

Dr. Rikki Turner

Building your team through emotional
intelligence

Introduction

Understanding Emotional Intelligence (E.I.) Self-Assessment

Identifying Toxic Team Members
Case Study

Cultivating Ideal Team Members
Co-creation

Creating a Cohesive Team
Worksheet

Developing an Action Plan
Brainstorming

Conclusion and Wrap Up



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Understanding Emotional Intelligence

Emotional Intelligence is...

Understanding Emotional Intelligence

Self-Awareness

Emotional Intelligence is...

Understanding Emotional Intelligence

Self-Awareness

Self-Regulation

Emotional Intelligence is...

Understanding Emotional Intelligence

Emotional Intelligence is...

Self-Awareness

Self-Regulation

Motivation

Understanding Emotional Intelligence

Emotional Intelligence is...

Self-Awareness

Self-Regulation

Motivation

Empathy

Understanding Emotional Intelligence

Emotional Intelligence is...

Self-Awareness

Self-Regulation

Motivation

Empathy

Social Skills

Serenity Prayer

*Lord, grant me the
**serenity to accept
the things I cannot
change,
the courage to
change the things I
can,
and the wisdom
know the difference.***

vs

E.I. Prayer

Lord, grant me the
**patience to pause before I
pop off,
the self-awareness to
realize when I *am* the
drama,
and the wisdom to shut up
and let other people feel
things without making it
about me.**

Understanding Emotional Intelligence



When you feel angry, what does that mean?



When you feel threatened, what does that mean?



Self-Assessment



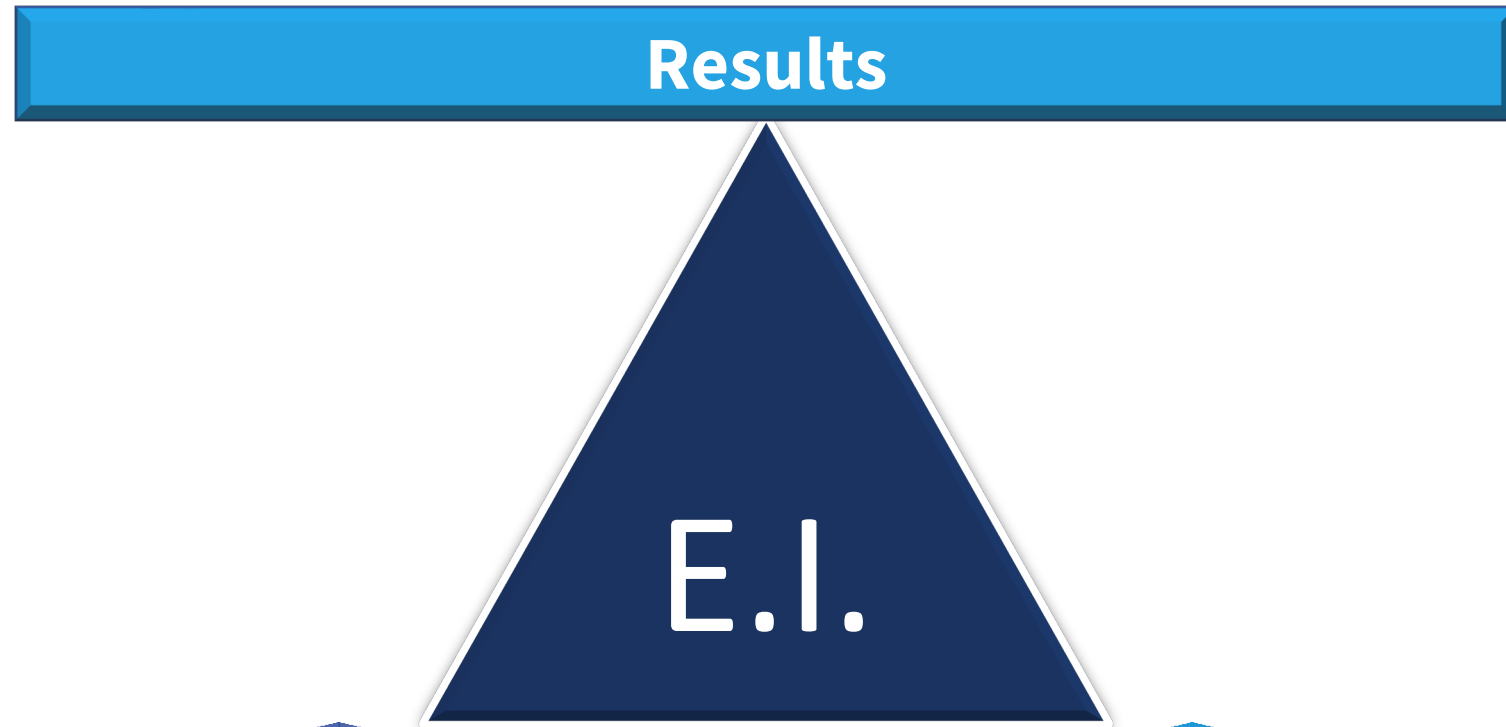
A: 1 point

B: 2 points

C: 3 points

D: 4 points

E: 5 points



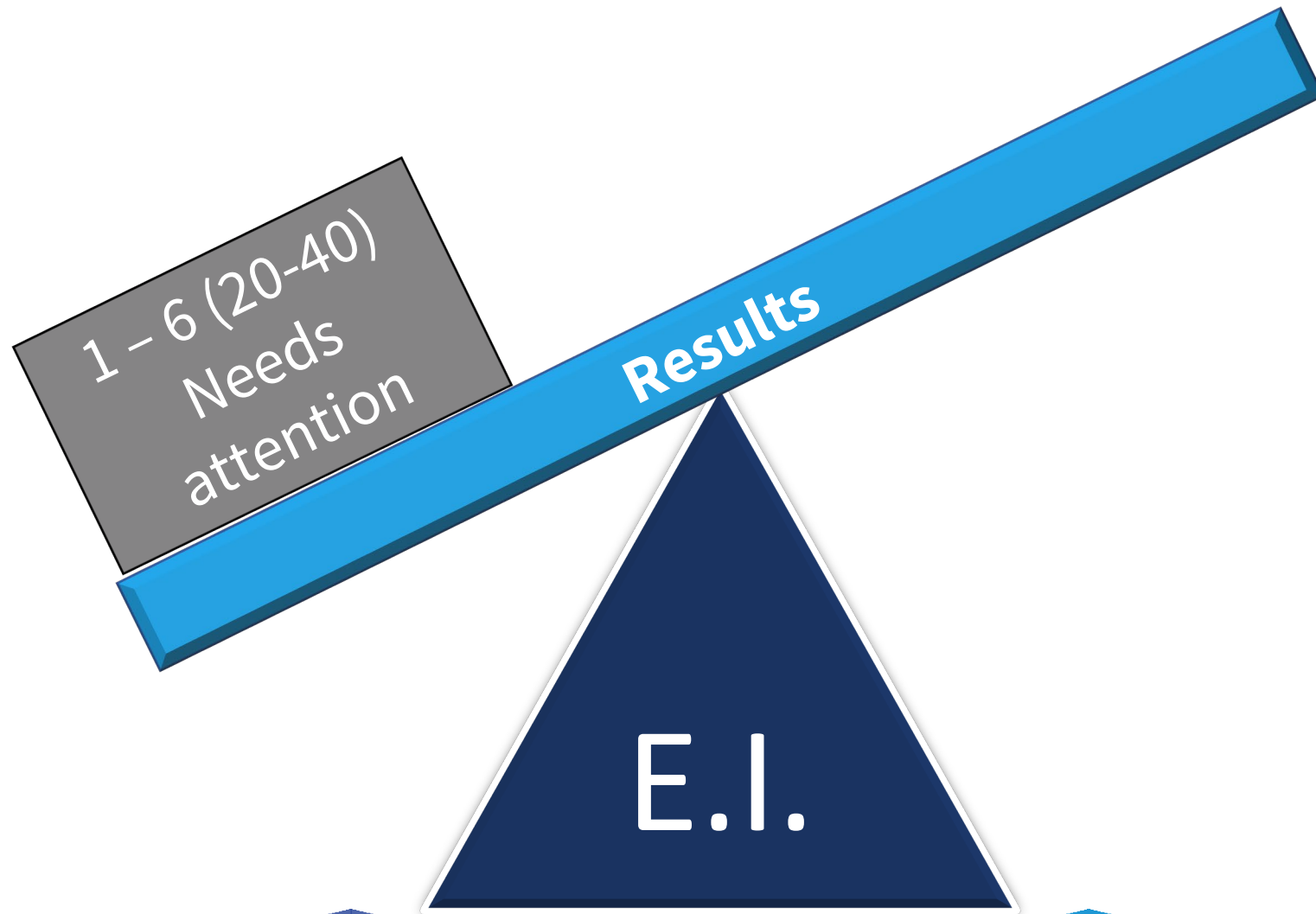
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C: 3 points

D: 4 points

E: 5 points



A: 1 point

B: 2 points

C: 3 points

D: 4 points

E: 5 points

7 – 13 (41-79)
Moderate
abilities

Results

E.I.

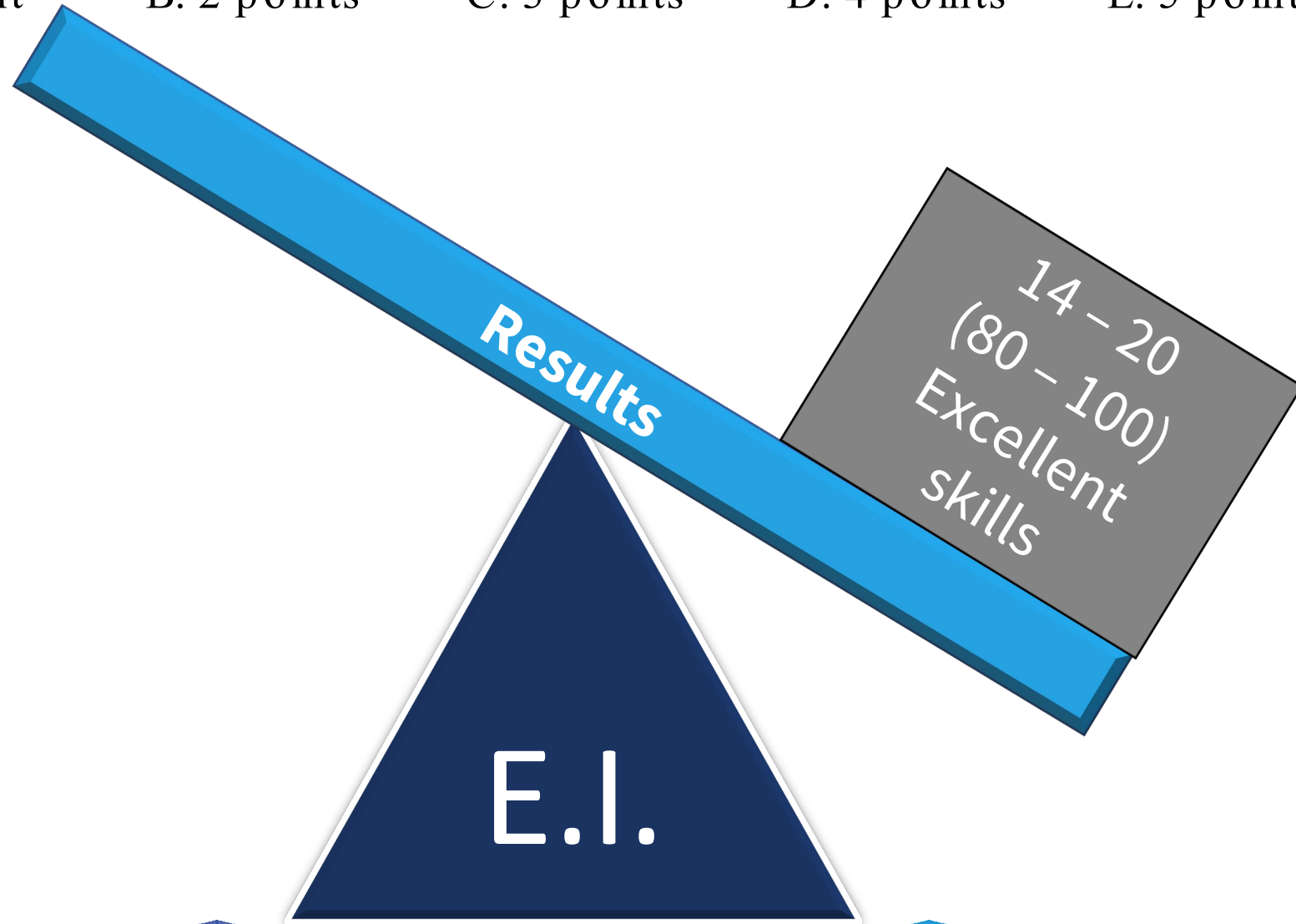
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C: 3 points

D: 4 points

E: 5 points



Identifying Toxic Team Members

What makes them toxic?

Identifying Toxic Team Members

A large blue diamond shape is centered on the slide, overlapping a grey diamond shape behind it. To the left of these diamonds is a vertical strip of overlapping geometric shapes in various shades of blue and grey.

What is the impact?

Identifying Toxic Team Members

Case study

Background: In the business department of Turner University, a marketing project team was formed to develop a comprehensive marketing strategy for a new program. The team consisted of five members: Sarah, the team leader; Alex, a creative designer; Emily, a content writer; Mike, a data analyst; and Lisa, a social media expert.

Identifying Toxic Team Members

Toxic Team Dynamics: Despite having a talented and diverse team, the project team was plagued by toxic dynamics that hindered their progress and collaboration

The Micromanager

Sarah, the team leader, exhibited micromanagement tendencies. She had difficulty delegating tasks and constantly interfered with the work of other team members. She failed to trust their expertise and insisted on having the final say on all decisions.



Identifying Toxic Team Members

Toxic Team Dynamics: Despite having a talented and diverse team, the project team was plagued by toxic dynamics that hindered their progress and collaboration

The Passive-Aggressive

Alex, the creative designer, often displayed passive-aggressive behavior. Instead of openly addressing concerns or conflicts, Alex would make sarcastic remarks, withhold information, or ignore suggestions from other team members.



Identifying Toxic Team Members

Toxic Team Dynamics: Despite having a talented and diverse team, the project team was plagued by toxic dynamics that hindered their progress and collaboration

The Perfectionist

Emily, the content writer, had perfectionist tendencies that led to excessive self-criticism and a fear of making mistakes. This hindered her ability to meet deadlines and contributed to a constant sense of stress and anxiety within the team. Emily's perfectionism also made it difficult for other team members to collaborate effectively with her.



Identifying Toxic Team Members

Toxic Team Dynamics: Despite having a talented and diverse team, the project team was plagued by toxic dynamics that hindered their progress and collaboration

The Dominator

Mike, the data analyst, consistently dominated team discussions and disregarded the input of other team members. He was dismissive of alternative ideas and often asserted his opinions as the only valid ones.



Identifying Toxic Team Members

Toxic Team Dynamics: Despite having a talented and diverse team, the project team was plagued by toxic dynamics that hindered their progress and collaboration

The Gossip

Lisa, the social media expert, frequently engaged in gossip and negative conversations about team members. She spread rumors, criticized others behind their backs, and fostered an environment of mistrust and division.



Identifying Toxic Team Members

Toxic Team Dynamics: Despite having a talented and diverse team, the project team was plagued by toxic dynamics that hindered their progress and collaboration

The Result

Lack of trust & collaboration



Identifying Toxic Team Members

Toxic Team Dynamics: Despite having a talented and diverse team, the project team was plagued by toxic dynamics that hindered their progress and collaboration

The Result

Decreased
motivation &
engagement



Identifying Toxic Team Members

Toxic Team Dynamics: Despite having a talented and diverse team, the project team was plagued by toxic dynamics that hindered their progress and collaboration

The Result

Hindered
creativity &
innovation



Identifying Toxic Team Members

Toxic Team Dynamics: Despite having a talented and diverse team, the project team was plagued by toxic dynamics that hindered their progress and collaboration

The Result

Missed
deadlines &
subpar
outcomes



Identifying Toxic Team Members

Toxic Team Dynamics: Despite having a talented and diverse team, the project team was plagued by toxic dynamics that hindered their progress and collaboration

The Result

Increased
stress &
anxiety



Identifying Toxic Team Members

Toxic Team Dynamics: Despite having a talented and diverse team, the project team was plagued by toxic dynamics that hindered their progress and collaboration

The Result

Higher
turnover/less
retention



Cultivating Ideal Team Members

What makes them ideal?

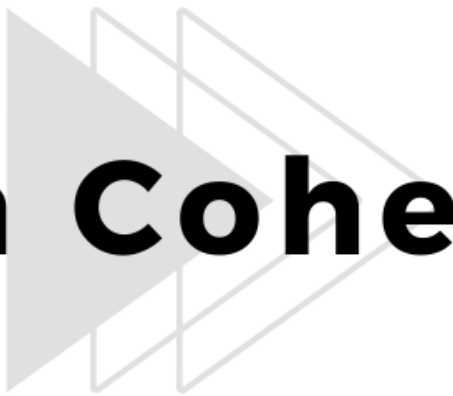


Cultivating Ideal Team Members

What is the impact?



Creating a Cohesive Team



Set Clear Goals and Expectations

Current Rating and Improvement Plan



Encourage Open & Transparent Communication

Current Rating and Improvement Plan



Encourage Open & Transparent Communication

Current Rating and Improvement Plan



Build Personal Relationships

Current Rating and Improvement Plan



Build Personal Relationships

Current Rating and Improvement Plan



Promote Collaboration & Cooperation

Current Rating and Improvement Plan

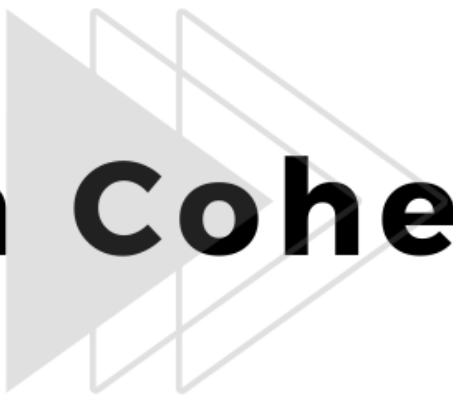


Promote Collaboration & Cooperation

Current Rating and Improvement Plan



Creating a Cohesive Team



Lead by Example

Current Rating and Improvement Plan



Establish Trust & Psychological Safety

Current Rating and Improvement Plan



Establish Trust & Psychological Safety

Current Rating and Improvement Plan



Provide Constructive Feedback and Support

Current Rating and Improvement Plan



Provide Constructive Feedback and Support

Current Rating and Improvement Plan



Celebrate Successes and Milestones

Current Rating and Improvement Plan



Celebrate Successes and Milestones

Current Rating and Improvement Plan

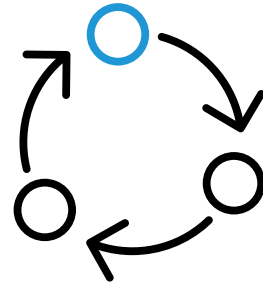


Developing an Action Plan



Developing an Action Plan

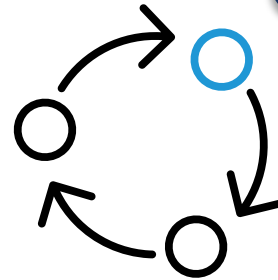
Assess Current Team Emotional Intelligence



Developing an Action Plan

Assess Current Team Emotional Intelligence

Set Clear Objectives

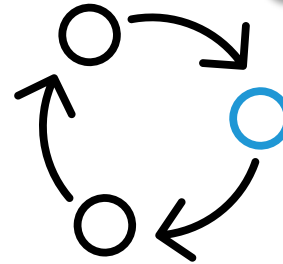


Developing an Action Plan

Assess Current Team Emotional Intelligence

Set Clear Objectives

Identify Key E.I. Needs



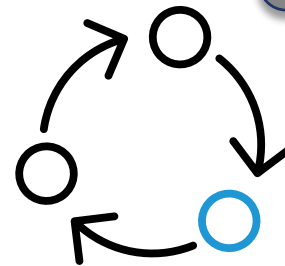
Developing an Action Plan

Assess Current Team Emotional Intelligence

Set Clear Objectives

Identify Key E.I. Needs

Design Development Activities



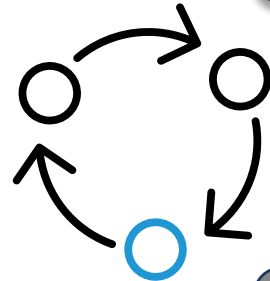
Developing an Action Plan

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Set Clear Objectives

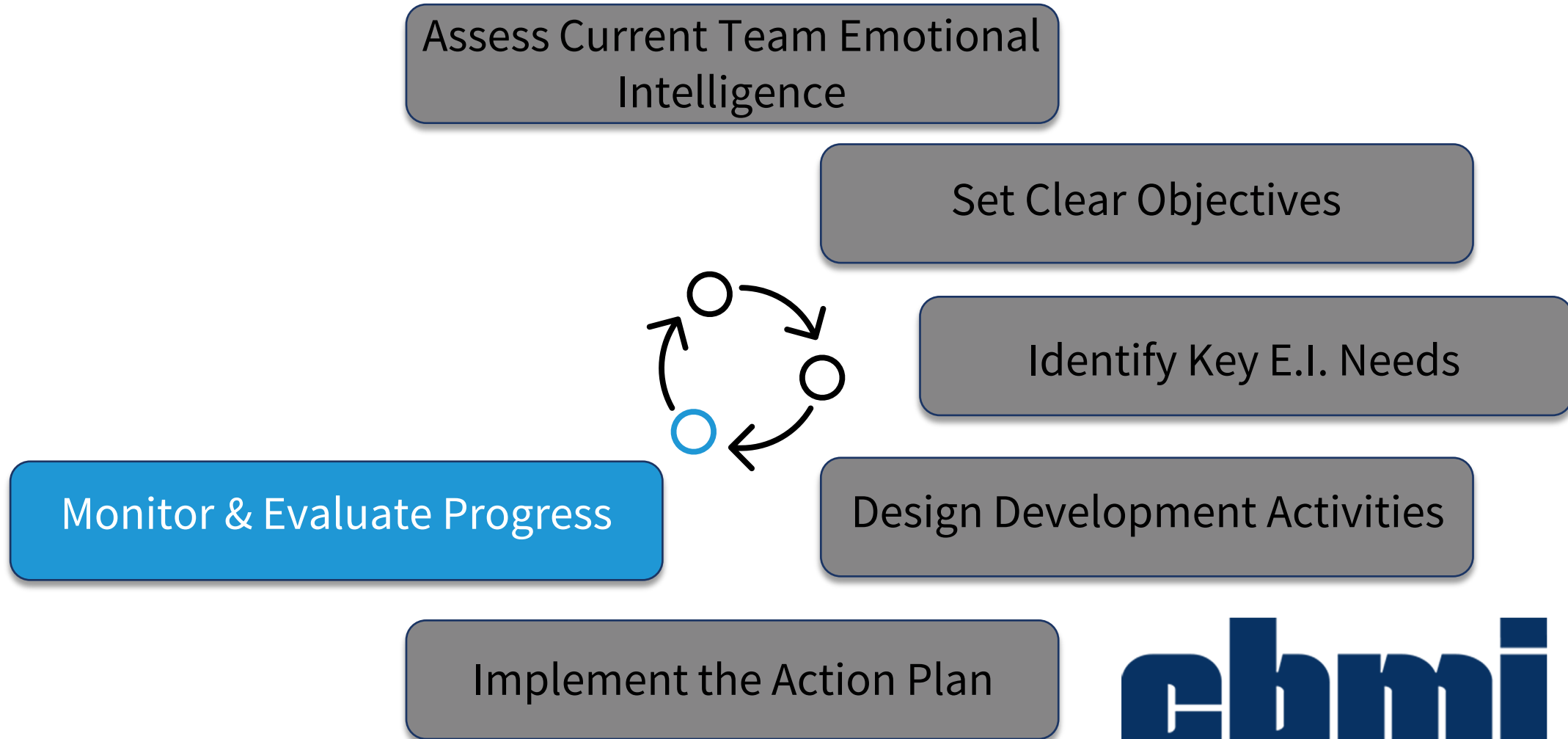
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Design Development Activities

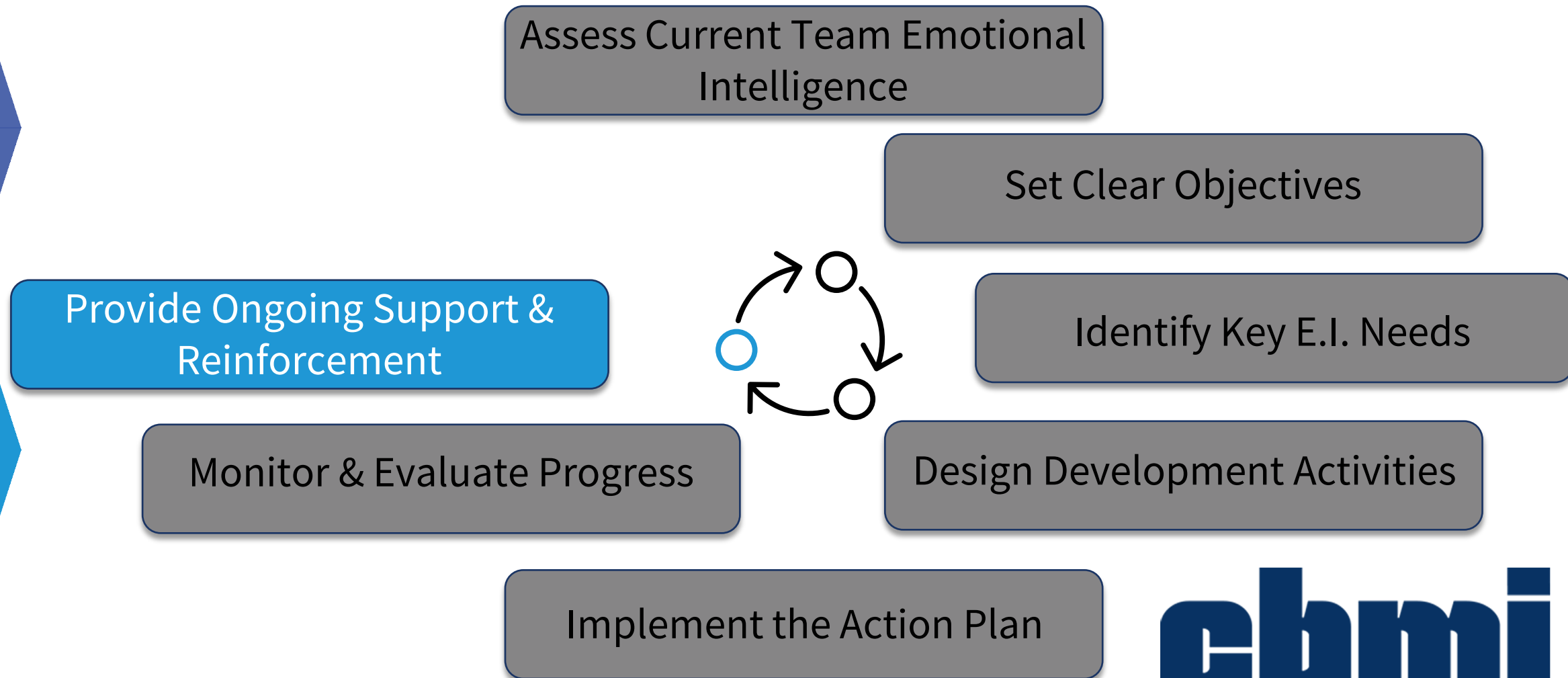


Implement the Action Plan

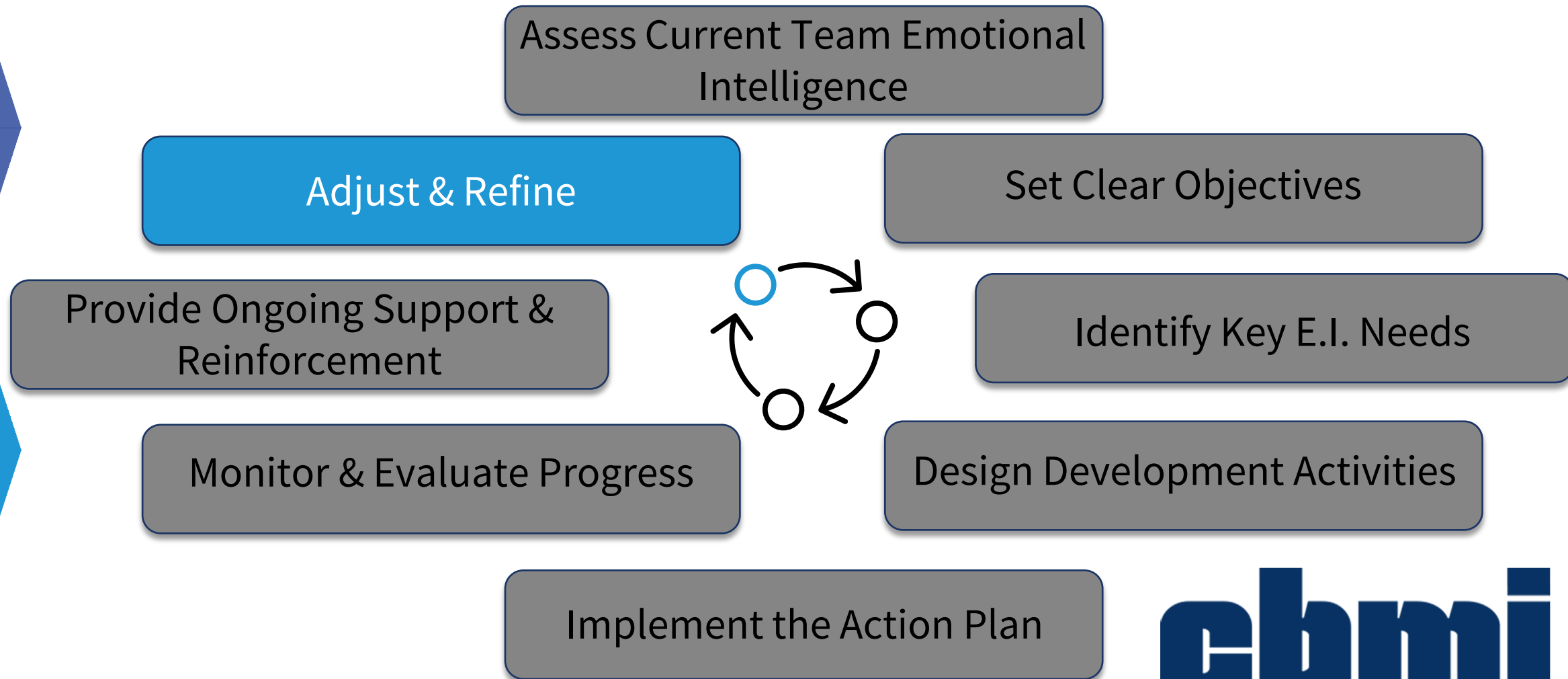
Developing an Action Plan



Developing an Action Plan



Developing an Action Plan



The Key to Emotional Intelligence



Wrap-Up and Discussion



Understand Emotional Intelligence



Know What to Work on Yourself



Identify Toxic Team Members and the Effects



Create a Cohesive Team



Develop an Action Plan