



ELEVATE YOUR LEADERSHIP WITH EMOTIONAL INTELLIGENCE

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DISCLOSURES

I have no relevant disclosures for this presentation.

LEARNING OBJECTIVES



After attending this presentation, participants will be able to...

1. Define emotional intelligence as it relates to leadership for campus dietitians.
2. Assess personal emotional intelligence strengths and areas for improvement.
3. List practical strategies for improving each domain of emotional intelligence.

WHAT MAKES A GREAT LEADER?



CHARACTERISTICS OF GREAT LEADERS



Technical
skills

Cognitive
abilities

Emotional
intelligence

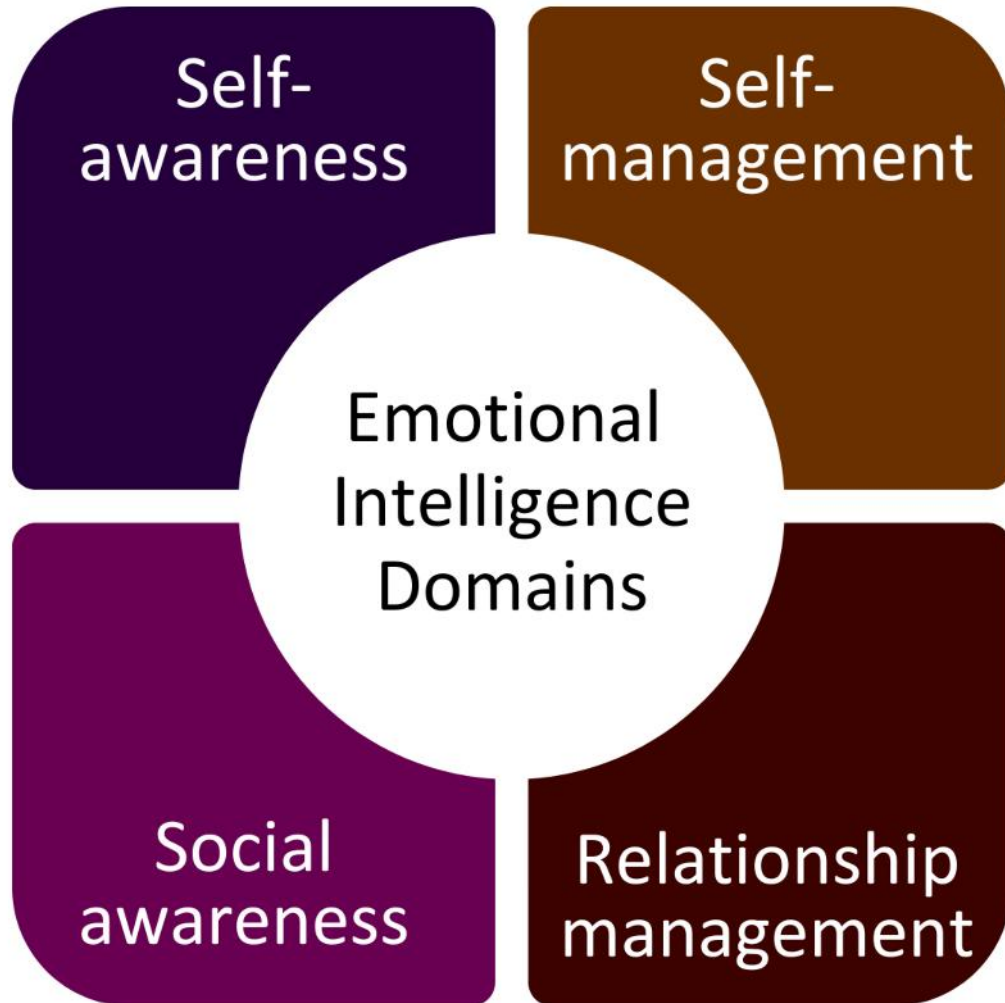
GREAT LEADERS AND EMOTIONAL INTELLIGENCE

*“When I calculated the ratio of technical skills, IQ, and emotional intelligence as ingredients of excellent performance, emotional intelligence proved to be **twice as important** as the others for jobs at all levels.” - Goleman*

HOW WOULD YOU DEFINE
EMOTIONAL INTELLIGENCE?



EMOTIONAL INTELLIGENCE DOMAINS



Personal competence

Social competence

EMOTIONAL INTELLIGENCE BENEFITS



Change attitudes and behaviors



Improve job satisfaction



Reduce job stress



Reduce overall psychological distress



Reduce risk of burnout

CONNECT BETTER WITH STAFF & STUDENTS



FUTURE-PROOF YOURSELF

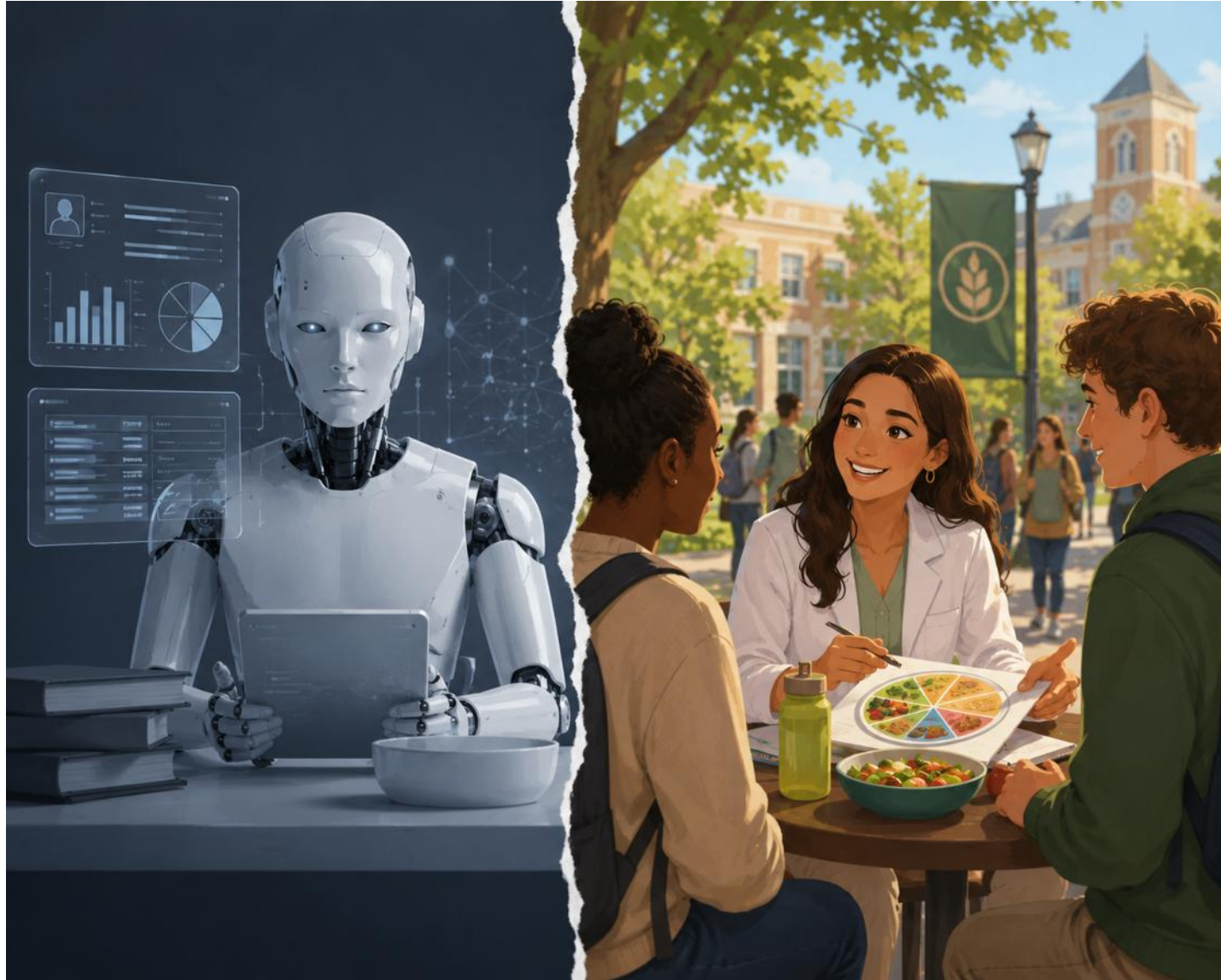


Image: ChatGPT

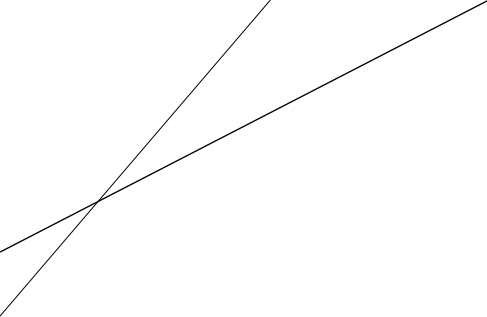
EMOTIONAL INTELLIGENCE MYTHS

1. Emotional intelligence is only for women.
2. Emotional intelligence is fixed.
3. Emotional intelligence means you must be “touchy-feely”.
4. Emotional intelligence means you’re always happy.



WHAT ARE YOUR EI STRENGTHS
AND WEAKNESSES? EVALUATION
TIME!





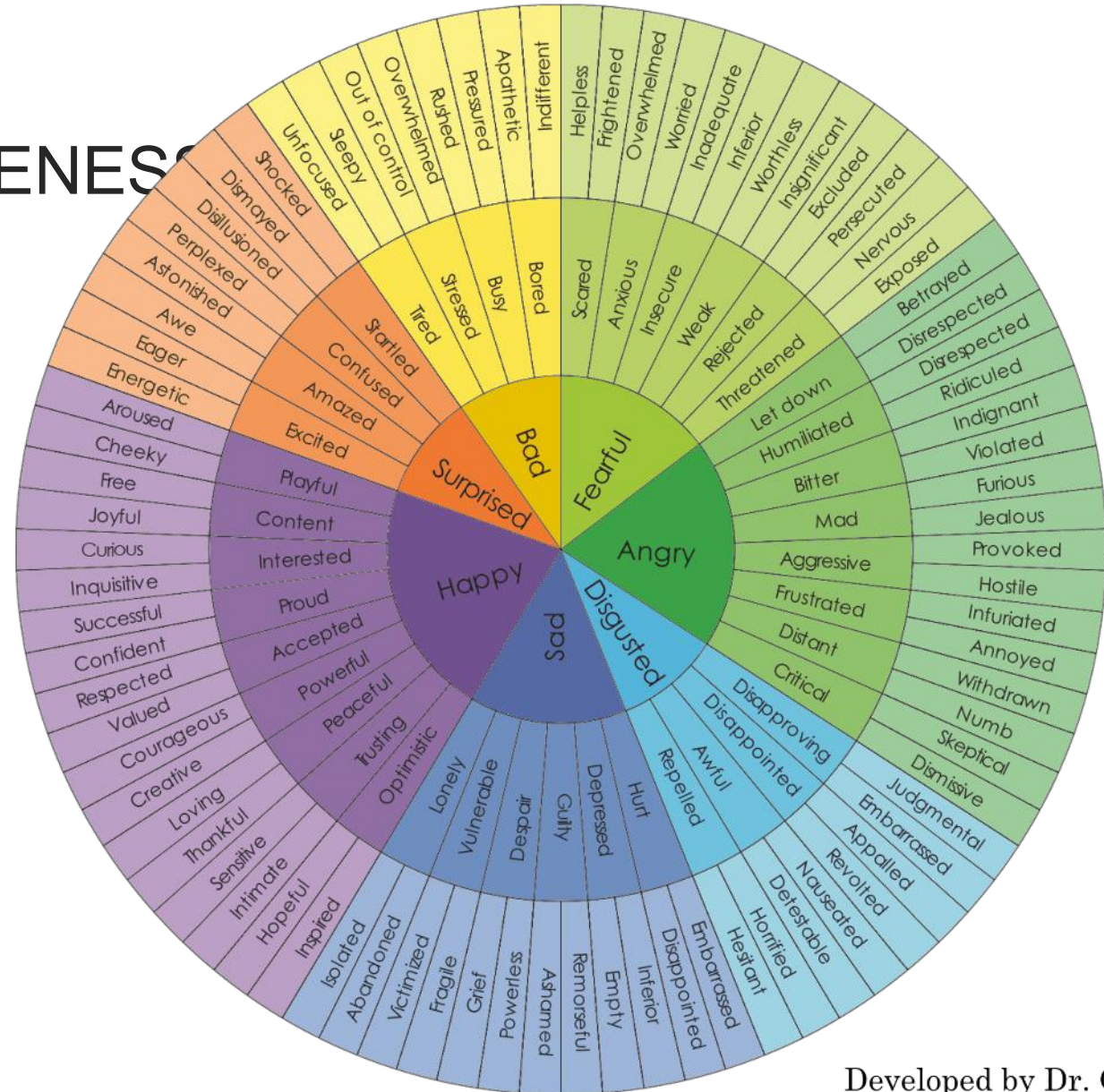
DOMAIN 1: SELF AWARENESS



Emotional self
awareness

EMOTIONAL SELF-AWARENESS

- “Name it to tame it”



Developed by Dr. Gloria Wilcox

RewardCharts4Kids.com

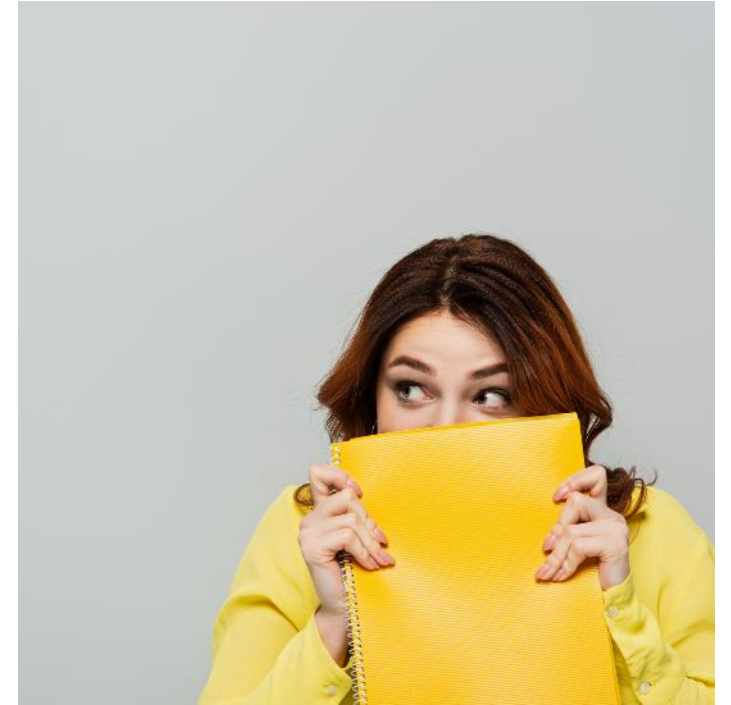
WHAT ARE SOME SITUATIONS AT
WORK THAT CAUSE AN EMOTIONAL
RESPONSE?



EMOTIONS CAN GIVE US INFORMATION

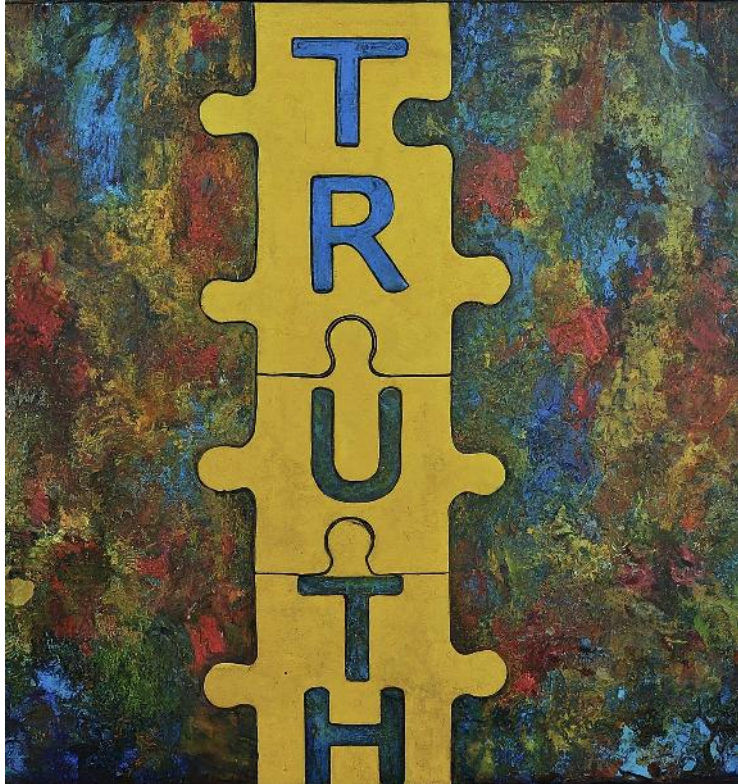
Emotion	Questions to ask yourself
Joyful	What do I want to do more of? Who do I want to spend more time around?
Fearful	What is at risk? Is there any way I can minimize the risk?
Angry	What is in the way of progress? What is in the way of an effective team? What are the obstacles we're facing?
Shocked	What unexpected thing happened? Could I have been prepared for this?
Sadness	What is being lost or damaged?

RECOGNIZE PATTERNS



When I think/feel/experience _____, I typically _____.

SELF-AWARENESS ACTIVITY

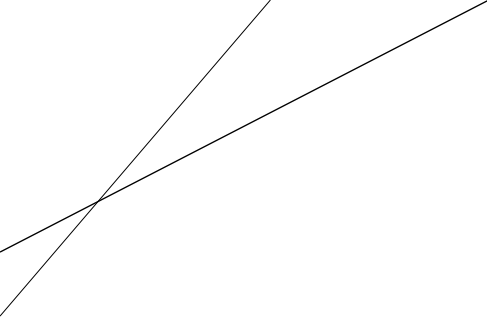


- **T**rigger
- **R**eference
- **U**nhealthy reaction
- **T**ruth
- **H**ealthy reaction



IMPROVING SELF-AWARENESS

- Understand your emotions
- Pay attention to physical symptoms
- Practice mindfulness
- Journal
- Understand your strengths and weaknesses
 - 360-degree assessment
- Growth > fixed mindset



DOMAIN 2: SELF-MANAGEMENT

Emotional balance (Self-regulation)

Adaptability

Achievement

Positivity

NEUROANATOMY OF EMOTIONAL CONTROL

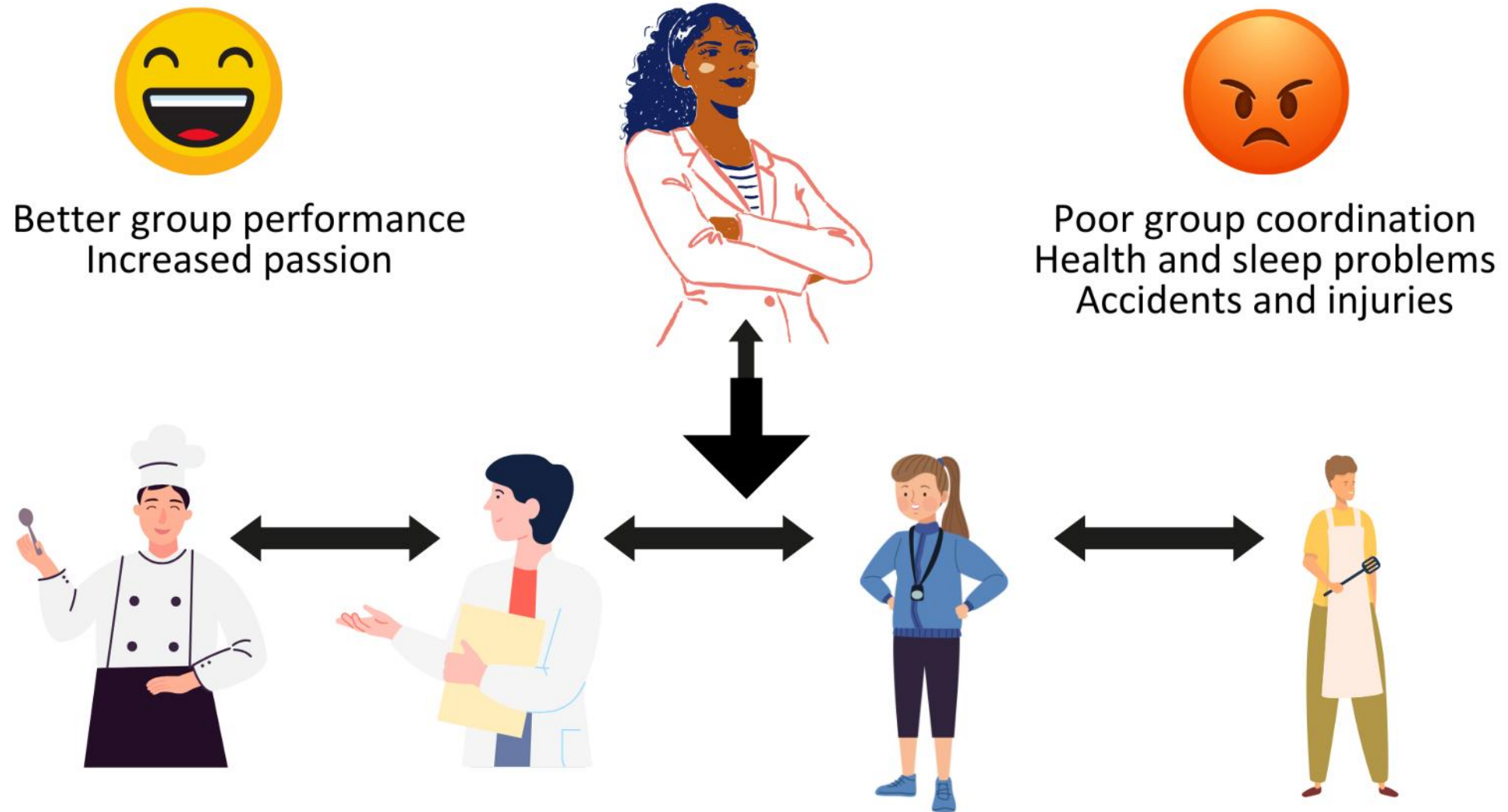


Reference: Siegel, 2017

YOUR BRAIN IN ACTION



EMOTIONAL CONTAGION



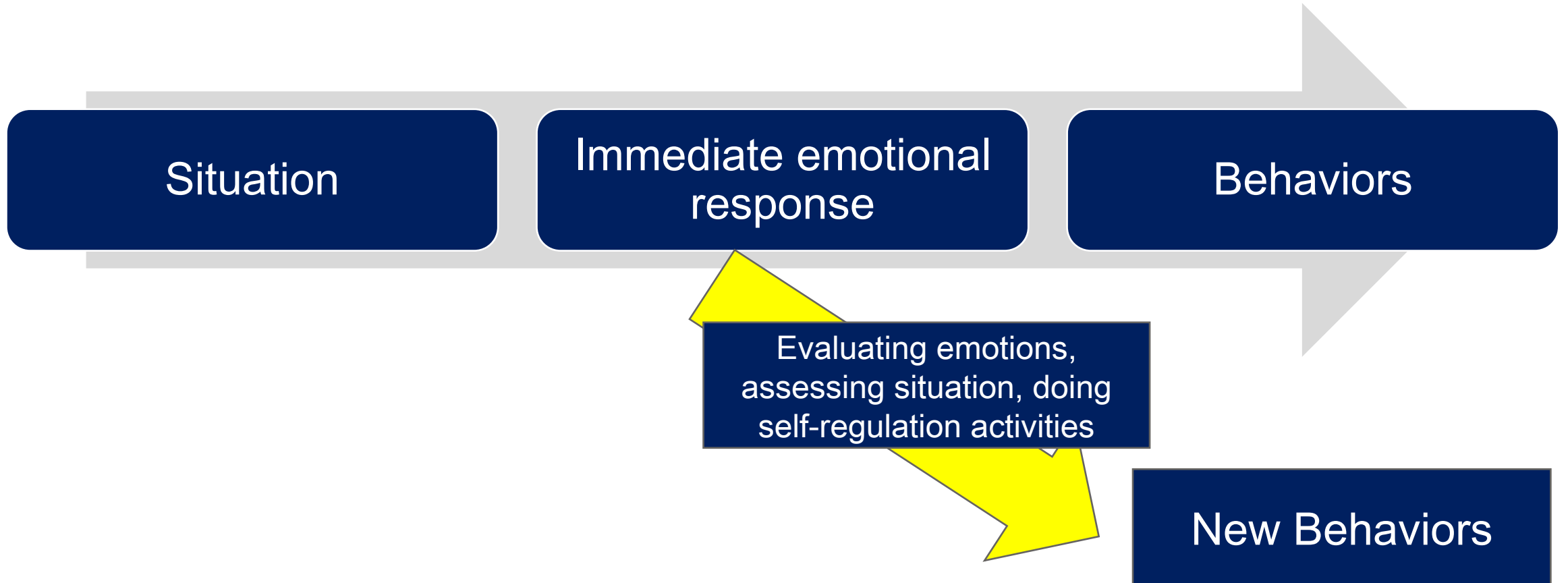
Reference: Boukarras et al, 2024; Li et al, 2017; Petitta et al, 2023

SELF-REGULATION TECHNIQUES

- Breathing exercises
- Drink a glass of water
- Count backwards
- List X things you can see, hear, smell
- List X things of specific colors
- Progressive muscle relaxation
- Music
- Thought reframing
- Calming imagery
- Physical activity
- Journaling
- Browse a “praise packet”



SELF-REGULATION IN ACTION





New Message



To

Campus RD

Subject

Sargent Hall Event Sucked

I came to the wellness event you guys put on at Sargent Hall and it was a complete waste of time. IDK why you are recommending oils and grains. Haven't you seen the new Dietary Guidelines? Clearly you haven't or you'd realize that those foods - ESPECIALLY SEED OILS - shouldn't be part of our diet. Why didn't you talk about beef tallow? Why didn't you share the real info about animal protein? Clearly you're just a shill for Big Food like most RDs. Maybe you should start listening to real science like [this podcast](#) and learn some facts.

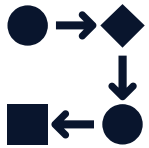
SEND



WHAT IS
YOUR
INITIAL GUT
REACTION?

WHAT
WOULD
YOU DO?

ADAPTABILITY



What are we
doing?



What's
working?



What's not
working?

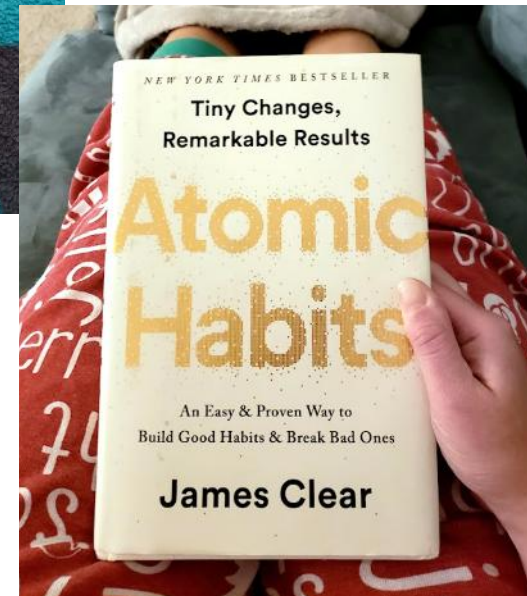
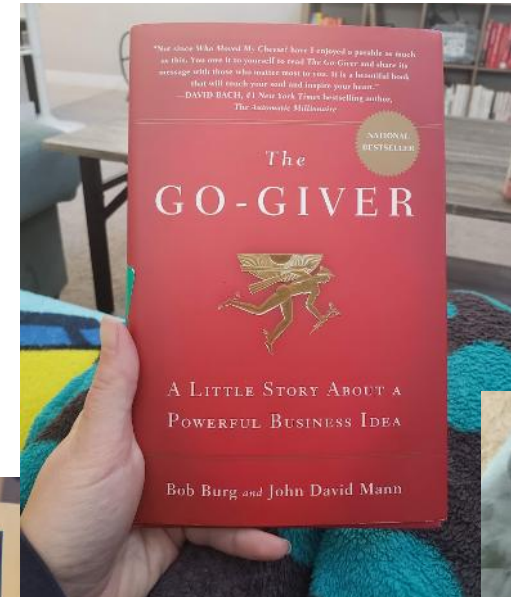
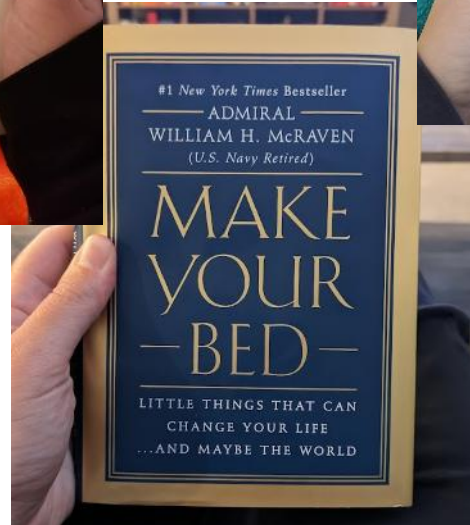
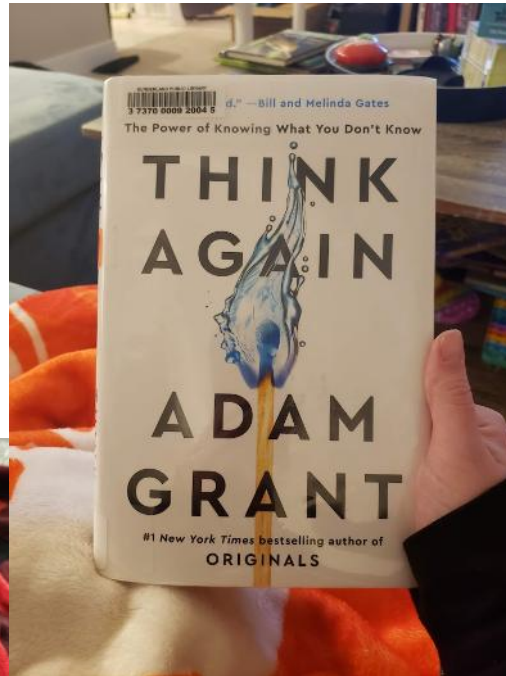
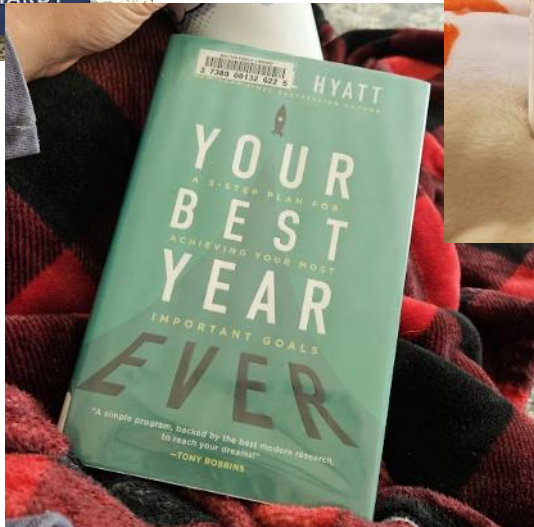
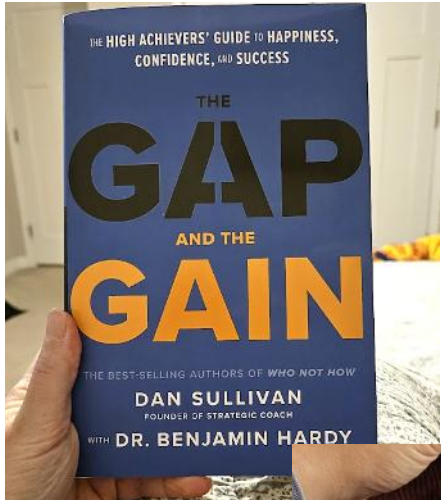


Is there a
different way to
approach
something?

ACHIEVEMENT

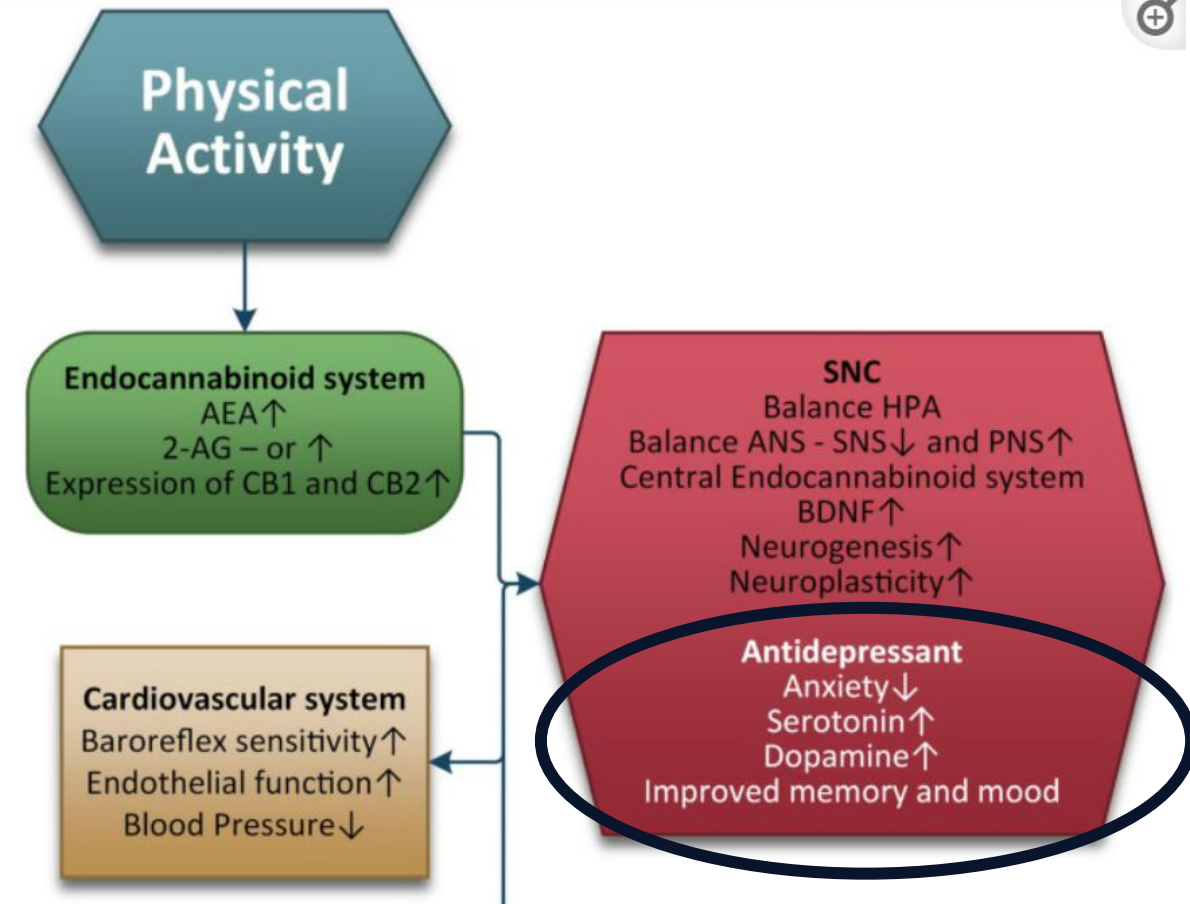


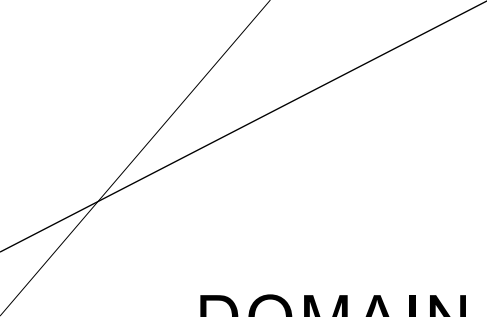
ACHIEVEMENT



POSITIVITY

- Gratitude journal
- Random acts of kindness
- Exercise



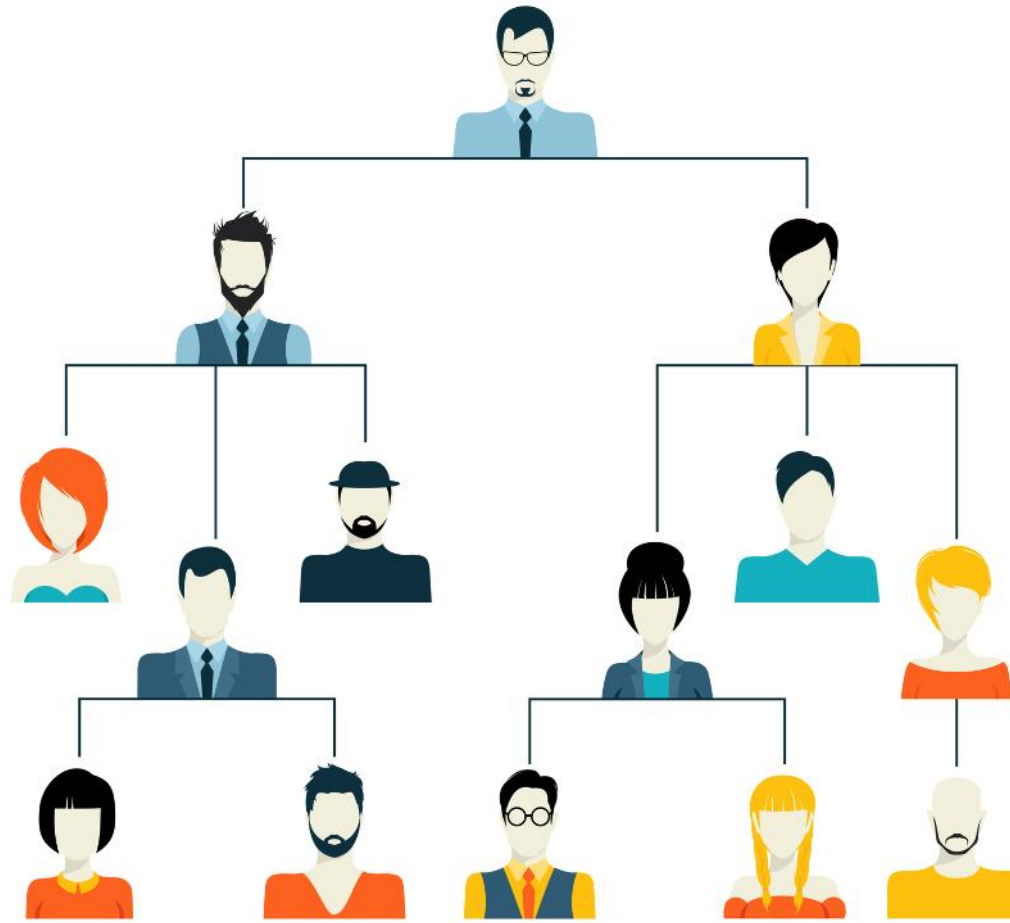


DOMAIN 3: SOCIAL AWARENESS

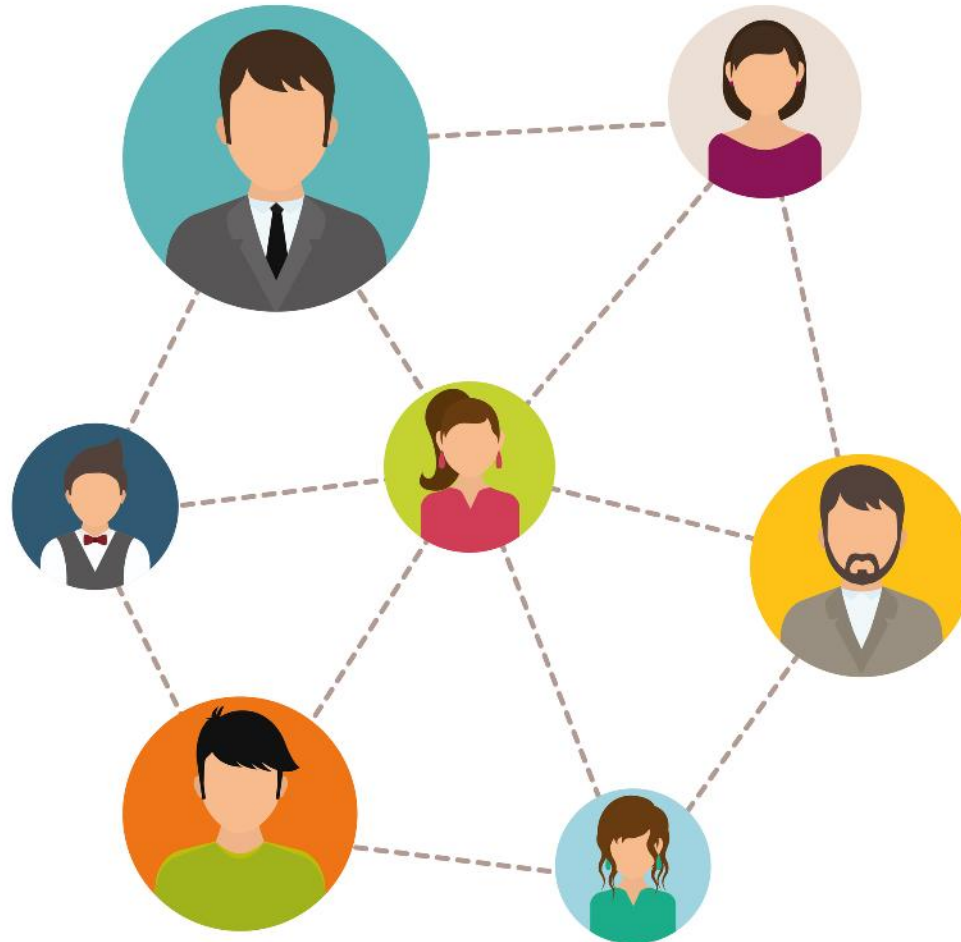
Empathy

Organizational
(or relational)
awareness

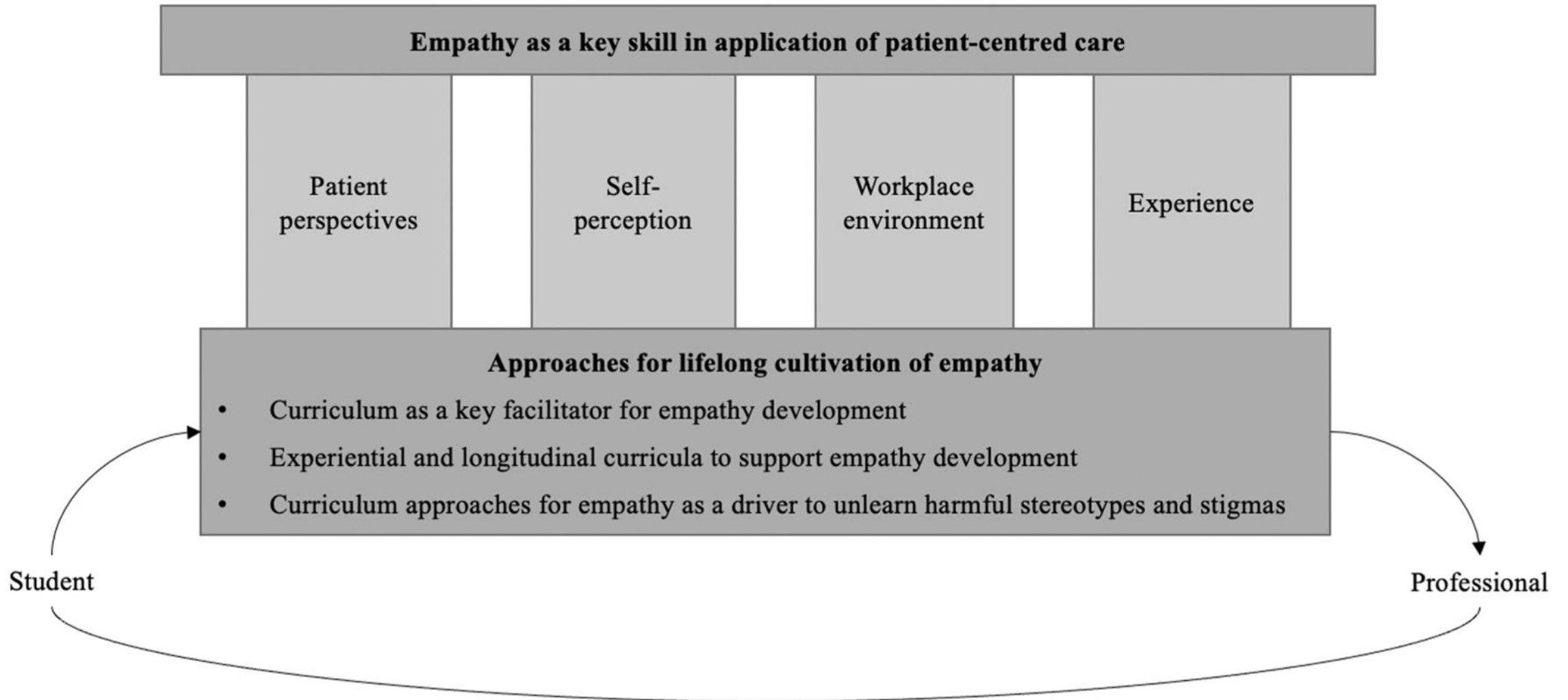
ORGANIZATIONAL AWARENESS



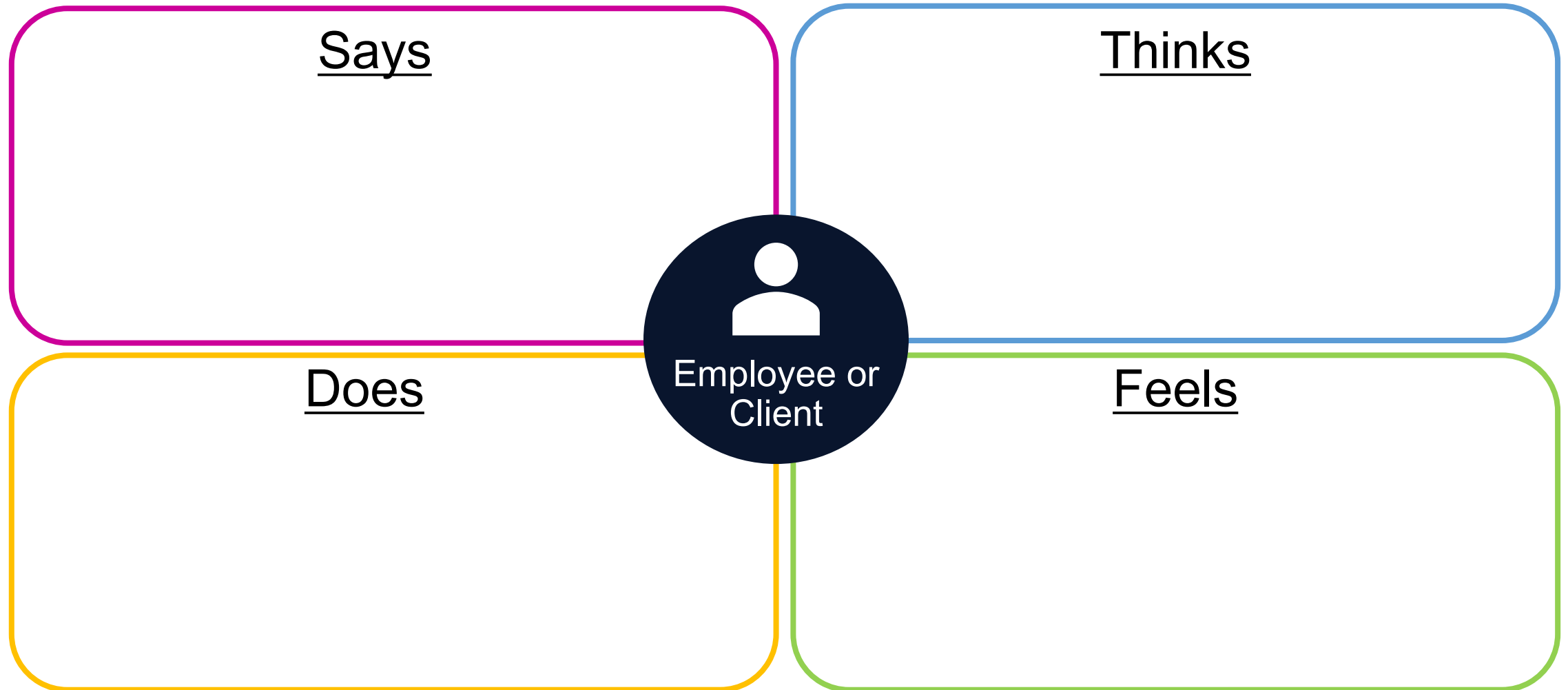
ORGANIZATIONAL AWARENESS



EMPATHY IN NUTRITION AND DIETETICS



CREATING AN EMPATHY MAP



EMPATHY MAP EXAMPLE

Says

"Why is this so stressful?"
"I can never find anything to eat!"
"I hate the food here!"
"I swear they never change their gloves"
"There are always so many people in the dining hall"

Thinks

I don't know if I can trust the food here.
I wish I could eat what I ate back home.
I miss my mom's cooking.
What if I have a reaction in front of everyone?

First-Year
Student
with Allergies

Does

Skips some meals
Eats the same meals on repeat
Expresses frustration in an aggressive way
Double checks everything

Feels

Frustrated
Anxious
Overstimulated
Hyper-vigilant
Sad
Unsafe



EMPATHY & SOCIAL AWARENESS TIPS

- Get to know your employees/students
- Think about situations from others point of view
- Actively listen
- Acknowledge feelings
- Respect cultural differences
- OARS Skills
- Expose yourself to different views
- Pay attention to non-verbal cues

SOCIAL AWARENESS: NON-VERBAL CUES

Expressions

Tone

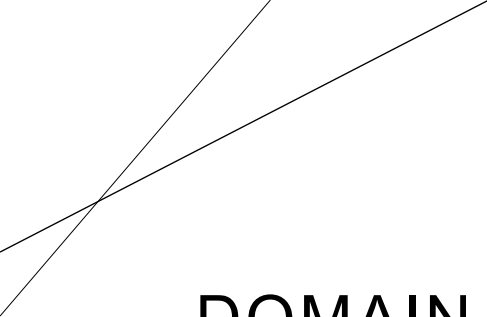
Posture



Eye
contact

Space

Gestures



DOMAIN 4: RELATIONSHIP MANAGEMENT

Influence

Coach

Inspire

Teamwork

Conflict Management

RELATIONSHIP MANAGEMENT COMPETENCIES

Influence

- Use organizational or relational awareness to gain buy-in or support for ideas
- Fine tune communication based on the person

Coach

- Understand client or employee's goals, strengths, and weaknesses
- Show a genuine interest in progress
- Constructive feedback

Inspire

- Embody what you ask of employees
- Provide direction towards shared goals
- Relate big picture vision to day-to-day tasks

WHY ARE THESE COMPETENCIES IMPORTANT?



EMOTIONAL BANK ACCOUNTS



Adapted from Steven Covey.

THE SPIES MODEL – TEAMWORK



Status – Importance

Predictability – Expectation of knowing what will happen or being included in decisions

Independence – Sense of control

Equity – Fair exchanges / decisions

Safety – Sense of belonging

CONFLICT MANAGEMENT



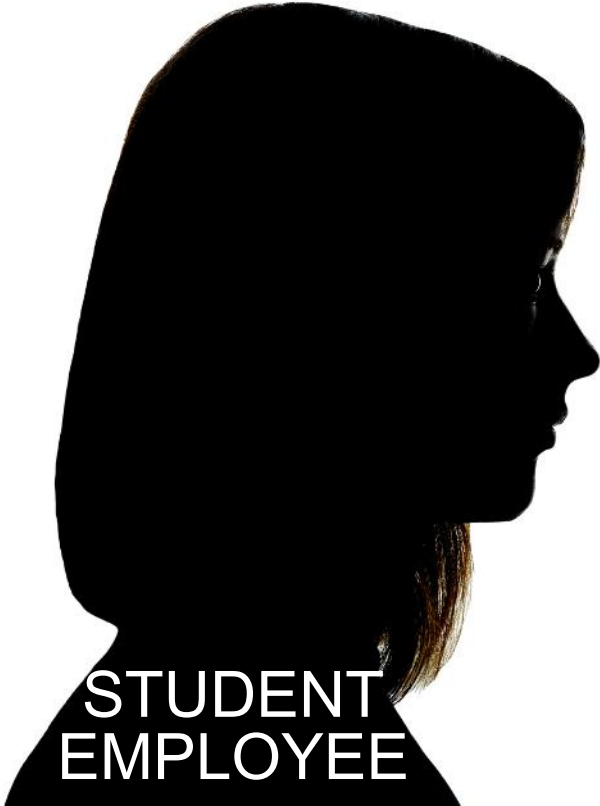
Respond

vs

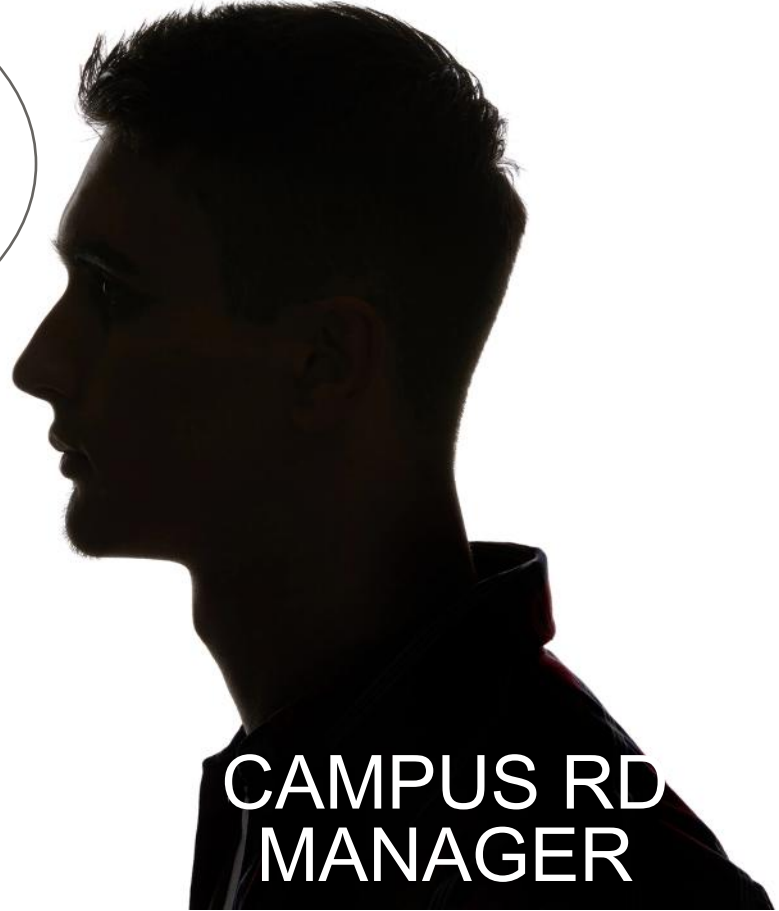


React

WHAT WOULD BE A BETTER WAY TO HANDLE THIS?

A black silhouette of a woman's head and shoulders in profile, facing right.

I've been
been really
overwhelmed
lately.

A black silhouette of a man's head and shoulders in profile, facing left.

You think you
have a lot on
your plate?
Just imagine
my job.

STUDENT
EMPLOYEE

CAMPUS RD
MANAGER

WHAT WOULD BE A BETTER WAY TO HANDLE THIS?

The image features two black silhouettes of people facing each other against a white background. On the left is a woman's silhouette, and on the right is a man's silhouette. Between them are two speech bubbles. The woman's bubble contains the text 'The process for students with food allergies is confusing.' and the man's bubble contains 'We've been doing it this way for years.'

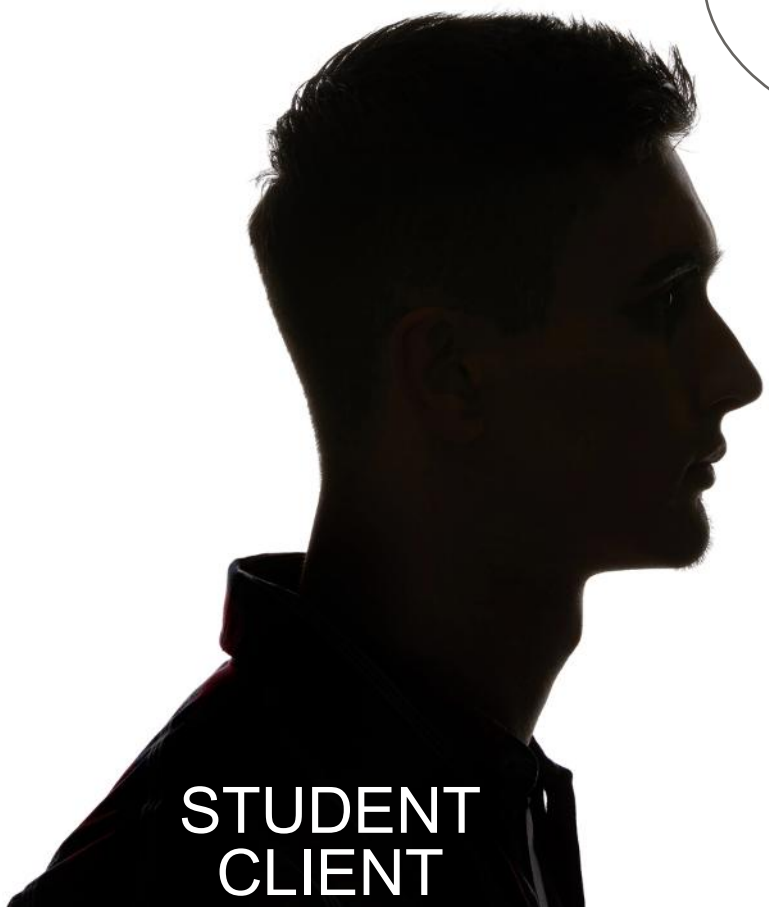
The process
for students
with food
allergies is
confusing.

We've been
doing it this
way for
years.

NEW
DINING HALL
EMPLOYEE

CAMPUS RD

WHAT WOULD BE A BETTER WAY TO HANDLE THIS?



I'm doing
everything you
said and I'm not
seeing any
results!



If you were really
doing everything
I said, you would
be seeing results.

STUDENT
CLIENT

RD

WHAT WOULD BE A BETTER WAY TO HANDLE THIS?



The options here that
are both nut free and
vegetarian are terrible.
You need to do better.



We're doing the
best we can,
OK?!

STUDENT

RD

RELATIONSHIP MANAGEMENT TIPS



Be open and
curious



Clear
communication



Build trust



Listen to feedback



Right balance of
listening vs.
speaking



Explain decisions



Don't avoid
challenging
situations



Avoid back-to-back
meetings

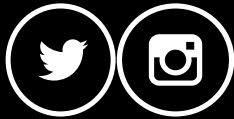
ARE MY THOUGHTS AND FEELINGS
RIGHT NOW PRODUCTIVE IN WHAT
I'M ABOUT TO DO OR SAY?



THANK YOU! QUESTIONS?



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d



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/
buildawellnessblog.com



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Traditional Thinking	Innovation Leadership
Need proof to move forward	What if we try it?
Restricted by past precedent	Unconstrained by the past
Right way, wrong way	Let's look for a better way
Immediate results	Long-term potential

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