

# STOP-THINK-LEAD:

MANAGING AWKWARD CONVERSATIONS THROUGH  
EMOTIONAL INTELLIGENCE STRATEGIES



# WHO I AM

**There are three kinds of people: Successful, unsuccessful, and those who do workshops telling the second group how the first group did it.**



# “TAKEAWAYS”

- ☑ Understanding the four types of response styles to critical situations
- ☑ Understanding the right mindset & laws
- ☑ How to make a point without making an enemy--  
living a life with fewer regrets.
- ☑ Learn the leadership process of Stop, Think, and Lead: a tool kit of highly effective people.

# CURRENT ISSUES

- The challenge today is not just retaining talented people but fully engaging them, capturing their minds and heart of their work lives.
- Successful managers are those with the exceptional people skills, who remain calm and focused through challenging and difficult circumstances.
- Highly effective people simply know how to make a point without making an enemy.







# MOST OF US NEED A BETTER WAY TO MAKE A POINT



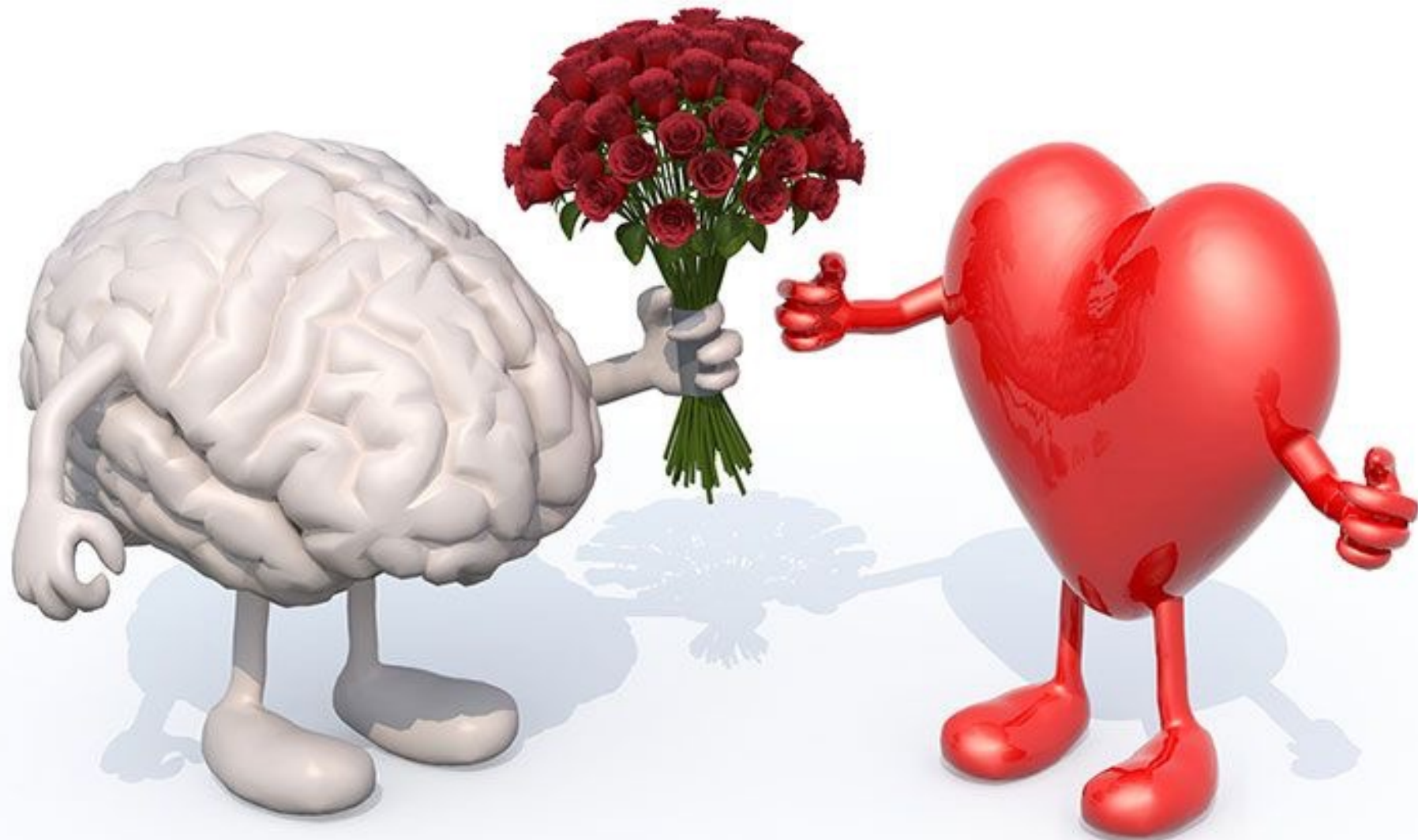


# MOST OF US NEED A BETTER WAY TO MAKE A POINT





# EMOTIONAL INTELLIGENCE (EQ)



Personal and Social Competence Skills to  
Navigate Social Complexities

## Definition:

**Recognize** your own and other's emotions

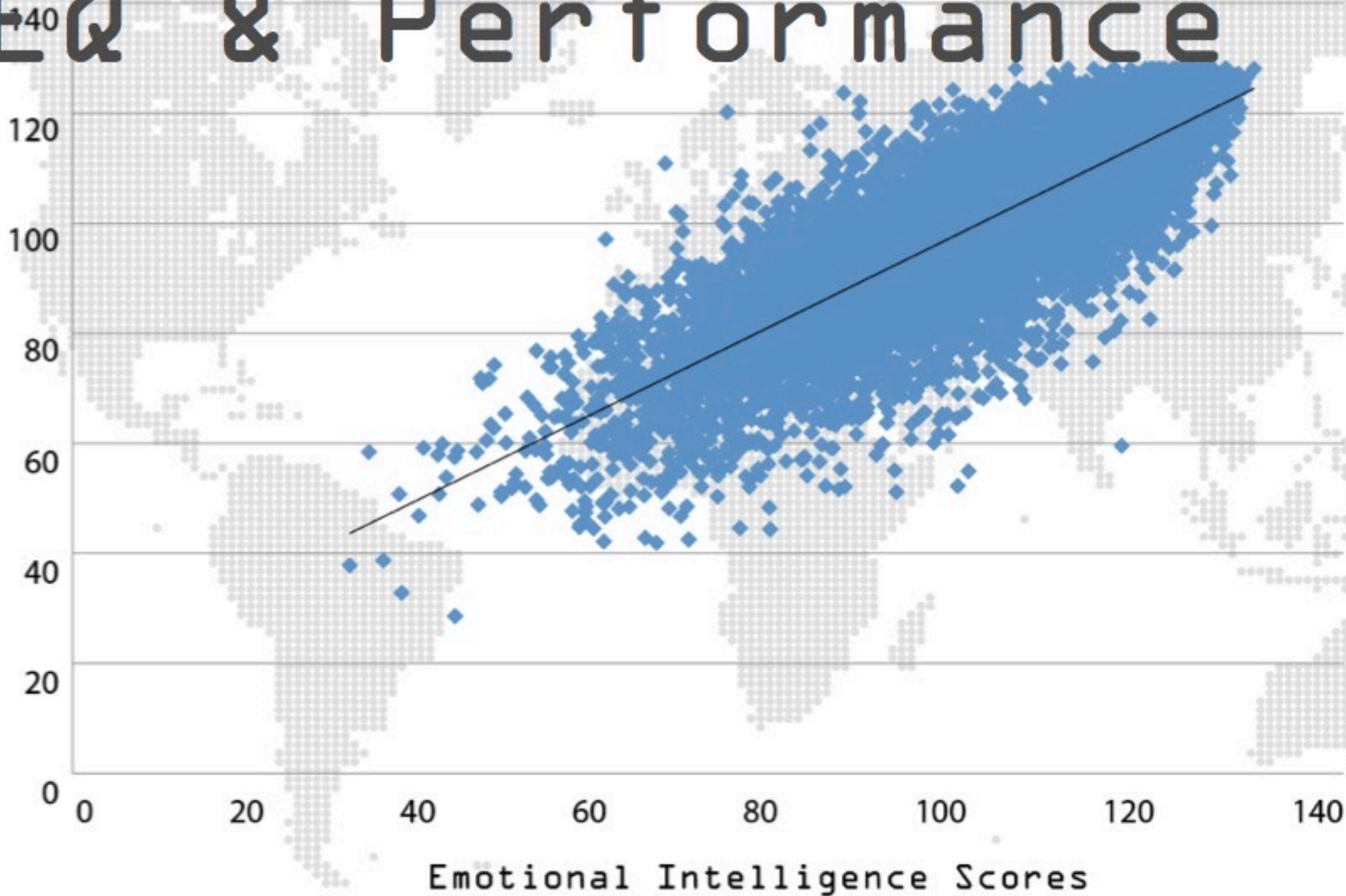
**Discern** between different feelings and label them appropriately

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



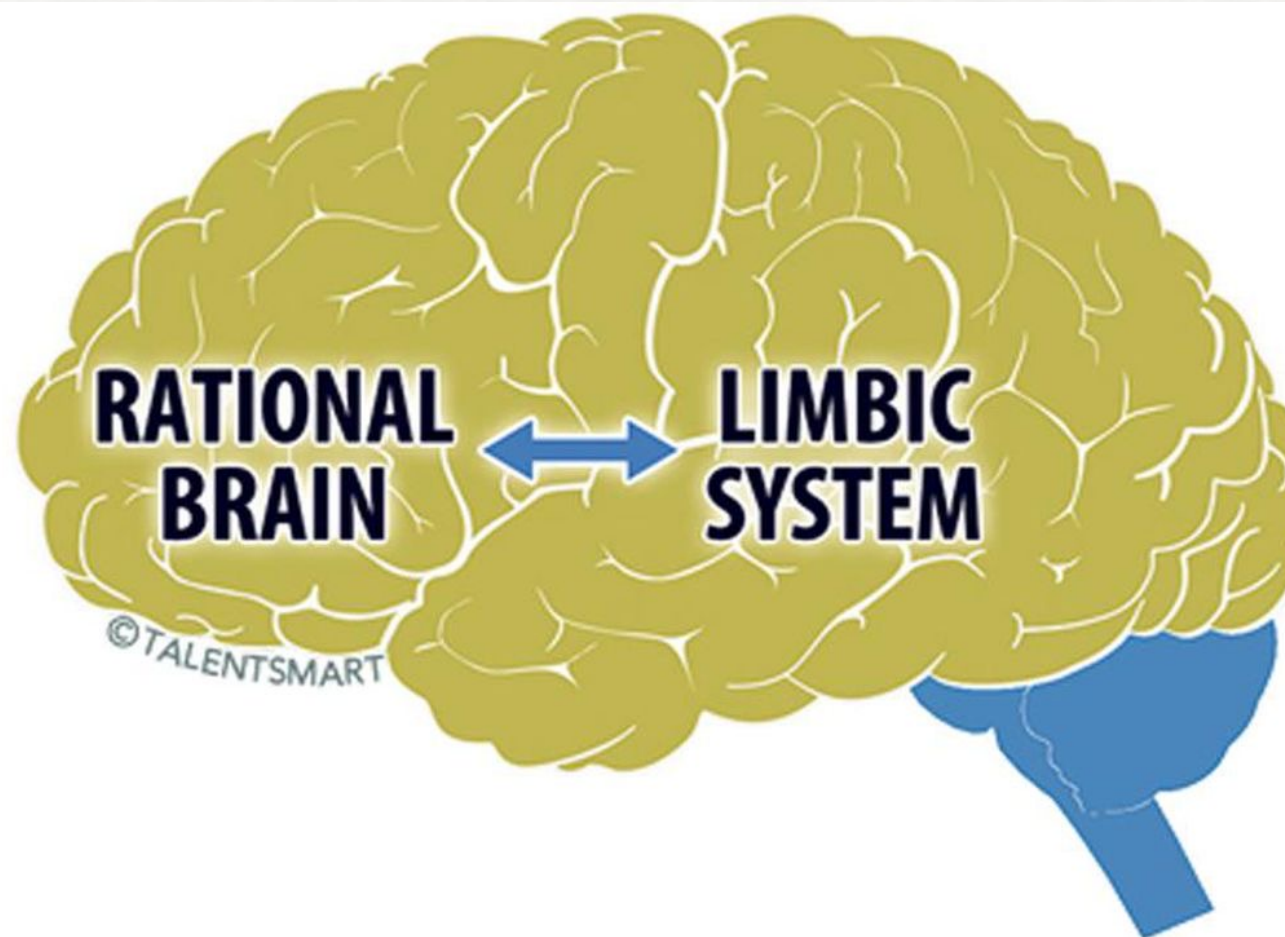
# EQ & Performance

Performance Outcome Scores





# EMOTIONAL INTELLIGENCE CAN BE DEVELOPED



*Emotional intelligence is a balance  
between the rational and emotional brain.*

“Emotional Intelligence is as powerful and at times more powerful than IQ in living meaningful lives”





Strengthen the balance between the rational and emotional mind  
by creating new stronger neural pathways



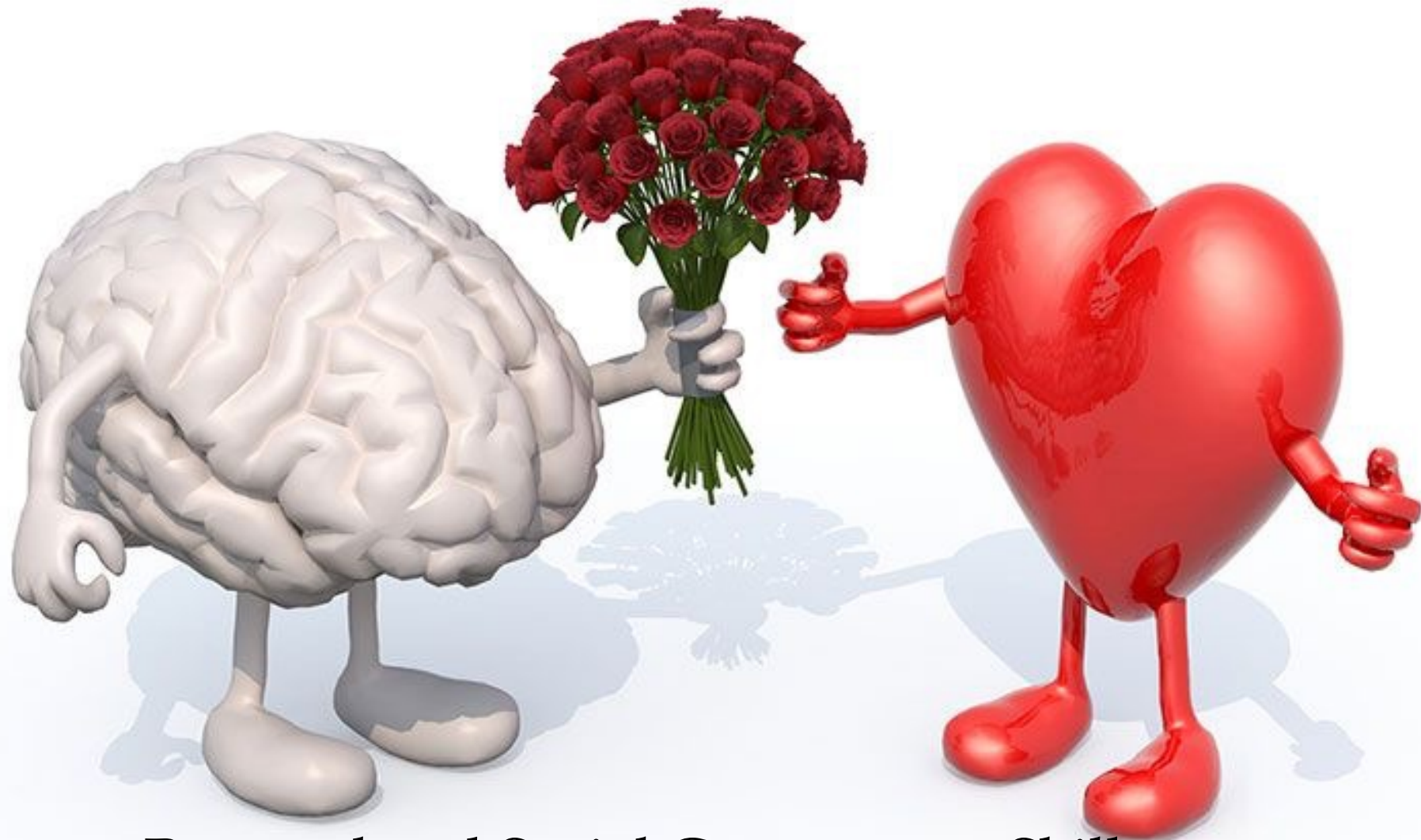




# HIGH OR LOW EQ?



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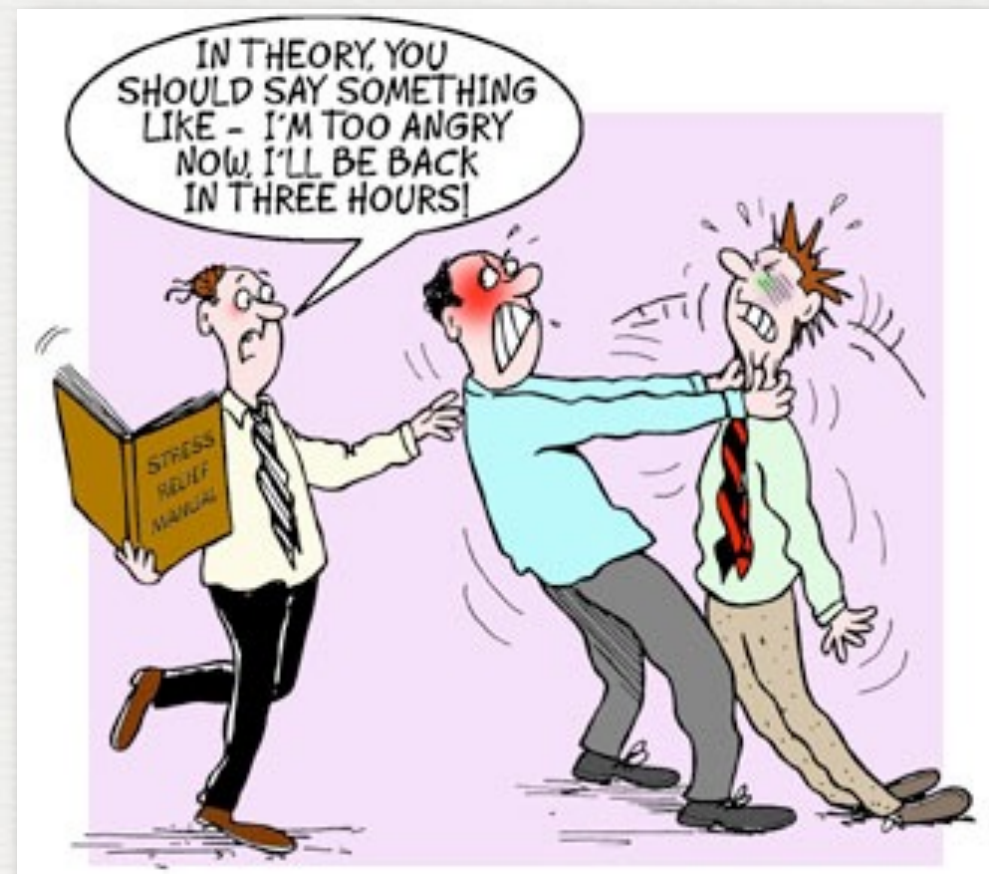
# A LESSON FROM SCUBA DIVING

Stressed or troubled? Your first reaction may cause serious injury or death! When you're reacting, you're not managing the situation!



**Stop - Think - Breath**

**Stop - Think - Lead**





# 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!



# STOP-THINK-LEAD TOOLKIT

## Stopping Tactics



- Keep walking and come back with a plan
- Stating the obvious
- Acknowledge their concern
- Exploring with eyebrows up
- Playing along by saying yes and adding something of your own
- Step down from the pedestal

## Leading Tactics

### Calming Tactics

- Go-to-Thoughts
- Make a Way to Escape
- Let data do the talking
- Thoughts and Feelings
- Employees See It, Management See it
- Matching Intensity

### Energizing Tactics

- Play it Don't Say It
- Get Out the Garbage
- Surprise Piles
- Lean and Smack
- Ride Waves of Momentum
- Pat the Horses Bottom

### Building Tactics

- First in Last Out
- Paint the Target
- Make a mini-me
- Reward and Reward Again
- Embrace the Critical Eye
- Connect Before you Correct



# THREE LAWS OF EQ EFFECTIVENESS

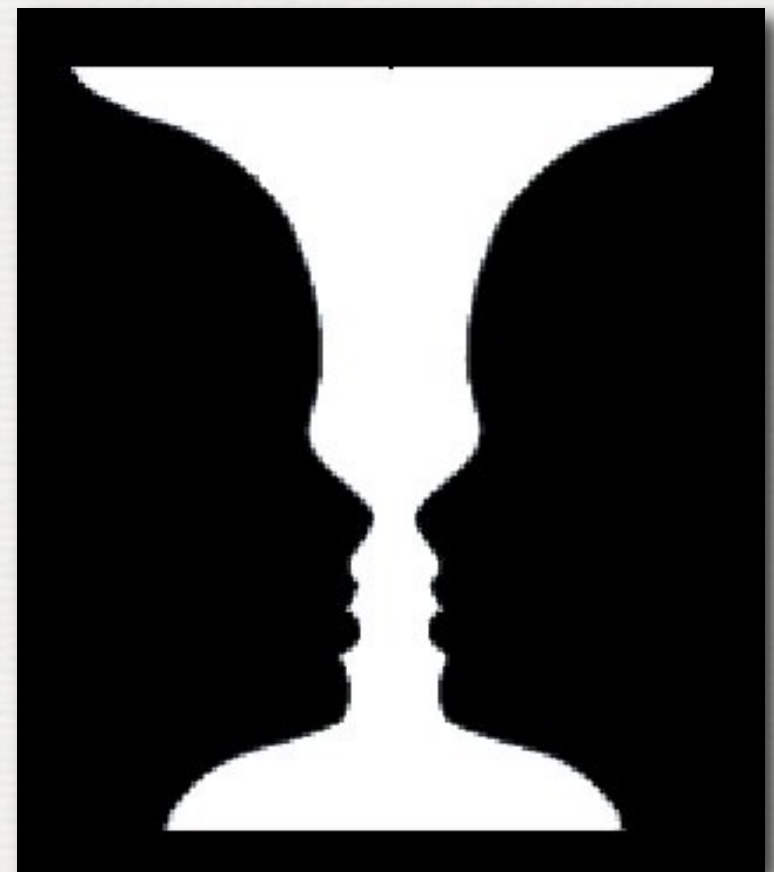
- You must have the right mindset
- People push themselves
- People on pedestals make easy targets





# RIGHT MINDSET: STOP-THINK-LEAD WILL TAKE US THERE!

You have to believe that  
ordinary people are capable  
of extraordinary things



**Person or object, which do you see?**



# PEOPLE REFLECT YOUR DISPOSITION





# STAY OFF THE PEDESTAL



Don't be a Duck in a Shooting Gallery



# STAY OFF THE PEDESTAL





# STAY OFF THE PEDESTAL



**Stony Brook vs. Hartford**  
Men's Soccer Semifinals Shootout

# STAYING ON THE PEDESTAL CAUSES THE INDIVIDUAL DEATH SPIRAL

- Competency questioned
- Push for more control
- Get stronger pushback
- Act more defensive
- Feel more dissatisfied
- Look for new job





# BECOME A HIGHLY EFFECTIVE INDIVIDUAL





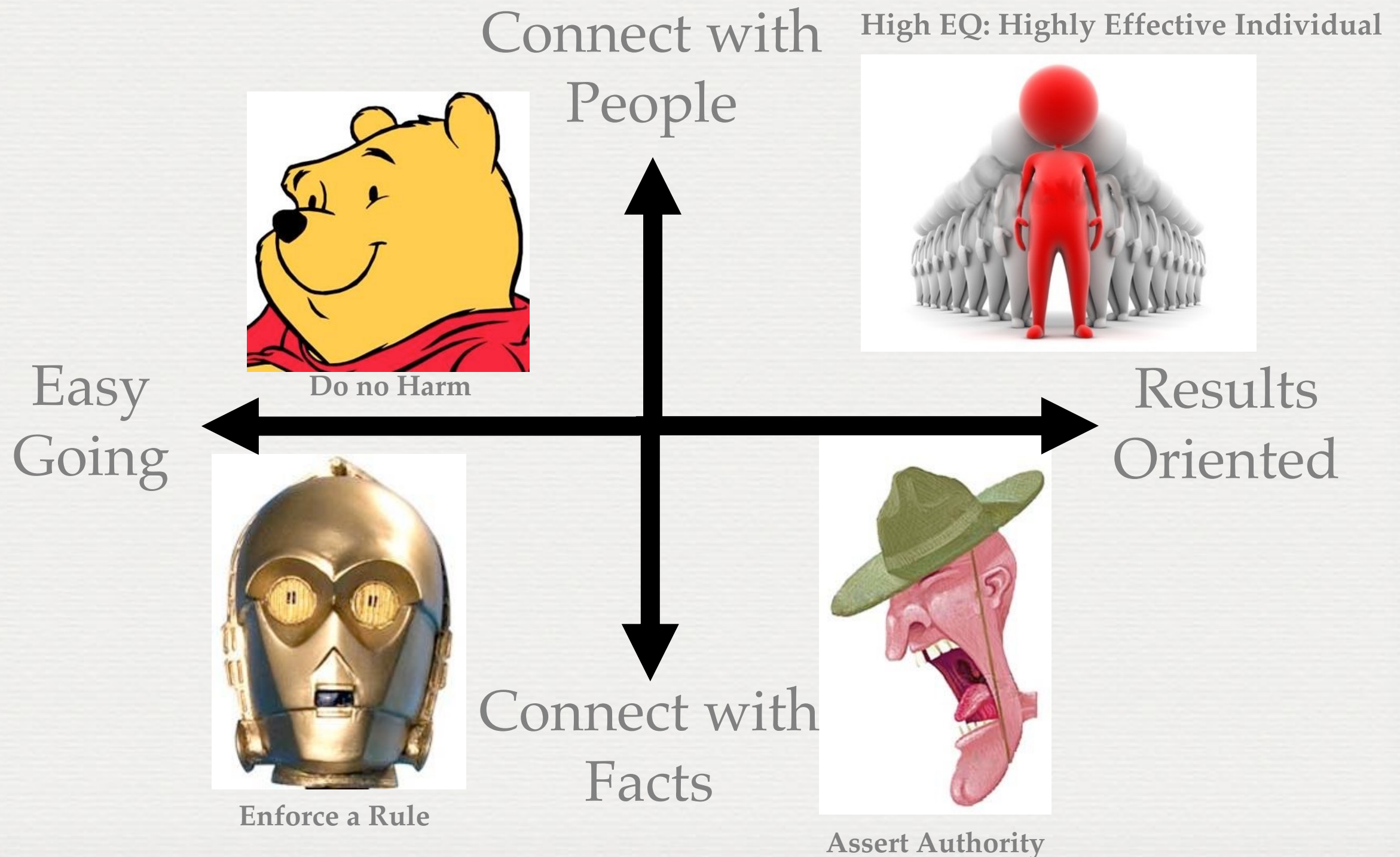
# A CHARLES SCHWAB INTERVIEW



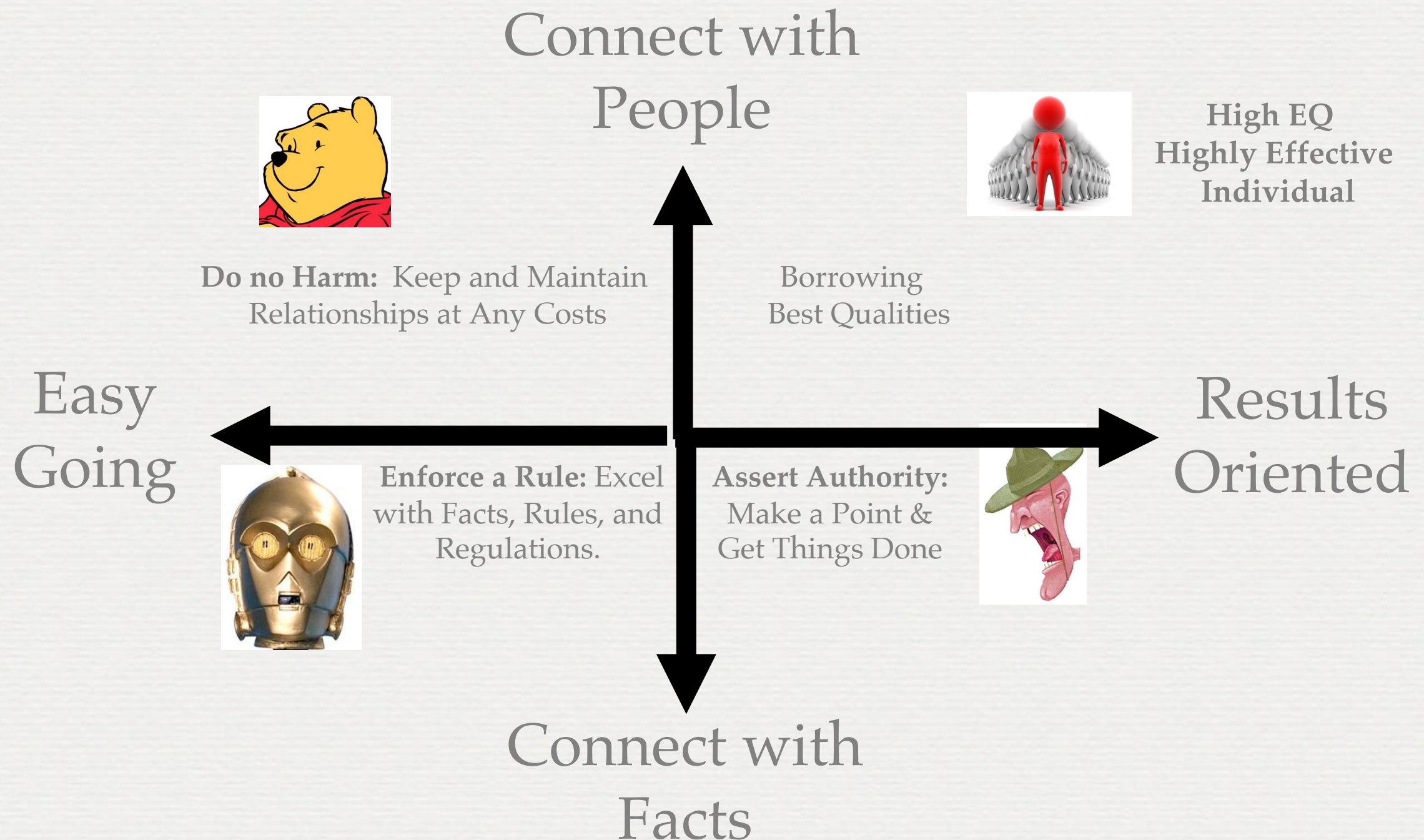
Charles Schwab invites job candidates to breakfast and beforehand instructs the server to bring out the wrong meal to the job candidate. He then sits back and watches how the job candidate reacts.



# YOUR REACTION STYLES TO CRITICAL SITUATIONS



# STRENGTHS OF EACH REACTION STYLE





WHAT IS YOUR PRIMARY  
REACTION STYLE TO  
CRITICAL SITUATIONS?



# MY NATURAL RESPONSE STYLE





# BECOME A HIGHLY EFFECTIVE INDIVIDUAL





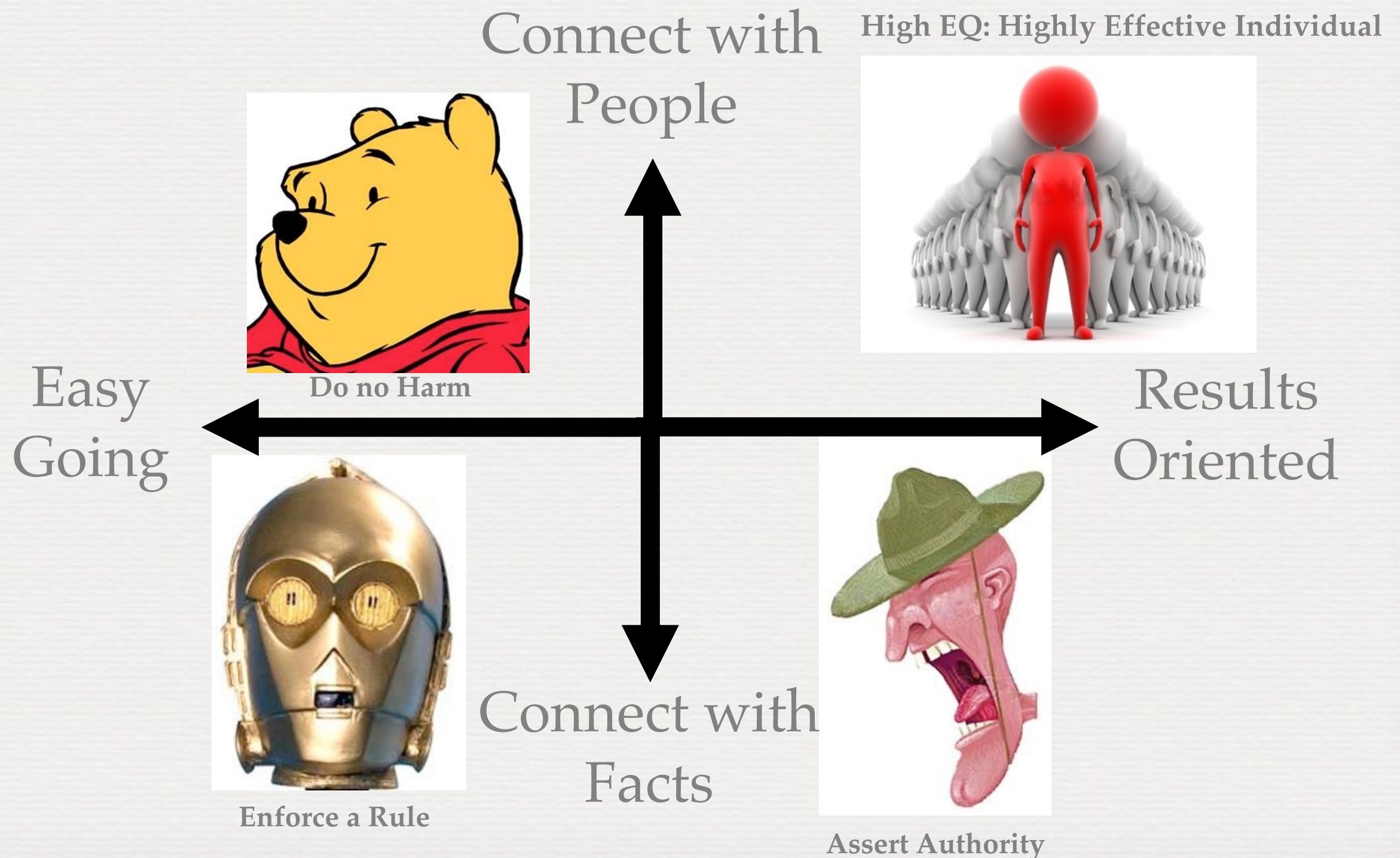
# NEW MANAGER



Jen, a female, is 15 years younger than any of her employees. After you sent an email to your employees to meet in the afternoon, you received a very negative email from one of your more senior male employees. Basically the email said, “Our meetings accomplish very little, they are a waste of time. Please don’t schedule meetings that waste my time and yours, sincerely John”



# YOUR RESPONSE STYLES TO CRITICAL SITUATIONS





# THE PROCESS - STOMP /STINK / BLEED

Stomp: Stomp the person to stop what they are doing



Stink: Berate the person so they know how much they stink



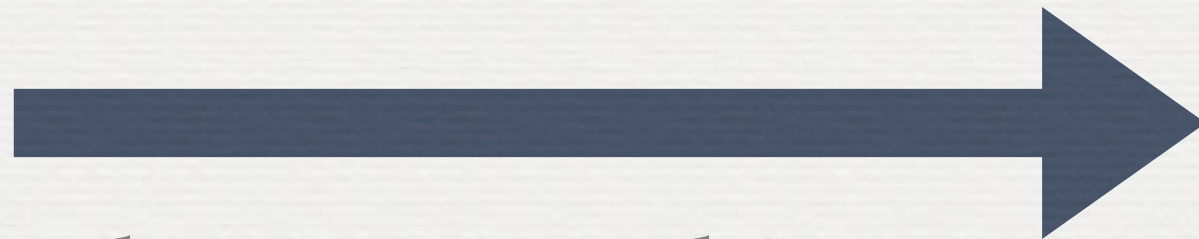
Bleed: Bleed the person of all confidence and motivation





# OUTCOME

Jen



John

- John will attend the meetings!

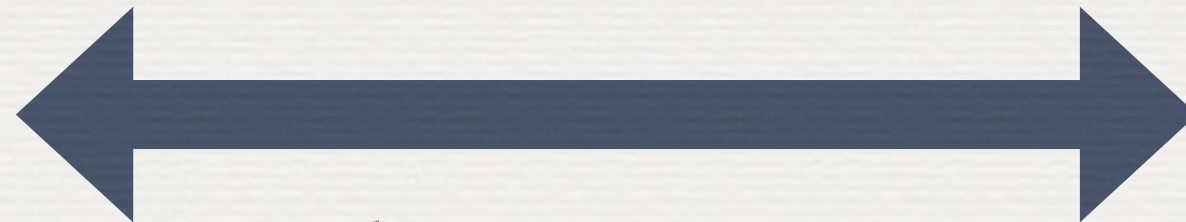
# OUTCOMES

Jen

John

All Employees

Jen's Boss



- Productive meetings
- Positive work environment
- Engaged employees
- Productive team
- Respect



# PROCESS SIMPLIFIED

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



# 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.

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# WHAT DOES STOP- THINK-LEAD TEACH US?



THAT OUR FIRST FEELINGS AND  
ACTIONS ARE USUALLY WRONG

