

Building Your Emotional Intelligence Retreat for CBS Leaders

Session 1 – What is Emotional Intelligence?

I. INTRODUCTION

Illustration: You are sitting in Leaders Council, one of your fellow leaders begins to share the devotional for the week. They share that while you were apart for the summer their house was struck by lightning, the top two floors completely destroyed. The house has been taken down to the studs, they will be out for at least 9-12 months. So many things are gone, clothing, furniture, photos, laptops. The work required now with their insurer and the rebuilding is overwhelming. They continue sharing how God is at work, but your mind is reeling. You didn't know - such a tragedy. What is happening inside you?

Let group call out answers.

Explanation: We take in information through our five senses.

The information enters the body and brain in the form of electrical signals. Our sensations enter the brain at the back of the spinal cord. They travel first through the limbic system, the place where emotions are experienced.

Our rational thinking occurs on the opposite side of the brain. So our first thoughts are emotional; then they travel all the way across the brain before we have our first logical thought.

These two areas of our brain communicate constantly. This process of communication is the physical source of emotional intelligence.

Illustration continued: Go back to the Leaders Council for a moment. Now your thoughts have passed through the brain and travelled to the side where logical thinking kicks in. Now what are you thinking?

II. EMOTIONAL INTELLIGENCE DEFINED

Each of us is wired with 2 kinds of smart: 1) IQ – thinking intelligence and 2) EQ – emotional, feeling intelligence.

“Emotional intelligence is your ability to recognize and understand emotions in yourself and others, and your ability to use this awareness to manage your behavior and relationships.”

*Drs. Travis Bradberry
and Jean Greaves
Emotional intelligence 2.0*

- An individual's **IQ** (Intelligence Quotient), **EQ** (Emotional Intelligence) and **Personality** provide a picture of the whole person.
- Together they determine how we think and act
- It is impossible to predict one based upon another.
- Emotional intelligence is the one that is flexible and can be changed.
- People with the highest levels of IQ outperform those with average IQs just 20% of the time, while people with average IQs outperform those with high IQs 70% of the time.

III. TWO BY FOUR

There is a building process that puts a house back together after a fire. One of the primary elements of rebuilding walls and framing a house is two by fours. Made for just that purpose they create support, structure and design. We can't live in a house without them. Similarly, there is a building process that creates within each of us a greater level of emotional intelligence.

EQ can be best understood in a two by four combination. Just as 2 x 4's build a house, so does this combination form the structure of EQ and build a stronger EQ. (Use the PowerPoint slides to aid in this description.)

TWO – the beams

- **Personal Competence** is your ability to be aware of your emotions and manage your behavior and tendencies.
- **Social Competence** is your ability to understand the moods, behavior and motives of others in order to improve the quality of your relationships.

BY FOUR – the supports

Personal Competence

- **Self-Awareness** is your ability to accurately perceive your own emotions in specific moments and understand your tendencies across situations.
 - Understanding comes through taking time to think about it.

- High self-awareness equals clear understanding of what you do well, what motivates and satisfies you and which situations and people push your buttons.
- As self-awareness increases so does satisfaction with life.
- When you have it, all other emotional intelligence skills are easier to use.

Illustration: Presenter tell a story of a time when you personally learned something about yourself and the way you react to a certain person.

- **Self-Management** is your ability to use your awareness of your emotions to stay flexible and direct your behavior positively.
 - What happens when you act - or do not act.
 - Managing your emotional reactions to situations and people.
 - Biggest challenge is managing tendencies over time and applying this skill in a variety of situations.
 - It is tested over and over again.

Activity:

On a three by five card record these three things:

1. *The initials of a person who can push your buttons within 2-3 minutes.*
2. *The emotions present within you when this happens (i.e. Frustration, impatience, anger, etc.)*
3. *Your typical response.*
4. *What could you do that would demonstrate self-awareness and self-management.*

Ask participants to share their perceptions around tables or in small groups without naming anyone.

Social Competence

- **Social Awareness** is your ability to accurately pick up on emotions in other people and understand what is really going on in them.
 - Requires focus and attention to critical information.
 - Listening and observing are the most important elements in social awareness.
 - Understand people's emotions while in the midst of the interaction.
- **Relationship Management** is your ability to use your awareness of your own emotions and those of others to manage interactions successfully.

- Ensures clear communication and effective handling of conflict.
- Avoid passively avoiding problems.
- Builds bonds and strong relationships over time.
- Creates the benefit of connecting with many different people.

Illustration – as presenter think of a time when you were interacting with someone and you had to employ EQ. Tell that story from personal experience. Give examples of when it was successful or unsuccessful. Share what you learned.

Activity:

On the "Social Competence" handout record answers to these questions: (note: key definitions are on the handout to help them in their answers)

1. *What is the most difficult thing for you about social awareness?*
2. *What is hard for you about relationship management?*
3. *Name a situation where you have seen yourself as socially aware and/or managing a relationship well?*

Ask participants to share either in small groups or with the total group.

Summary of Two by Four

Here's the bottom line. The two by four of Emotional Intelligence is the connection between what you see and what you do with yourself and others.

Those who employ a blend of reason and feeling achieve the greatest results.

IV. IS EQ IN THE BIBLE?

You Bet!

It's everywhere – all we have to do is look.

Mankind seldom has a productive, helpful idea that did not originate with God. It is safe to say that good ideas generated by people are rooted somewhere in God's design and are often present in scripture.

While the principles and definitions of this concept called Emotional Intelligence are useful, they are simply an extension of what God has written in His Word.

So what does that tell us? There are certain realities about the Word of God that are never changing and are true when we apply any practice/theory of man like EQ.

Bringing scripture into the equation with **three realities**

Reality #1: GOD'S WISDOM FAR EXCEEDS MAN'S WISDOM.
So much of what we read and perceive as men's brilliant thoughts, we can readily find in the pages of Scripture.

God wasn't joking when He said through Isaiah,

“He will be the sure foundation for your times,
a rich store of salvation and wisdom and knowledge;
the fear of the Lord is the key to this treasure.”

Isaiah 33:6 New International Version (NIV)

Reality #2: HUNDREDS OF SCRIPTURES TEACH US ABOUT RELATIONAL SKILLS AND RESPONSIBILITIES.

So many passages could be explored here.

Focus on: Colossians 3:12-17 New Living Translation (NLT)

¹² Since God chose you to be the holy people he loves, you must clothe yourselves with tenderhearted mercy, kindness, humility, gentleness, and patience.¹³ Make allowance for each other's faults, and forgive anyone who offends you. Remember, the Lord forgave you, so you must forgive others. ¹⁴ Above all, clothe yourselves with love, which binds us all together in perfect harmony. ¹⁵ And let the peace that comes from Christ rule in your hearts. For as members of one body you are called to live in peace. And always be thankful.

¹⁶ Let the message about Christ, in all its richness, fill your lives. Teach and counsel each other with all the wisdom he gives. Sing psalms and hymns and spiritual songs to God with thankful hearts. ¹⁷ And whatever you do or say, do it as a representative of the Lord Jesus, giving thanks through him to God the Father.

Reality #3: EMOTIONAL INTELLIGENCE IS SIMPLY A TOOL THAT REINFORCES SCRIPTURE.

Application of Scripture with the idea of Emotional Intelligence makes us better leaders.

There are so Many Parallels within just this one passage. Brings us to the practical application.

Activity: Use the handout, “God's Word and Emotional Intelligence”. As the presenter, walk through the first two with the whole group, so that they

understand the task. Then have them complete the handout in small groups. After their thoughts have developed, ask each group to designate a spokesperson and report a few of their conclusions back to larger group. (Note: a blank handout and a completed handout are included for your review.)

V. STRATEGIES FOR RAISING EQ

1. Visit Your Values

- a. List your core values. Is what you value in line with the manner in which you interact with others? (For example, respect for others)
- b. How does the feedback of others affirm or deny your values? Seek feedback, ask for advice and use it.
- c. Watch Yourself Like a Hawk. Like a hawk circles over and over in the sky with a full view of his surroundings, we can learn to keep our eyes open for all that is going around us and in us.

2. Be Present

- a. Think of yourself as a plastic fork vs. a stainless steel fork (bendable vs. unbending). Have flexibility to adjust.
- b. Stop talking; start listening. Eliminate brain monologue that plans the next comment and anticipates other's thoughts.
- c. Catch the mood. Watch the body language.

3. Walk the Two-Way Street

- a. Ask your shepherd for guidance.
- b. Build trust. Little things mean a lot. Use words of affirmation, comfort, and understanding.
- c. Show that you care through words and actions.

Activity: Ask each member of the group to find another leader that they do not know well and pair up. Give them a moment to think about an experience they have had that elicited strong emotion - something that was unexpected, something that made you feel especially happy, sad, fearful, frustrating, anxious, etc. Ask each member of the pair to share the story of this experience with the other. The listener should be listening and watching for key expressive words and body language that give clues to them of how to respond to the other. Then ask each pair to discuss what they saw and heard that is a part of the process of emotional intelligence.

IV. Conclusion - Takeaways

End with a group summary of the takeaways from what they have done and heard.

Have the participants call out the answers to the following questions:

What in today's retreat challenged you?

What are you aware of that you do well in the process of Emotional Intelligence?

What information or activity was especially helpful?

How emotionally intelligent are we as a Leaders Council?

How do we apply this in our relationships as leaders and with those we shepherd?

(Have someone record these responses. Use constructive points that leaders mention for a LD time in the future.)