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LEARNING OBJECTIVES

1. Ability to define emotional intelligence (EI)
2. Recognize how EI effects interactions
 - A. Five Archetypes Method
3. Reproduce interactive training

***Take assessment if you haven't already**

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Ice Breaker

I am a leader who...



... Is inspirational and charismatic!



... Is a committed humanitarian that makes sure everyone is in harmony.



... Strives for perfection, beauty, and morality.



... Is an articulate, wise leader that emulates and encourages introspection.



... Is a bold visionary, pushing to conquer new challenges and drive success.

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Why Care About Customer Service?

A **government monopoly** gives the sole control of a particular good or service to a government agency.



Buzzle.com



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Emotional Intelligence Increases Happiness



26%



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Happiness Increases Productivity

12%

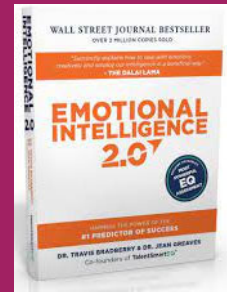


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Definition of Emotional Intelligence

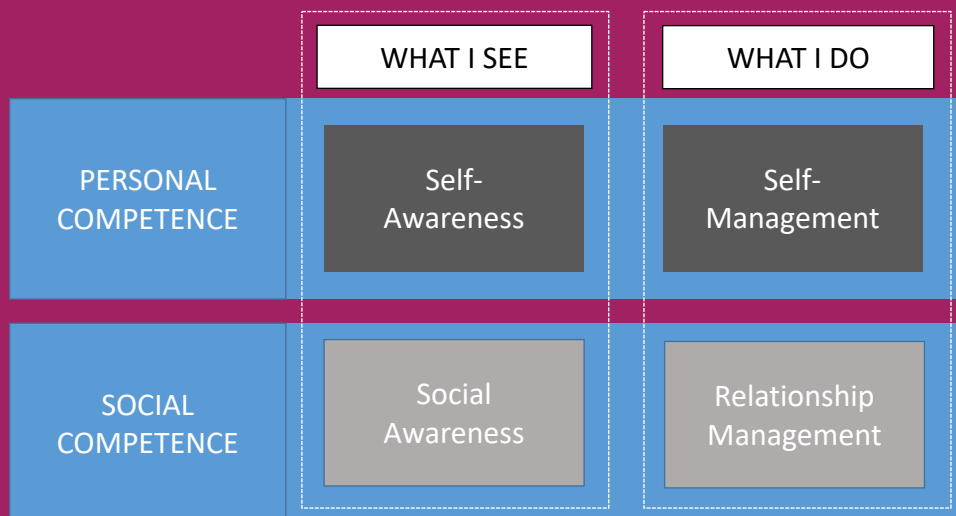
“Emotional intelligence is your ability to recognize and understand emotions in yourself and others, and your ability to use this awareness to manage your behavior and relationships.”

– Emotional Intelligence 2.0 (page 15), Bradbury and Greaves, 2009.



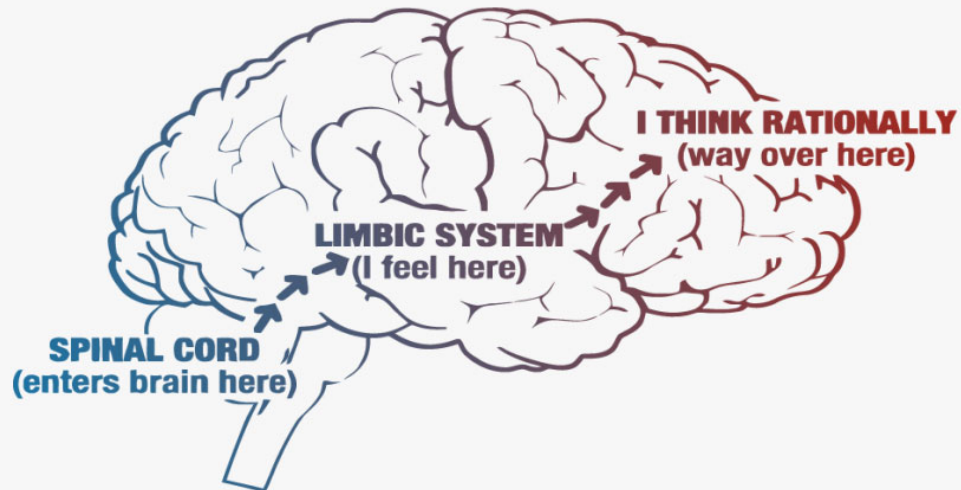
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4 Components of Emotional Intelligence



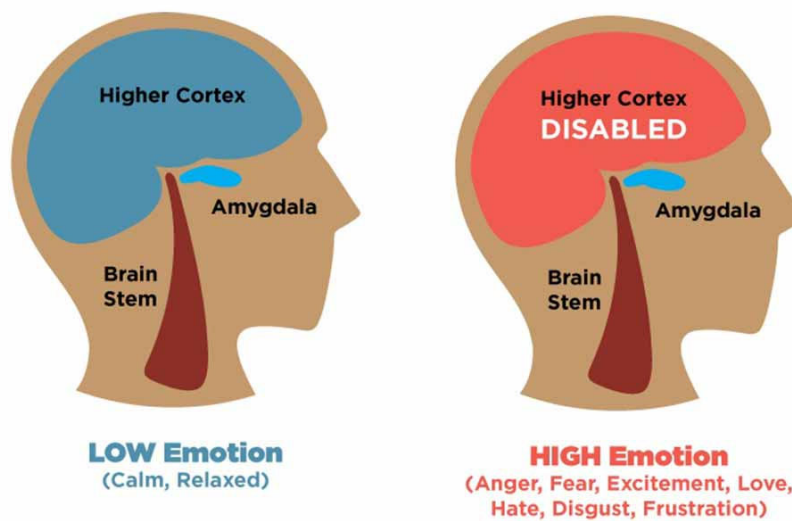
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Biomechanics of Emotional Intelligence



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Emotional Hijacking



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Self Awareness Exercise

- 2 Scenarios
- Take note of:
 - Your thoughts about yourself
 - Your thoughts about others
 - Your body
 - Breathing, heart rate, tension, stomach, etc.



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Self Awareness Exercise Scenario 1



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Self Awareness Exercise Scenario 2



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Self Awareness Exercise

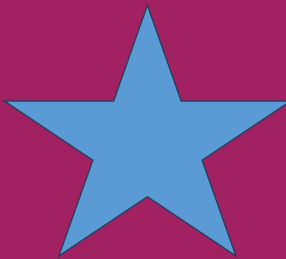
					
Happy	 Everyone LOVES your improv!!!	 Great family breakfast, food, and discussion	 Spotless house	 Alone time Good sleep	 Fast, on time family No traffic Beating friend at getting things done
Sad	 You put people to sleep	 No "family" or food during breakfast	 Disaster house	 No alone time Horrible sleep	 Slow, late family Horrible traffic Friend beat you at getting things done

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Self Awareness Exercise

Lesson:

1. Notice difference in yourself between 1 and 2?
2. People have different triggers that make them happy or stressed
3. Is anyone in the same group as earlier?



These kinds of exercises help people increase Self Awareness



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Growth Vs. Fixed Mindset Continuum

Growth Mindset

Fixed Mindset



"Failure is an opportunity to grow"

"I can learn to do anything I want"

"Challenges help me to grow"

"My effort and attitude determine my abilities"

"The only thing I can control is myself"

"It's their fault I got angry"

"I know best"

"I have nothing to learn from anyone"

"Why should I even try? It's bound to fail"

"Life would be easier if everyone else changed"



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Empathy Exercise

EMPATHY

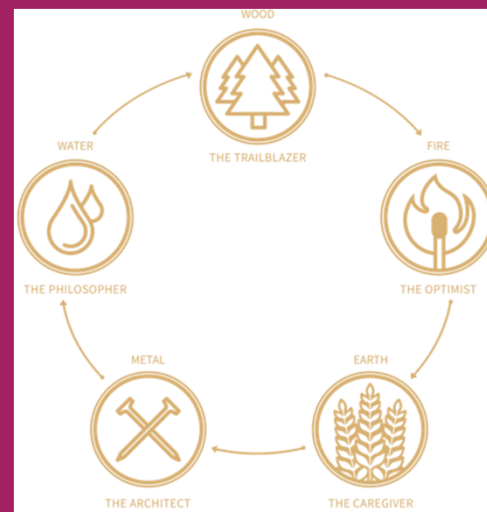


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The Five Archetypes



Written by Carey Davidson



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The Five Archetypes Method

A powerful **tool** for **catalyzing** seismic shifts in job **performance**, **relationships**, and **resilience to stressors**.



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The Five Archetypes Method



It maps the natural human development process to the new skills people need to grow. It can **predict when, where, and in what** dynamic **context**, individual and team **performance setbacks will occur**.



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The Five Archetypes Method



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Equipped with this insight, this compassionate framework **helps transform disharmonious dynamics before problems arise**, ensuring your people feel seen, heard, dignified, and honored.



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The Five Archetypes Method



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Proactively **identify and strengthen where relationship problems are likely**, reinforce people's innate *strengths*, and **diffuse potential toxic or stagnant engagement patterns**.



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#1 Question: How is 5A Different



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5 Archetypes

Teaches growth in skills, even those that aren't innate gifts.

Teaches resiliency to temporary discomfort to help build relationships.

Teaches how to connect and thrive, even with different engagement styles and perspectives.

Personality Assessments

Identifies what types of work people like and dislike.

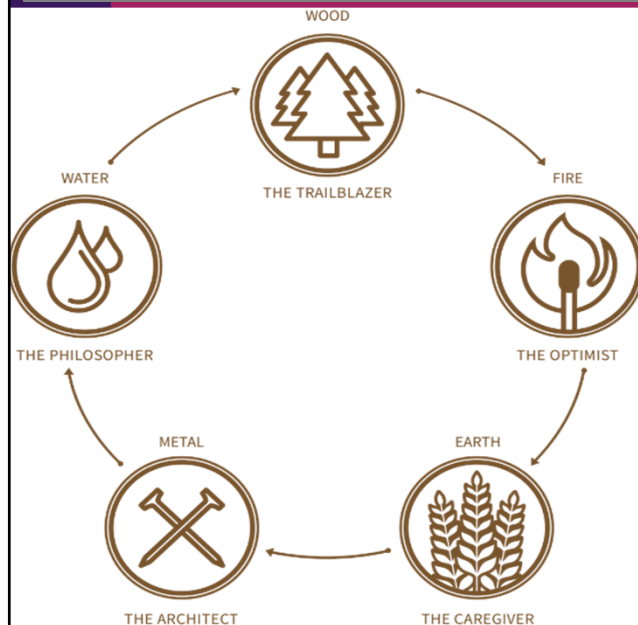
Identifies my strengths and challenges.

Identifies personality types.



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5 Archetypes



- Primary = highest score
- We have all elements
- Primary = greatest strength & weakness
- We overvalue our primary and undervalue others



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Hot Buttons Exercise



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The Wood Archetype



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Gifts:

- Competitive
- Adventurous
- Seeks change and challenge

Under Stress:

- Fears restrictions
- Avoids a challenge if they may not win
- Intolerant, impulsive, impatient



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The Fire Archetype



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Gifts:

- Passionate & radiant
- Optimistic & playful
- Seeks contact & excitement

Under Stress:

- Fears disconnect from others
- Thinks sad is bad
- Gets bored easily



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The Earth Archetype



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Basic temperament:

- Team Player
- Seeks harmony
- Empathetic

Under Stress:

- Concerned about letting others down
- Indecisive
- Worry about separation from unity



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The Metal Archetype



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Gifts:

- Learns from the past
- Dignified and refined
- Reveres beauty
- Seeks order

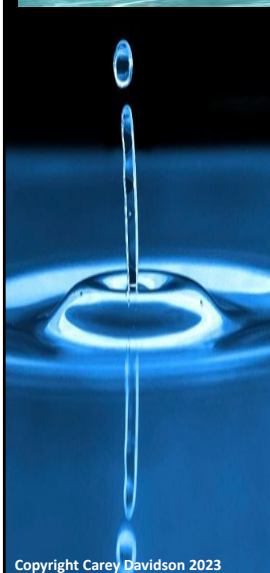
Under Stress:

- Get stuck in details
- Believes making mistakes is bad
- Prone to disappointment



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The Water Archetype



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Gifts:

- Seeks knowledge and understanding
- Good listener, introspective
- Self-sufficient

Under Stress:

- Withdrawn
- absent-minded
- Rebuffs help even when needed



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Guess the Elements

Keep in mind:

- This is from a Comedy TV Series made to induce laughter and lightheartedness
- I chose clips to illustrate extremes to make it easier, not to make fun of any archetype



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Guess the Elements

The next few slides are interactive and will be provided during the session



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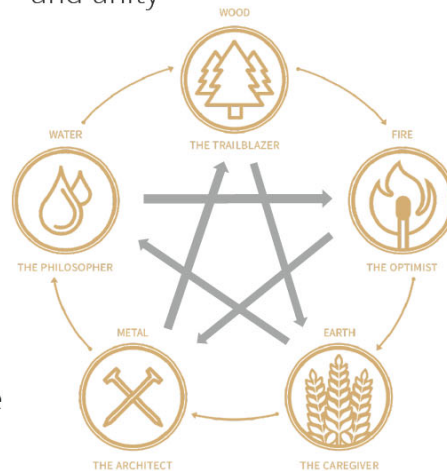
Social Awareness Exercise

The Challenging Sequences

WATER - Stillness extinguishes fire expressions of joy

METAL - Boundaries confine wood freedom

WOOD - Independent action disrupts earth collaboration and unity



FIRE - Play interrupts metal structure

EARTH - Sympathy disrupts water alone time

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No Pain, No Gain; Practice; Slow Down



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Be Empathetic

EMPATHY



LACK OF EMPATHY

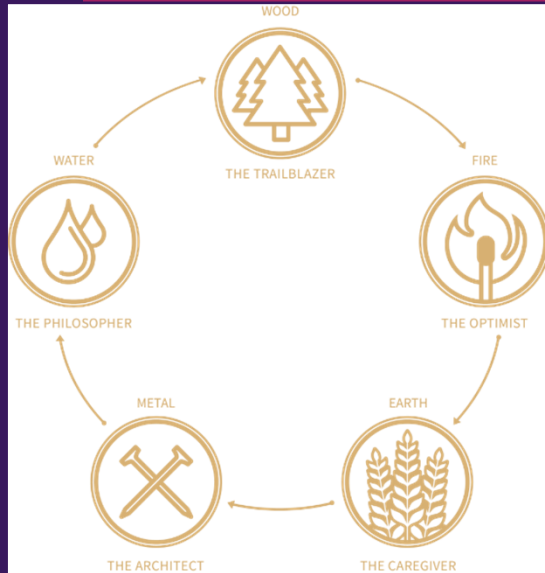


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5 ARCEYPES SOLUTIONS				
FIRE	EARTH	METAL	WATER	WOOD
PHYSICAL				
Play a game	Eat well	Notice your breathing	Get enough sleep and water	Move around
BEHAVIORAL				
Do something Fun	Collaborate	Routine, Order	Quiet, Listening	Goals
Engage with people	Start a conversation	Consistency, Perfection	Patience, Meditation	Choice
	Sharing with someone	Honesty	Metaphor, Creativity	Plan (ahead)
	Tell a story	Focus	Imagination	Challenge
		Ritual	Journaling	
EMOTIONAL				
Reassure someone	Be present for someone	Perpetuated integrity	Composure	Confidence
Be optimism	Be accepting	Share something beautiful	Will	Purpose
Share your feelings	Trust someone else		Power	Autonomy
RELATIONAL				
Create intimacy and connection	Provide support & friendship	Provide respect	Doing nothing	Working toward a common goal
SPIRITUAL				
Spread joy	Empathize with someone	Grace, Gratitude	Insight, Meaning	Freedom from our reactive states
		Righteousness, Forgiveness	Peace	Facing everything, Avoiding Nothing

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5 Archetype Uses



Leadership Development
 Conflict Resolution
 Onboarding
 Group Training
 Change Management Aid
 360 Evaluation
 Individual Coaching
 Team Building



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Thank You!

Local Government



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 Florida Recreation and
 Park Association
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