

EMOTIONAL INTELLIGENCE: AT YOUR SERVICE

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Mwangi'z Inc**

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SELF ASSESSMENT

DISCOVER YOUR LEVEL OF EI

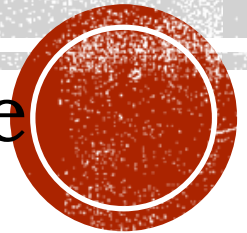


<https://globalleadershipfoundation.com/geit/eitest.html>



OBJECTIVES AND GOALS

1. Identify feelings and Emotions
2. Learn to Recognize and Regulate them
3. Develop more robust relationships
4. Build that Emotional Intelligence muscle

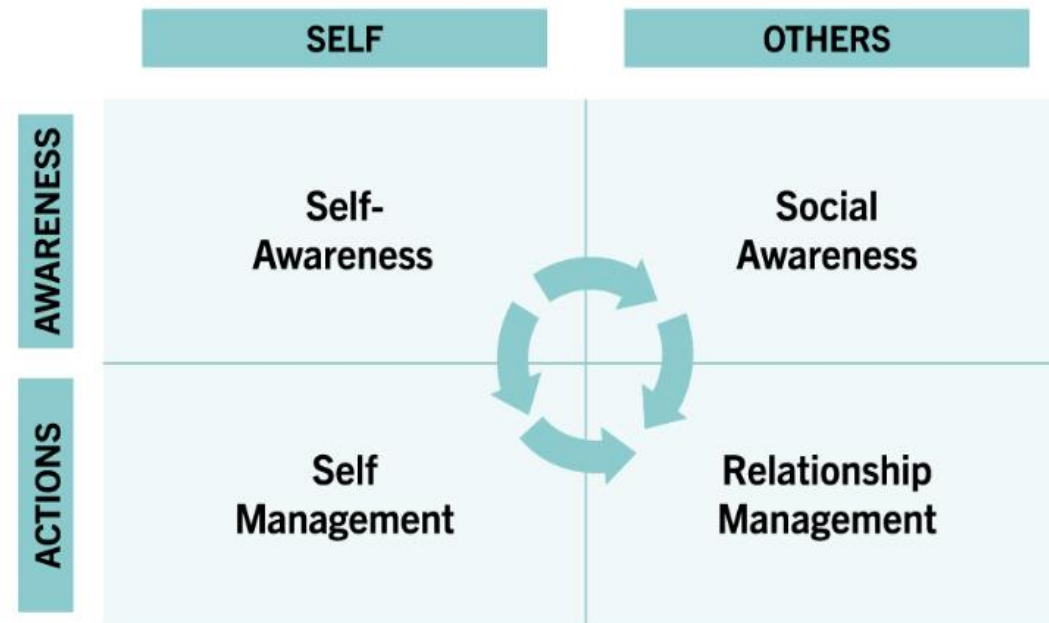


WHAT IS EMOTIONAL INTELLIGENCE (EI)?

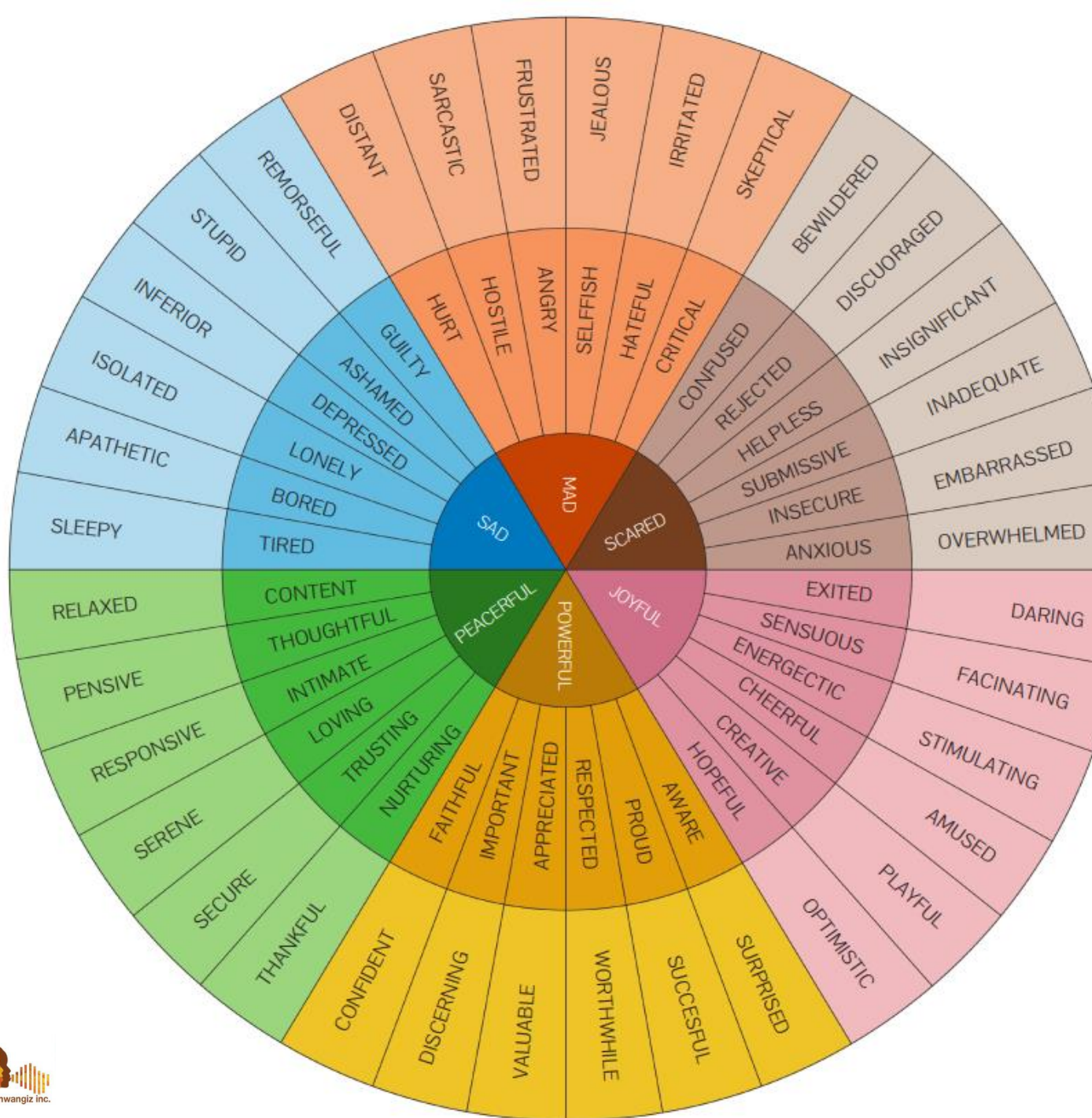
Emotional Intelligence (EI) is the ability to **manage both your own emotions** and **understand the emotions of people** around you.



4 Core Competencies of Emotional Intelligence



WHEEL OF FEELINGS



16 ways to improve your EQ

Self Awareness

What

Pause & name your emotions

Journal your emotions & thoughts daily

Get a bird's eye view of yourself

Invest in talk therapy

Why

Create habit of recognizing your emotions real-time

Process them & have a record to reflect

Observe your emotions & thoughts objectively

Get professional guidance for extra support

Self Management

What

List your coping strategies

Prioritize mental self-care

Master thought-flipping

Get control of total health & wellness

Why

Create a go-to note so you don't have to think about it

Create habit of proactively addressing mental health

Question & redirect negative thoughts real-time

Mental, physical, & relationship health work together



Social Awareness

What

Start with a greeting

Remove distractions before conversations

Have post-meeting dissections with a mentor / friend

Contingency-plan for personalities

Why

Get mood of the person / room

Be present & practice active listening

Confirm your understanding with an expert

Have a game plan to address potential outcomes

Relationship Management

What

Be reliable & organized

Acknowledge your emotions & rationale

Build trust with vulnerability

Invite the elephant in for tea (or peanuts)

Why

Create higher perceived competence & show respect

Explain your "why" to humanize your decisions & words

Form deeper, lasting connections & influence

Clear the awkward roadblock to move forward

Basic



Advanced

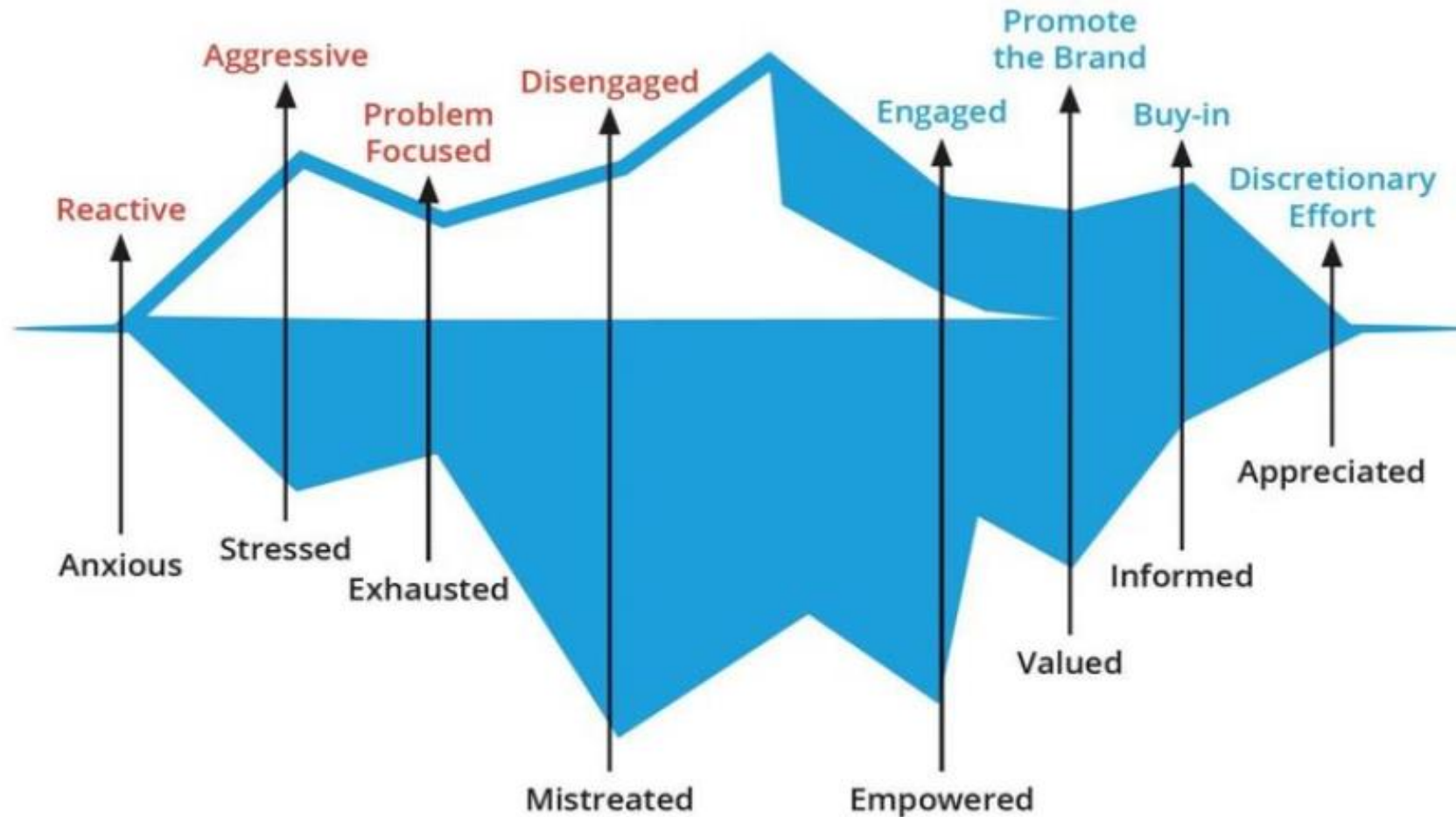
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Jessica Luna



THE WHY BEHIND THE FEELING



Statement

Answer

- | | | | |
|----------------------------------------------------------------------------------------|-------|-----------|-------|
| 1. I talk about my culture with other people. | Often | Sometimes | Never |
| 2. In the past few months, I have changed a behavior to adapt to another culture. | Often | Sometimes | Never |
| 3. I will compromise. | Often | Sometimes | Never |
| 4. I have friends from other cultures. | Yes | | No |
| 5. I often talk with people from other cultures. | Often | Sometimes | Never |
| 6. I have made a friend in the past year with someone who was born in another country. | Yes | | No |
| 7. In the past few months, I discovered a bias I did not know I had. | Yes | | No |
| 8. I avoid people who do not speak my language well. | Never | Sometimes | Often |
| 9. I avoid situations in which I find myself to be the minority | Never | Sometimes | Often |
| 10. I speak up when I witness discrimination. | Often | Sometimes | Never |

☐

HIGH

☐

AVERAGE

☐

LOW

CULTURAL INTELLIGENCE QUIZ





EXPLORING CULTURES TO CREATE BELONGING

Creating a world with **belonging** in the center,

where **all are welcome**
and **feel that they belong**

takes

intentionality,

vulnerability,

and

a measure of **ambiguity.**



CULTURAL INTELLIGENCE (CQ)

THE CAPABILITY TO FUNCTION EFFECTIVELY ACROSS CULTURES

1. CQ Drive

- **The motivation to engage with others from different backgrounds, behaviors & worldviews**
- Intrinsic/Extrinsic interest

2. CQ Knowledge

- **Understanding culture & how it works, how it impacts the way people behave**
- Starts with understanding one's own culture

3. CQ Strategy

- **A person's awareness & ability to plan appropriately given cultural dynamics**
- Understanding how to adapt one's behaviors across cultures

4. CQ Action

- **Actual behavioral changes in cross-cultural settings**
- Adaptation of speech, verbal & non-verbal behavior



UNPACKING CULTURE

The learned and shared patterns of perception and behavior of a particular group of people.

Learned

Shared

Patterns

Perception

Behavior

A Particular Group of People



THE ICEBERG CONCEPT OF CULTURE

Like an iceberg, 90% of culture is below the waterline of visibility.

- **Above the surface culture (visible)**
 - Easily visible
 - Emotional response / Low
- **Below the surface culture (barely visible)**
 - Unspoken rules
 - Emotional response/ High
- **Deep culture (invisible)**
 - Unconscious Rules
 - Emotional response/ Intense



MIND READING CARDS...





**WHAT DO YOUR
LENSES ALLOW
YOU TO SEE?**



	<u>Justice</u>
Worldview	Legality
Value	Righteousness
Obligation	To written standards
Identity	Guilty/ Not guilty
Spotlight	Individual rights
Key Institutions	<ul style="list-style-type: none"> ✓ Codified law ✓ Justice system ✓ Law enforcement
Outward Observable Behavior	<ul style="list-style-type: none"> • Truth • Individualism • Self-efficacy • Achieved status • Equality
Place	The West




	<u>Honor</u>
Worldview	Community
Value	Reputation
Obligation	To an honor code
Identity	Shame/Honor
Spotlight	Family Name
Key Institutions	<ul style="list-style-type: none"> ✓ Kinship ✓ Family, Extended Family ✓ Integrated Community
Outward Observable Behavior	<ul style="list-style-type: none"> • Conformity • Collectivism • Losing/Saving Face • Ascribed Status • Hierarchy
Place	The East/ Middle East



	<u>Harmony</u>
Worldview	Security
Value	Respite
Obligation	To Holistic interactions
Identity	In Harmony/ Out of Harmony
Spotlight	Control
Key Institutions	The Natural & Supernatural worlds
Outward Observable Behavior	<ul style="list-style-type: none"> • Community Concord • In-groups • Rituals & Ceremonies • Religious specialists
Place	Global



	Reciprocity	
Worldview	Clientelism	
Value	Resources	
Obligation	To Connections	
Identity	Beneficiary/ Benefactor	
Spotlight	Relationships	
Key Institutions	<ul style="list-style-type: none"> ✓ Exchange ✓ Asymmetrical Affiliations ✓ Informal Networks 	
Outward Observable Behavior	<ul style="list-style-type: none"> • Presentation • Stratification • Interactions 	
Place	The South	

	<u>Justice</u>	<u>Honor</u>	<u>Harmony</u>	<u>Reciprocity</u>
<u>Worldview</u>	Legality	Community	Security	Clientelism
<u>Value</u>	Righteousness	Reputation	Respite	Resources
<u>Obligation</u>	To written standards	To an honor code	To Holistic interactions	To Connections
<u>Identity</u>	Guilty/ Not guilty	Shame/Honor	In Harmony/ Out of Harmony	Beneficiary/ Benefactor
<u>Spotlight</u>	Individual rights	Family Name	Control	Relationships
<u>Key Institutions</u>	<ul style="list-style-type: none"> ○ Codified law ○ Justice system ○ Law enforcement 	<ul style="list-style-type: none"> ○ Kinship ○ Family, Extended Family ○ Integrated Community 	<ul style="list-style-type: none"> ○ The Natural & Supernatural worlds 	<ul style="list-style-type: none"> ○ Exchange ○ Asymmetrical Affiliations ○ Informal Networks
<u>Outward Observable Behavior</u>	<ul style="list-style-type: none"> ▪ Truth ▪ Individualism ▪ Self-efficacy ▪ Achieved status ▪ Equality 	<ul style="list-style-type: none"> ▪ Conformity ▪ Collectivism ▪ Losing/Saving Face ▪ Ascribed Status ▪ Hierarchy 	<ul style="list-style-type: none"> ▪ Community Concord ▪ In-groups ▪ Rituals & Ceremonies ▪ Religious specialists 	<ul style="list-style-type: none"> ▪ Presentation ▪ Stratification ▪ Interactions
<u>Place</u>	The West	The East/ Middle East	Global	The South



BELONGING



- Reflect on when you have **felt** a strong sense of belonging OR not belonging.
- How did you **feel**?
- What made you **feel** and **know** that you belonged OR that you did not?





WHAT IS BELONGINGNESS?

The quality or state of
being an essential or
important part of
something

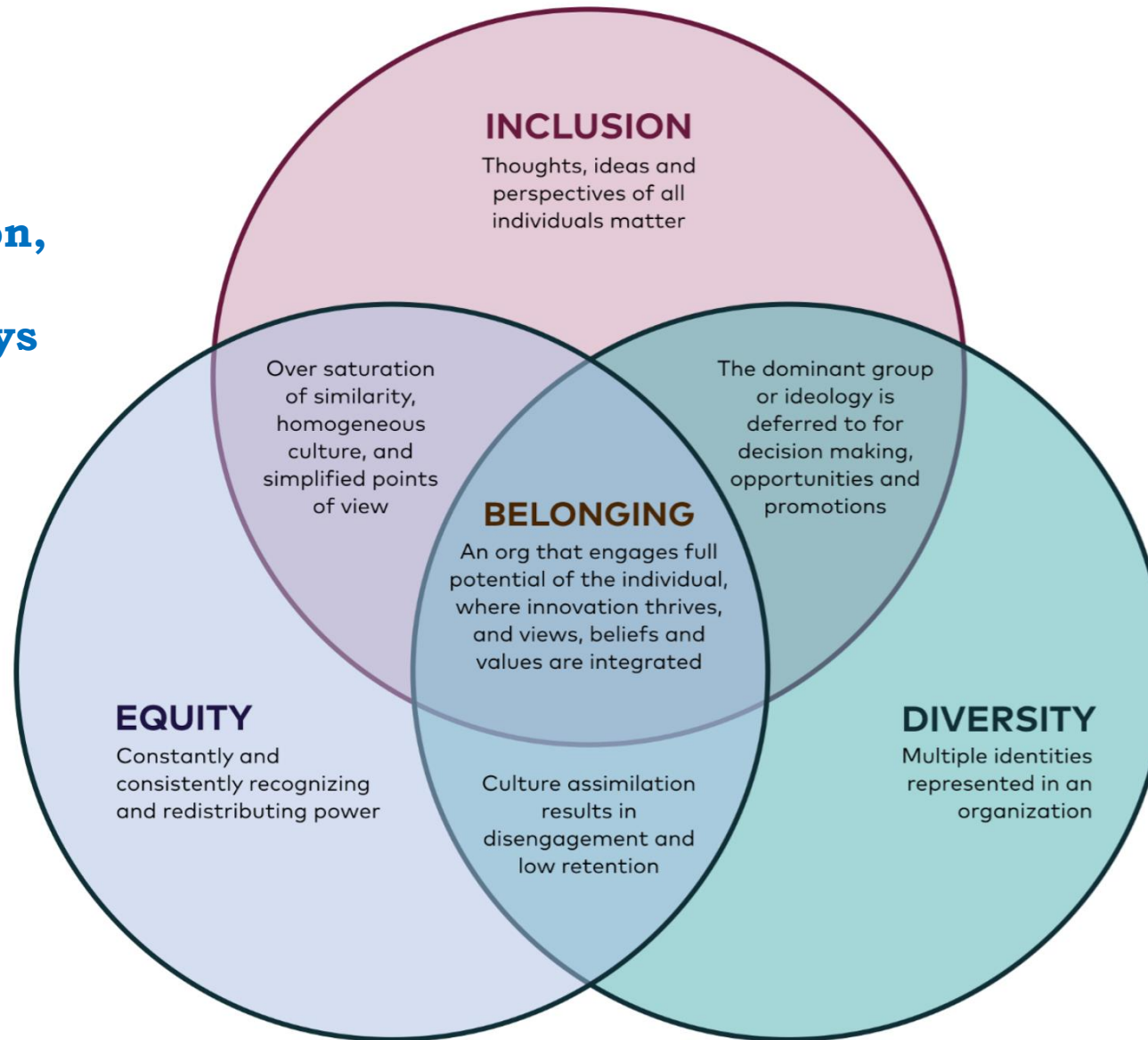


Belonging doesn't
require us to change
who we are; it requires
us to BE who we are.

Brené Brown



Situation #1:
Equity & Inclusion,
No Diversity
#somanwhiteguys



Situation #2:
Diversity & Inclusion,
No Equity
#powerstruggle

Situation #3:
Diversity & Equity,
No Inclusion
#ihearyoubut



WHEN BELONGING IS AT THE CENTER



BELONGING BEGINS WITH ME

Appreciate

- Appreciate the people in my circles

Establish

- Establish personal goals for belonging

Develop

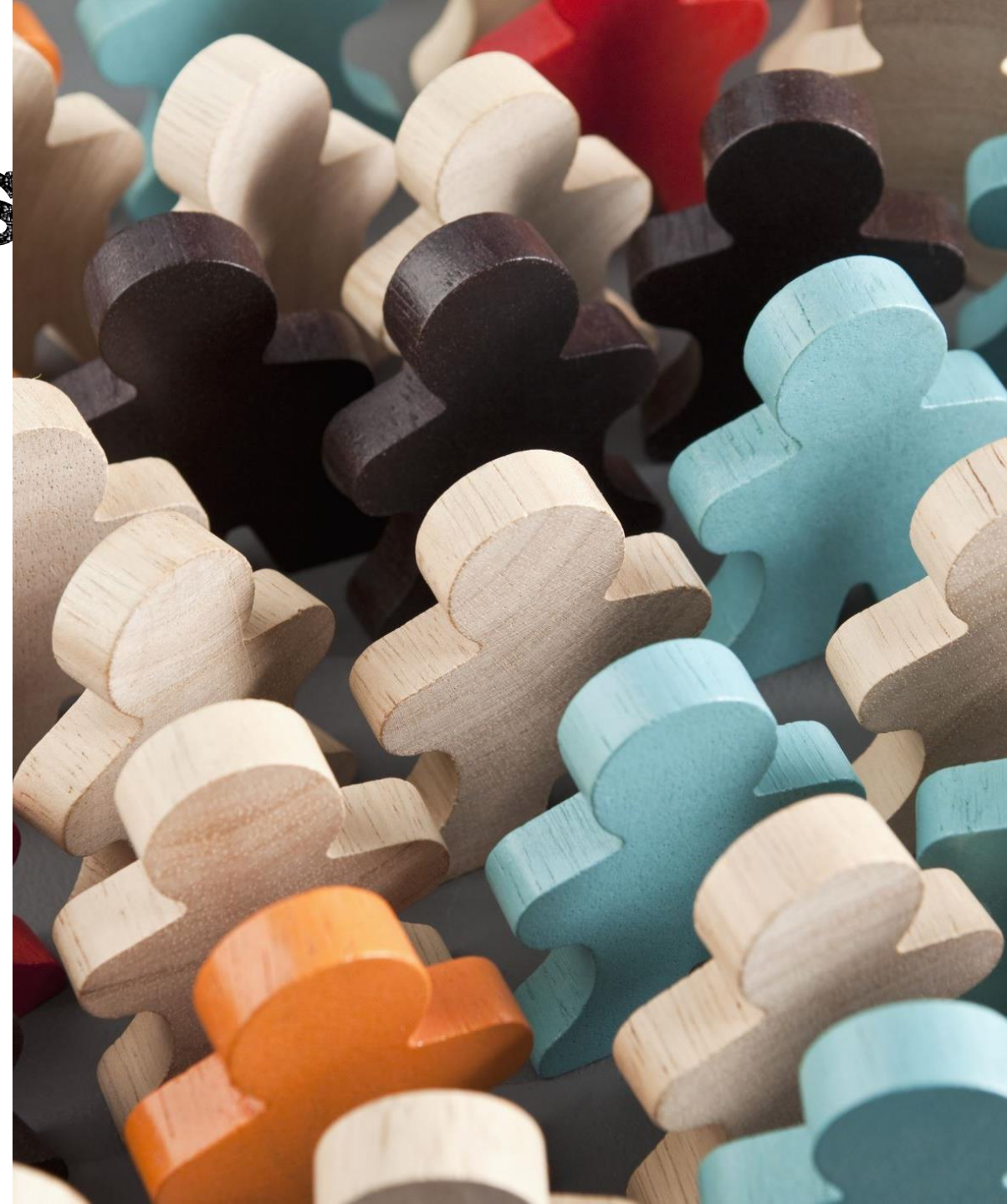
- Develop authentic curiosity

Get

- Get comfortable with ambiguity

Enjoy

- Enjoy the ride!



“

No one
belongs here
more than
you.

BRENÉ BROWN

*the opposite of
belonging is fitting in*

- BRENÉ BROWN

➡➡➡ "Fitting in"

is becoming who you think you need to
be in order to be accepted.

Belonging ←➡➡

is being your authentic self and knowing
that no matter what happens, you belong
to you.

Brene Brown



Appreciated
Willing to take a risk
Valued Proud Included
Confident Comfortable
Safe Surprised Great Free
Fulfilled Like a "cool" kid Brave Closeness
Welcomed Cared for Important Content
Secure Follower Satisfied Whole
Like I belonged there Excited
Relaxed Calm Liked
Respected Loved
Accepted



QUESTIONS? COMMENTS!





ACKNOWLEDGEMENTS

- The Four Overarching Patterns of Culture by **Robert Strauss with Christopher Strauss**
- **Brene Brown** – Quotes
- <https://www.krysburnette.com/blog/belonging-a-conversation-about-equity-diversity-amp-inclusion>

