

Everyday Leadership:

Awaken the Power Within

Presented by: Lisa Mitchell, MA, LPC



CASCADE CENTERS
INCORPORATED

Your Employee Assistance Program Provider

GoToWebinar Attendee Interface

1. Viewer Window

2. Control Panel

The screenshot displays the GoToWebinar Attendee Interface. The main window is titled "GoToWebinar Viewer" and shows a presentation slide titled "Cascade EAP Give Online Punch". The slide content includes a yellow background with a black silhouette of a hand holding a punch card, and text providing audio instructions and contact information: "Audio: Use your microphone and speakers (VoIP) or call in using your telephone. Dial: (805) 879-4135 Access Code: 105-748-644 Audio PIN: 74". Below the slide, the text "EXAMPLE SLIDE" is displayed in red. The bottom of the window shows a Windows desktop with icons for "My Computer", "Network", and "Recycle Bin", and a taskbar with the "start" button and various application icons.

The Control Panel is located on the right side of the interface. It features a menu with options: "Full Screen", "Window", "Auto-Hide the Control Panel", "Hide Control Panel", "Default Control Panel Layout", and "Save this Startup Layout". Below the menu is a "Questions" section with a "Questions Log" and a text input field for entering questions. The "Questions" section is highlighted with a red circle. The Control Panel also displays the "Give Online Punch" text and the "GoToWebinar" logo.

Housekeeping

- A recording of the webinar will be available on our YouTube page
<https://www.youtube.com/user/cascadeeap>
- Your HRCI certificate will be emailed to you within one week
- We will take questions at the end of the presentation
- Please fill out the evaluation that will be emailed to you following the webinar

Poll Question #1

What is a Leader?

- A. A special person with very unique abilities.
- B. Someone with an important title.
- C. Someone with a lot of money and power.
- D. All of the above.
- E. None of the above.

None of the above!

A leader is any person who has
a commanding influence
with self and others

All of us have the potential to be a great leader!

Emotional Intelligence

“We’re being judged by a new yardstick: not just by how smart we are, or by our training and expertise, but also by how well we handle ourselves and each other.”



Daniel Goleman

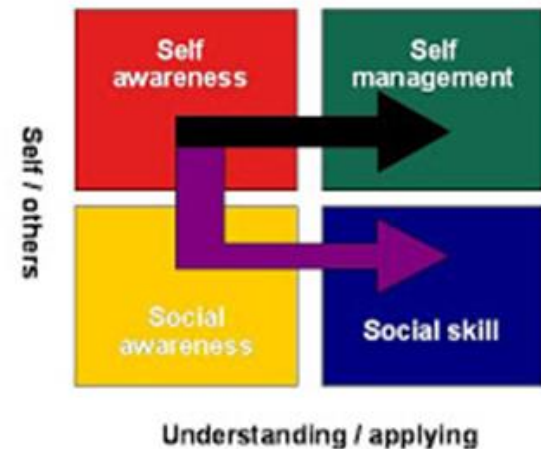
What is Emotional Intelligence?

The ability to express and control our own emotions is important....but so is our ability to understand, interpret, and respond to the emotions of others.

Simply Stated....

- Emotional Intelligence is about
 - Knowing Yourself
 - Knowing Others
 - Using that knowledge to communicate and be influential by being planful/mindful

Emotional Intelligence Model



Emotional Intelligence

- **Based on Five Elements:**
 - Self-awareness
 - Self-regulation
 - Motivation
 - Empathy
 - Adeptness in relationships
- **Determines our potential for learning the practical skills needed in the workplace**

Emotional Intelligence

How do we get it
and increase it?

Emotional Intelligence

- Largely learned (not fixed genetically like IQ) and certain exercises/practices help
- Develops as we go through life and learn from our experiences

Emotional Competence



What is it?

"We're looking for managers that demonstrate high levels of emotional intelligence. Here, please try on this mood ring."

Emotional Competence

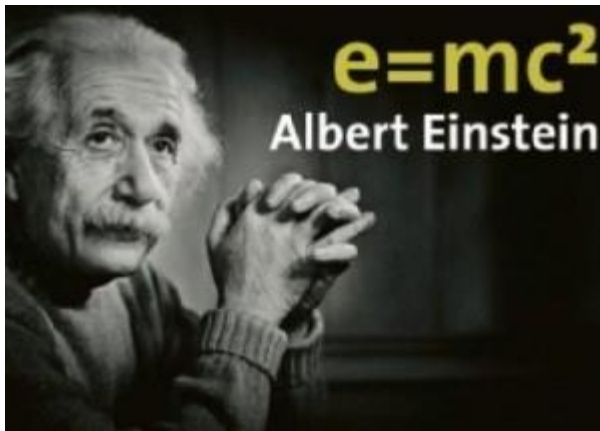
- A Learned Capability
- Based on Emotional Intelligence
- Results in Outstanding Work Performance

It shows how much of that potential we have translated into on-the-job capabilities.

To Sum Up

- Emotional Intelligence skills are synergistic with cognitive skills but TWICE as important; top performers have both
- People need Emotional Competence to get the full potential of their talents
- EI and EC are central to leadership, a role whose essence is getting others to do their jobs more effectively

A little bit of physics...

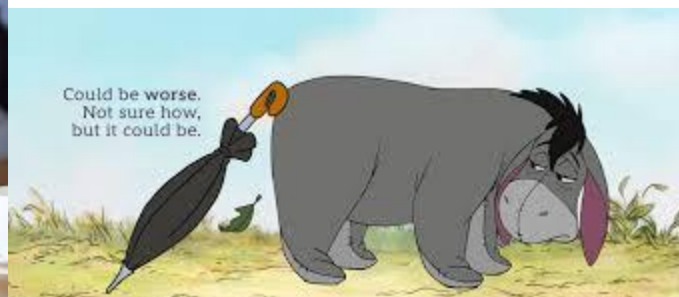


$$m=E\div c^2$$

ENERGY is also VIBRATIONS.

Everything in creation is vibrating
with it's own unique frequency
and that includes you and me.

Our vibrations affect others.....



The Emotional Competence Framework

Personal Competence

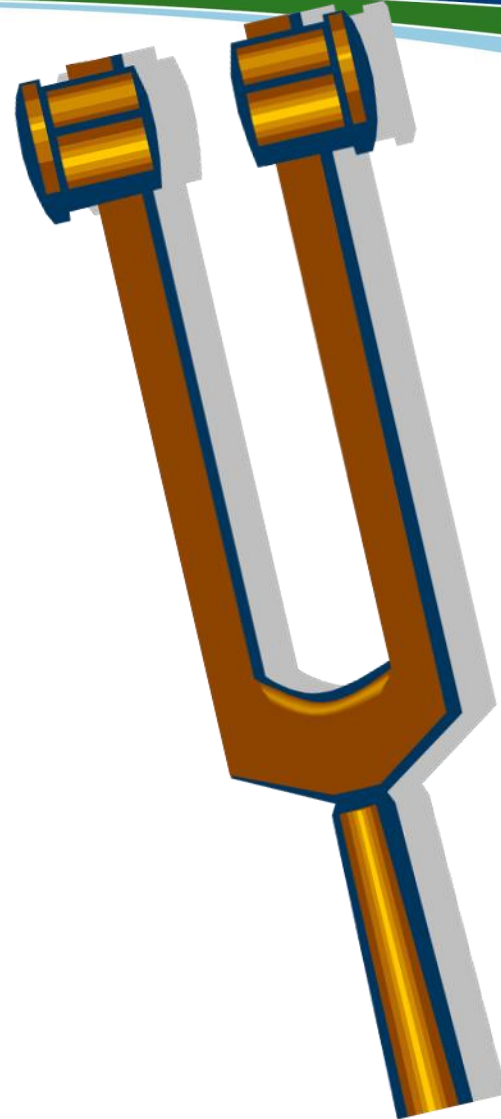
- Self Awareness
- Self Regulation
- Motivation

Social Competence

- Empathy
- Social Skills

Personal Competence

- **Self-Awareness**
- **Self-Regulation**
- **Motivation**



Personal Competence

- **Self-Awareness:**
 - ✓ **Emotional Awareness**
 - ✓ **Accurate self-assessment**
 - ✓ **Self-confidence**

Personal Competence

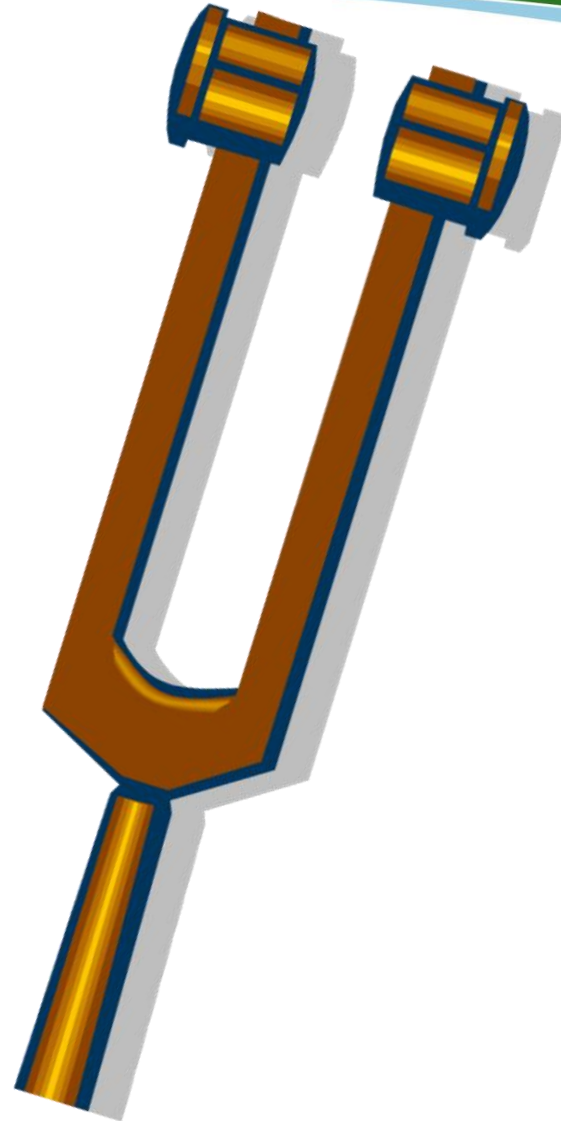
- **Self-Regulation:**
 - ✓ **Self-Control**
 - ✓ **Trustworthiness**
 - ✓ **Conscientiousness**
 - ✓ **Adaptability**
 - ✓ **Innovation**

Personal Competence

- **Motivation:**
 - ✓ **Achievement drive**
 - ✓ **Commitment**
 - ✓ **Initiative**
 - ✓ **Optimism**

Social Competence

- **Empathy**
- **Social Skills**



Poll Question #2

What is empathy?

- A. Sympathy
- B. Adopting another's emotions or viewpoint
- C. Fixing the problem
- D. All of the above
- E. None of the above

Empathy is.....

Awareness of others' feelings, needs, and concerns



WHAT WOULD HAPPEN IF
EVERYONE
CARED?

Social Competence

- **Empathy:**
 - ✓ **Understanding others**
 - ✓ **Developing others**
 - ✓ **Service orientation**
 - ✓ **Leveraging diversity**
 - ✓ **Political awareness**

Social Skills

- ✓ **Influence**
- ✓ **Communication**
- ✓ **Conflict management**
- ✓ **Leadership**
- ✓ **Change catalyst**
- ✓ **Building Bonds**
- ✓ **Collaboration and cooperation**
- ✓ **Team capabilities**

Why don't we practice these things?

Perhaps we haven't learned these skills.

Cascade Centers can work with managers, individual employees, and teams to teach or enhance these skills.

Why don't we practice these things?

Because we feel inadequate?

Marianne Williamson

“...as we let our own light shine,
we unconsciously give other
people permission to do the
same. As we are liberated from
our own fear, our presence
automatically liberates others.”



From A Return to Love

After we free ourselves from fear...

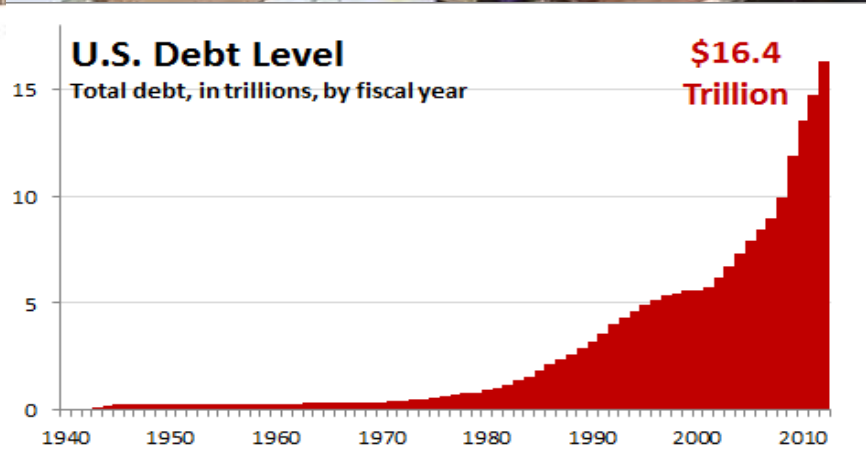
Why don't we shine our light?



Hillary Clinton
2016



World Health Organization held second emergency meeting in its history to discuss MERS Coronavirus. Determined a vaccine MUST be in place by October 1st.



CASCADE CENTERS
INCORPORATED

Emotional Awareness

- Part of being emotionally competent.
- Feelings, unlike thoughts, involve a *total body reaction*.
- Feelings do not come “out of the blue” but are *influenced by your thoughts and perceptions*.
- Feelings give you *energy and passion!*
- Feelings are often contagious.
- Feelings are NOT “right/wrong”, “good/bad”.
- Feelings are often subject to suppression. WHY?

In the Workplace

- Traditional approach was a “black & white” perspective favoring Mind/Thinking over Heart/Feeling. Research shows you need BOTH.
- Fear of inappropriate “carry over” of personal life feelings (i.e. after a fight with spouse) leads to deliberate suppression of them.
- Unpleasant work life feelings may arise that you don’t want to deal with, so you get “busy” with work and ignore them.

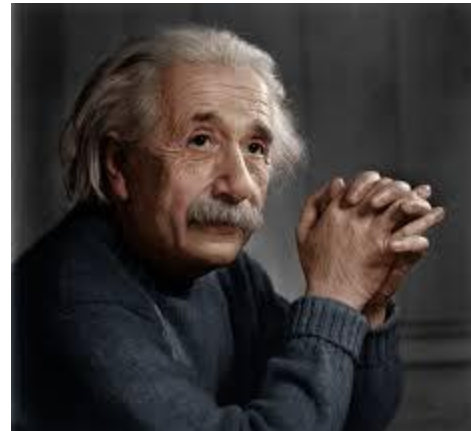
What happens when you do this?

- Difficulty in expressing or even identifying feelings.
- One may experience a certain numbness or “emptiness”.
- ALL relationships suffer.



Back to Einstein

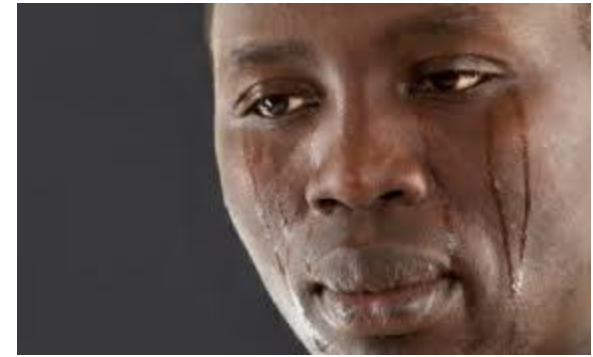
“We cannot despair of humanity, since we ourselves are human beings.”



Keep your light burning!

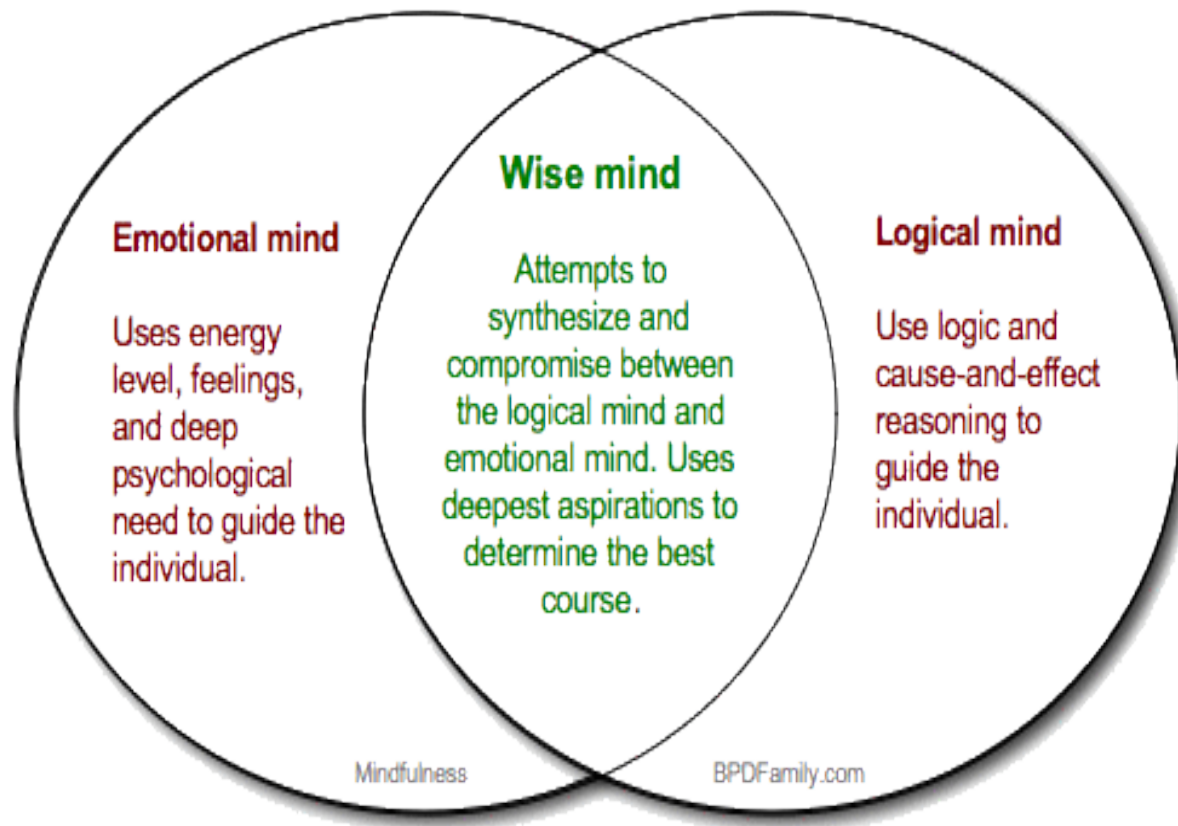


Feel your feelings.



Practice WISDOM:

Use your MIND AND your HEART



Knowledge vs. Wisdom

- Knowledge is knowing a tomato is a fruit
- Wisdom is not putting it in a fruit salad.



Keep your light burning!

- **Care of the Soul**: A guide for cultivating depth and sacredness in everyday life. By Thomas Moore.
- **Healthy Aging**: A lifelong guide to your physical & spiritual well-being. By Andrew Weil
- **A Return to Love**: The practice of love as a daily answer to the problems that confront us. By Marianne Williamson
- **A Path With Heart**: A guide through the perils & promises of spiritual life. By Jack Kornfield
- **A New Earth**: Awakening to your life's purpose. By Eckhart Tolle
- **Peace Is Every Step**: The path of mindfulness in everyday life. By Thich Nhat Hanh
- **The Art of Happiness**: A handbook for living. By The Dalai Lama

Keep your light burning!

Go into Nature.

<https://www.youtube.com/watch?v=HnbMYzdjuBs>



Keep your light burning!

Live in a state of your Highest Self.



Keep your light burning!

INNER POWER

.....is being **RESILIENT**, is expressed as **EMPATHY** for other living things, and it comes forth as nonjudgmental **GRACE**.



Don't Forget!

- Treat YOURSELF with compassion too!



Inner Peace

If you can start the day without caffeine,

If you can always be cheerful, ignoring aches and pains,

If you can resist complaining and boring people with your troubles,

If you can eat the same food every day and be grateful for it,

If you can understand when loved ones are too busy to give you time,

If you can take criticism and blame without resentment ,

If you can conquer tension without medical help,

If you can relax without liquor,

If you can sleep without the aid of drugs.....

.....then you are probably the FAMILY DOG!!



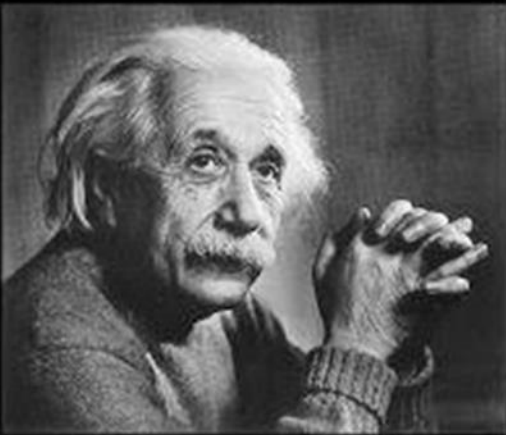
The time is:



WHAT? WHY?

- It's a CHOICE you make every day.
- Life is ephemeral.

How do you want to tip the scales?



"The world will not be destroyed by those who do evil, but by those who watch them without doing anything." - Albert Einstein



Questions/Comments?



Thank You for Attending!

If you have any questions or would like additional information regarding services through your Employee Assistance Program please contact us at:

800.433.2320

www.cascadecenters.com



CASCADE CENTERS
INCORPORATED