

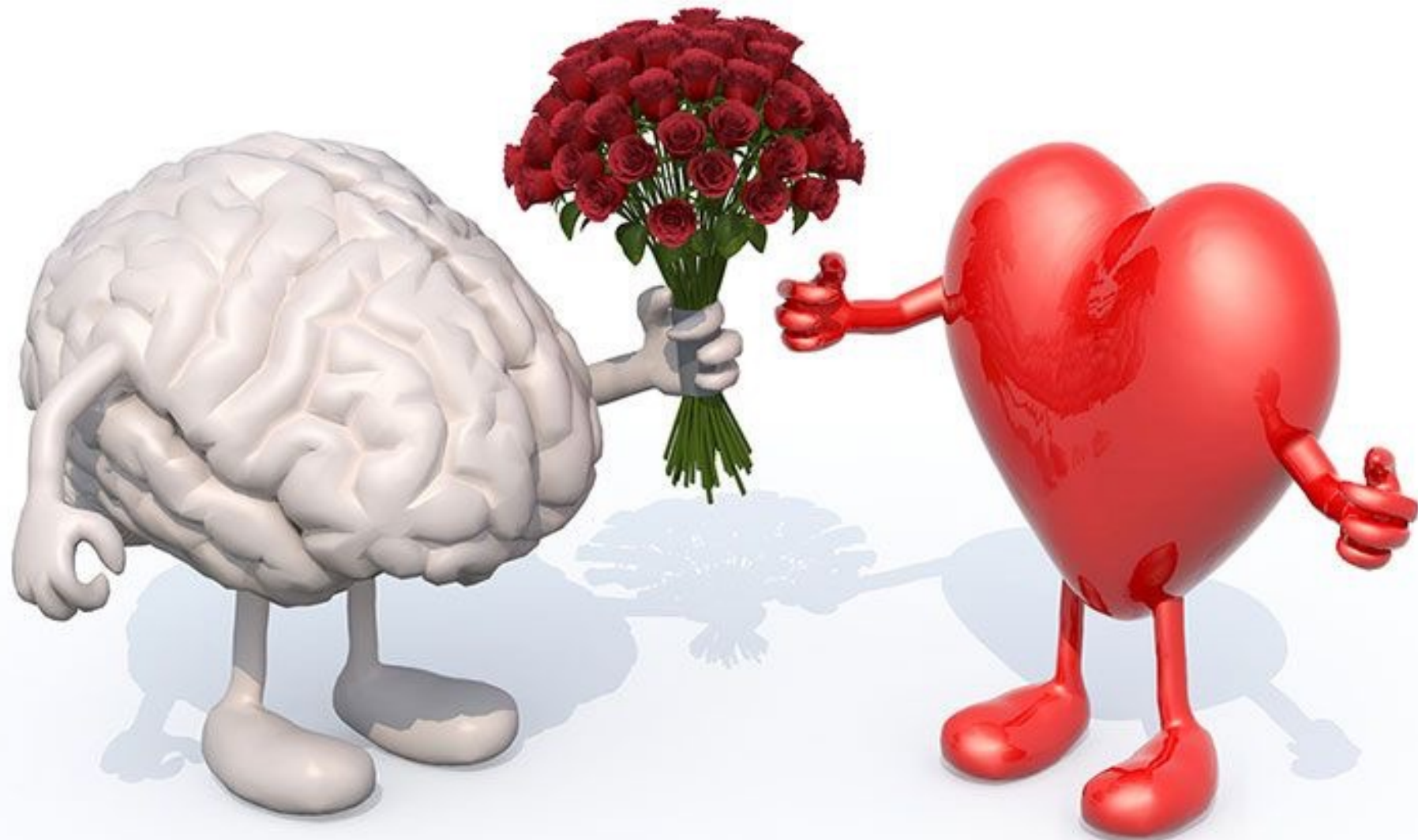
# STOP-THINK-LEAD:

MANAGING AWKWARD CONVERSATIONS THROUGH  
EMOTIONAL INTELLIGENCE STRATEGIES





# 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.



# FIVE KEY LEARNING POINTS



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





The quality of your life is related to the  
quality of your relationships. Tony Robbins







PROBLEM: TUNNEL VISION—SINGLE OUTCOME

SOLUTION: MINDFUL & AWARE—MULTIPLE OUTCOMES



# Don't Limit Your Future



Opportunities  
straight ahead

When managers see a person as the problem, rather than seeing the problem as a situation like boredom, indifference, or anger, it makes them less effective at handling conflict.



# 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!



# TOOLBOX OF LEADING STRATEGIES

## Calming

Go-to thoughts

Make a way to escape

Let data do talking

If he's stinko, I'm mojo

Employees see it...

Match intensity

## Energizing

Play it don't say it

Get out the garbage

Surprise piles

Thoughts and Feelings

Lean and smack

Pat the horse bottom

## Building

First in last out

Paint the target

Ride wave of momentum

Reward & reward again

Embrace the critical eye

Connect before correct

## ----- Stopping Strategies -----

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





# KEY LEARNING POINTS



The quality of your life is related to the  
quality of your relationships. Tony Robbins





What is more important?    Being Right?  
Or Having A Quality Relationship?





# HEADS OR TAILS

+

-





**ACCENTUATE  
THE POSITIVE.  
ELIMINATE  
THE NEGATIVE.**



# WHAT'S THE BIGGEST CHALLENGE WITH YOUR SUPPORT GROUP?

Positive Things they do...

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.

Negative Things they do...

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.



# COMMON REACTION TO THOSE WHO LOVE & SUPPORT US

Ignore &  
Take for  
Granted



Connect with  
People



Pump  
them Up

Easy  
Going



Creating  
Hurdles

Connect with  
Facts



Results  
Oriented

See as  
Nuisance



# THE LOVE GROUP CAN BE PAINFUL AND ANNOYING...



- ☒ What they say...
- ☒ What they do...



# LOSING THE LOVE IS AS EASY AS 1-2-3





ALL I SAID  
WAS "SPIDER-MAN 3"  
COULDA BEEN  
BETTER,





# WALKING AWAY FROM THE LOVE GROUP ...THE DEEPEST CUT!



Tom Edison:  
*Genius* But he made the ultimate mistake. He walked away from his ultimate Love Groupie - Tesla





PASSIVE AGGRESSIVE



# CAUSES OF PASSIVE-AGGRESSIVE BEHAVIOR

- **Upbringing:** being raised in an environment where direct expression of emotions was discouraged or not allowed.
- **Situational Characteristics:** You are in situations where displays of aggression, anger, or concern are not socially acceptable—business, church, family, school, function.
- **Easy Way Out:** Being Assertive and emotionally open is not easy. It is the **easy way** to deal with your anger or emotions.



# PEOPLE REFLECT YOUR DISPOSITION





# TOOLBOX OF LEADING STRATEGIES

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# First In, Last Out



*The best influence is often done at the margins...*

- Come early
- Stay late
- Visit when unexpected





# Paint The Target

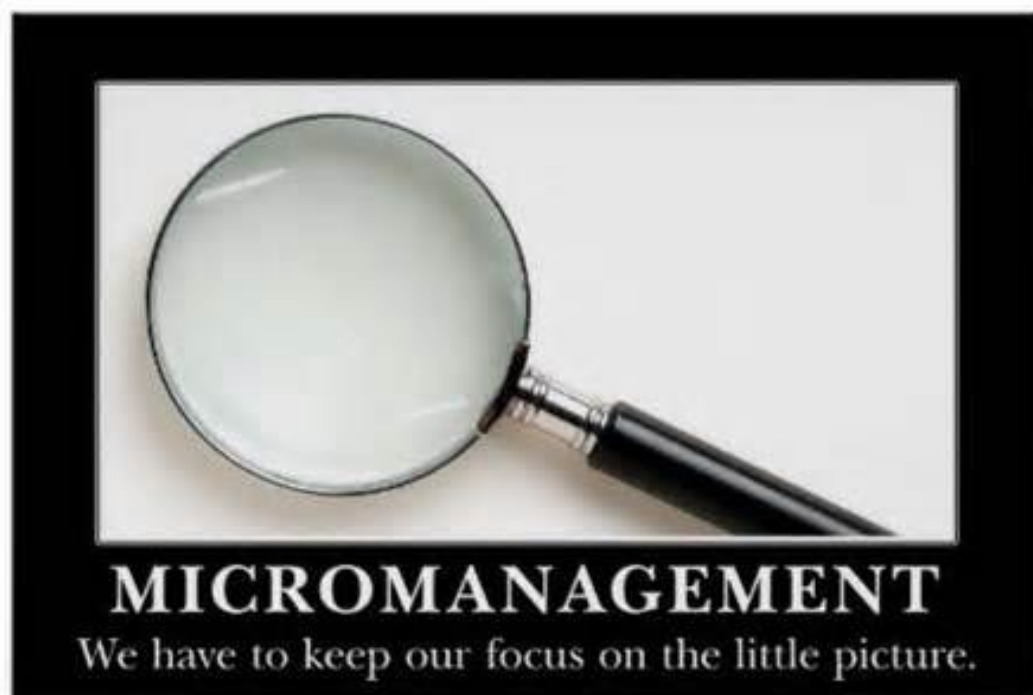


The Support Group  
just wants to please.  
Just show them  
how.



# Paint the Target Vs. Micro-Management?

## *Micro-Management*



## *Paint the Target*



How are they different?



# PAINT THE TARGET





# Reward and Reward Again





# Big Rewards vs Little Rewards - Does it Matter?

WHEN REWARDING DO YOU THINK ABOUT  
THE SIZE OF THE ACCOMPLISHMENT?



- ☒ “Big” occasions?
- ☒ “Little” occasions?

“LET ME SAY  
THANKS WITH  
REESE’S PEANUT  
BUTTER CUPS”





# Ride Waves of Momentum



Get your vision about “next steps” from people that are engaged!



# Embrace *the Critical Eye*



Ouch... The Great Eye is burning into my brain and making me woozy!



# SOME ARE JUST BORN WITH A SPECIAL GIFT TO HELP



Learn to love it  
and learn to  
use it because  
no matter  
what it will be  
coming our  
direction...

## THE CRITICAL EYE



# Connect Before You Correct



**“You have to reach  
the heart before you  
can teach the head.”**

~ Dr. Jane Nelsen

Why we don't do it.

- It's faster and more efficient to get right to the point
- You believe the other person values your candor
- You're busy and have more important things to do
- You feel the behavior needs to be corrected immediately



# BECOME A HIGHLY EFFECTIVE INDIVIDUAL





# Chris at the OK Corral

**Defender:** Chris - A fiscally conservative city councilman responsible for overseeing Retirement and Compensation packages paid to city employees in a small suburban community.

**Offender:** Doug - A city employee (inspector) who organizes a meeting for Chris under the direction of the city manager so that Chris can discuss his concerns over Retirement and Compensation.

**Background:** Months earlier Chris voiced his thoughts in a town meeting over “exorbitant salaries” paid to some city employees...compensation packages were the equivalent of cities four times the city’s size. In response, Doug wrote an editorial attacking Chris personally

**Situation:** Shortly after arriving at the meeting Chris is confronted by Doug backed by 114 city employees. Chris thought he was coming to a meeting with a few employees. Doug, exclaims, “Why do you hate the city employees so much?”



# PROCESS SIMPLIFIED

1. Chris will **Stop** (Do no Harm) and not have an awkward conversation by... **(Stopping Tactics)**
2. Chris will **Think: Be Mindful and Aware** and **Think** through **all** the possible outcomes by...**(Being Mindful and Aware)**
3. Chris will **Lead: Make a Point Without Making an Enemy** by patiently executing the right tactics...**(Calming, Energizing, and Building Tactics)**



# APPREHENDED/SUSPENDED

**Filbert - A  
Good Boy**



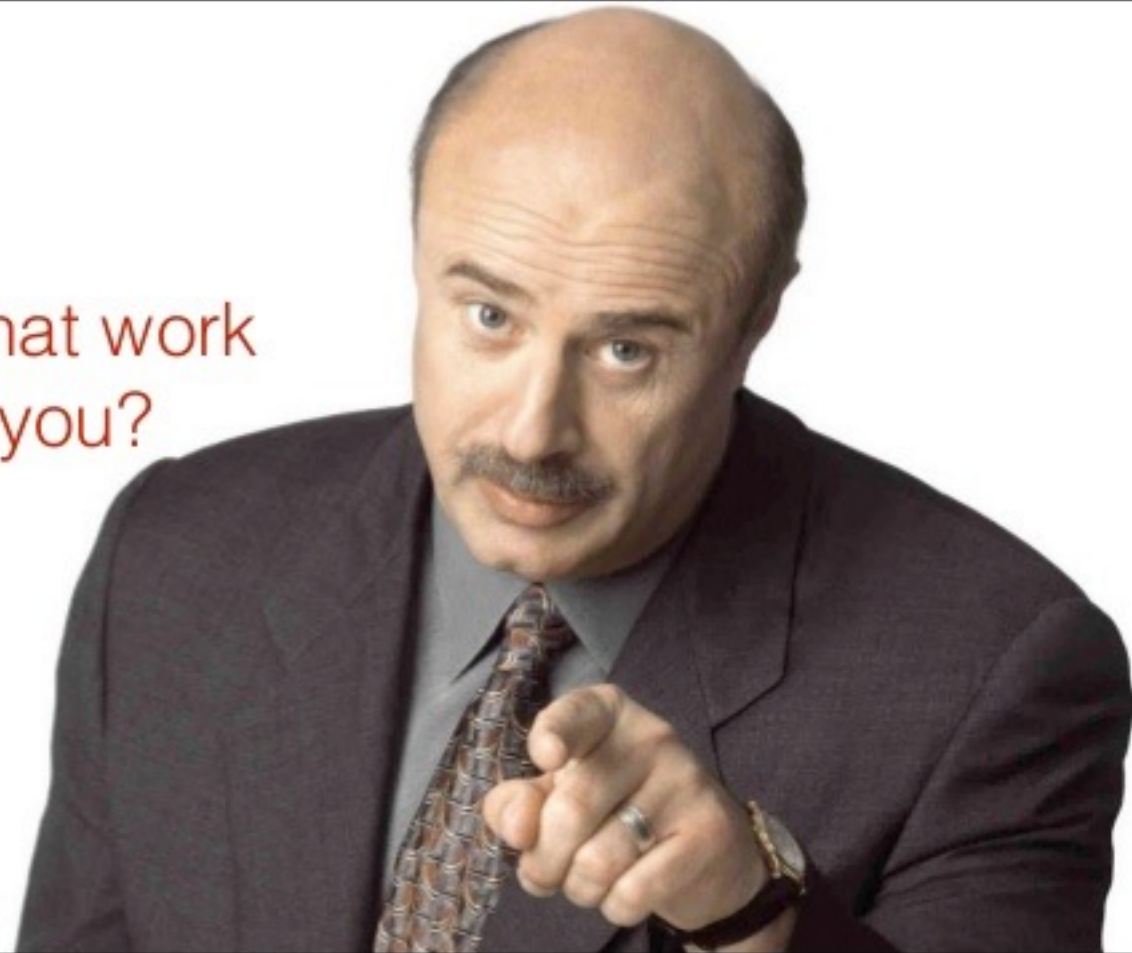
George's son Filbert is a gifted computer programmer. Filbert is a good boy, but got caught with some other boys "hacking" the high school's computer lab as a prank to send a funny message to everyone in the lab.

All the boys were handcuffed, taken to the office, barred "for life" from the computer lab, and suspended for a full week of school. What should George say to Filbert?



# POWERFUL EXPLORE QUESTION

How did that work  
out for you?



# S-T-L ROLE PLAY: JUNGLE GYM JENNY



**Kenny** is a successful salesman for a leading pharmaceutical company and travels frequently.

**Jenny** is Kenny's wife. Jenny is good at budgeting but spends whatever money she feels is necessary to make sure her four children are happy and well cared for.

**Kenny** is just returning from a week on the road making sales calls. Sitting down in the kitchen and looking into the backyard of his new home, he notices a new jungle gym play area. It's going to be a bad year for sales and he knows he can't afford the new play equipment. The purchase is a complete surprise. What should Kenny say to his wife?



# PROCESS SIMPLIFIED

1. Kenny will **Stop** (Do no Harm) and not have an awkward conversation by... **(Stopping Tactics)**
2. Kenny will **Think: Be Mindful and Aware** and Think through **all** the possible outcomes by...**(Being Mindful and Aware)**
3. Kenny will **Lead: Make a Point Without Making an Enemy** by patiently executing the right tactics...**(Calming, Energizing, and Building Tactics)**