

STOP-THINK-LEAD:

MANAGING AWKWARD CONVERSATIONS THROUGH
EMOTIONAL INTELLIGENCE STRATEGIES

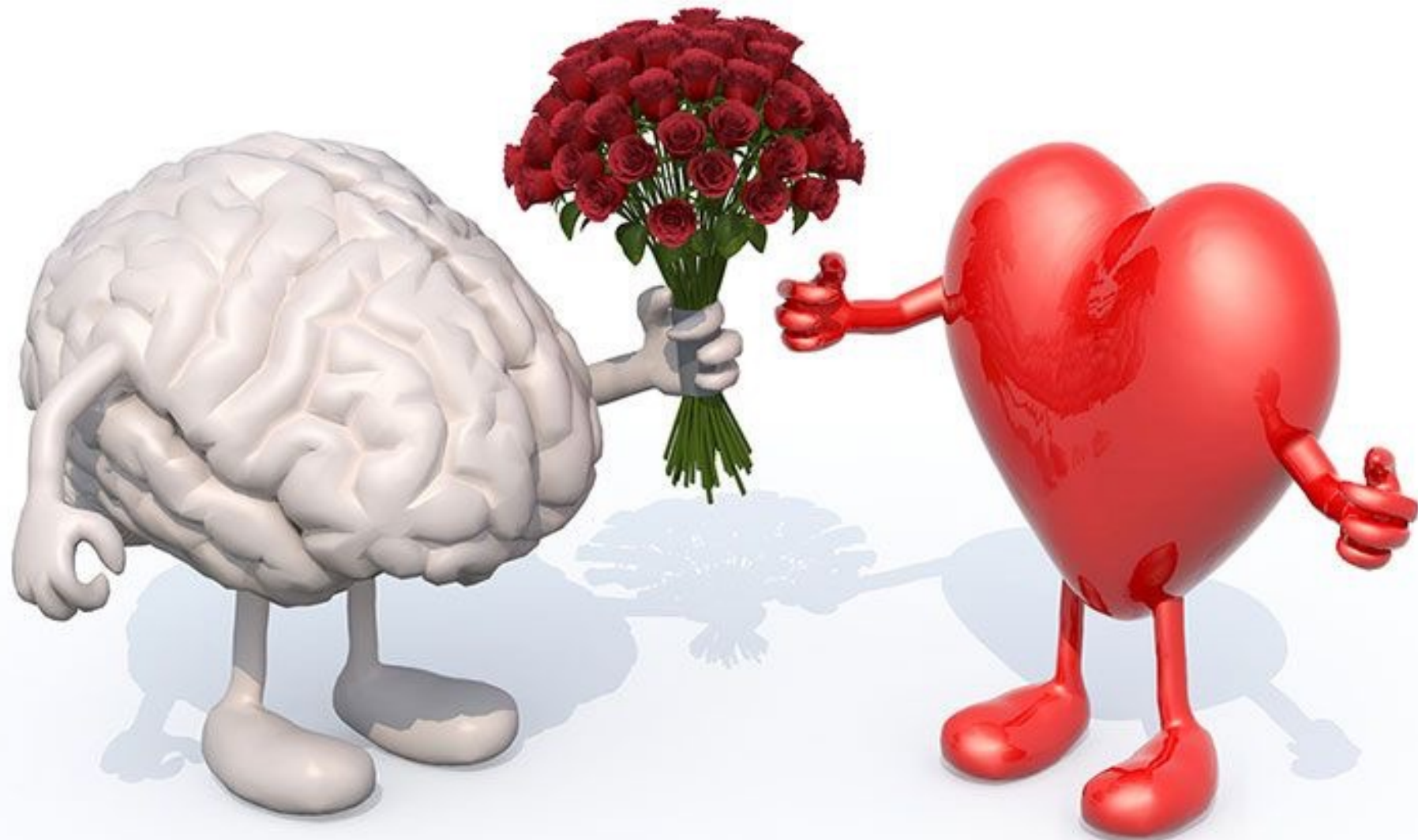


STOPPING TACTICS

LETS QUICKLY REVIEW



EMOTIONAL INTELLIGENCE (EQ)



Personal and Social Competence Skills to
Navigate Social Complexities

Definition:

Recognize your own and other 's emotions

Discern between different feelings and label them appropriately

Guide thinking and behavior of yourself and others to achieve ones goals.

IF IT'S GOING TO BE AN AWKWARD
CONVERSATION, DON'T HAVE IT



THE PROCESS - STOP / THINK / LEAD



Step 1: **Stop:** Don't React. Having Self-Awareness and Self-Regulation to **Do No Harm:** Using Stopping Tactics before you escalate an awkward or tense situation into something even worse. If you are going to have an awkward conversation, don't have it.



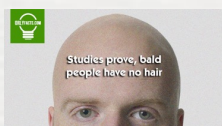
Step 2: **Think: Be Mindful and Aware:** Recognize and understand the causes and consequences of emotions in self and others. Think through all the positive outcomes or goals you want to achieve.



Step 3: **Lead:** Patiently execute the right strategies at the right moment. **Make a point without making an enemy.** What tactics (calming, energizing, or building) help achieve your positive outcomes or goals?

You can't control how you feel, but you can control what you do!

STOPPING TACTICS



- Do no harm, it will pass
- Keep walking and come back with a plan
- Thoughtfully explore with eyebrows up
- Smile and state the obvious
- Say yes and add something of your own
- Acknowledge the concern

STOP: DO NO HARM, IT WILL PASS



Emotions often change quickly if we don't escalate them. Let them float by like clouds in the sky.

LIFE IS 10% OF WHAT HAPPENS TO YOU
AND 90% OF HOW YOU REACT TO IT



STOP: KEEP WALKING AND COME BACK WITH A PLAN

You
got to know
when to **hold'em**,
know when to
fold'em,
know when to
walk away,
know when to
run





- When there is too much emotion involved
- When you are about to lose your temper
- When your anxiety level is through the roof
- When you feel in danger

WE DODGE AND REACT BEFORE WE LEARN TO EXPLORE



Trinity: How did you do that? I've never seen anyone move that fast.

Neo: It wasn't fast enough.

Stop: Thoughtfully *Explore*



Neo: “What are you trying to tell me, that I can dodge bullets?”

Morpheus: “No Neo. I’m trying to tell you that when you are ready, you won’t have to.”

LEARN TO BOUNCE OR PLAY ALONG?

“Thanks, I’ll take that as a
compliment”

“I don’t know that I’ve heard
it said quite like that before”

Keep bouncing long
enough for something
good to happen!



HOW TO BOUNCE OR PLAY ALONG

Acting
appropriately

Sincere	<i>“Play it down” with Feel, Felt, Found</i>	Upset
Having fun	<i>“Play it up” with Eyebrows UP</i>	Mean spirited

Acting
inappropriately

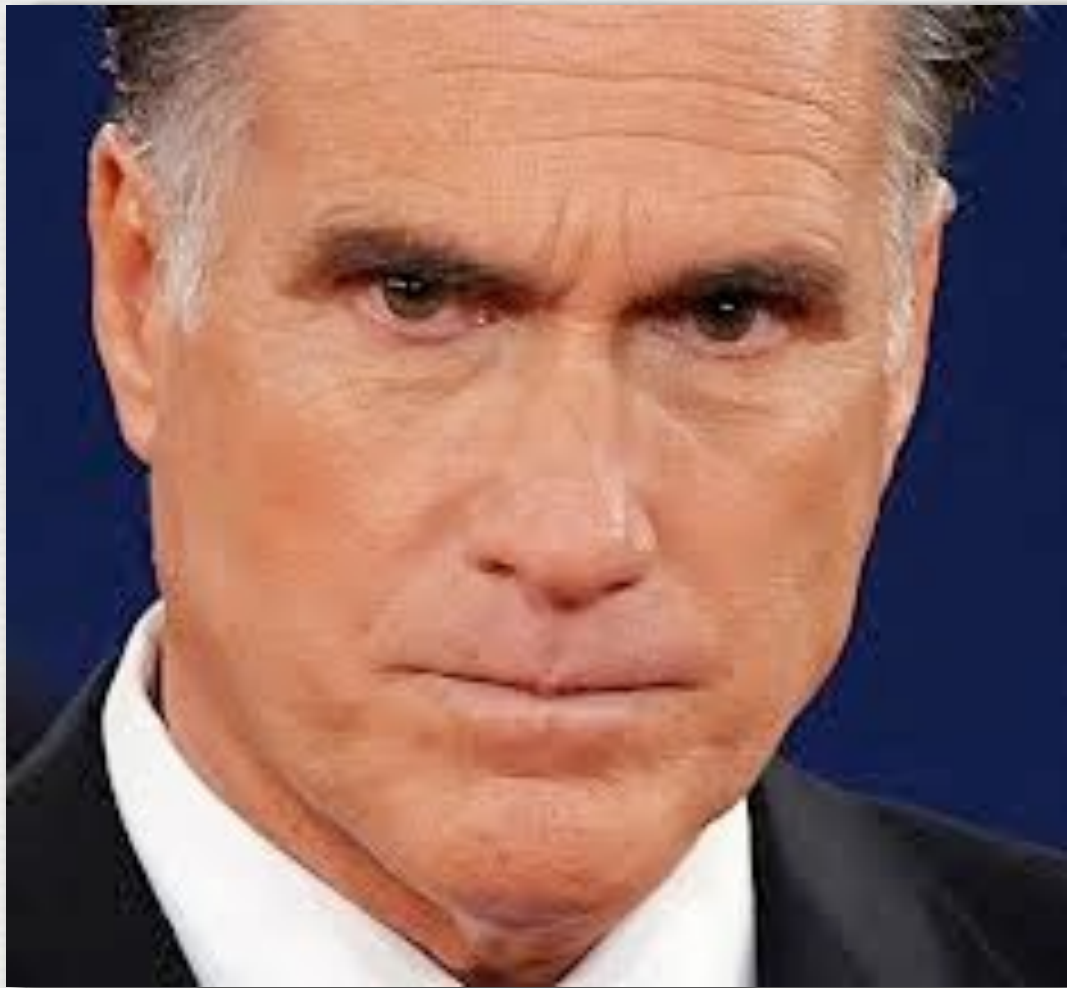
STOP THINK & LEAD



**No
Bounce**

Without being aggressive, hostile or difficult!

Explore: *Eyebrows Up*



Eyebrows down makes others
feel you are angry and
defensive



Eyebrows up to
communicate open
and congenial!

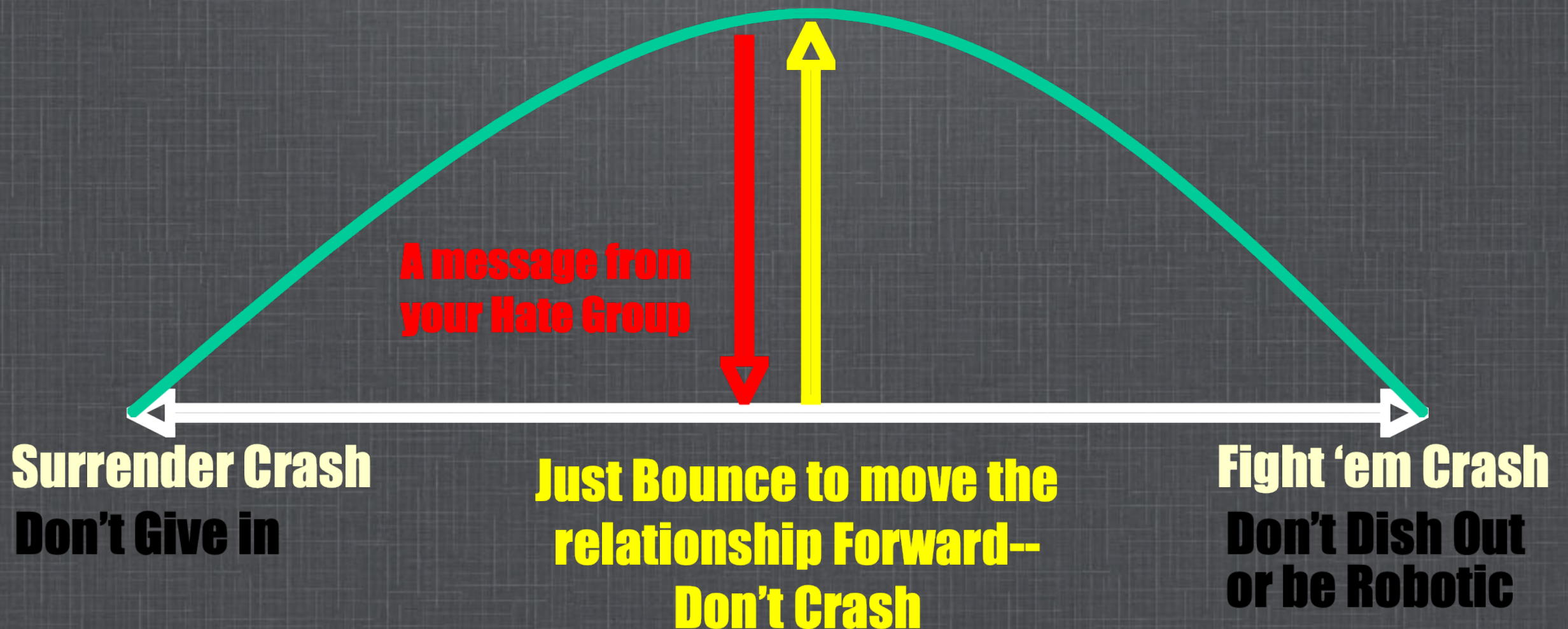
Learning to *Play Along*...



WHAT IS YOUR “PLAY ALONG” POWER

Play Along with:

1. Touch of Humor
2. Surprise
3. Shock
4. Stroke'em
5. Acknowledge point of view



GREAT LEADERS PLAY ALONG



What do you do when someone calls you a, “Leader who is old and can not function as the President”

HOW DO YOU PLAY ALONG WITH A HECKLER



Eyebrows Up!

PLAY IT UP OR DOWN?



Statement: That's ridiculous; entrepreneurial spirit is not a core value of the Marriott School. I can't believe you came up with such a stupid, idiotic, dumb idea!

"Remember, the Deans asked us to be direct and to the point. So this time, please don't sugar coat it for me, just tell me how you really feel."

ATTACKED: TURN NEGATIVE ENERGY INTO A POSITIVE BOUNCE



**“Thanks Conan!
I’ll take that as a
compliment.”**

**“After your last
movie I expected you
to walk out in your
underwear drinking
cheap beer.”**

ENHANCE YOUR PLAY ALONG SKILLS

BE REMARKABLE

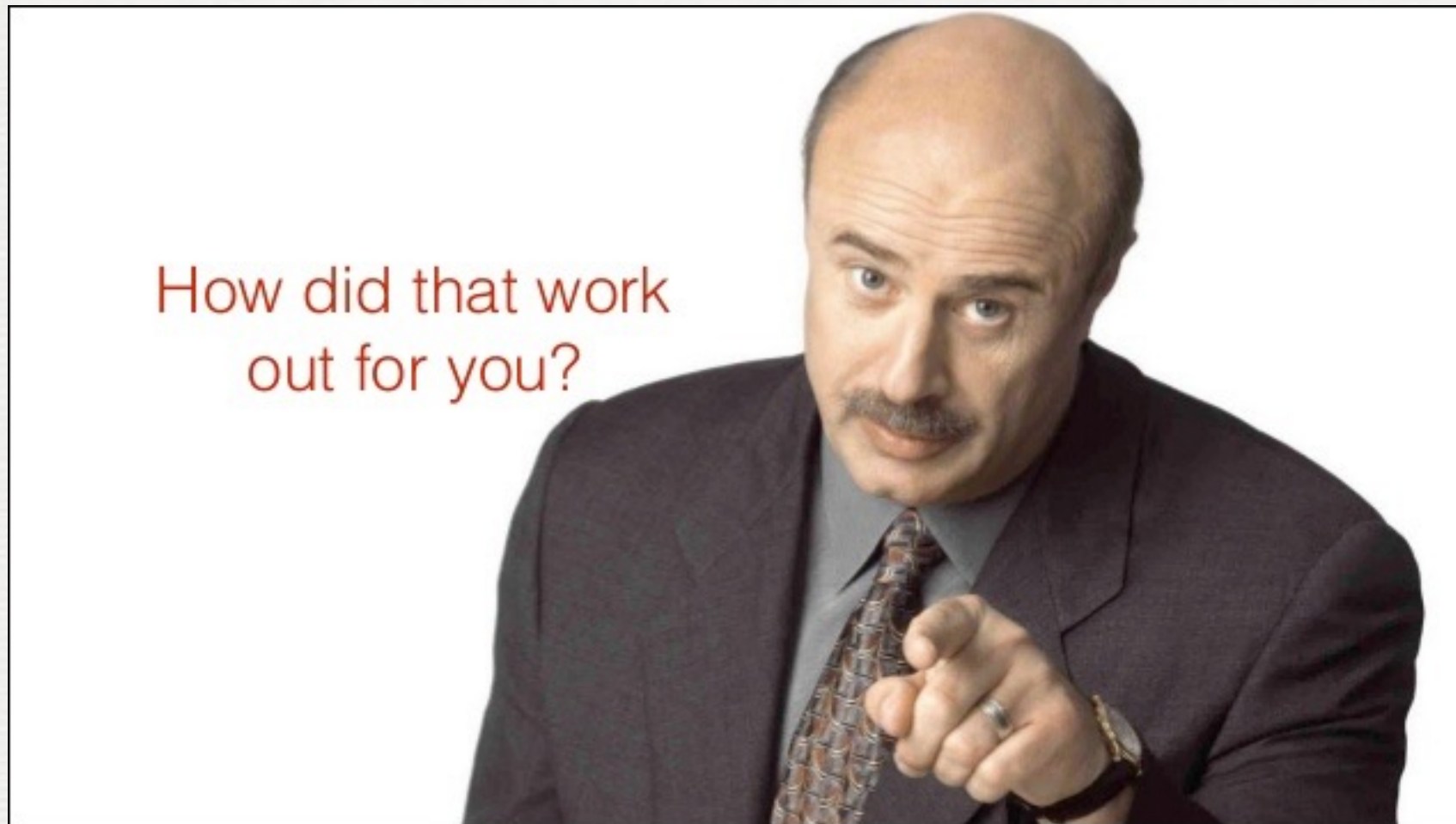


TAG TEAM TWINS

How it works: 4 players - Two sets of twins (a Good and **Bad** to the bone twin) are going out to a dinner and then to a concert. At any given point the *Evil Twin* tags the good twin and says or does something evil. After each tag, the good twin needs to bounce and repair the damage done by the evil twin.

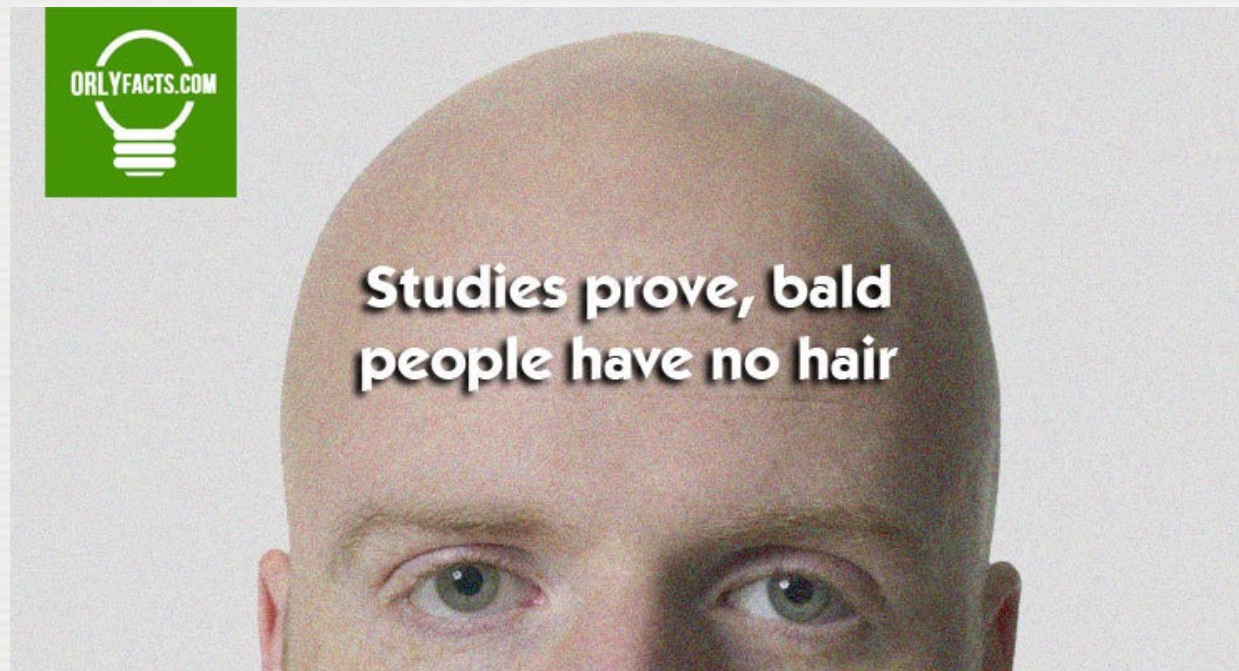
Let's play *EVIL TWIN*

STOP: ACKNOWLEDGE THE CONCERN



**Give yourself time and allow others to partially
solve their own issues**

STOP: SMILE AND STATE THE OBVIOUS



John, please help me get the arrow out of my heart.



Wow, I can see people aren't exactly thrilled with my new plan. Let's make it better!

What is it about stating the obvious?

U.S. ATTORNEY, JANET RENO



When asked about Ferrell's character, she just said, "I thought it was just kind of a spoof of this 6-foot-1 big old girl." "I think people are having fun." "I can't figure out why anybody is that interested in me."

STOP: SAY YES AND ADD SOMETHING OF YOUR OWN



One of the best ways to change a person's mind is not to attack their position, but rather, to find common ground.