

EQ CONNECTIONS

An Emotional Intelligence Newsletter by E.I. Assessments



**“I WOULD NEVER TRUST A MAN WHO DIDN'T CRY;
HE WOULDN'T BE HUMAN.”**

– Gen H Norman Schwarzkopf

VALUES VERSUS ATTITUDES:

Moments of Truth

**Written by
John J. Hughes**

Over the past 20 years, I have spoken with over 1,500 professionals about their EQ-i results and learned that the actions they take and the decisions they make have a correlation to their personal values. We are taught these values when we are very young. Personal values guide our lives, help us make the best decisions and dictate our behaviors towards others.

As we grow, we build and expand our relationships with people, move into communities and join religions which support our values and beliefs. Hopefully, we are able to work for companies, organizations or institutions that reflect and act in alignment with our personal values. Many times, businesses are so certain and proud of their values and beliefs, which you will find written in vision and mission

statements in the annual report or displayed in the lobby.

Between the months of March and July 2020, I have had over 100 discussions with executives, managers and professional staff about recent events as well as emotional intelligence. When I asked them how they or their senior leadership have reacted to the explosion of COVID and to the murder of George Floyd, there were reactions ranging from pride to confusion or total disappointment.

COVID and the BLM movement have created moments of truth for leaders and some are failing.

EMOTIONAL INTELLIGENCE & WORK CULTURES

I believe a company or an organization's work culture is driven by the emotional intelligence energy of its executive leader. The person at the top sets the tone and drives the agenda. When you think of how your leader has responded over the past three months, how would you rate his or her response to the following questions as they relate to COVID:

Emotional Self-Awareness:

This is a leader's ability to understand his or her own emotions, influence and authority and how they impact the performance of others. How has my leader used his or her organizational or position power to ensure a safe work environment?

1-----2-----3-----4-----5
Failed Lost Struggling Efforts Impressed

Empathy:

Empathy is about being willing to listen to others and sincerely understanding what they are experiencing. What effort has my leader made to listen to me and to solicit my input, ideas and suggestions for getting the work done while ensuring safe COVID protocols?

1-----2-----3-----4-----5
Failed Lost Struggling Efforts Impressed

Reality Testing:

This skill is about being objective, asking questions and acknowledging data. Leaders need to be curious and have multiple sources of information to analyze in order to make the best decisions. What has been my leader's response to the COVID outbreak?

1-----2-----3-----4-----5
 Failed Lost Struggling Efforts Impressed

Social Responsibility:

The core of this skill is having an appreciation for consensus and collaboration while being willing to sacrifice for the benefit of others. Leaders who score high are loyal and attentive to the collective needs of their team members or organization. What actions has the leader taken that have contributed to team cohesiveness while working remotely?

1-----2-----3-----4-----5
 Failed Lost Struggling Efforts Impressed

If you scored between 12-15, then you would probably agree that your organization is acting in alignment with your values since they have demonstrated the caring and sensitivity that you expect. You could probably tell specific examples where your leader or leadership acted in accordance with your ethics, morals and principles. They came through for you.

However, if you are in a situation in which you would rate your leader or your leadership team 12 or less, then I would imagine you could give me examples of missed opportunities or underwhelming responses to real and serious health concerns.

The evolution and momentum of the Black Lives Matters movement fueled by the murder of George Floyd has brought the even higher expectation of senior leaders that they will respond accordingly. Considering the same emotional intelligence skills, what would be your score?



Emotional Self-Awareness:

This is a leader's ability to understand how the Black Lives Matter movement is so important to professionals of color. George Floyd's death is a real, current, human reminder of all that is still wrong in society. How has my leader used his or her authority or power to create an environment which acknowledges the opportunities of the BLM movement? What actions have been taken?

1-----2-----3-----4-----5
 Failed Lost Struggling Efforts Impressed

Empathy:

Many professionals I spoke with saw a small portion of the George Floyd video and were overwhelmed with emotions. They felt his gasps and pleas for mercy as his breath was pressed from his body. What effort has my leader made to listen to the professionals of color throughout our organization to hear their experience when they saw the video? It is important to acknowledge the pain and sadness of the event. Has your leader listened to suggestions and ideas on where your company can do a better job?

1-----2-----3-----4-----5
 Failed Lost Struggling Efforts Impressed

Reality Testing:

There are lots of white guys who are executives in major corporations or who sit on the boards of non-profits. They are in situations in which they can ask, probe and be curious enough to undercover information that will be helpful towards finding solutions. What has been my leader's response to the BLM movement and the death of George Floyd?

1-----2-----3-----4-----5
 Failed Lost Struggling Efforts Impressed

Social Responsibility:

This is an opportunity for leaders to be good corporate citizens and find situations in which they use their influence to act and support change internally and externally. Leaders who score high, appreciate their role in society and know how to build networks with other influencers to focus their energies on living their values. What actions has your leader taken to understand the Black Lives Matter movement?

1-----2-----3-----4-----5
 Failed Lost Struggling Efforts Impressed

Scoring between 12–15 means your leader or leadership is being proactive and making an effort to learn. Leaders who score in this range are not ignoring the problems in society and are willing to listen and contribute towards solutions. People do not expect the leaders of their organizations to have the solutions yet, but they do expect them not to ignore the problems.

Now, if you scored under 12 and you are a professional of color, you might currently feel yourself at odds with your organization, especially if it is dominated by white, male management. I have spoken to professionals, in both profit and non-profit companies, and many have been absolutely disappointed by the lack of response from their leader or leadership. Some people are so discouraged by the failed response of their leaders that they are considering leaving their current positions and finding companies more aligned with their personal values. Those companies do exist. As always, if you are considering a career change now, move towards something positive and do not run from something negative.

“WHEN YOU SEE SOMETHING THAT IS NOT RIGHT, NOT FAIR, NOT JUST, YOU HAVE TO SPEAK UP. YOU HAVE TO SAY SOMETHING; YOU HAVE TO DO SOMETHING.”

– John Lewis

ATTITUDE IS EASY

The difference between values and attitudes shows up in action. Actions are opportunities for leaders to use their emotional intelligence skills. For example, you may know many people who espouse the benefits of recycling, yet they do not separate their trash at home. They can point out where others have failed to be socially conscious, yet they do not provide a better example. The **attitude** is correct but it is not a **value** unless it is backed up with action. People who truly value recycling actively demonstrate their commitment and are often good at enrolling others to help.



Leaders in today's business environment need to reexamine and realign their values to the

current reality of COVID and the Black Lives Matter movement.

I have also noticed that people with high emotional intelligence are not afraid of doing the right thing. They understand and acknowledge their fears, but they have the courage to always take action.

If you are a leader and wonder what action you should be taking at this time to protect your people, ask yourself, "what would John Lewis do?"

EQ-I 2.0 & EQ 360 CERTIFICATION TRAINING

**Next 3-DAY Session
September 2, 3 & 4
8:30AM – 2:30 PM EST
Via Zoom**

Enroll at www.eiassessmentsllc.com