THE EMOTIONALLY INTELLIGENT TEAM

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LEARNING OUTCOMES

By the end of this session, attendees will...

- Understand the term emotional and social intelligence (ESI)
- Identify the seven skills to becoming a better teammate and leader
- Set three goals for improving ESI on one or more of their teams
WHAT IS A TEAM?

- Purpose
- Productivity
- Accountability
- Power
WHAT IS ESI?

• Fundamental tenets
• Benefits
  • “Nothing breeds success like success.”
  • Positive attitude
• Economic justification
7 SKILLS OF A TEAM’S ESI

Team Identity
Motivation
Emotional Awareness
Communication

Stress Tolerance
Conflict Resolution
Positive Mood
TEAM IDENTITY

- Sense of purpose
- Acceptance of one another
- Perception that the team is a distinct entity
- Commitment
- Pride and resilience

Clarity about roles and responsibilities
MOTIVATION

• Needs
• Desires
• Goals
• Accountability
• Reinforcement and rewards
• Persistence
EMOTIONAL AWARENESS

- Exploring and using information
- Comfort with emotions
- Awareness of a rich assortment of emotional behaviors
- Objectivity
- Graceful responses
COMMUNICATION

- Sender – Message – Receiver
- Meaning
- Feeling
- Technique
STRESS TOLERANCE

- Environmental awareness
- Assertiveness
- Self-regard
- Wellness
- Humor
- Flexibility
- Humility
CONFLICT RESOLUTION

- Patience
- Perspective
- Intention and attention
- Collaborative communication
- Empathy
- Assertiveness

Choice in conflict resolution style

- Gratitude
POSITIVE MOOD

• Positive can-do attitude
• Hopefulness
• Curiosity
• Long-term view
• Attitude of abundance

• Playfulness
• Zest
THINK – PAIR – SHARE

- Consider the 7 key skills – what are some specific ways that you have contributed to emotional and social intelligence on a past or current team?
7 SKILLS OF A TEAM’S ESI

Team Identity
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Communication

Stress Tolerance
Conflict Resolution
Positive Mood
What are three ways that you can improve ESI on one of your current or future teams?

- Challenge yourself to address three different skills
- Set SMART goals
7 SKILLS OF A TEAM’S ESI

Team Identity
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Stress Tolerance
Conflict Resolution
Positive Mood
SUMMARY

• Teamwork + ESI = The Emotionally Intelligent Team

• Emotional literacy improves with practice
  • “Perfection is not the goal. It’s all about the journey.”
LEARNING OUTCOMES – REVIEW

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