

Managing Conflict with Emotional Intelligence

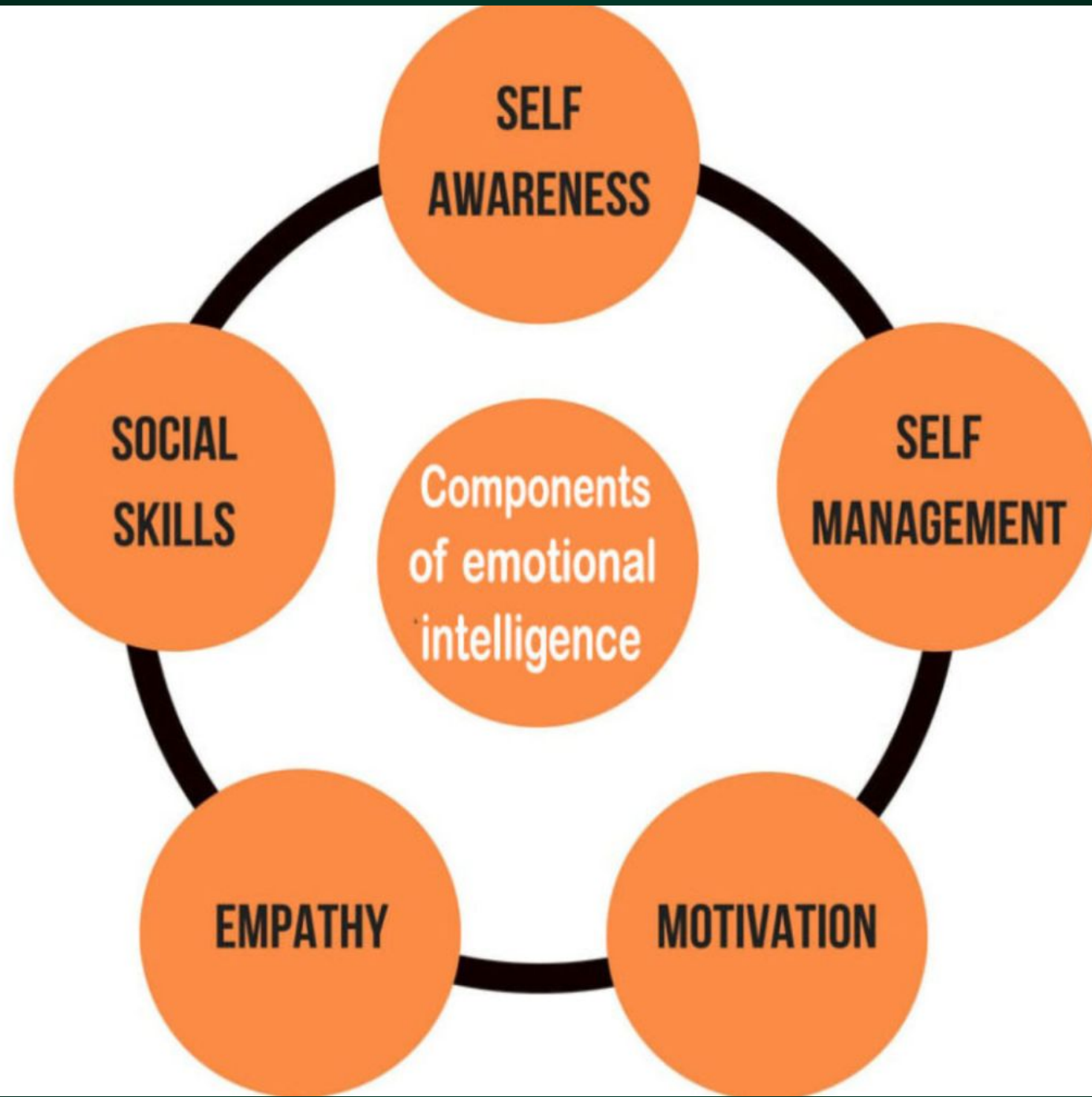
Explore E.I. to better understand yourself and others, and to grow in your capacity for creating healthy relationships.

*This workshop will be followed-up with a focus on Social Intelligence this Fall.

Presented by Kristine Paranica, J.D., NDSU Ombuds

What qualities do we value and admire in others?





Personal Competencies

Self Awareness

Knowing one's internal states, preference, resources, and intuitions

- ◆ Emotional awareness: Recognizing one's emotions and their effects
- ◆ Accurate self-assessment: Knowing one's strengths and limits
- ◆ Self-confidence: A strong sense of one's self-worth and capabilities

Self Regulation

Managing one's internal states, impulses, and resources

- ◆ Self-Control: Keeping disruptive emotions/impulses in check
- ◆ Trustworthiness: Maintaining standards of honesty and integrity
- ◆ Conscientious: Taking responsibility for personal performance
- ◆ Adaptability: Flexibility in handling change
- ◆ Innovation: Being comfortable with novel ideas, approaches, and new information

Self Motivation

Emotional tendencies that guide or facilitate reaching goals

- ◆ **Achievement Drive:** Striving to improve or meet a standard of excellence
 - ◆ **Commitment:** Aligning with the goals of the group or organization
 - ◆ **Initiative:** Readiness to act on opportunities
- ◆ **Optimism:** Persistence in pursuing goals despite obstacles and setbacks

Social Competencies

Empathy

Awareness of other's feelings, needs, and concerns

- ◆ Understanding Others: Sensing others' feelings and perspectives, and taking an active interest in their concerns
- ◆ Developing Others: Sensing others' development needs and bolstering their abilities
- ◆ Service of Orientation: Anticipation, recognizing, and meeting customers' needs
- ◆ Leveraging Diversity: Cultivating opportunities through different kinds of people
- ◆ Political Awareness: Reading a groups' emotional currents and power relationships

Social Intelligence

Adeptness of others' feelings, needs and concerns

- ◆ **Influence**: Wielding effective tactics for persuasion
- ◆ **Communication**: Listening openly and sending convincing messages
- ◆ **Conflict Management**: Mediating and resolving disagreements
- ◆ **Leadership**: Inspiring and guiding individuals and groups
- ◆ **Change Catalyst**: Initiating or managing change
- ◆ **Building Bonds**: Nurturing instrumental relationships toward shared goals
- ◆ **Collaboration and Cooperation**: Working with others toward shared goals
- ◆ **Team capabilities**: Creating group synergy in pursuing collective goals

Save the Date

2 Follow-up Workshops for E.I. and Social Intelligence:

***Save Next E.I. Workshop Dates:**

Sept 26 3:30-4:30 - Conflict, Triggers & Motivation

Oct. 23 12:00-1:00 - Building Social Connections

NDSU Ombud's Office

How can I help you?

- ❖ *Coaching for conflicts and difficult conversations*
- ❖ *Discuss situations, policies, procedures, concerns, etc.*
- ❖ *Support if you have experienced discrimination, harassment...*
- ❖ *Ask me to get information for you, or talk to someone for you*
- ❖ *Mediate with others to improve a relationship, resolve issues*
- ❖ *Facilitate group conversations (e.g., with students, labs, cohorts, faculty, department, etc.)*
- ❖ *Invite me to present on a topic of interest (see website)*