Leading the Way to Emotionally Intelligent Teams

Marcia Hughes
James Terrell
Collaborative Growth, LLC
303.271.0021
mhughes@crowth.com
www.cgrowth.com
www.EITeams.com
From Emotional Intelligence to Collaborative Intelligence™
A Team Model

Emotional & Social Well-being
for your Team

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What is a Leader’s Challenge in Building Team ESI?

1. Develop yourself personally and as a leader – be honest, hold yourself accountable . . .

2. Learn to coach your team members individually

3. Vision the team as a whole unit and lead / coach the whole team
What is Team ESI?

Recognizing and managing your own emotions and recognizing and responding effectively to those of others – and includes understanding your social community.

7 key behaviors for success.

Leading a team to exhibit ESI requires all 15 EQi skills.
1. Difficulty in handling change
2. Not being able to work well in a team
3. Poor interpersonal relations.
Team Performance

When a team engages emotional and social intelligence to produce its work effectively, members benefit from what we call Collaborative Intelligence.

- In a team, “the ability to understand one another’s emotional expressions explained 40 percent of the variance in team performance.”

- Teams with greater average EI have higher team functioning than groups with lower EI averages.

Elfenbein (2006)
Emotions are…

Stacey Cololio (2006) wrote in the Washington Post

It takes only a sneeze, a cough or a handshake to spread cold or flu germs from one person to another. But emotions can be transmitted even more easily, faster than the blink of an eye.
Leader’s Mood Matters

When the leader’s in a positive mood –

- Individual group members experienced more positive (& less negative) moods
- Groups experienced more positive (& less negative) moods
- Experienced more coordination and expended less effort

Sy, Cote, & Saavedra (2005)
The Ripple Effect

“Group members experience moods at work, these moods ripple out and, in the process, influence not only other group members’ emotions but their group dynamics and individual cognitions, attitudes, and behaviors as well.”

Sigal Barsade (2002)
7 behaviors leaders must develop in their teams

- Positive Mood
- Team Identity
- Motivation
- Emotional Awareness
- Communication
- Stress Tolerance
- Conflict Resolution
What is the TESI®?

- Team Emotional and Social Intelligence
- Your view of your team’s functioning
- An opportunity to understand skills to develop in your team
- An opportunity to determine if you view the team the same as your team mates
- An opportunity to set a goal for improvement
Team Identity

Based on how well the team demonstrates belongingness, a desire to work together, and a sense of role clarity

**EQi Skills:** Self Regard, Independence, Interpersonal Relationships

**LPI:** Model the Way
Motivation

The energy levels and responsibility within the team, Requires knowing and viability for needs, setting stretch goals, reinforcement & persistence

EQi Skills: Optimism, Assertiveness, Self Actualization

LPI: Inspire a shared vision
Emotional Awareness

Considers the amount of attention the team pays to noticing, understanding, and respecting feelings of team members.

**EQi Skills:** Emotional self-awareness, empathy, assertiveness

**LPI:** Enable others to act
Communication

Provides feedback on how well team members listen, encourage participation, and discuss sensitive matters

**EQi Skills:** Empathy, Self-regard, emotional self-awareness

**LPI:** Model the way
Stress Tolerance

How well the team is doing in managing the pressures of workload, time constraints, and work-life balance. Is closest of all physical health

**EQi Skills:** Stress Tolerance, Impulse Control

**LPI:** Challenge the process
Conflict Resolution

How constructively the team conducts the process of disagreement. Whether the team is able to deal with adversity to enhance its functioning.

**EQi Skills:** Empathy, Stress Tolerance, Impulse Control, Self-Actualization

**LPI:** Challenge the process
HANDBOOK FOR DEVELOPING
EMOTIONAL and
SOCIAL INTELLIGENCE
Best Practices,
Case Studies, and Strategies

Foreword by James M. Kouzes
Positive Mood

Highlights the level of encouragement, sense of humor, and how successful the team expects to be. Supports a team's flexibility and resilience. The heart of a “can-do” attitude.

EQi Skills: Happiness & Optimism

LPI: Encourage the heart
Results

- Trust
- Empathy
- Loyalty
- Better Decisions
2 Lasting Benefits

- Sustainable Productivity
- Emotional and Social Well-Being for Your Team
Resources for Mentoring and Coaching Individuals and Teams

A Coach’s Guide to Emotional Intelligence
STRATEGIES FOR DEVELOPING SUCCESSFUL LEADERS
James Bradford Terrell and Marcia Hughes
With Contributions from:
JULIO OLALLA
TERRIE LUPBERGER
G. LEE SALMON

The Emotionally Intelligent Team
Understanding and Developing the Behaviors of Success
Marcia Hughes and James Bradford Terrell

Team Emotional & Social Intelligence
Facilitator’s Guide TESI Short
Marcia M. Hughes & James Bradford Terrell
Win EQi & TESI For Your Team Leader

Team Emotional and Social Intelligence Survey®

Created by Marcia Hughes & James Terrell

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www.cgrowth.com  www.TheEmotionallyIntelligentTeam.com  contact@cgrowth.com  Phone: 1.363.271.0021

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Connecting People, Purpose & Productivity
Even if I knew that tomorrow the world would go to pieces, I would still plant my apple tree.

Martin Luther
Thanks!!
Marcia &
James