

Strategies for Developing Emotional Intelligence Skills

From: Enhancing Your Consulting Performance with Emotional Intelligence

Bay Area Consultants Network, April 25, 2008

Thanks for attending my session. Here's the list of strategies the groups generated. I transcribed the notes verbatim...as best I could read them! I hope these notes and the set I distributed at the session will help you on your development path.

My advice: Pick no more than two or three of these strategies (or those from the handout list) to work on at one time, otherwise you'll spread your attention and energy too far. Please let me know if I can be helpful in any other way.

Tom Ucko

Assertiveness

- Use questions to manage assertiveness
- If introverted, force yourself to ask strategic question

Empathy

- Shut up and listen—2 ears, one mouth
- Inquiry probing
- Avoid thinking ahead
- Being fully present & patient
- Using impulse control
- Gratitude
- Savoring the other person's qualities, what they bring to the planet
- Be willing to hear something that we don't want to hear
- Be open to realities we don't like, acknowledge
- Focus on other, not me
- Be aware how the world shows up for others
- Tolerance
- Track my own sense of safety
- Get out of our comfort zone

Interpersonal Relationships

- Manage the other skills, especially impulse control
- Probe to facilitate common ground with the other person
- Culling the herd (note for Tom: As I recall, this was a suggestion to eliminate relationships that don't nourish you)

Impulse Control

- Write it down—wait—revisit later
- Draft e-mail—save don't send
- In meeting—want to share ... (note from Tom: I can't decipher the next word)
 - Don't interrupt
 - Balance with assertiveness
 - Pace—slow it down—pause & listen
 - Evaluate risk
- In sales process, recognize there might be more than one answer
 - Look at consequences of interrupting
 - Evaluate positions of others
 - Make sure you have the total picture

Optimism

- Read:
 - *As a Man Thinketh*—a positive book
 - *Power of Thinking* (note from Tom: I think this may be a reference to *Blink: The Power of Thinking without Thinking* by Gladwell)
- Read and listen to upbeat recordings
- Do something. Take action. Do something enjoyable. Check item done.
- Smile—better chemicals
- Pet an animal
- Move while talking on the phone
- New camera—optimism camera
- Listen to music and sing
- Simplify project and clarify
- Hang around with Larry
- Complete task and check off
- Do something you thoroughly enjoy
- Network—see people every day