

**BUILDING  
THE FUTURE** 

University of Houston System Student Affairs and Enrollment Services  
2019 LEADERSHIP CONFERENCE

# Using Emotional Intelligence as a Leader to Foster a Positive Campus Culture

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# Learning Outcomes

LO1 – By attending this session, participants will understand what emotional intelligence is, and why it is important to be mindful of it professionally in student affairs.

LO2 – By attending this session, participants will recognize situations we encounter daily at institutions of higher education in which emotional intelligence can shape our decision making.

LO3 – By attending this session, participants will be provided resources on how to positively use emotional intelligence to guide our thinking and behavior.

# What is Emotional Intelligence?

The ability to:

- Recognize, understand and manage our own emotions
- Recognize, understand and influence the emotions of others



-Daniel Goleman  
Author of Emotional Intelligence

# Key Takeaways from the Book

1. Self-Awareness
2. Should you or should you not manage your emotions?
3. Emotions are not bad, learn to motivate yourself.



# The Power of Emotional Intelligence

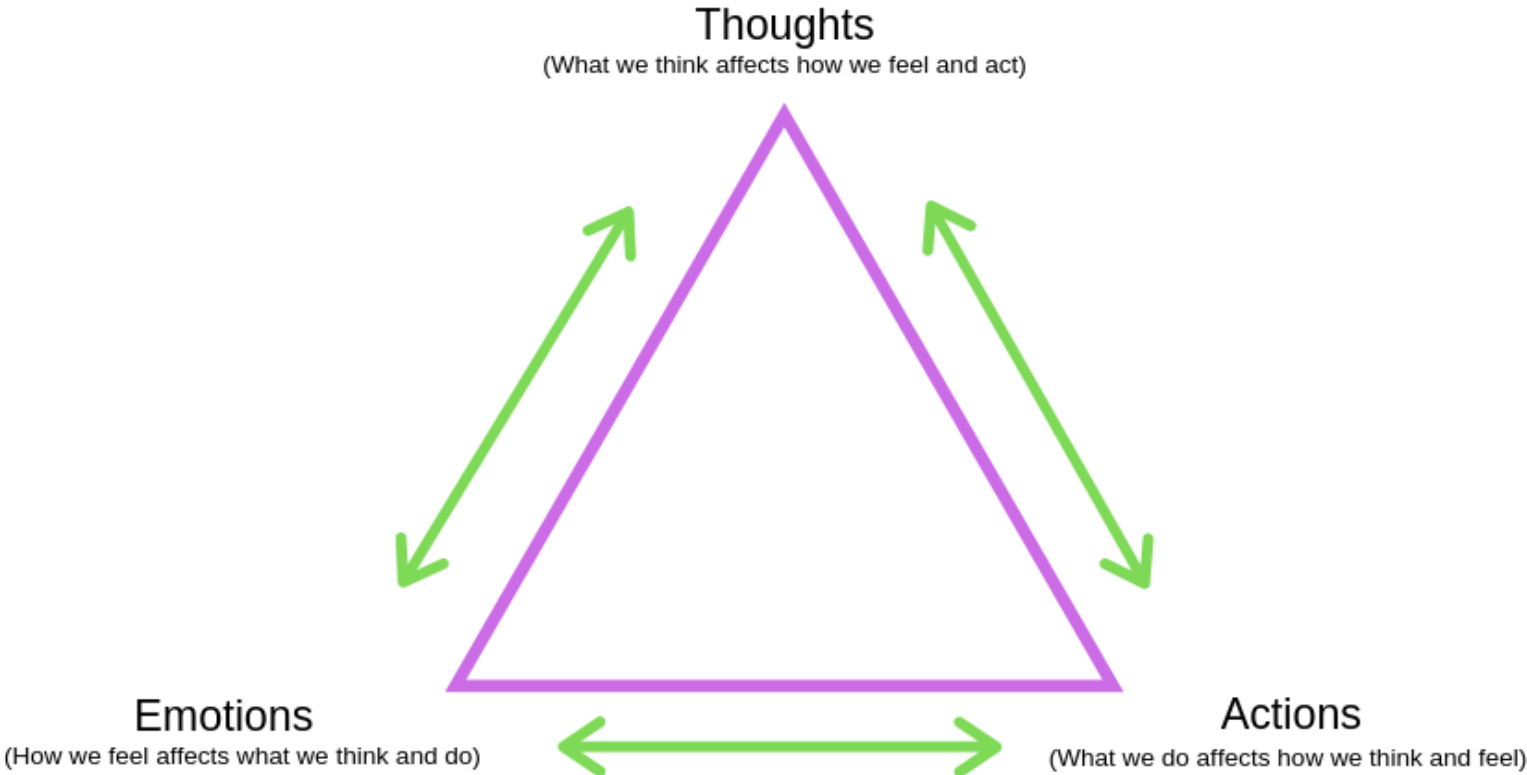
-Travis Bradberry



# Story Time with Mike and Chanel

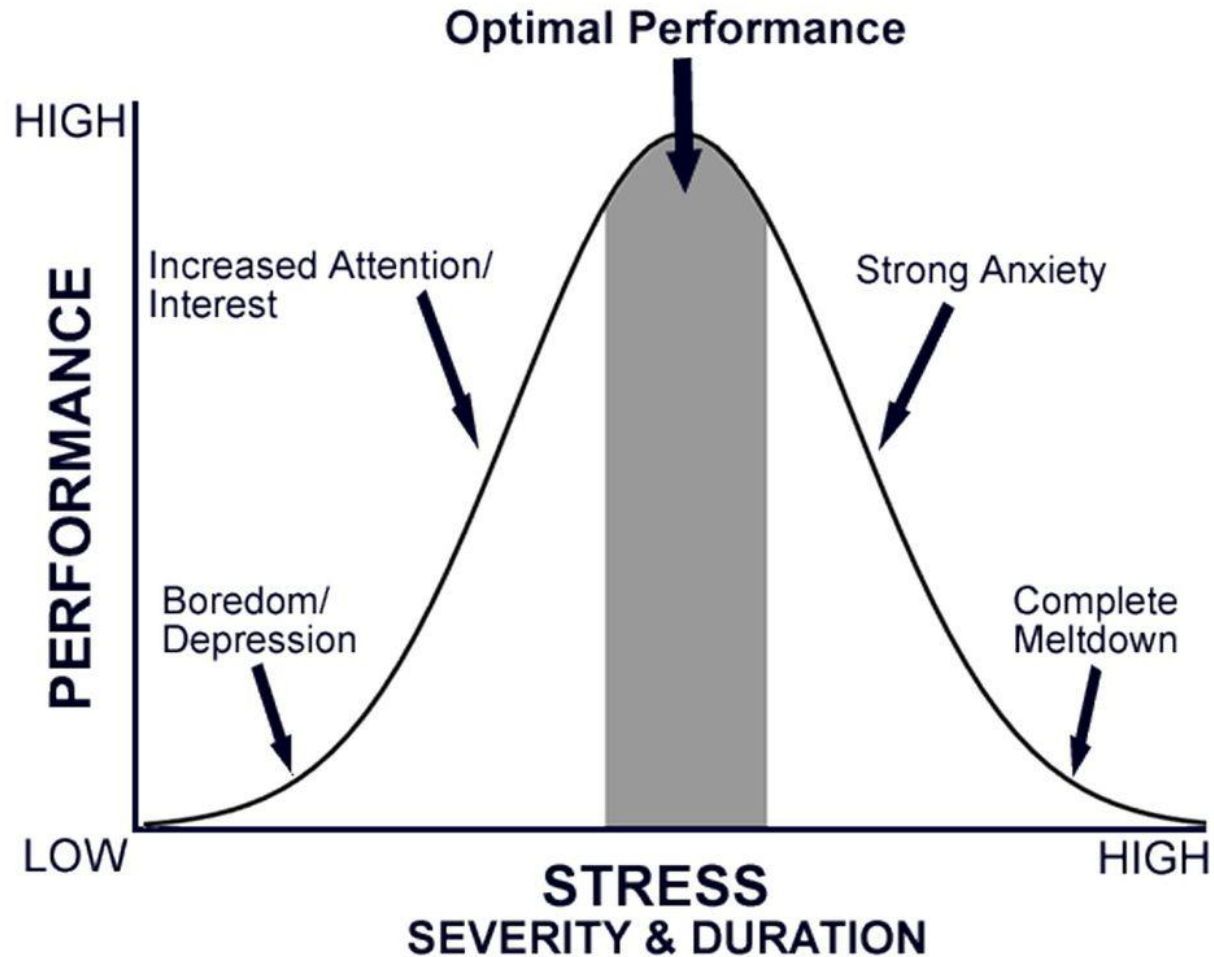


# Cognitive Behavior Triangle





# Decision Making

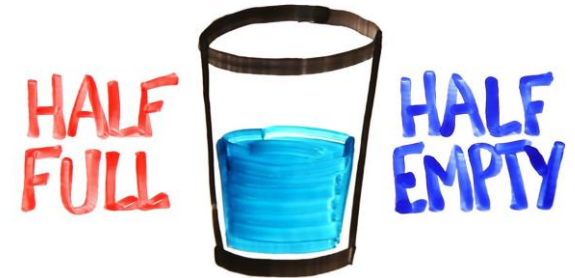


# How Can Emotional Intelligence Help Us in Student Affairs?

1. Cultivate a positive and productive workspace.
2. Enhance the campus community through relationship building.
3. If we aren't well, we can't serve the needs of our students.
4. Reduce the burnout rate of professionals.
5. Create pathways for students and staff to openly discuss mental health.
6. Enhance conflict resolution.
7. Show empathy towards students and colleagues.
8. Lead by example.

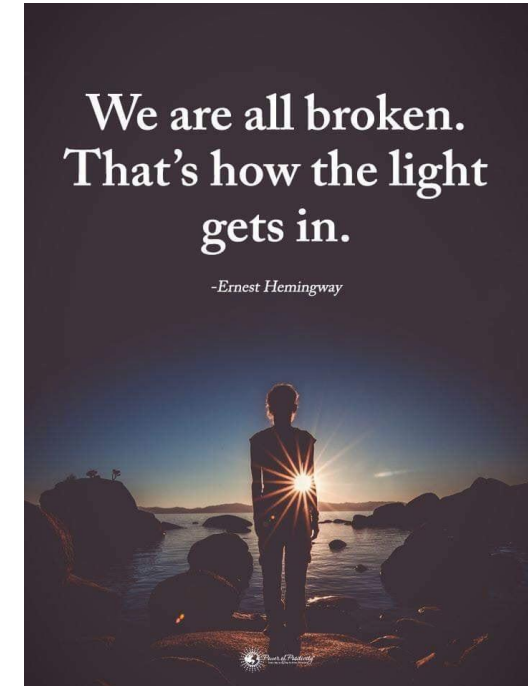
# Emotional Intelligence Tips

- Get connected with your purpose/values/emotions.
- Surround yourself with people who fill your cup.
- Practice gratitude.
- Be mindful of your non-verbal communication.
  - Facial expressions and movements, body language, and gestures.
- Disrupt the cycle!
  - How are you talking to yourself?
    - More > Better
    - Could > Should
- Take care of yourself.
  - Exercise, journaling, painting, coloring, gardening, etc.

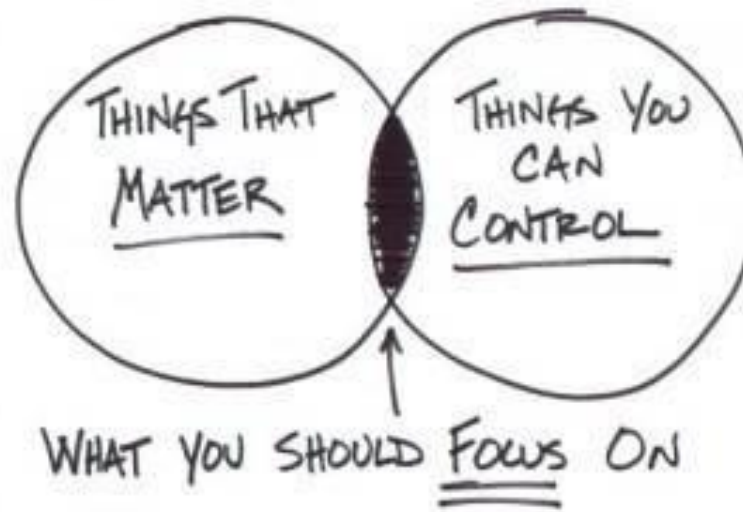


# Emotional Intelligence Tips

- Slow down.
- Reflect on what you can and can't control.
- Know what to say, and what not to say.
- Analyze your personal strengths and weaknesses. Don't dwell on the weaknesses.
- Be open and honest with yourself.
- Seek help when needed.
- Listen to others.
- Stay positive.
- Don't take life too seriously. Have fun!



# Group Activity



BEHAVIORGAP.COM

# Resources

## PODCASTS:

### NASPA's SA Voices from the Field

Favorite episodes: 5 Things Every Student Affairs Professional Should Know, Issues Impacting New Professionals and Graduate Students Today, and Exploring Socioeconomic and Class Issues with Steve Jenks.



### Work Life with Adam Grant

Favorite episodes: Faking Your Emotions at Work, When Work Takes Over Your Life, When Strength Becomes Weakness, and Your Hidden Personality.



## SELF-CARE APPS:

### Simple Habit

Favorite series: Strengthen Patience, Can't Sleep, Taming your Inner Critic, Making Today Great, Letting Go of Work Worries, Foundations for Humanitarians, Kindness to Self, Happiness at Work, Feel at Peace, and Grief Meditation.

### Sanity & Self

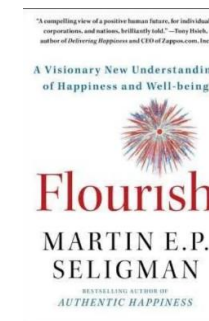
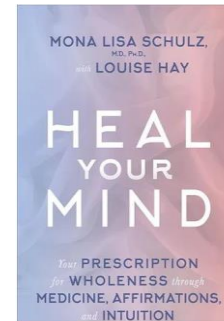
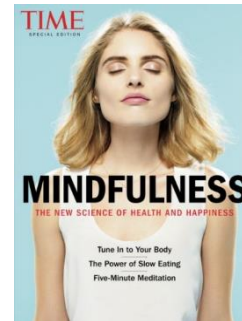
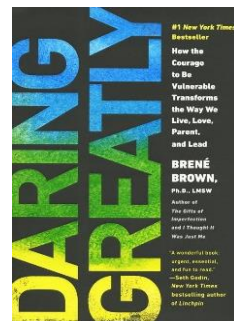
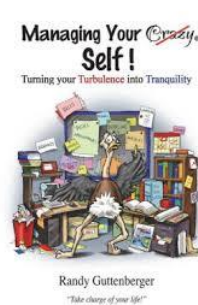
Favorite series: Set Boundaries, BFF Your Stress, Prioritize Yourself, Imposter Syndrome, Target Success, and Take Back Control.



# Resources

## BOOKS:

- *Managing Your Crazy Self!: Turning your Turbulence into Tranquility* by Randy Guttenberger
- *Daring Greatly: How the Courage to Be Vulnerable Transforms the Way We Live, Love, Parent, and Lead* by Brené Brown
- *Time Mindfulness: The Science of Health and Happiness Single Issue Magazine* by TIME Special
- *Heal Your Mind: Your Prescription for Wholeness Through Medicine, Affirmation, and Intuition* by Mona Lisa Schultz, with Louise Hay
- *Flourish: A Visionary New Understanding of Happiness and Well-being* by Martin E.P. Seligman



# Resources

## YOUTUBE VIDEOS:

- 6 Steps to Improve your Emotional Intelligence by Ramona Hacker - TEDxTUM  
[https://youtu.be/D6\\_J7FfgWVc](https://youtu.be/D6_J7FfgWVc)
- The Power of Emotional Intelligence by Travis Bradberry - TEDxUCIrvine  
<https://youtu.be/auXNnTmhHsk>
- The Reason You Procrastinate (It's Not What You Think) by Mel Robbins  
[https://youtu.be/CFu\\_58AnT0g](https://youtu.be/CFu_58AnT0g)
- Brene Brown on Empathy  
<https://youtu.be/1Ewgu369Jw>
- A Pep Talk from Kid President to You  
<https://youtu.be/l-gQLqv9f4o>
- Why Happy People Do it Better - The Science of Happiness  
<https://youtu.be/ikMHZ7mchVo>
- The People Currency: Practicing Emotional Intelligence by Jason Bridges - TEDxWabashCollege  
<https://youtu.be/7z0asInbu24>



# Questions?

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