

STOP-THINK-LEAD:

MANAGING AWKWARD CONVERSATIONS THROUGH EMOTIONAL INTELLIGENCE STRATEGIES

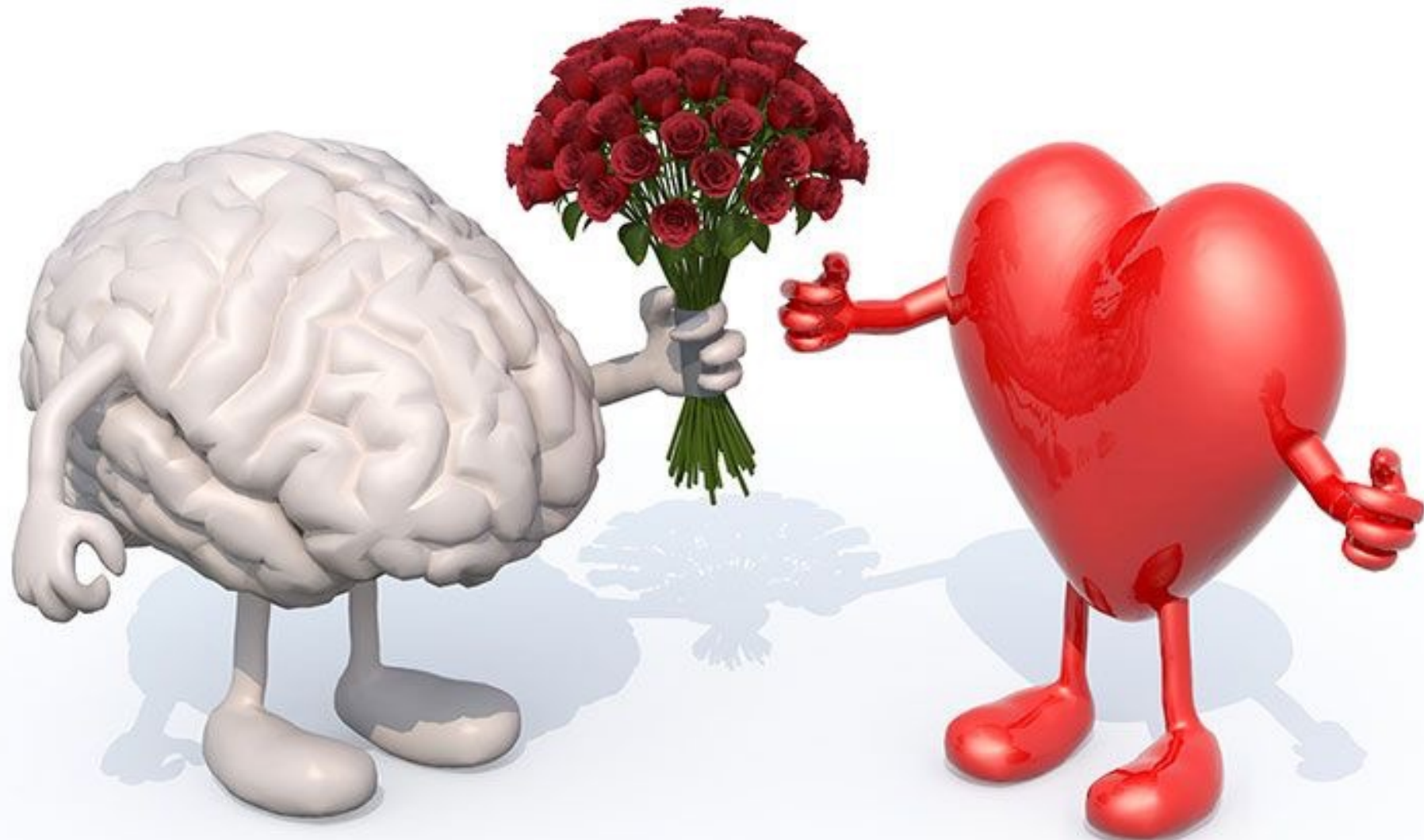


- Increasing your Emotional Intelligence
- Learning the STOP-THINK-LEAD Process
- Learning skills, tactics, and attitude that help you manage the critical situations at work, home, and church
- Making a point without making an enemy
- Being a Highly Effective Individual

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?

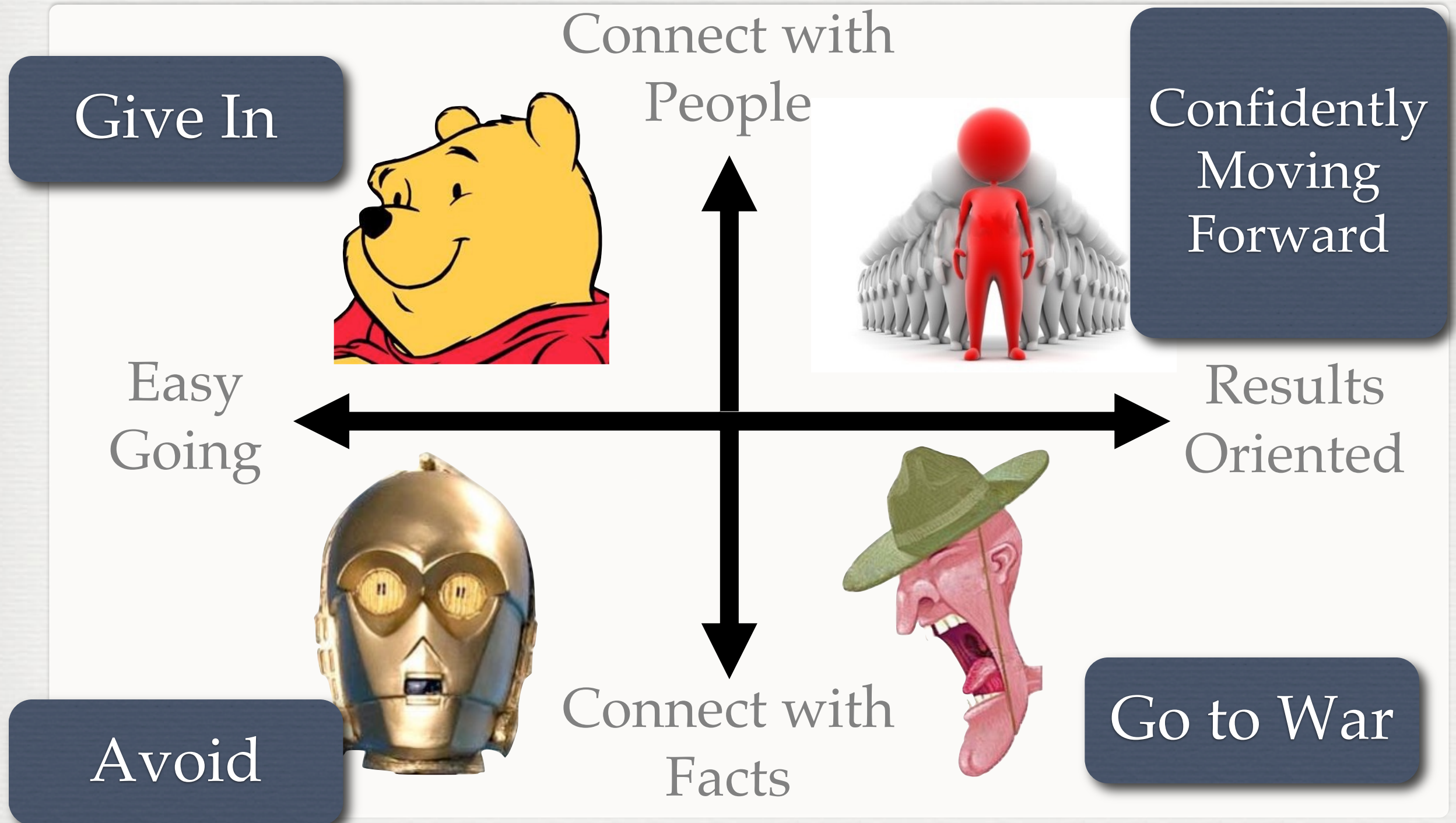
You can't control how you feel, but you
can control what you do!

CALMING TACTICS

Surviving the Challenges of Anxiety and Anger



HOW DO WE REACT TO ANGER?



A DISH OUT DEALS WITH ANGER



People who are angry really want what?



NO LIMITS FOR PEOPLE WHO SHOW ANGER



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

Pump it up

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

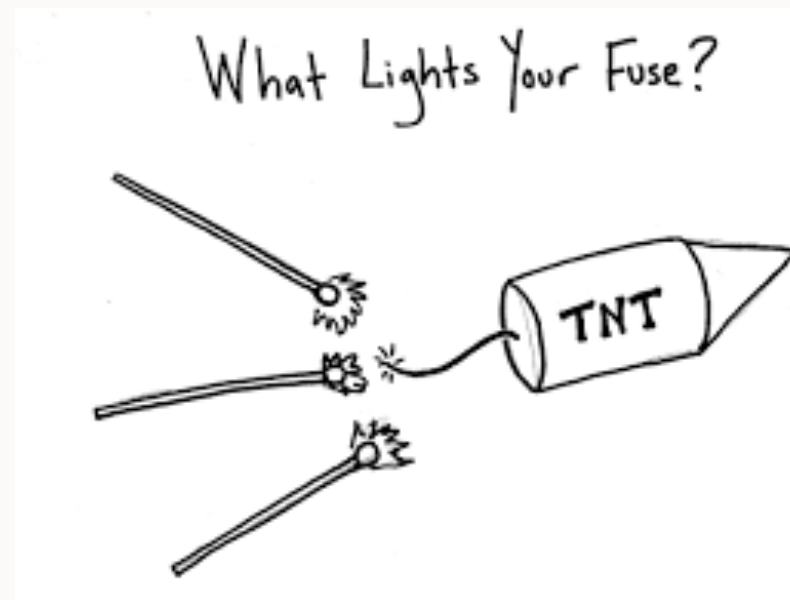
Connect before correct

----- 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.

GO-TO THOUGHTS

WHAT ARE YOUR TRIGGERS?



Practice U-Turns when you can't control how you feel, but we can control what we do.

- **Feel Anger? How about this?**



- **Feel Anger, then Do Kindness: Do a U-turn** (say the nicest thing you can say)



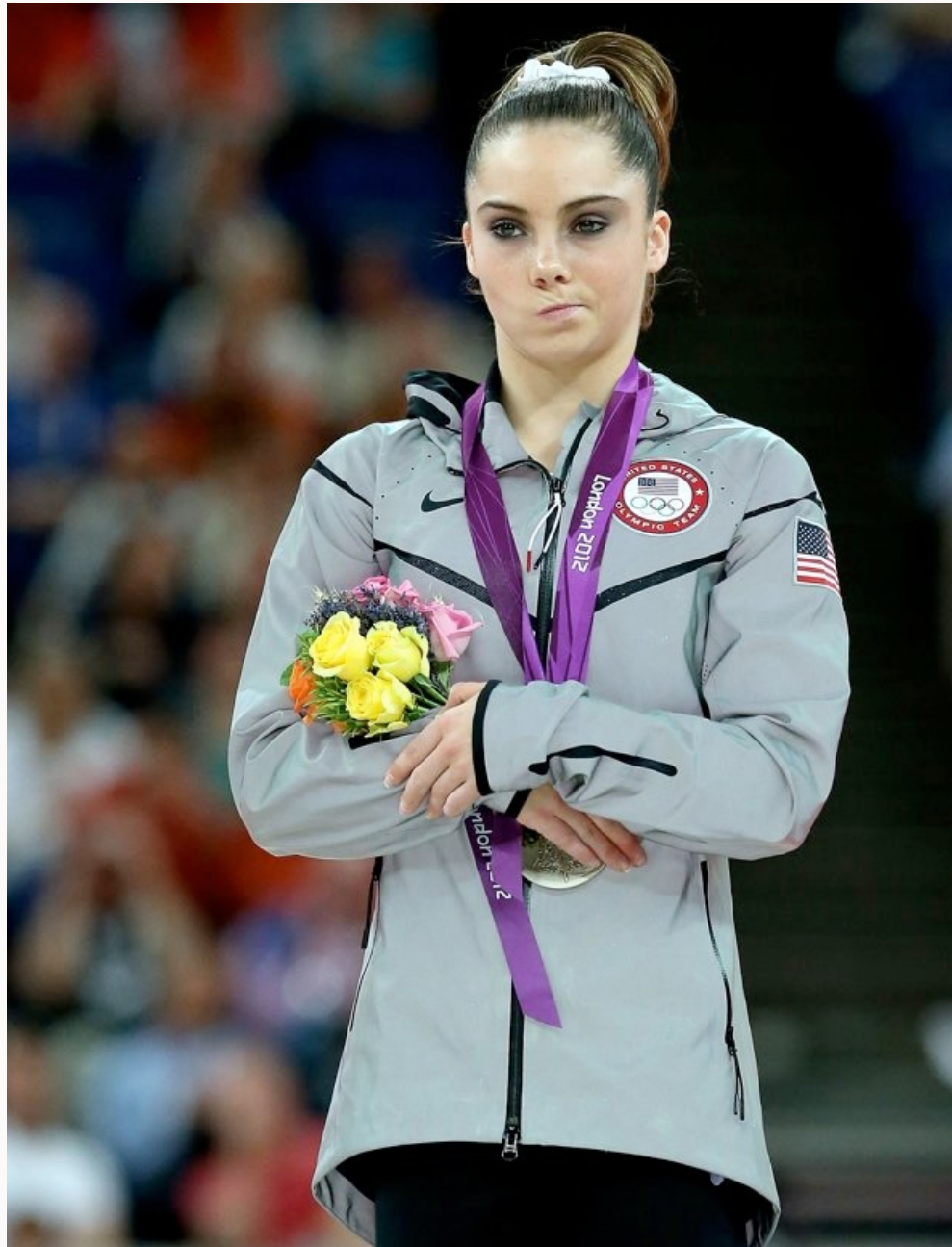
“Three things in human life are important: The first is to be kind. The second is to be kind. And the third is to be kind. Henry James

- **Feel Resentful-then do Celebrate:** Join the celebration party



Caring and kindness can enhance our health!

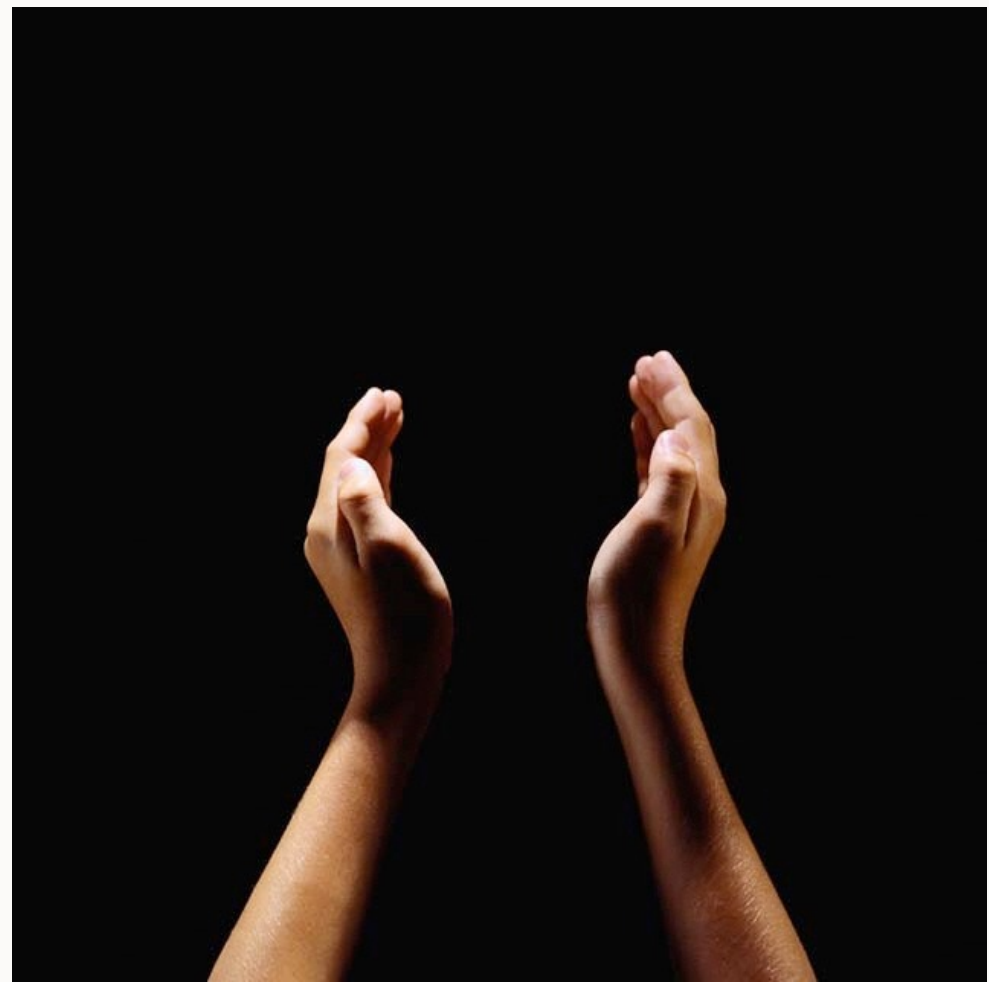
FEELING RESENTFUL



Look for the good. Point out the good.
Celebrate the good every chance you get.

McKayla Maroney Smirk

FEEL CRITICAL THEN DO PRAISE



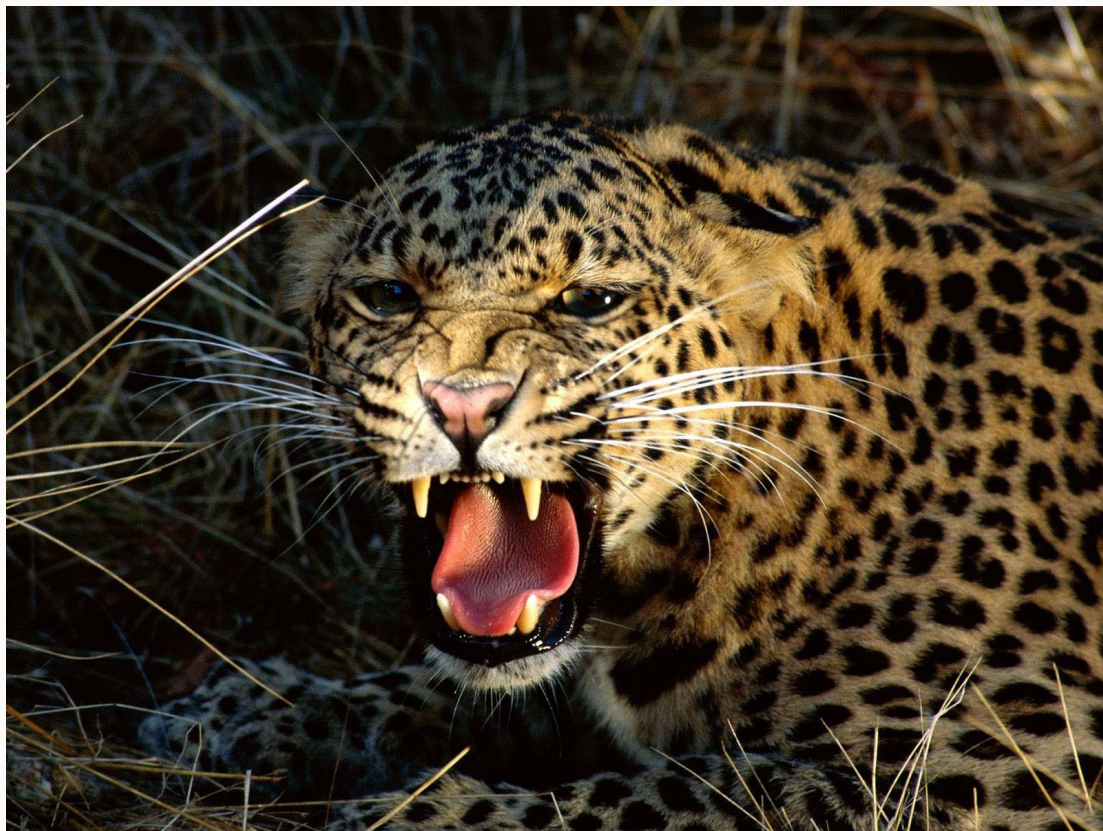
DON'T BE CRITICAL, PRAISE
OR LIFE OF REGRET!



WE ALL SUFFER FROM
SOMEONE BEING CRITICAL

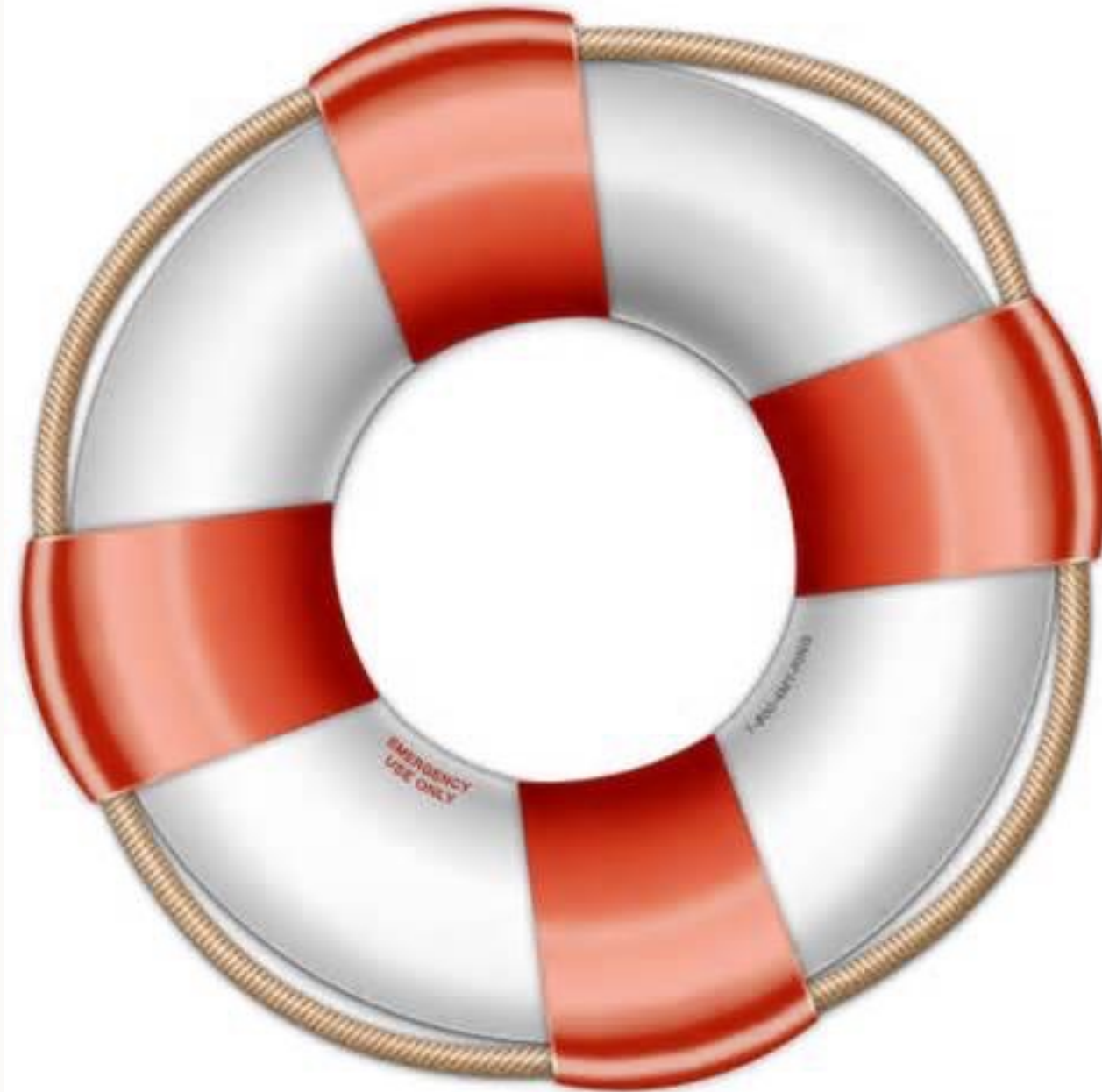


WHEN YOU BACK PEOPLE INTO A CORNER



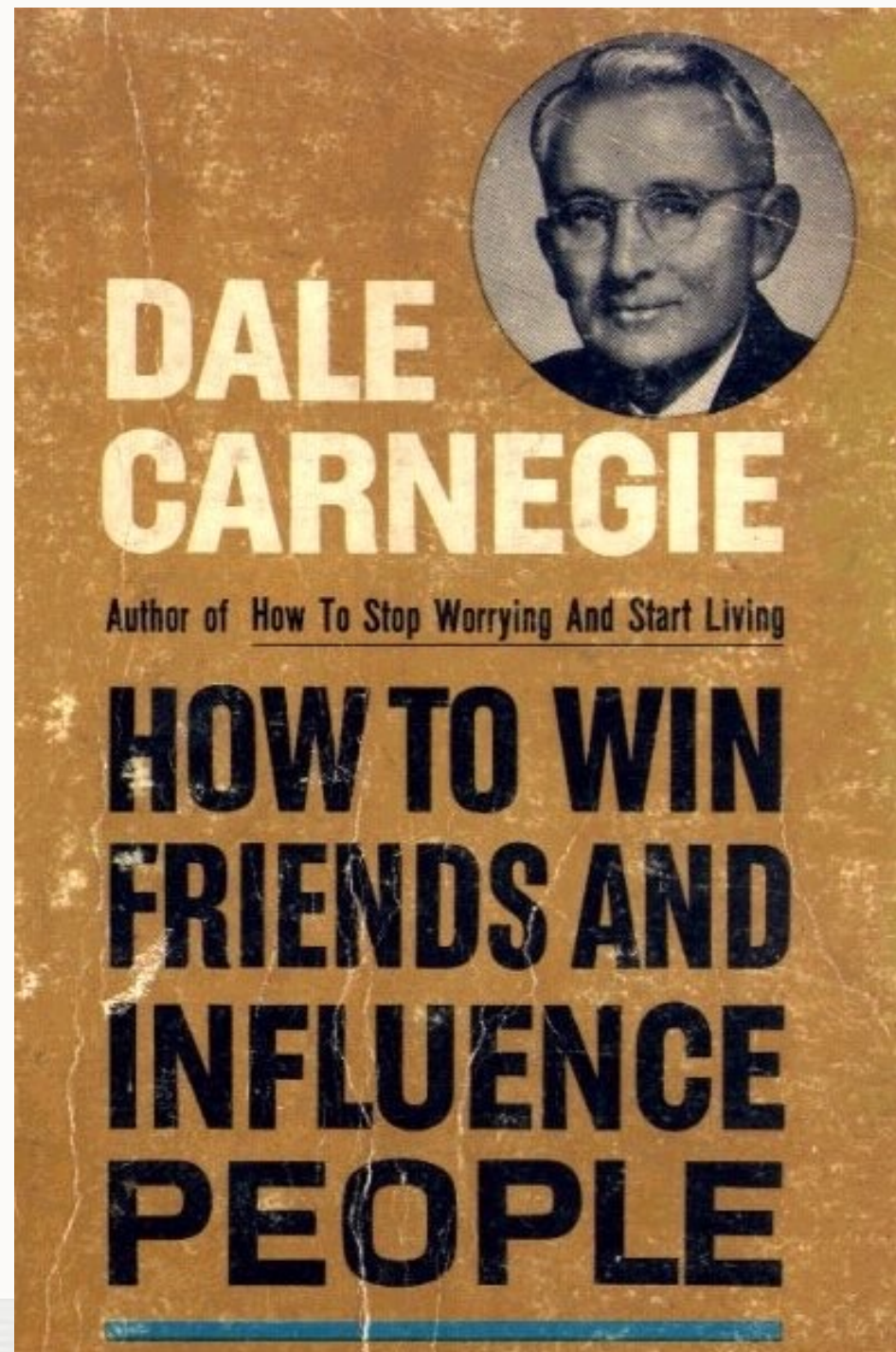
Two Things Happen

MUST ALLOW PEOPLE TO ESCAPE AND MAINTAIN DIGNITY?



The art of being constructive while maintaining individual dignity

Make a Way to Escape



At a factory, workers often took a smoking break right under a sign that said, “No Smoking”.

The factory owner knew this and started putting expensive cigars in his coat. When he saw workers smoking under the no smoking sign he'd walk over to the workmen, offer them cigars from his pocket, and only ask that they enjoy them in the part of the factory he suggested, i.e., the area set aside for smoking.

Makes his point without making an enemy.

Let Data Do the Talking



- Let your Data Do the Talking to Remove Drama!
- Use data, to help people draw their own conclusion
- Be soft on People and hard on data

Employees see it...

Managers see it



Third Person Objective
Point of View

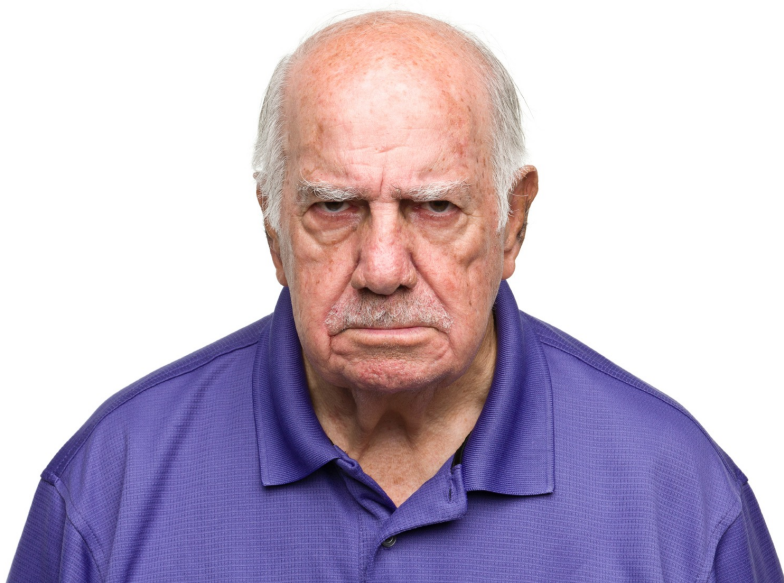
They. She. He.

JUST ONE THING



Calming Tactic

If He's Stinko, Then I'm Mojo



BECOME A HIGHLY EFFECTIVE INDIVIDUAL



THE REALTOR



Gary is an awesome real estate agent. He has won several service awards. Gary found out from a mortgage lender that a client he advised and worked with, for over four years, was making an offer on a high-end home without him. He was out of a huge commission. When the client got in over his head, he called Gary for help when things started to crumble.

THE PROCESS - STOMP /STINK / BLEED



*Stomp on the Person to
Stop what they are doing*



*Berate them to let them
know how much they
stink*



*Bleeding the person dry
of all confidence and
motivation*

PROCESS SIMPLIFIED

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

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)**