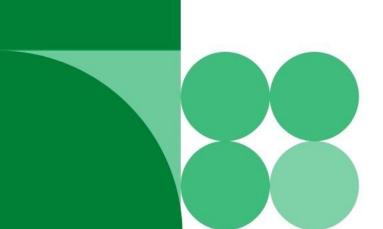


Conveying empathy and recognizing the emotions of others

Being authentic while also demonstrating social and situational awareness

Recognizing when emotions and biases affect decision-making





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

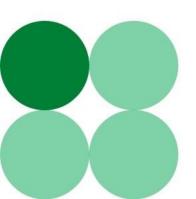
10% of learning is structured. This may include classroom training, eLearning, courses, articles, books, podcasts, and self-reflection surveys.

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



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

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

Building Emotional Intelligence and Empathy

eLearning

Workshop