

Emotional Intelligence and Change
Crescendo Connect Conversations – September 12, 2016
Presented by Sheila Hines Edmondson

Dial in Information

- Tel: 1.302.202.1110
- Passcode: 657872

Materials for call:

- Slides Handout

Call Etiquette:

- Mute/unmute: 4*
- Questions: 5*

Thank you!

EMOTIONAL INTELLIGENCE AND CHANGE

Presented by:

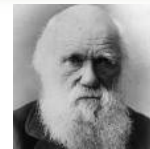
Sheila Hines Edmondson
Talent Management Consultant
Xcel Energy

September 12, 2016



“It is not the strongest of the species that survive, nor the most intelligent, but the one most responsive to change.”

– Charles Darwin

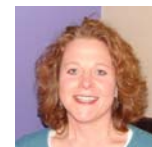


“The illiterate of the 21st century will not be those who cannot read and write, but those who cannot learn, unlearn, and relearn.”

– Alvin Toffler

“Some of my greatest learning has come from change, and at the edge of my comfort zone.”


– Sheila Hines Edmondson





UNDERSTANDING CHANGE – WHAT IS CHANGE?

- ⊙ What is change?
 - ⊙ Verb: make or become different
 - ⊙ Noun: the act or instance of making or becoming different



UNDERSTANDING CHANGE – KEY COMPONENTS

1. Awareness of need to change
2. Connection to the change
3. Preparation
4. Action
5. Sustaining the change – the new normal


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UNDERSTANDING CHANGE – THINGS TO REMEMBER

1. Change is hard, even when it's good
2. Some resistance is inevitable
3. Resilience helps people get through the process
4. People need to know how change will affect them
5. People need a reason to change



EQ-I^{2.0} MODEL - EMOTIONAL INTELLIGENCE

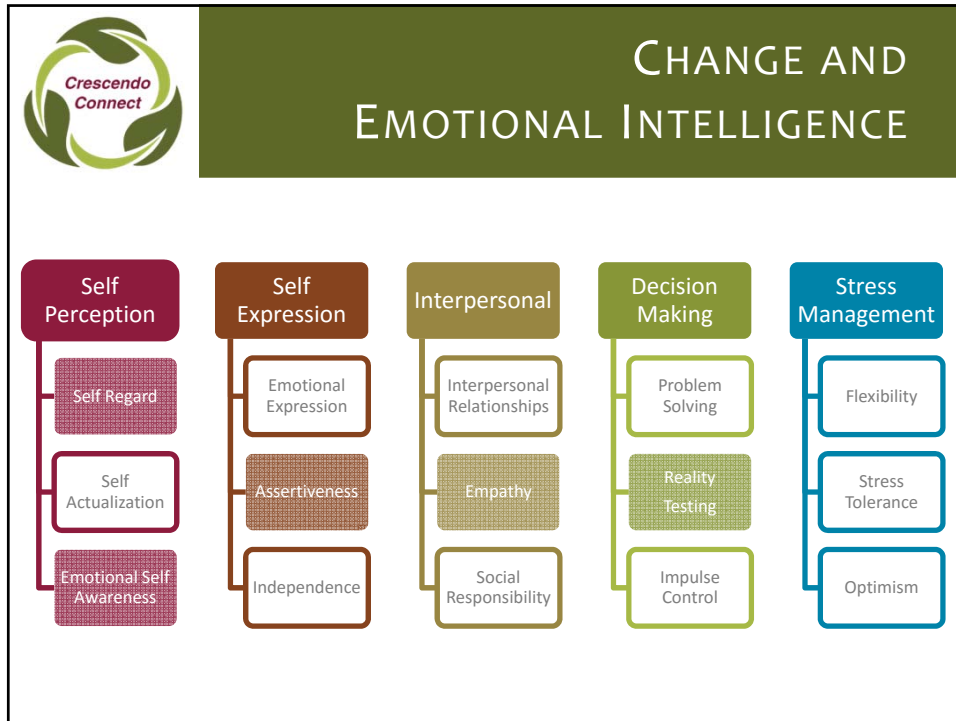


Emotional Intelligence is a set of emotional and social skills that influence the way we perceive and express ourselves, develop and maintain social relationships, cope with challenges, and use emotional information in an effective and meaningful way.


- Multi-Health Systems Inc.

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UNDERSTANDING CHANGE - RESILIENCE

1. Optimistic
2. Focused
3. Flexible
4. Organized
5. Proactive




INCREASING OUR AWARENESS

- ⊙ It is a process
- ⊙ Identify triggers and what you want instead
- ⊙ Learning from other changes
- ⊙ Notice patterns
- ⊙ Pay attention to language
- ⊙ Use metaphors

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BECOMING MORE AGILE AND EFFECTIVE

- ⦿ Clear vision
- ⦿ Clear plan
 - ⦿ Identify barriers and obstacles
 - ⦿ Align resources for action and accountability
 - ⦿ Plan for course correction
- ⦿ Messages
- ⦿ Allies
- ⦿ Celebration



RESOURCES














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QUESTIONS



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WHAT'S NEXT?

- Crescendo Connect Conversation
 - November 2016
- EQ-i^{2.0}/EQ360 Certification – Minneapolis
 - December 6&7


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THANK YOU!!