Experiential Learning, Reflections and Mentoring Preview: Emotional Intelligence
Now... how are you, really?

Unpleasant FEELING
0  1  2  3  4  5  6  7  8  9  10
Low

Pleasant
Composed
Satisfied
Relaxed
Thoughtful
Calm
Restful
Fulfilled

High

ENERGY

Hopeful
Delighted
Excited
Optimistic
Happy
Cheerful
Proud
Inspired

Unhappy
Disappointed
Sad
Alienated
Despondent
Hopeless
Fatigued
Lonely

Scared
Overwhelmed
Tense
Angry
Frustrated
Anxious
Irritated
Frightened
These are the hard skills of emotional intelligence

- **Perceive MAP**
  - How do you feel right now?

- **Facilitate MATCH**
  - Is this a good time for this discussion?

- **Understand MEANING**
  - Affective forecasting: what might happen?
  - How do you present a topic in meaningful way?

- **Manage MOVE**
  - Move your emotions and the other person’s to engage, communicate and thrive.
An emotional intelligence “Blueprint”: 
attend to what and **how** of performance

**MAP**
Map how you and others feel.

**MATCH**
Match mood to connect and solve.

**MEANING**
Meaning of mood determined/predicted

**MOVE**
Move person’s emotions to be effective.
Why emotions have a bad reputation:
Do not trust your gut. Trust your analyzed gut feel.

Moods

Incidental
“Moods are messy”
Manage mood

Emotions

Integral
“Emotions are data”
Leverage emotion

**SIGNAL:** Emotions

**NOISE:** Moods

**Feeling**
Conclusions

- Effective leaders **map** their own and other’s emotions.
- Effective leaders **match** emotions to the task to facilitate thinking and make connections.
- Effective leaders get the **meaning** of emotions.
- Effective leaders **move** emotions to achieve positive outcomes.
1. Why Does Affect Matter in Organizations - Sigal G. Barsade and Donald E. Gibso, Academy of Management Perspectives, February 2017 (link)


Experiential Learning, Reflections and Mentoring

Preview: Emotional Intelligence

Practicum: Experiential Learning & Reflection
EI Overview: Experiential Learning Scenarios

- **Pleasant**
  - Composed
  - Satisfied
  - Relaxed
  - Thoughtful
  - Calm
  - Restful
  - Fulfilled

- **Hopeful**
  - Delighted
  - Excited
  - Optimistic
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- **Unhappy**
  - Disappointed
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  - Hopeless
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  - Lonely

- **Scared**
  - Overwhelmed
  - Tense
  - Angry
  - Frustrated
  - Anxious
  - Irritated
  - Frightened

- **FEELING**
  - Low
  - High

- **ENERGY**
  - Low
  - High
Lab work environment - Labs are complex operations. Do you see emotions of joy, happiness, fear, surprise, sadness, anger, or contempt? What moods are apparent?

Research publication process – Are there ideal quadrants of the Energy & Feeling Map that are best for creativity? Are there quadrants best for proof-reading & data review?
EI Overview: Experiential Learning Scenarios

Teaching Fellows environment – How do you respond to student joy, happiness, fear, surprise, sadness, anger, or contempt? How do moods affect teaching?

Home environment – How do moods & emotions impact our relationships with family/friends?
EI Overview: Experiential Learning Scenarios: What is Working for You?

- **Journal writing** – a notebook of your observations
- **Word doc / Google doc** – digital record of lessons learned
- **Discussions with friends & family** – casual conversation during idle time, meal-time, & team time
- **Cell phone entries** – condensed snapshots of observations
- **Voice recordings** – a conversation with yourself
EI Overview: Experiential Learning Scenarios

- Reflections are random as well as coherent thoughts that, over time, you mold into a memorable narrative
- Leaders tell stories
- A story has a begin, middle and end

www.seussville.com  www.hamiltonmusical.com
An Engineering Model of Emotional Intelligence

Feedback Control System

“Cruise Control” System

Ref: Wikipedia.org
An Engineering Model of Emotional Intelligence (thoughts in progress)

“EI as a Control System”
Managing Emotions –
Anticipated an action (confrontation) coming in “red” but it was “green” and it took a moment to personally adjust.

The Need to Manage Emotions and Moods – A leader has team-guidance responsibilities in each domain.
AGLP Leadership Development Sequence

**Learn**
- March: Seminar & (self-paced) Reference Review

**Experience**
- Emotional Intelligence: Overview

**Personal Reflection**
- April: “Practicum” (completed in your life-environment)

**Group Reflections**
- May: “Post-Practicum” Session
## Looking Ahead

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<td>April 17</td>
<td>Managing Emotions Experiential Learning &amp; Reflection Preview</td>
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