Interactive Session

WHAT IS YOUR EQ?

RECOGNIZING AND MANAGING EMOTIONS IN AN IMPASSIONED WORLD

Maria Greco Danaher – Ogletree Deakins (Pittsburgh)

Monique Gougisha Doucette – Ogletree Deakins (New Orleans)

Presenters
Maria Greco Danaher (Pittsburgh)
Monique Gougisha Doucette (New Orleans)

This Session Will Cover...

- Emotional intelligence ("EQ"), and its overlap with mindfulness
- Exercising conscious leadership with EQ
- "High impact" Title VII trends
- Practical implications for in-house and HR professionals
- Best practices for an emotionally intelligent workplace
What Is Emotional Intelligence?

“Emotional intelligence [EQ] is the ability to monitor one’s own and others’ feelings and emotions to discriminate among them and use that information to guide one’s thinking and action.”

Peter Salovey and John D. Mayer

The Four Pillars of EQ

- Self-awareness
- Self-management
- Empathy and social awareness-sensing
- Relationship management

Daniel Goleman
(Emotional Intelligence)
Self-Awareness

- Knowing your own:
  - Emotions;
  - Strengths;
  - Limitations; and
  - Abilities.

Self-Management

- Managing your emotions;
- Adapting to change; and
- Taking the initiative.
Empathy and Social Awareness

- Sensitivity to:
  - Feelings of others;
  - Various social situations; and
  - The needs of others.

Relationship Management

- Managing conflict;
- Fostering collaboration; and
- Inspiring others.
What Does EQ Do for Us?

- Adaptability lessens stress, and makes work easier;
- Intentional and empathetic listening builds trust of others;
- Willingness to try new things helps to overcome mistakes and learn from them;
- Knowing your strengths builds self-confidence.

Mindfulness Can Increase EQ

- How to be Mindful:
  - Actively observe one thing at a time.
  - Be curious about everything.
  - Avoid becoming judgmental.
  - Be kind to yourself.
  - Listen constructively.
  - Communicate consciously.
How Does Mindfulness Help?

- Keeps us in the present moment, actively observing ourselves and others;
- Puts things in perspective in a practical and non-judgmental way; and
- Allows us to save the energy of our emotions and thoughts for the important things.

How Does EQ Apply to the Workplace?
What is Conscious Leadership?

- Increasing self-awareness in an intense environment
- Fostering a culture that promotes engagement, inclusion, and innovation
- Extending the focus beyond deliverables
- Demonstrating ability to adapt in a rapidly changing workforce

What is Conscious Leadership?

- Characteristics of conscious leadership:
  - Active listening
  - High emotional intelligence
  - Collaborative

- What is not conscious leadership:
  - Defensive management
  - Self-focused to a fault
  - Operationally reactive
Trend #1 – Courts Re-evaluate the Weight of the “Subtle”

- “Subtle” conduct may constitute discrimination:
    - Subtle and stereotypical comments about women
    - Court discusses racial subtext

Effects of Trend #1

- Impact on Legal and HR Departments:
  - Raises expectations for organizations to understand subtext and look beyond the surface
  - Emphasizes the significance of management behaviors
- Trend suggests that high EQ and conscious leadership are beneficial here. . .
Trend #2 – When Political Discourse Becomes (Un)Professional

- First Amendment rights vs. Title VII
  - Political attire?
  - Rally attendance?
  - Social media posts?

  - Employee terminated for offensive Facebook post
  - Sued under Title VII for retaliation and constitutional violations
  - Court says “no” to both claims

Effects of Trend #2

- Impact on Legal and HR Departments:
  - Heightened responsibility for managers regarding expression?
  - Do principles of inclusion apply to offensive statements?
  - Does active listening mean listening to all messages?

- Trend suggests that high EQ and conscious leadership are beneficial here
Trend #3 – Technology Takedowns

- Harassment by Emoji
  - From 2016 to 2017, emoji references doubled in Title VII cases

- Discrimination by Text
  - Jersey Mike’s Subs
  - Pregnancy discrimination via text message

Effects of Trend #3

- Impact on Legal and HR Departments:
  - How do you evolve your leadership to the appropriate level of consciousness?
  - Conscious leadership and emotional intelligence extend to all layers of corporate culture
Where Does This Leave Us?

- Best Practices (even if conscious leadership is not an option):
  - Accountability for those in preventative roles
  - Leadership buy-in
- What should we do differently?
- How should we think differently?
- How do we lead differently?


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