

THE EMOTIONALLY INTELLIGENT TEAM

Heather Gately

Sarah Sheppard

James Madison University Recreation

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

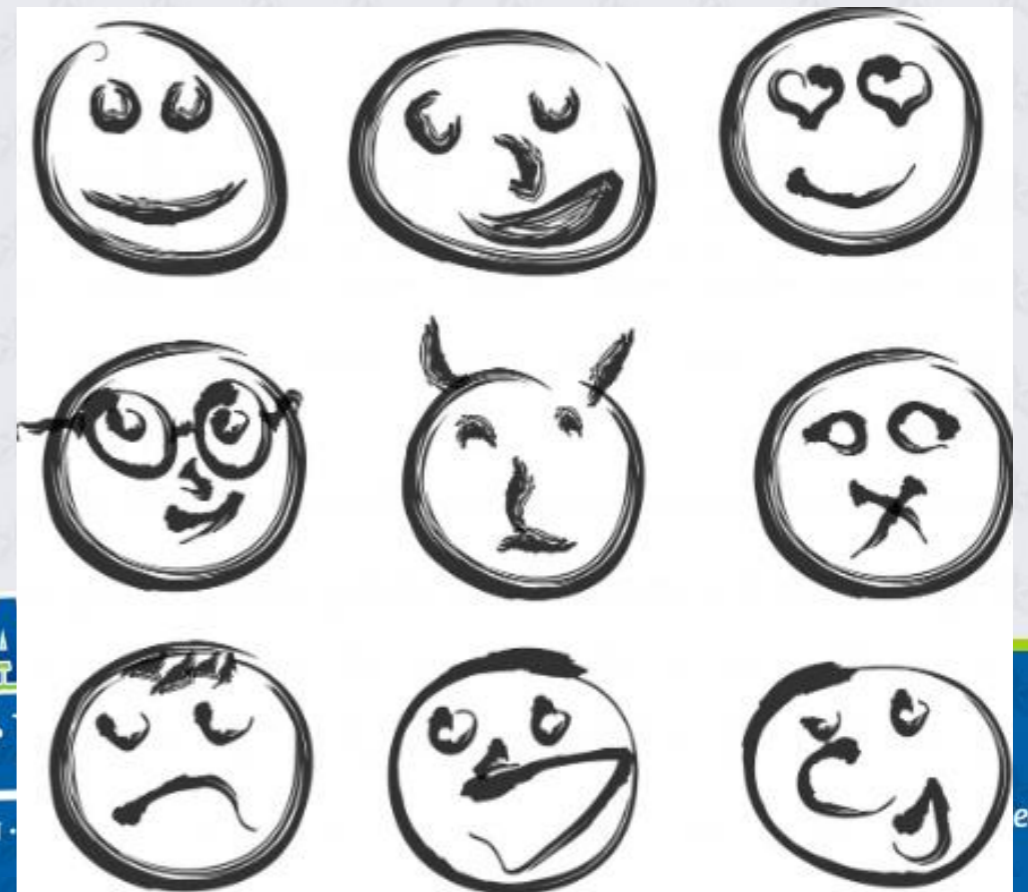
WHAT IS A TEAM?

- Purpose
- Productivity
- Accountability
- Power



WHAT IS ESI?

- Fundamental tenets
- Benefits
 - “Nothing breeds success like success.”
 - Positive attitude



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

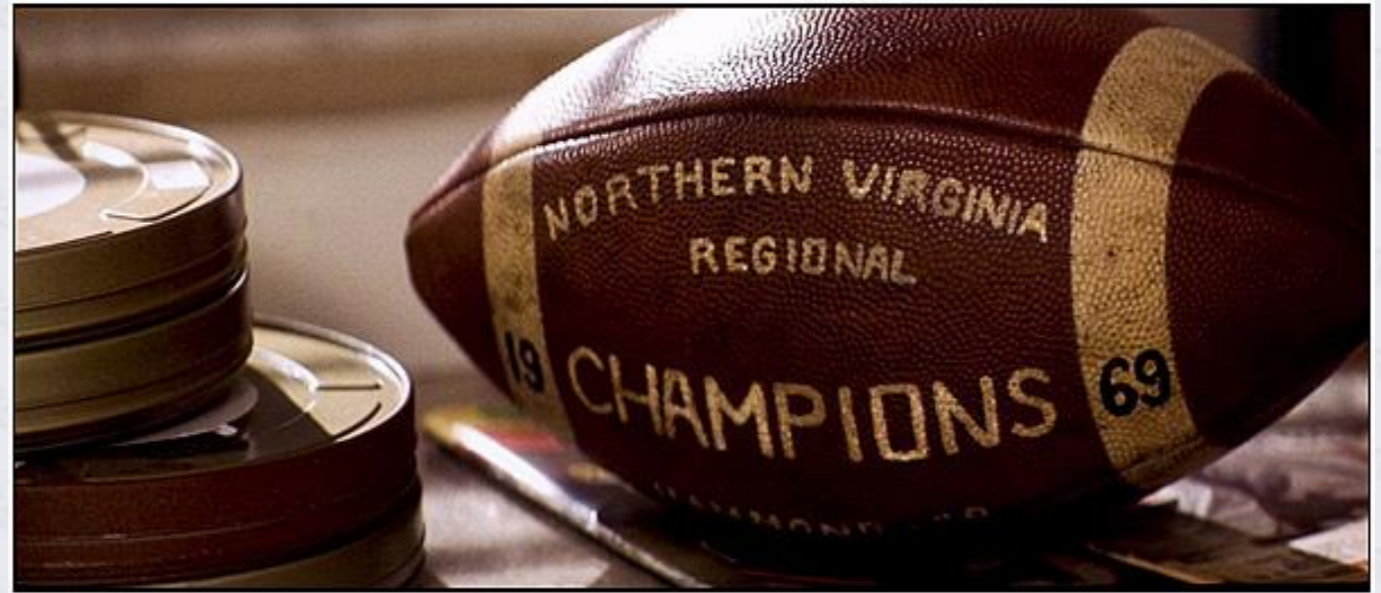


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MOTIVATION

- Needs
- Desires
- Goals
- Accountability



- Reinforcement and rewards

- Persistence

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EMOTIONAL AWARENESS

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



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COMMUNICATION

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



STRESS TOLERANCE

- Environmental awareness
- Assertiveness
- Self-regard
- Wellness
- Humor



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- Humility

CONFLICT RESOLUTION

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



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- Choice in conflict resolution style

- Gratitude

POSITIVE MOOD

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



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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?

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GOAL SETTING

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

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SUMMARY

- Teamwork + ESI =
The Emotionally Intelligent Team
- Emotional literacy improves
with practice
 - *“Perfection is not the goal.
It’s all about the journey.”*

The *Emotionally Intelligent Team*

Understanding and Developing
the Behaviors of Success

Marcia Hughes and
James Bradford Terrell



LEARNING OUTCOMES – REVIEW

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