

# LIVE EXCHANGE

(2)

HOW DOES EMOTIONAL INTELLIGENCE AFFECT STRESS.

## 4 THINGS

- 1 Work projects.
- 2 7min.
- 3 Personal relationship
- 4 Not dependable / balance.

back pain } stress  
eating }

siddy } relaxation  
sleepy }  
lightness  
floating.

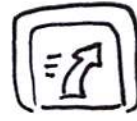
when you are down  
take care of yourself.

emergent stress and action.

how to self care, deflate, slow down  
take a break.

- quick & immediate destressing
- Laugh
  - workout \*
  - chocolate
  - drive.
  - shower
  - music \*
  - jump.

## emotions



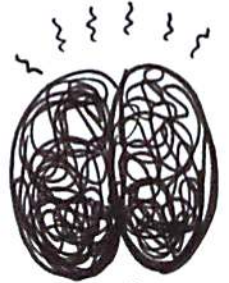
guidance system.

- how we survive as social beings
- social intelligence.
- gauge of the situation



only so much energy.

we can listen or leave the signals  
we need to accept our chemical makeup and to move forward...



BRAIN.

THINGS CREATE EMOTION.



"looking for lightness"

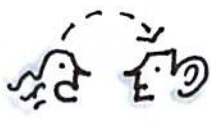
harness your emotions as a predisposition for action. / be an observer of your own emotions.

## self management

- recognize & react ... but don't suppress.
  - react
    - pause / deep breath.
    - take a walk / physical break
  - sleep
  - run
  - exercise
- } recurring practices.   
 break from normal.

# LIVE EXCHANGE

## DIFFICULT CONVERSATION.



learnings  
 How to be patient and listen when in a heated/difficult conversation.

openspace to fill up. how to actually listen...

opening personal part of yourself.



We want to initially avoid the conversations.



knowing you'll have emotional ability to deal with the conversation.

RIGHT conversation at the wrong time is the wrong conversation.



Questioning  
 Rephrasing

be willing to learn from others.



ESTABLISHING YOUR OWN VOICE

## Coordination ↔ Collaboration.



bringing pieces together & not stepping in each others toes.



working together to get a greater sum.

loud introverts & quiet extroverts.

## ANCHORING



- identity
- personal values.
- established process.
- be comfortable with messiness.
- trust each other.
- self trust...

## when to jump in / when to talk...



Speak the language.  
 different processes

different understandings  
 cultural empathy

Competent leader can listen and talk.

new words self seen by the words others.

build your repertoire of responses...



start with their language and then move them to your own...

DESIGN THINKING NEEDS TO BE COMFORTABLE WITH THE 'I DON'T KNOW' STANCE.



- portfolio
- affinity map priorities.

## ART OF SAYING NO.

# LIVE EXCHANGE

## RELATIONSHIP MANAGEMENT.

- understanding other people's interaction if you like it or not.
- acknowledgement the other people
- sharing relevant commonalities.
- thoughtful gestures
- quick responses / responsiveness.
- err on the side of responsiveness
- empathy and strength.



## social awareness

- pick up others emotions.
- body language
- follow up on intuition
- get emotionally connected
- pick up on ques.
- FIND hidden language
- NOT let your own feelings distract your options.

## social & relationship management.

\* keep testing yourself... to see where you stand



\* use strengthfinder in part of hiring process.

- multiple intelligence / Powers

- Howie Gardner.

- Linguistic / mathematical
- Kinesthetic
- Spatial temporal etc...

## Self awareness — explaining your self & educating your self.

- Personal set of ethics.
- secret inner voice.
- Your ability to accurately perceive your emotions on your own reactions to things.
- Your own physical nature your own emotional nature.
- don't judge your feelings. anticipate reactions

design ego vs. design collaboration

