

# Emotional Intelligence & The Agile Workplace

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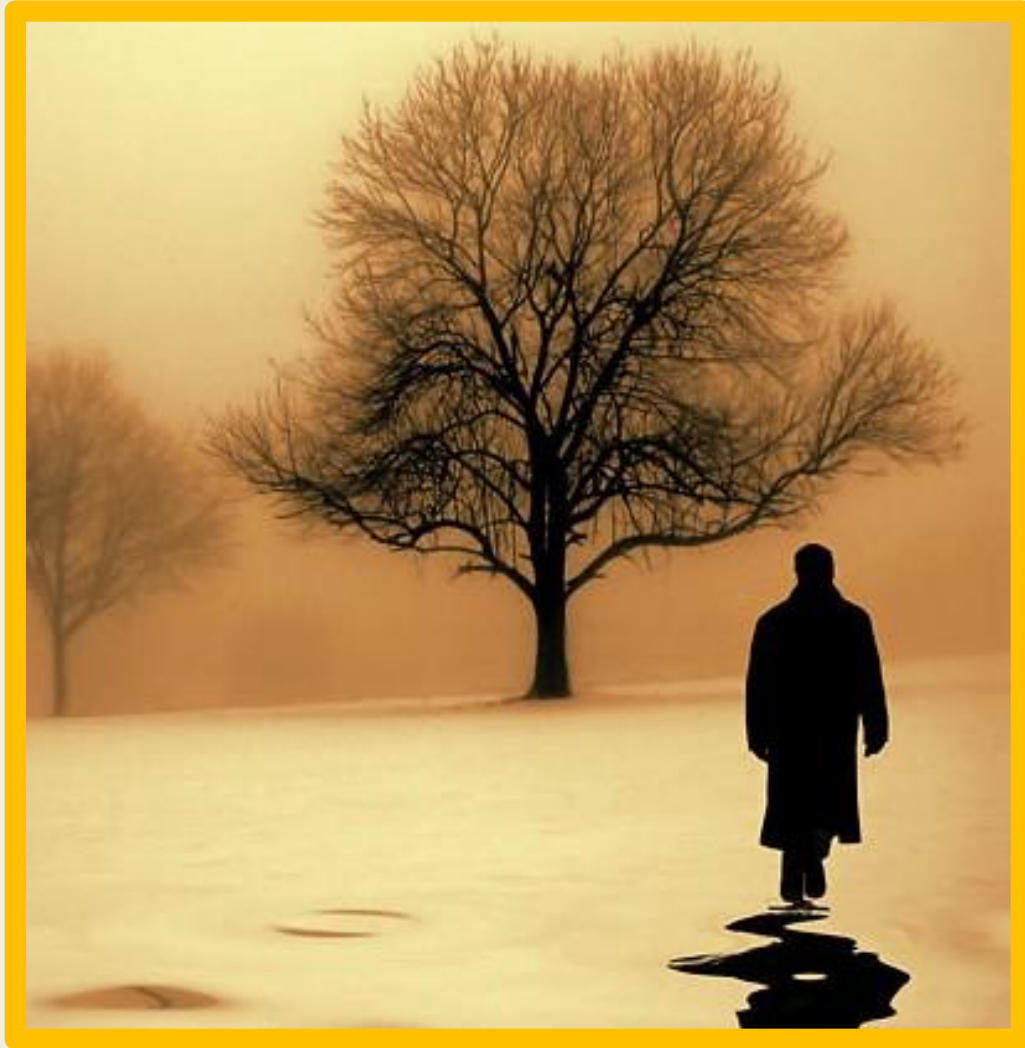
July 24, 2024

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# Engaged or Disengaged?



## Emotional Intelligence

- Engage trust
- Build relationships
- Align teams



# Syllabus

- **Emotional Intelligence Essentials in the Workplace**
- **Clear Communications**
- **Constructive Conflict**



# Emotional Intelligence

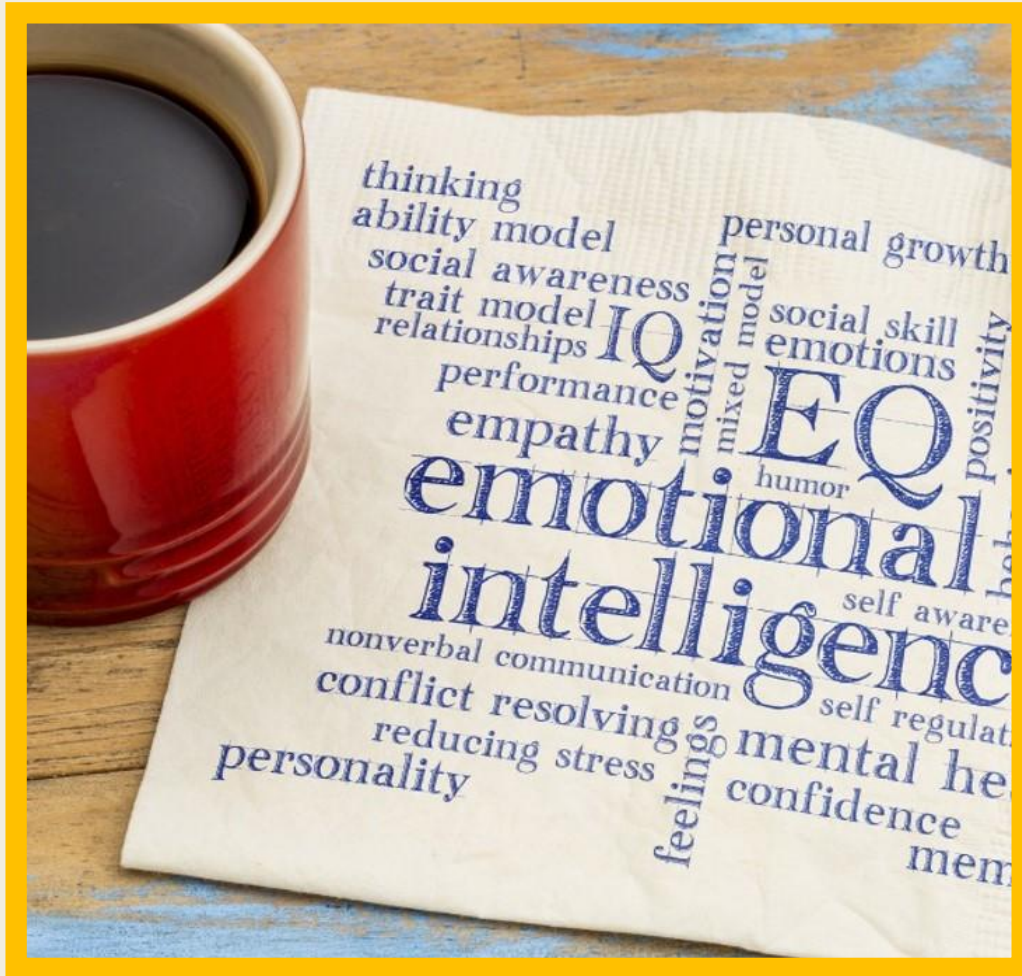


“Managing *feelings (reactions)* so they are expressed appropriately and effectively, enabling people to work together smoothly toward their common goal.”

Daniel Goleman



# EI is an Action Verb React



- Observe
- Evaluate
- Choose
- Collaborate



# Emotionally Intelligent Behavior Workplace Success Story



*“Instead of firing her,  
I gave her a raise.”*



# Emotionally Intelligent Elements

**Mission**

**Communication**

**Team Building**

**Conflict**

**Collaborative  
Action**



# How are you perceived?

Mission

*What do you want to happen?*

*During a team/client meeting are you thinking about what you want to achieve or what everyone needs to achieve?*





# How is your message received?

## Communication

*Do you listen for the real story and ask questions, or only hear what people are telling you?*

*How do you know people are telling you the real story?*

*Do you listen to understand or to respond?*



# Are you enabling respectful and trusting teams?

## Team Building

*Do people understand their **roles**?*

*Do you clarify your **expectations**?*

*Are people allowed to make **mistakes**?*



# How do you handle change?

## Stress Management

*How do you react when things don't go as planned?*

*How do people on your team react when things don't go as planned?*

*What is your reaction when someone says, "Because it's always been done this way?"*



# How do you handle difficult conversations?

Collaborative  
Action

*Do you make decisions for people or with them?*

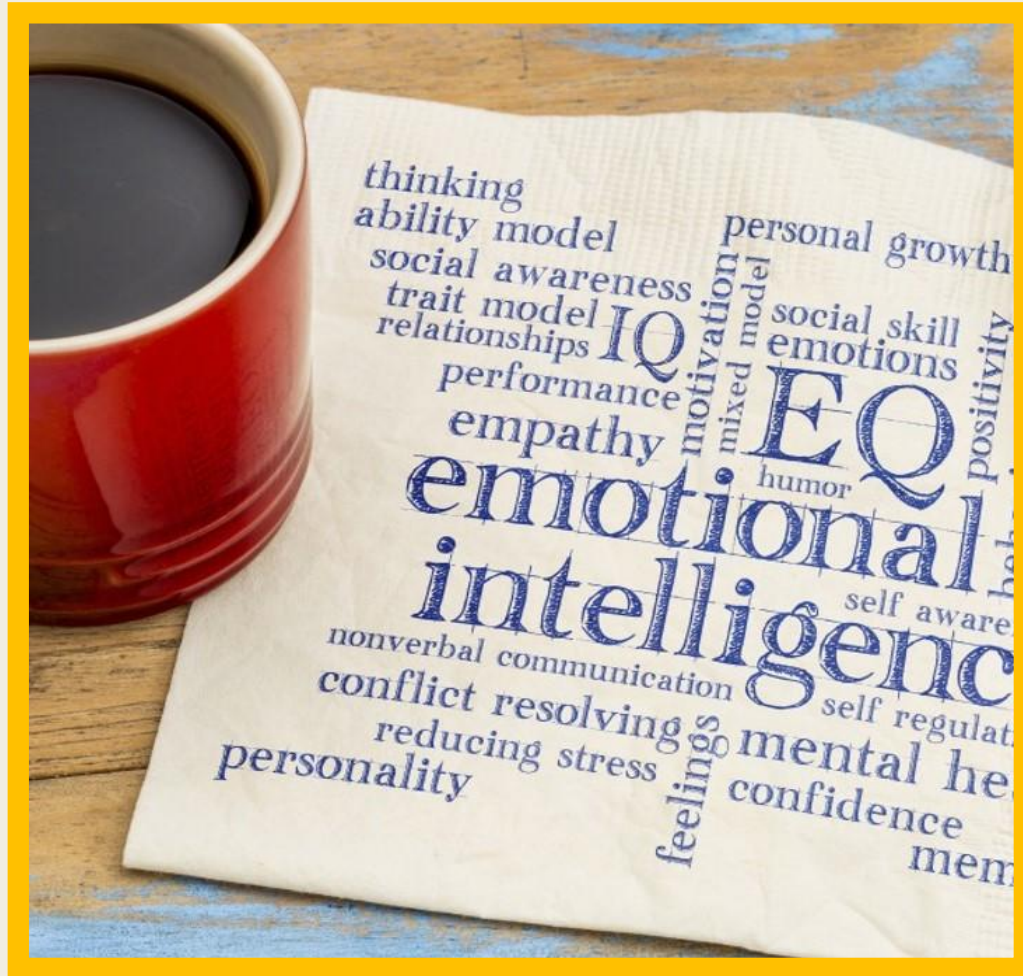
*How comfortable are you asking for help?*

*How comfortable are you offering help?*

*What are your thoughts on feedback?*



# Putting EI into Practice



- ❑ Crucial Conversations
- ❑ Negotiation
- ❑ Listen to Understand



# Crucial Conversations

- Unexpected
- Highly Visible
- Meant to harm you
- Demand a response

Don't respond, defuse



# EI and Cross-functional Teams

Collaboration  
Tip



Purpose

What is the conversation you want to have?



Priority

What is important to you?



Empathy

What are fears and threats to protect?



# Collaborative Engagement Phrases

Collaborative Value	<i>Suggested Statement Sample</i>
<b>Partnership</b>	I really want to work with you to solve this problem
<b>Empathy</b>	I hear your concern
<b>Acknowledgement</b>	I can see you have put a lot of time and effort into this
<b>Respect</b>	I appreciate your expertise in this area
<b>Legitimation</b>	I agree, these are several aspects that should be considered
<b>Support</b>	I want to help you successfully resolve this challenge

Source: Ron Friedman  
Harvard Business Review On Point, Fall 2016





# Adapting to Communicate



**Alpha  
Communicator**



**Conciliatory  
Communicator**



**Collaborative  
Communicator**



**Detail-Oriented  
Communicator**

**Balancing Team Strengths**



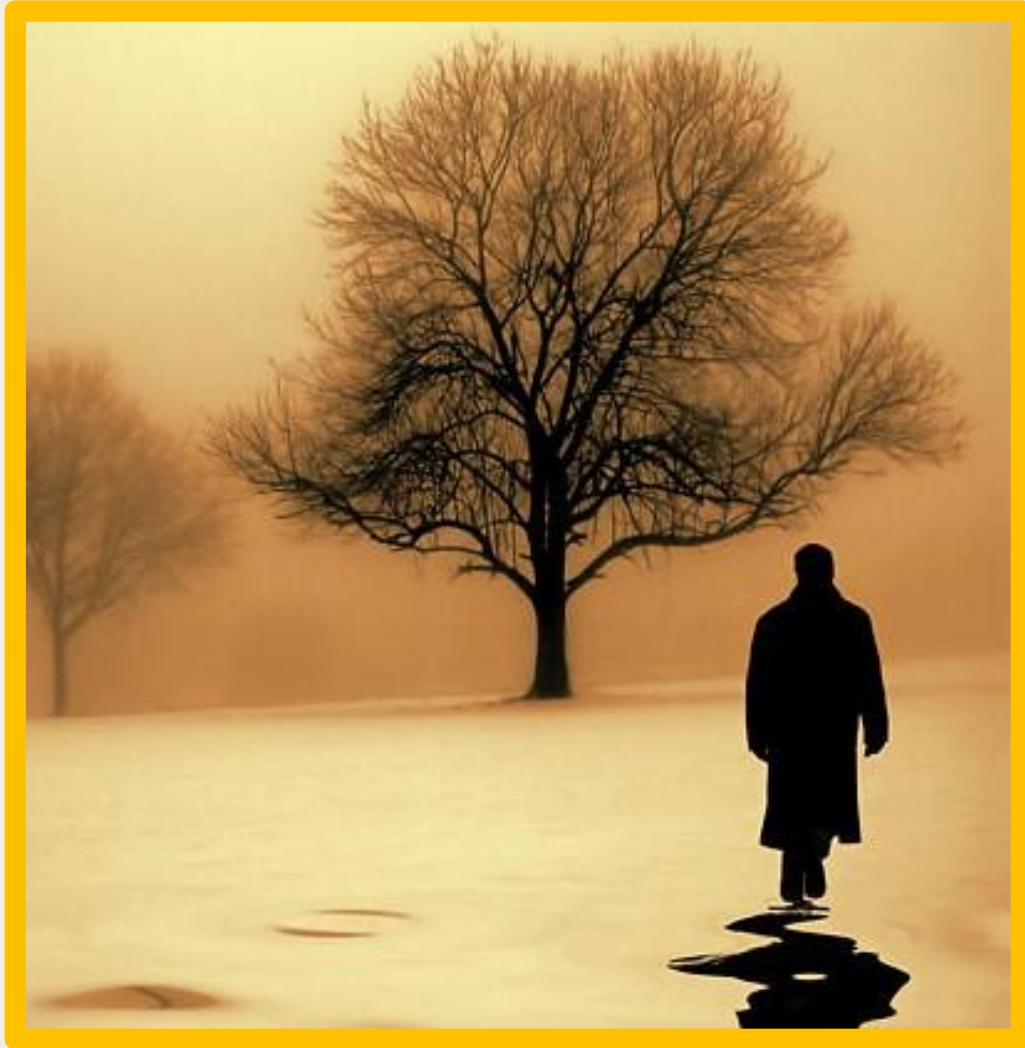
# Putting EI into Practice – First Steps



- ❑ Pay Attention
- ❑ Model Mutual Respect
- ❑ Listen to Understand



# EI and Business Partnerships



- **Build relationships**
- **Engage trust**
- **Align teams**



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**Free E-Book**

## 23 Leadership Tips for Emotionally Intelligent Leaders



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*Transforming Technically Expert  
Professionals Into Excellent  
World-Class Leaders*

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