



NEXT GENERATION
LEADERSHIP PROGRAMME

Creating servant leaders for the African Church

Leading with Emotional Intelligence

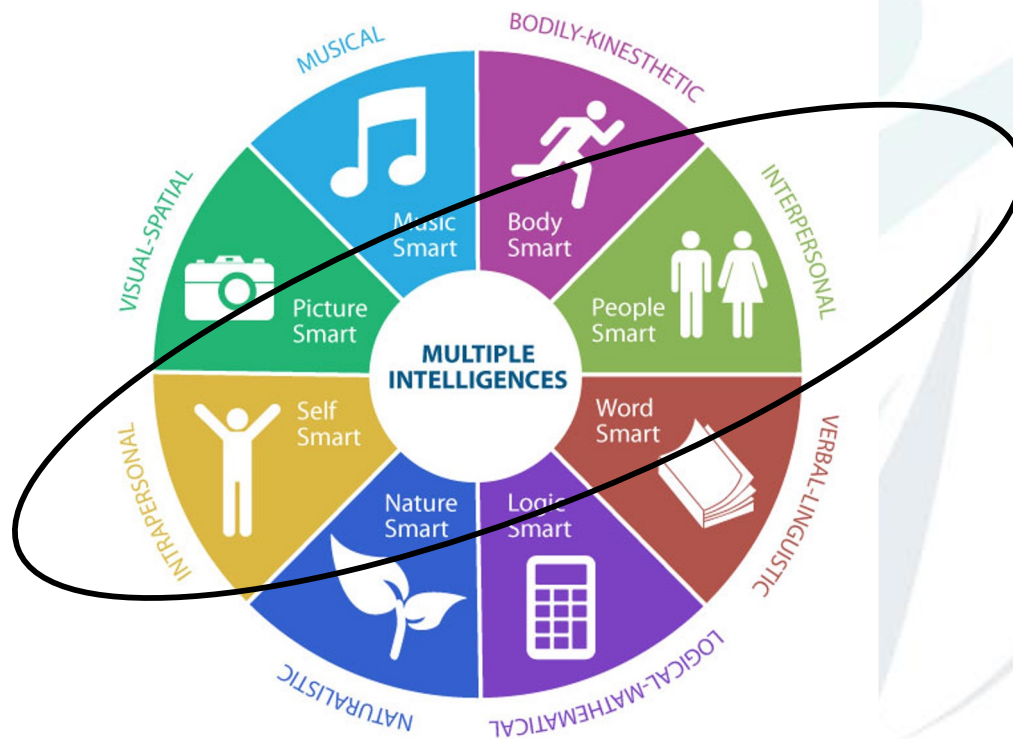


Our Learning Agenda

After this module you will be able to:

- Describe the Hallmarks of Emotional Intelligence
- Identify Jesus as a model of emotional intelligence
- Distinguish the differences between the 4 Levels of Listening
- Practice active listening in 1:1 Conversations

Multiple Intelligences



- Howard Gardner developed a theory of multiple intelligences, offering a broader view of intelligence than the traditional “IQ”
- Although we all possess each to some degree, we vary in our natural preferences/focus
- This impacts how we experience the world and how we learn
- We can acquire skills in each of these areas throughout our lives

Emotional Intelligence (E.Q.)



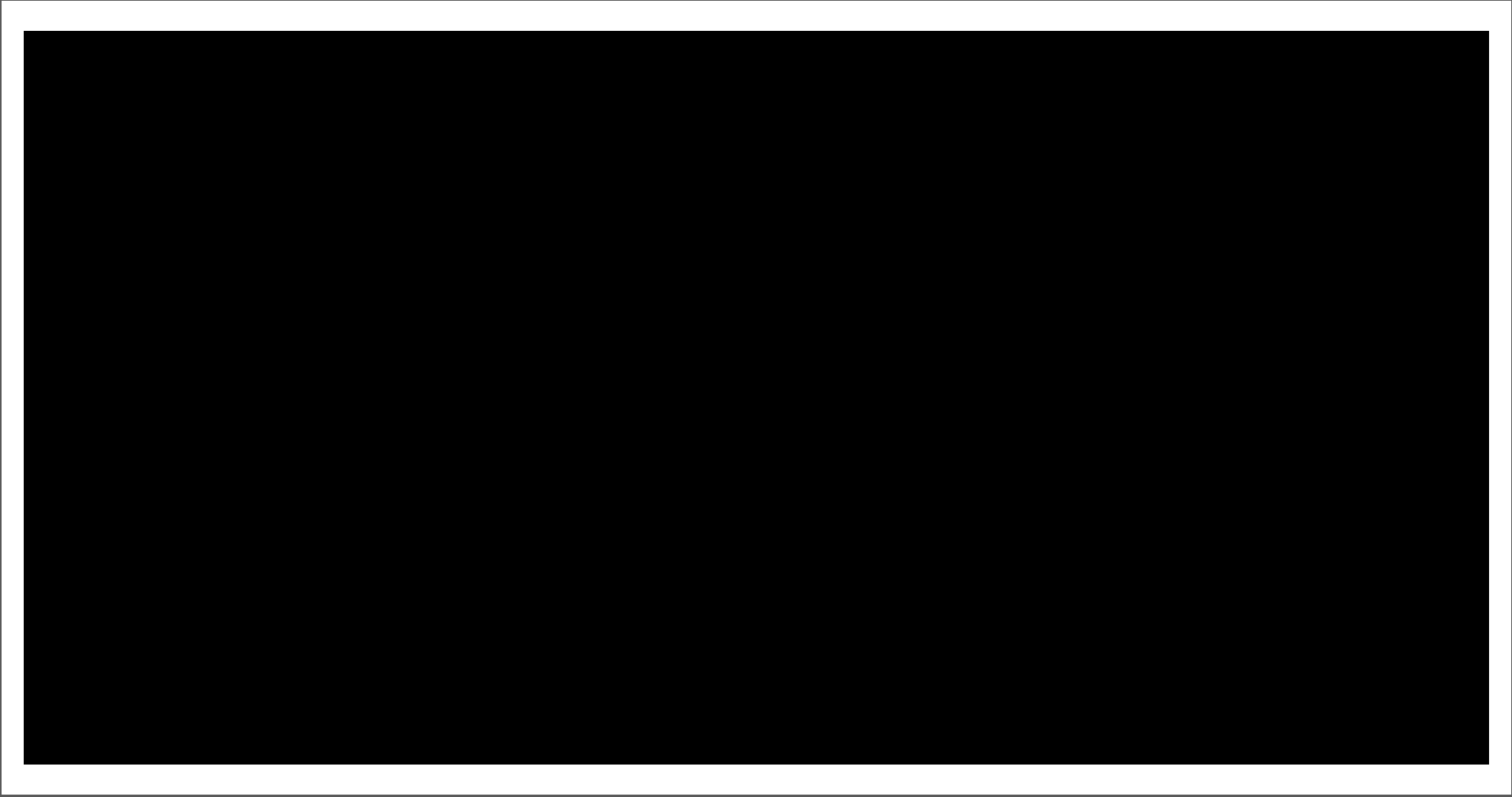
“Emotional intelligence is the ability to accurately identify and understand our emotions and reactions, those of others, and manage all effectively in our relationships.”

• Daniel Goleman⁴

“Go and sin no more.”
John 8:7

What do you observe
about Jesus’ emotional
intelligence in this scene?





“Each day each of us faces the choice of being a good Samaritan or an indifferent bystander. - Pope Francis



5 Hallmarks of E.Q. *Personal & Social Competence*

	DEFINITION	HALLMARKS
Self Awareness	<ul style="list-style-type: none"> The ability to recognize and understand your moods, emotions, and drives as well as their effect on others 	<ul style="list-style-type: none"> Realistic self assessment Self-deprecating sense of humor Self-confidence
Self Management	<ul style="list-style-type: none"> The ability to control or redirect disruptive impulses and moods The propensity to suspend judgment—to think before acting 	<ul style="list-style-type: none"> Trustworthiness and integrity Comfort with ambiguity Openness to change
Motivation	<ul style="list-style-type: none"> A passion to work for reasons that go beyond money or status A propensity to pursue goals with energy and persistence 	<ul style="list-style-type: none"> Strong drive to achieve Optimism, even in the face of failure Organizational commitment
Empathy	<ul style="list-style-type: none"> The ability to understand the emotional makeup of other people Skill in treating people according to their emotional reactions 	<ul style="list-style-type: none"> Expertise in building and retaining talent Cross-cultural sensitivity Service to clients and customers
Social Skill	<ul style="list-style-type: none"> Proficiency in managing relationships and building networks Ability to find common ground and build rapport 	<ul style="list-style-type: none"> Effectiveness in leading change Persuasiveness Expertise in building and leading teams

Empathy

Jesus said that the greatest commandment is to "*love the Lord your God with all your heart, and with all your soul, and with all your mind*" and the second is to "*love your neighbor as yourself.*"

Mark 12:30-31 (NIV)





Self Assessment

What EQ behaviors best describe me?

What EQ behaviors would I like to strengthen or change?

Active Listening

The chief's symbol is the rabbit, because it has large ears and he has the last word.

But his ears are open to the opinion of all- humans as well as spirits.

That is the source of his power; and that also is the limit of his power.



4 Levels of Listening (*O. Scharmer 2007*)



Jeanin Turner

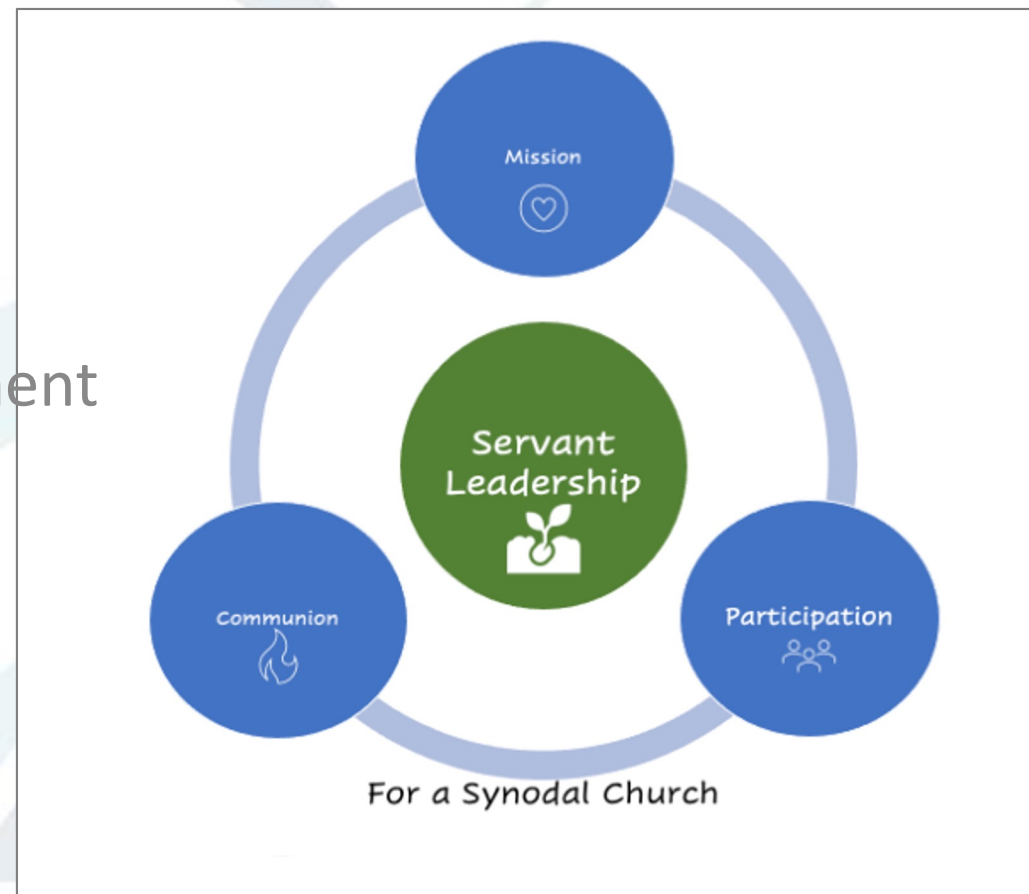


ACTIVITY: Reflection

- Picture a conflict you have faced with a person who matters to you.
- After the video completes, take a moment to think about your relationship with this person and use the awareness of your own emotions and the **levels of listening** to reflect on these questions:
 - *What is the conversation you want or need to have?*

Tenets of Synodality

Courage
Humility
Dialogue
Openness / Non-judgement
Discernment
Belonging
Visionary
Hope
Agency



Discernment

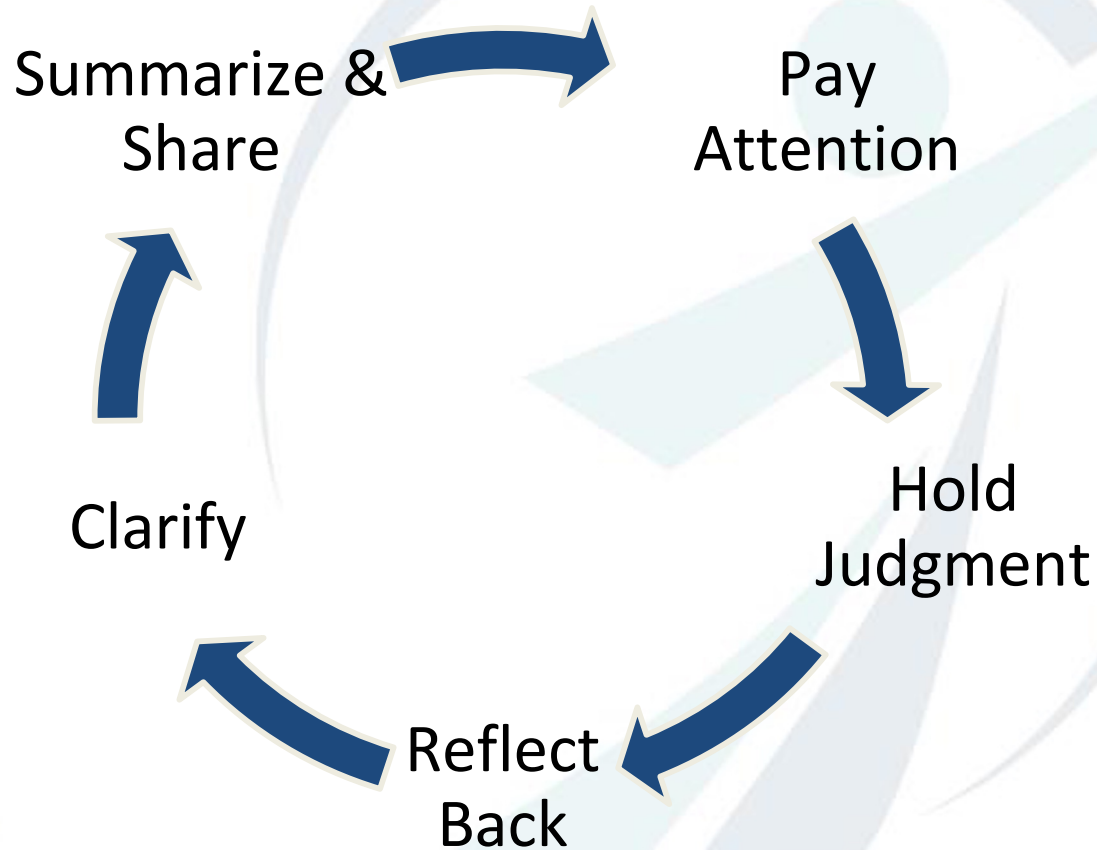
Jesus said to her "*Mary,*"
She turned toward him and
cried out in Aramaic,
"*Rabboni!*"
(which means "Teacher").

John 20:16

Reflect: Mary listens with an open mind, open heart and open will. Think about a time when you had to be a discerning listener. What enabled you to hear the truth?



Active Listening Process



Active listening:

- *Is critical to gaining understanding*
- *Contributes to building rapport and relationships*



Becoming an Active Listener

Pay attention

- Put aside distracting thoughts
- Don't mentally prepare a rebuttal
- Avoid being distracted by environmental factors
- Don't multi-task



Becoming an Active Listener

Hold judgment

- Allow the speaker to finish; don't interrupt with counterarguments
- Make it safe for others to speak candidly
- Be open, and honest in your response
- Assert your opinions respectfully
- Treat the other person as he or she would want to be treated
- Active listening is a model for respect and understanding; you are gaining information and perspective



Becoming an Active Listener

Reflect Back & Show that You are Listening

- Note your posture; make sure it is open and inviting
- Face the speaker; make eye contact if appropriate
- Smile and use other facial expressions; nod occasionally
- Encourage the speaker to continue with small verbal comments
- Paraphrase to ensure understanding



Becoming an Active Listener

Clarify / Get Curious

- Attempt to understand how others are connecting ideas
- Help others to form meaning
- Confirm understanding by asking questions
- Ask “What” & “How” questions (open-ended)
- Reflect what has been said by paraphrasing.
“What I hear you say is.../ Sounds like you are saying...”
- Ask clarifying questions: . “What do you mean when you say...” “Is this what you mean?”



Becoming an Active Listener

Summarize & Share Your Point of View

- Identify the broad issues
- Repeat the key themes
- Restate what you heard
- Share your perspective and point of view respectfully
- Point to resources for further learning



ACTIVITY: Active Listening

- Provide full attention to the speaker
- Clarifying - repeating, rephrasing and reframing what is said so it is fully understood by the listener
- Checking in with ourselves – calming down our internal chatter, judgment and distractions



ACTIVITY: Active Listening - Part I

- Pay Attention
- Show You Are Listening
- Defer Judgment
- Be Curious



ACTIVITY: Active Listening - Part II

- Pay Attention
 - Calm down internal chatter, judgment and distractions
- Show You Are Listening
 - Eye contact, body language
- Defer Judgment
 - Don't interrupt. Don't impose your agenda
- Be Curious
 - Ask questions. Clarify. Summarize & repeat back.
 - Listen to understand vs. Listen to respond