

Win – Win Solutions

Increasing Effectiveness with Emotional Intelligence

Written by
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"Inspiring Dreams, Realizing Potential"



Enhancing
Emotional
Intelligence



“Nothing gives one person so much advantage over another as to remain calm and unruffled under all circumstances.”

Thomas Jefferson



Agenda

- I. Principled Negotiations
- II. EI Increases Your Effectiveness
- III. Key Components of EI
- IV. Enhancing Your EI
- V. Getting past “No”

Principled Negotiations

Enhancing
Emotional
Intelligence

Members of the Harvard Negotiation Project,
“Getting to Yes” by Fisher and Ury

- Focused on the psychology of negotiation
- “Principled negotiation”
- Finding acceptable solutions



Principled Negotiations

- "Separate the people from the problem"
- "Focus on interests, not positions"
- "Invent options for mutual gain"
- "Insist on using objective criteria"
- "Know your BATNA (Best Alternative To Negotiated Agreement)"

Win - Win

- Ask Questions during the negotiation
- Hear the other person – listen, focus, ask clarification questions
- Don't rush to judgment – collaborate, cooperate
- Be flexible
- The key communication skill is to listen



Collaborative Process

Manage Emotions

- Ask Open Ended Questions
- Summarize, Gain Understanding
- Communicate Non-defensively
- Develop Specific Action Plan
- Follow Up



During the Collaborative Process

- Demonstrate willingness to listen, share ideas
- Show openness to reason
- Desire to bargain in good faith
- Identify interests and/or positions
- Agreement broad topic areas and specific issues
- Use active listening
- Seek to identify agreement on small items

What is Emotional Intelligence (EI)?

Enhancing
Emotional
Intelligence



EI describes an ability, capacity, or skill to perceive, assess, and manage the emotions of one's self, of others, and of groups



Why Learn About Emotional Intelligence (EI)?

- Improves social effectiveness
- Better the social relations
- Less apt to engage in problem behaviors, and avoids self-destructive, negative behaviors

Increasing
Your
Effectiveness



I. EI Increases Your Effectiveness

- Improves interpersonal effectiveness
- Better social relations
- Reduces self-destructive behavior

Mayer, Salovey, & Caruso, 2004, p. 210



External Affiliations

Enhancing
Emotional
Intelligence



External

- Advertisers/Prospects/Sources/Readers

Internal

- Dynamic tension within the workplace





Exercise

Picture a Difficult Day

Emotional impact on co-workers/customers?

Emotional state influence on success?

Aware of your emotions at work?

Are others aware of their emotions at work?

Think about a time when interactions could have been better.



Exercise: Emotional Triggers

- Defining effective interactions at your publication. Who are your affiliates?
- Think about your emotional triggers and why they effect you
- Think about signs of emotional behavior in others

II. Components of Emotional Intelligence:

Emotional Intelligence Components



Emotional Intelligence

Emotional intelligence (EI) describes an ability, capacity, or skill to perceive, assess, and manage the emotions of one's self, of others, and of groups

EI is often measured as an ***Emotional Intelligence Quotient (EQ)***

Characteristics of Emotional Intelligence

Emotional
Intelligence
Components



Personal Skills

- Self-Awareness
- Self-Regulation
- Motivation

Social Awareness

- Empathy
- Social Skills



**Emotional
Intelligence
Components**



Levels of Emotional Awareness

- A. Knowing the feeling is present
- B. Acknowledging the feeling
- C. Identifying the feeling
- D. Accepting the feeling
- E. Reflecting on the feeling
- F. Forecasting feelings



Levels of Emotional Awareness

E. Reflecting on the feeling

2 different levels of awareness

Low level - only reflect on our feelings after the fact

Accurately identify and reflect on it.

High level - take actions about our annoyance or triggers

F. Forecasting feelings

Predicting how we will feel in the future.

"I know that he'll annoy me just by being in the room"

Choose appropriate course of action

III. Enhancing Emotional Intelligence

Our Part in the Play

"All the world's a stage, and all the men and women merely players. They have their exits and their entrances; and one man in his time plays many parts."

William Shakespeare

Our Part in
the Play



Emotions Drive Attitudes

Our Part in
the Play



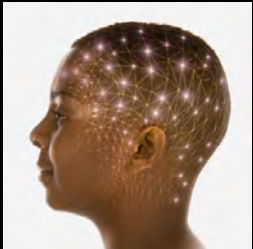
*Attitude is a little thing that makes a big
difference”*

Winston Churchill



Perceptions Our Way of Figuring Things Out

Our Part in
the Play



Perceptions vary from person to person

Different people perceive different things
about the same situation

But more than that, we assign different
meanings to what we perceive

We act on these perceptions as though they
are correct, often they are not



We Perceive Things Differently

Our Part in
the Play



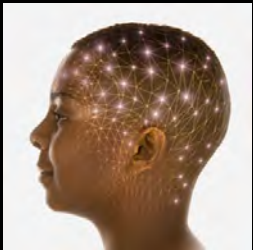
Punctuate the following:

*Woman without her man is
nothing*



We Perceive Things Differently

Our Part in
the Play



We Perceive Things Differently

Our Part in
the Play



We Perceive Things Differently

Our Part in
the Play



Our Part in
the Play



Our Thought Processes

- We make a lot of assumptions and act on them
- Our Thinking is “Hard Wired”
- We lock in thoughts which affect our behavior
- Often our thinking is unconscious

Our Part in
the Play



Ways to Improve Your EI

Become emotionally literate, label your feelings, rather than people or situations
"I feel impatient." vs. "This is ridiculous."

Take more responsibility for your feelings
"I feel jealous." vs. "You are making me jealous."

Use your feelings to help you make decisions

"How will I feel if I do this?" "How will I feel if I don't"?



Our Part in
the Play



10 Ways to Improve Your EI

Use your feelings to help you make decisions

"How will I feel if I do this?" "How will I feel if I don't"?

Show respect for other people's feelings

"How will you feel if I do or if I don't"?

Feel energized, not angry. Use energy to take productive action

Validate other people's feelings. Show empathy, understanding, and acceptance



Our Part in
the Play



10 Ways to Improve Your EI

Practice getting a positive value from emotions.

"How do I feel?" and "What would help me feel better?"

Ask others "How do you feel?" "What would help you feel better?"

Don't advise, command, control, criticize, judge or lecture to others. Instead, try to just listen with empathy and non-judgment

Avoid people who invalidate you.

Try to spend less time with them, or not to let them have psychological power over you

Stephen Covey, John Mayer



Getting in Touch with Your Thinking

Our Part in
the Play



Take more responsibility for your feelings. *"I hate to negotiating with these _____"*

vs.

"Their demands are ridiculous!"



Emotionally
Aware
Interactions



IV. Emotionally Aware Interactions

"Twenty years from now you will be more disappointed by the things that you didn't do than by the ones you did do"

Mark Twain



First Check Our Thinking

Emotionally
Aware
Interactions



There are Five Levels of Thinking

Vision:	Strategy, direction
Planning:	How to get there
Detail:	Action steps
Problems:	We see no options
Drama:	Emotional mud



Avoid Drama and Trauma

Emotionally
Aware
Interactions



Learn to avoid drama and trauma by looking forward

Spend time in vision and planning

Spend less time on details

Avoid the mud of problems & drama



Emotionally
Aware
Interactions



Exercise:

Let's go back to the time when a negotiation could have been better

How many of our examples involved:
Perceptions? _____

Vision, Planning or Detail? _____

Problems and Drama? _____



Emotionally
Aware
Interactions



Create Useful Interactions

1. Concentrate on process not on content
2. Focus on facts and solutions, not on emotions
3. Accentuate the positive



Enhance Communication Skills

Emotionally
Aware
Interactions



Enhance Communication Skills

1. **Facts** – what someone sees, hears, touches, & perceives the facts to be
2. **Thoughts** – what their thoughts about the facts are
3. **Emotions** – how they feel because of their thoughts about the facts
4. **Meaning/Importance** – why it's important to them/me
5. **Actions/Expectations** – what they want

How to Improve Your EI

Summary



- Observe how you react to people
- Look at your work environment
- Do a self-evaluation
- Examine how you react to stressful situations
- Take responsibility for your actions
- Examine how your actions will affect others – before you take those actions

Getting Past 'No'

Summary

Don't react: Go to the balcony

"Speak when you are angry and you will make the best speech you will ever regret"

Going to the balcony is a metaphor used to describe the emotional disconnect one should have instead of reacting to the conflict that arises in your negotiation



Getting Past 'No'

Summary



Don't argue: Step to their side

Give the other side a hearing: paraphrase and ask for correction

Acknowledge their points, their feelings

Agree whenever you can without conceding, accumulate "yeses" for yourself and the other party

Express your views without provoking

Don't use "but" statements, use "yes...and" statements



Getting Past 'No'

Summary

Don't reject: Reframe

Don't push: Build them a golden bridge

Don't escalate: Use power to educate



"The best general is the one who never fights" ([Sun Tzu](#))



I. EI Increases Your Effectiveness

Increasing
Your
Effectiveness



*At the end of the day, your success depends on
people*

*Success also depends on how you interact with
people*



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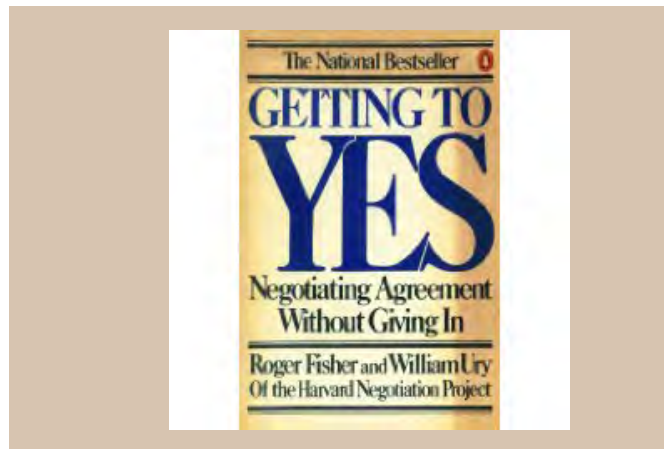


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