

Emotional Intelligence: The Compliance Leader's SUPERPOWER

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Today you will learn...

- ✓ What is Emotional Intelligence
- ✓ Focus: Emotional Balance Competence
 - ✓ *What Makes Us Act Counterintuitively?*
 - ✓ *Strategies to Cool, Calm & Collected!*
- ✓ Q&A



A Memorable Investigatory Interview





What is Emotional Intelligence (EI)?

The ability to recognize our feelings and those of other people, to manage our emotions and actions, and to skillfully interact with those around us.

#1 Leadership Skill

Emotional Intelligence Domains and Competencies

SELF-AWARENESS	SELF-MANAGEMENT	SOCIAL AWARENESS	RELATIONSHIP MANAGEMENT
Emotional self-awareness	Emotional self-control	Empathy	Influence
	Adaptability		Coach and mentor
	Achievement orientation	Organizational awareness	Conflict management
	Positive outlook		Teamwork
			Inspirational leadership

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What is Emotional Balance?

Emotional Balance is the ability to quickly regain control during setbacks and skillfully manage our impulses and emotional reactions.

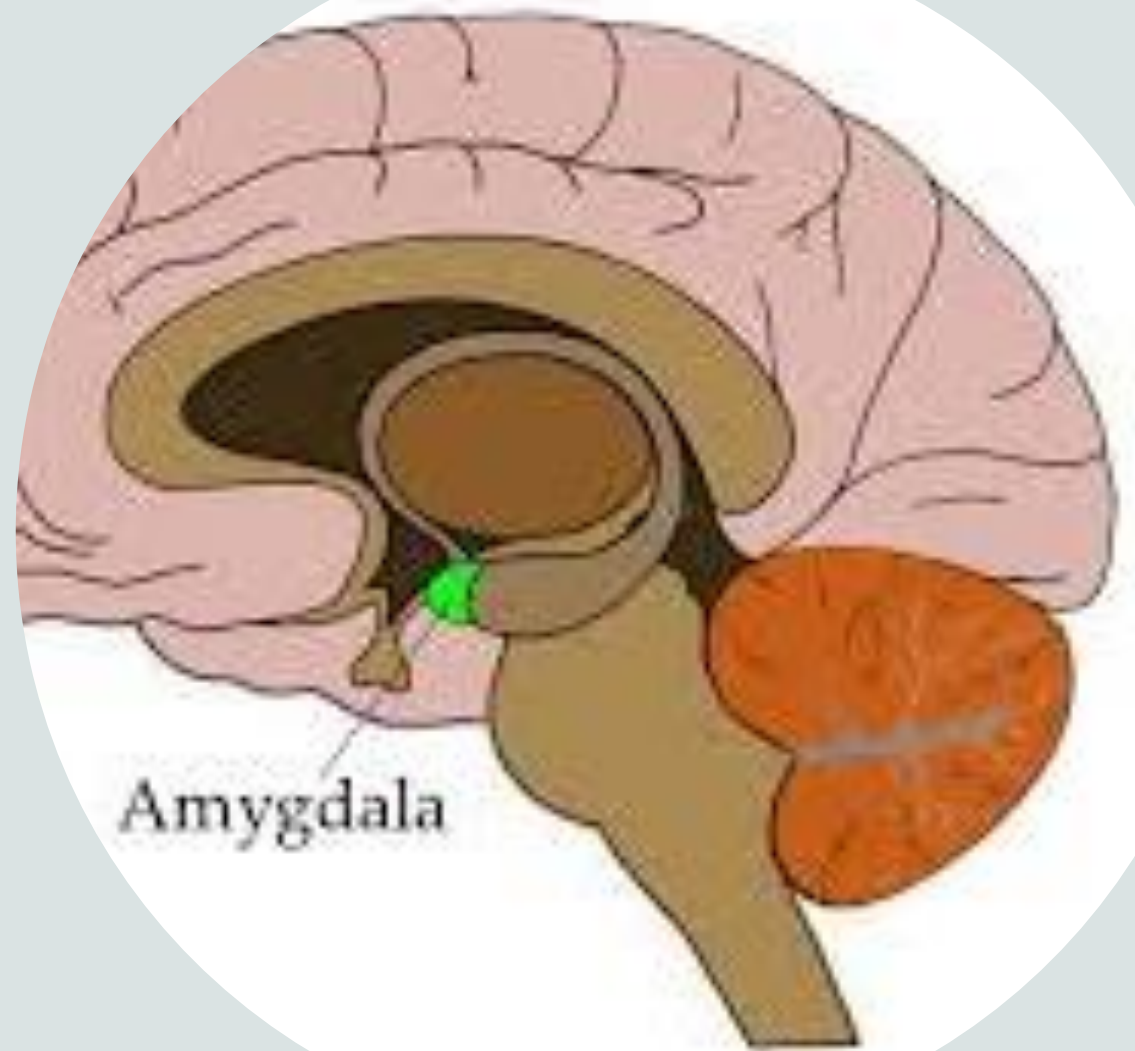
Hulk to Cool, Calm & Collected!



The Amygdala Hijack!



DANGER! DANGER! DANGER!



3-Step Strategy To Remaining *Cool, Calm And Collected!*

01

**Do the Self-
awareness
Work**

02

**Create a
plan!**

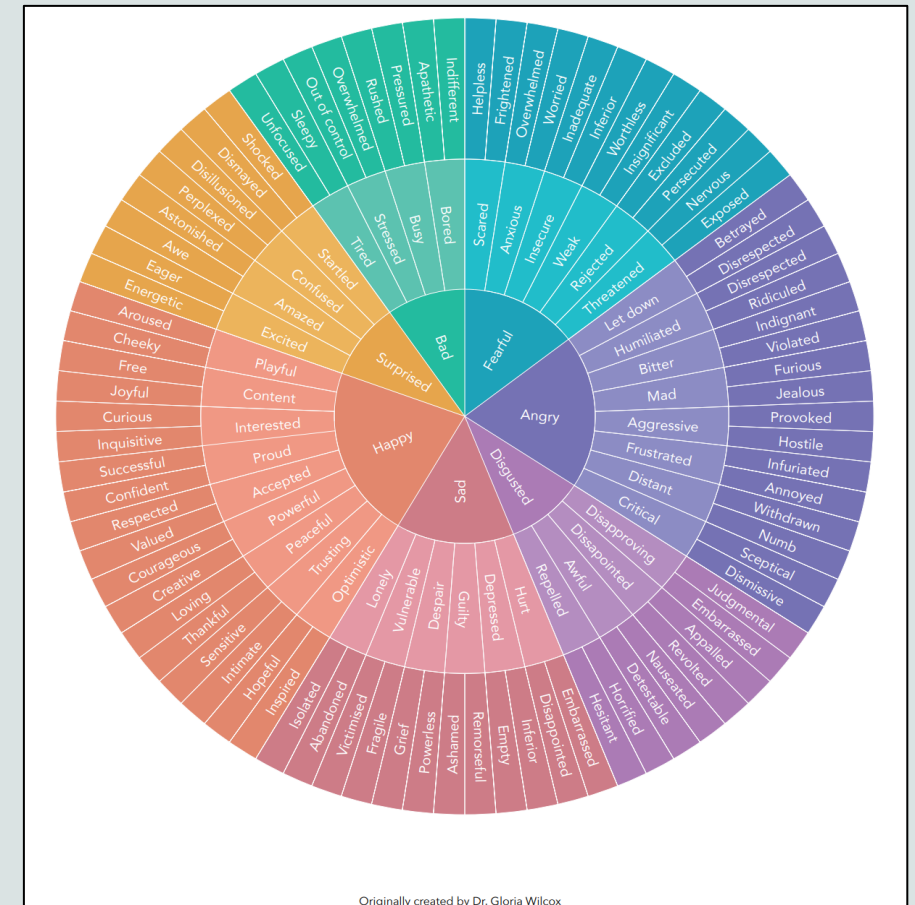
03

Recovery

Step 1:

Go 7 Levels Deep to Do the Self-awareness Work!

1. Describe the triggering situation and identify precisely what about that situation triggered you.	
2. Which emotion did you experience in the moment? How intense was the emotion? Was the intensity appropriate for the situation?	
3. How did the emotion show up as a physical sensation ?	
4. Which thoughts/beliefs came to mind just before the emotion?	
5. Which of your values were threatened by this situation?	
6. How did you behave? What was the intensity of your behavior/ response ? Was the intensity appropriate for the situation?	
7. What results did you get from your response/reaction? Was the result beneficial?	



Step 2:

Create a Plan to Effectively Manage Impulses & Emotional Reactions!

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Step 2:

Create a Plan to Effectively Manage Impulses & Emotional Reactions!



Name the trigger	
Ideally, how would you describe the result you'd like from effectively managing this trigger? <i>Be very clear and detailed.</i>	
What phrase or mantra can you use to remind yourself to self-manage?	
What response(s) will you hold in your "back pocket"?	
What action(s) will you take while in "pause"?	
What else could benefit you in the moment of the trigger?	

Step 3:

Apply Recovery Techniques to Quickly Regain Control!

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Step 3:

Apply Recovery Techniques to Quickly Regain Control!

Mindfulness-based Technique:

- Describe the thoughts and feelings that came up for you during your mindfulness-based practice.
- Identify which thoughts were fact-based and which were emotion-based.
- Note what was most challenging for you during the practice.

Perspective-taking Strategy:

- Identify and visualize a complex situation that could come up in the future (e.g. a difficult conversation or a meeting with a difficult person) and write down the details around this situation.
- Describe the thoughts and feelings that came up for you during this practice. Identify which thoughts were personalized and which were contextualized.
- If thoughts were personalized, how can you contextualize the thought?
- Note what was most challenging for you during the practice.

This is beneficial because this practice activates certain parts of the brain like those that are activated during the actual situation and our brains learn to repeat thoughts and actions that lead to good outcomes. The more you practice the more likely it will become automatic for you.

3-Step Strategy: Bringing It All Together...

01

**Do the Self-
awareness
Work**

02

**Create a
plan!**

03

Recovery



Thank you!



Appendix



1. Emotional Self-Awareness

Description

- The ability to understand your own emotions and their effects on your performance.

Behavioral Indicators

- Able to describe how your feeling affects your actions
- Describes underlying reasons for your feelings
- Acknowledge your strengths and weaknesses
- Able to identify your bodily sensations that indicate an emotional response

2. Emotional Balance/Self-Control

Description

- The ability to keep your disruptive emotions and impulses in check and maintain your effectiveness under stressful and hostile conditions.

Behavioral Indicators

- Acts appropriately when emotions run high
- Remains calm and composed in stressful situations
- Controls your impulses appropriately

3. Adaptability

Description

- Flexibility in handling change.

Behavioral Indicators

- Smoothly juggles multiple demands
- Applies standard procedures flexibly
- Adapts overall strategy, goals, projects, etc. to fit the situation and as changes occur and unexpected events arise
- Adapts to shifting priorities and rapid change

4. Achievement Orientation

Description

- Striving to meet or exceed a standard of excellence.

Behavioral Indicators

- Initiates actions to improve your own performance
- Seeks to improve yourself by setting measurable and challenging goals
- Seeks ways to do things better
- Takes calculated risks.

5. Positive Outlook

Description

- Persistence in pursuing goals despite obstacles and setbacks.

Behavioral Indicators

- Sees the positive in people, situations, and events more often than the negative
- Views the future with hope and believes the future will be better than the past
- Sees possibilities more than problem and opportunities more than threats

6. Empathy

Description

- Sensing others' feelings and perspectives and taking an active interest in their concerns.

Behavioral Indicators

- Picks up cues, understanding what is being felt and thought
- Understands another person's motivation
- Understands others by actively listening and putting yourself into others' shoes
- Understands others' perspectives when they're different from your own

7. Organizational Awareness

Description

- Reading a group's emotional currents and power relationships.

Behavioral Indicators

- Thinks about power relationships
- Accurately identifies and understands influencers, social networks, and dynamics
- Understands the values, unspoken rules, informal structure, and culture of the team and/or organization
- Understands the informal processes by which work gets done in the team and/or organization

8. Influence

Description

- Leaders who are equipped with emotional self-awareness and emotional balance can manage themselves while being adaptable, positive and empathic and can express their ideas in a way that will appeal to others.

Behavioral Indicators

- Convinces other by getting support from key people, using multiple approaches, appealing to their self-interest, developing behind the scenes support, and through discussion
- Anticipates how others will respond when trying to convince them

9. Coach and Mentor

Description

- Taking an active interest in others' developmental needs and bolstering their abilities.

Behavioral Indicators

- Spends time helping people via feedback, support, and assignments.
- Provides on-going mentoring and coaching, and gives helpful feedback for development
- Personally invests time and effort in developing others and cares about their development

10. Conflict Management

Description

- Negotiating and resolving conflict.

Behavioral Indicators

- Brings disagreements into the open, effectively communicates the different positions and finds solutions that everyone involved can endorse
- Resolves conflict instead of allowing it to fester
- De-escalates emotions

11. Teamwork

Description

- The ability to work with others toward a shared goal, participating actively, sharing responsibility and rewards, and contributing to the capability of the team.

Behavioral Indicators

- Works well in teams by being supportive, encouraging cooperation, soliciting others' input, being respectful of others and encouraging participation of everyone present.

12. Inspirational Leadership

Description

- The ability to inspire and guide people to get the job done and to bring out their best.

Behavioral Indicators

- Leads by building pride in the group, inspiring others, bringing out the best in people and by articulating a compelling vision.

Source

- Daniel Goleman Coaching Certificate Program