

# LEADER'S EMOTIONAL INTELLIGENCE REFERENCE CARD

## Components of Emotional Intelligence

**Self-Awareness:** One's ability to accurately perceive emotions, recognize triggers, and understand his/her behavior tendencies across situations, which includes:

- Understanding your values, purpose, strengths, weaknesses, biases, and goals
- Being aware of situations and people who push one's emotional button

**Self-Management:** One's ability to use your awareness of your emotions to control thoughts and direct your behavior positively

**Social Awareness:** One's ability to accurately pick-up on the emotions in other people and understand what is really going on with them

**Relationship Management:** One's ability to establish and maintain trusting relationships with others

## Strategies to Enhance Self-Management

1. Conduct After Action Reviews (AARs) after events
2. Seek feedback from your support team and others
3. Recognize you control how you respond to emotions and/or situations
4. Keep the big picture in mind-purpose, goals, and objectives
5. Select role models who practice superb self-management skills
6. Ensure self-talk is positive and future focused
7. Visualize your success
8. Foster a learning orientation
9. Conduct contingency planning for future changes
10. Eat right, get adequate sleep, and take breaks to maintain self-regulation energy

## Strategies to Enhance Self-Awareness

1. Reflect on your core values, beliefs, purpose, and future self
2. Conduct After Action Reviews (AARs) after emotional events and daily
3. Seek feedback from others
4. Identify situations and people's behavior that pushes your buttons
5. Recognize the physiological arousal associated with emotions
6. Avoid labeling your emotions as good or bad—they are information
7. Create opportunities for reflection each day
8. Seek opportunities to engage in 360 degree assessments
9. Look for your emotions in literature (e.g., books, movies, etc.)
10. Seek out stretch experiences

## Strategies to Enhance Social Awareness

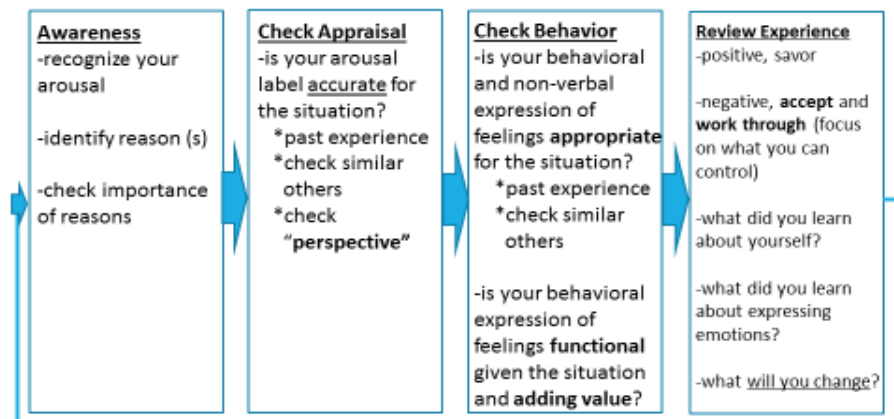
1. Practice reading people's non-verbal cues
2. Assess the situation to determine potential impact on people
3. Place yourself in other's shoes to develop empathic responses
4. Be present and listen to others (verbal and non-verbal)
5. Create goals for social interactions (e.g., team meetings, etc.)
6. Seek feedback from others
7. Conduct After Action Reviews (AARs) after interactions
8. Look for social awareness in the movies or literature
9. Build your support team
10. Select role models who practice superb social skills

# Strategies to Enhance Relationship Management

1. Greet people by name
2. Ask people questions about people's backgrounds and share information about yours
3. Treat people with respect and as valuable teammates
4. Develop your competencies to meet role expectations
5. Care about and appreciate your people and work to ensure all benefit from the relationship
6. Be accessible to teammates
7. Seek teammates' feedback on decisions and share the "WHY"
8. Address conflict immediately and work to resolve in win-win manner
9. Provide candid feedback to develop people
10. Use your informal leaders to shape meaning and give you a pulse

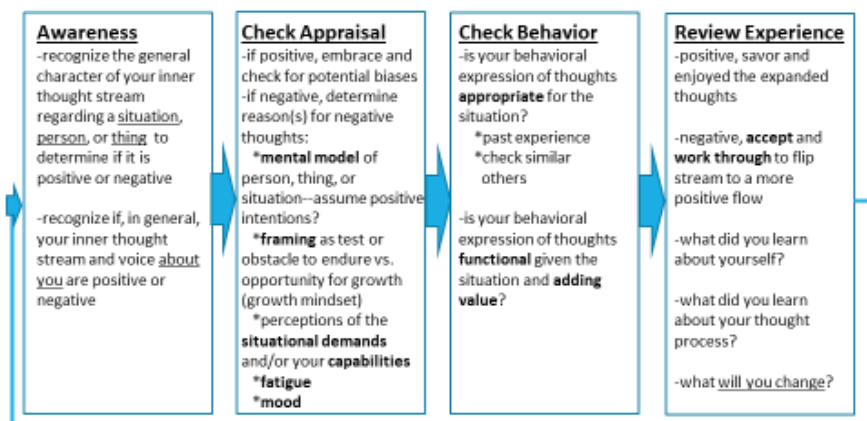
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# Emotional In-Process & After Action Review Format



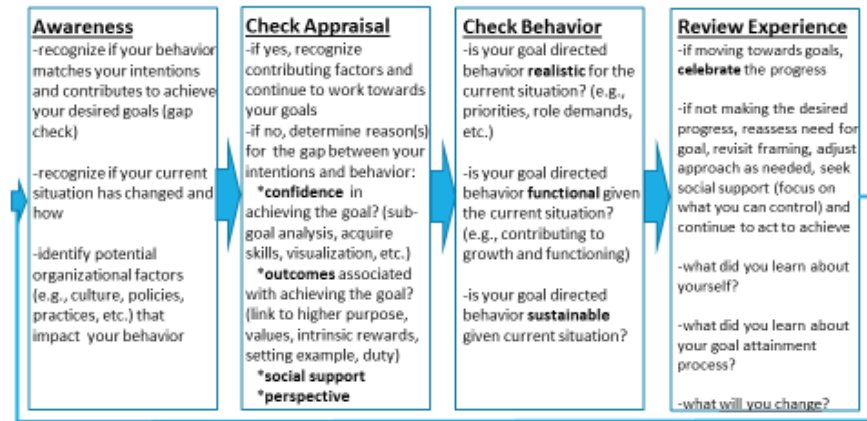
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# Thought In-Process & After Action Review Format



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# Motivated Behavior In-Process & After Action Review Format



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