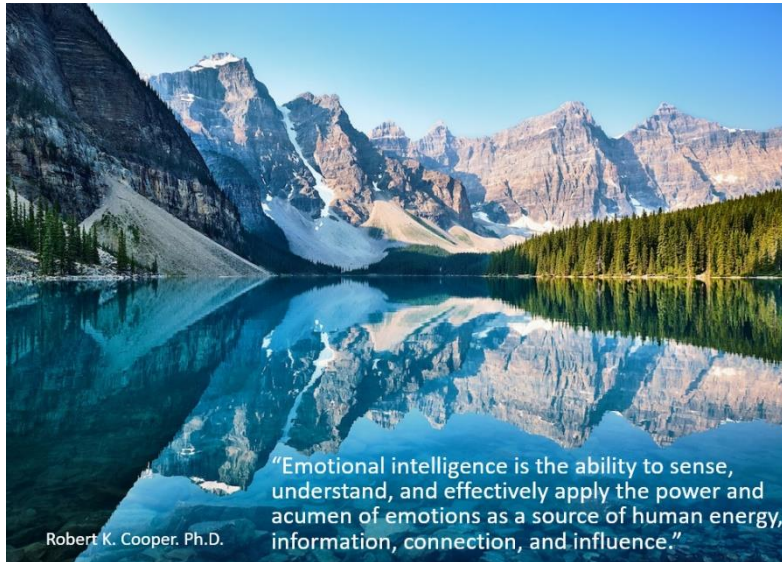


## Empowering Workplace Relationships

### Harnessing the Power of Emotional Intelligence



*This is the second part of a three-part series.*

In a dynamic workplace environment, emotions play a significant role in your interactions with colleagues, bosses, subordinates, and teams. Justin Bariso is an outstanding source for information and training on emotional intelligence. On EQApplied.com Justin offers a weekly newsletter, articles, and reasonably priced training. In two newsletters, he introduced a great visual metaphor for practicing emotional intelligence. It immediately resonated with me conceptually, but at another level, it sparked specific instances in my leadership coaching where assessment of emotional intelligence has been a major factor. By utilizing these tools, you can proactively manage your emotions, fostering positive relationships and improving productivity.

### **An Emotional Intelligence Media Player**

Just like a media player enhances your enjoyment of a favorite movie or song, the media player methods can enhance your ability to handle emotions constructively in the workplace. Let's explore the tools of the media player and how they can be applied.



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#### Rewind: Reflect and Revisit for Resolutions

◀◀ Emotionally charged discussions can arise from deep-seated issues but ignoring them only perpetuates the problem. The rewind tool enables you to address the topic later, once everyone has had a chance to cool down. By carefully reintroducing the subject, you create an environment that encourages open dialogue and constructive solutions.

- Sarah and David, two colleagues, had a heated disagreement during a team meeting. Realizing the need for the rewind tool, Sarah reaches out to David after some time has passed. She begins the conversation by acknowledging their shared goal and expressing appreciation for David's expertise. This approach helps David lower his guard and facilitates a more productive discussion to resolve their differences.
- After a challenging project review, tensions arose between the team lead and a subordinate, Mark. Recognizing the value of the rewind tool, the team lead schedules a follow-up meeting. She starts by offering an apology for any miscommunication during the previous discussion, setting the stage for a more collaborative and effective problem-solving session.



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#### Fast-Forward: Gain Perspective and Make Informed Choices

▶▶ When faced with strong emotions, fast-forwarding allows you to detach from the present moment and consider the short- and long-term consequences of your actions. By posing the "golden question" of how your decisions will impact us over various timeframes, you can make more thoughtful choices and navigate challenges with clarity.

- Lisa, a manager, finds herself frustrated with an underperforming team member. Sensing the need for the fast-forward tool, she takes a step back to consider the consequences of immediate confrontation versus offering guidance and support. Reflecting on the potential long-term effects, Lisa chooses to take a more empathetic approach, providing the team member with additional training and resources. This decision strengthens their working relationship and leads to improved performance.
- Jeffrey, a project manager, feels tempted to rush a critical decision due to mounting pressure. Applying the fast-forward tool, he pauses and contemplates the potential outcomes at different time intervals: 5 hours, 5 days, 5 weeks, 5 months, and 5 years. This exercise helps him realize that a short delay in the decision-making process will allow for a more comprehensive analysis and mitigate risks. Ultimately, this thoughtful approach leads to a more successful and sustainable outcome.

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### The Trailer: Igniting Motivation and Overcoming Procrastination



The trailer tool acts as a catalyst for motivation, helping you overcome the tendency to procrastinate. By dedicating just a few minutes to a task, you can experience a glimpse of its potential impact, igniting your enthusiasm and commitment to follow through.

- Emma, a team leader, feels overwhelmed by a complex project that requires extensive research and analysis. Using the trailer tool, she commits to working on the project for just five minutes, with the option to stop afterward if she feels it's too daunting. Once Emma immerses herself in the initial few minutes, she begins to uncover intriguing insights and realizes the project's significance. Motivated by this early glimpse of progress, Emma becomes inspired to continue working on the task and successfully completes it within the set timeframe.
- Alex, an entrepreneur, finds himself struggling with procrastination when it comes to marketing his new product. Applying the trailer tool, he decides to spend a mere five minutes creating a promotional social media post. As Alex dives into the task, he starts to feel a sense of excitement about the product's unique features. The brief engagement spurs him to develop an entire marketing campaign, leading to increased customer engagement and a surge in sales.

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### Slow-Motion: Uncover Insights, Seek Solutions



Similar to observing details in slow-motion, analyzing "negative" emotions like anger or fear allows you to uncover the underlying reasons behind your feelings. By slowing down and exploring the root causes, you gain clarity and empower yourself to find effective solutions.

- Jessica, a team member, experiences frustration and dissatisfaction due to a lack of recognition for her contributions. Utilizing the slow-motion tool, she takes a moment to reflect on her emotions. Through self-inquiry, Jessica identifies her desire for more visibility and decides to schedule a meeting with her supervisor. This proactive step helps her express her concerns, leading to a revised recognition program that benefits the entire team.
- John, a manager, encounters a challenging situation that triggers his anger. Instead of reacting impulsively, he embraces the slow-motion tool. John takes the time to understand the deeper reasons behind his anger, identifying the root cause as a breakdown in communication.

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#### Summary

By utilizing the rewind tool, you create a space for open dialogue and resolution, allowing everyone involved to cool down and approach discussions with a fresh perspective. The fast-forward tool enables you to make informed choices by considering the short- and long-term consequences of our actions, ensuring that your decisions align with your goals and values. Slowing down with the slow-motion tool helps you uncover the root causes of negative emotions, paving the way for effective problem-solving and personal growth. Lastly, the trailer empowers you to overcome procrastination by taking small, actionable steps towards your goals.

*In the complex landscape of the workplace, emotions are an inherent part of human interaction. However, by equipping yourself with the tools offered by the media player, you can transform emotional moments into opportunities for growth and positive outcomes. Through the power of rewinding, fast-forwarding, slow-motion, and the trailer, you gain control over your thoughts and emotions, fostering healthier relationships, increased productivity, and personal development.*

