



From Insight to Action

An Emotional Intelligence (EIQ) Workshop
Turning Awareness into Action — Building Emotional Agility,
Team and stakeholder Trust.

Welcome to Our EIQ Journey



Today is all about understanding ourselves and one another better.



We're not here to judge — we're here to grow.



Together, we'll learn how emotions shape our choices, and how to turn awareness into positive action.



Why Emotional Intelligence Matters

- **Emotional Intelligence (EIQ) is how we recognize, understand, and manage emotions — in ourselves and others.**
- **In Communities, it helps us communicate better, reduce tension, and build trust across teams.**



Workshop Goals

BY THE END OF THIS SESSION, YOU WILL:

- **UNDERSTAND YOUR PERSONAL EIQ STORY AND WHAT IT REVEALS.**
- **LEARN 3 PRACTICAL SKILLS: P.A.U.S.E., EMPATHY LOOP, AND TEAM CHARTER.**
- **CREATE PERSONAL COMMITMENTS TO KEEP GROWING EMOTIONALLY INTELLIGENT.**

IT IS OKAY TO FEEL



HAPPY



ANGRY



SAD



EXCITED



JEALOUS



SURPRISED



BORED



EMBARRASSED



CONFUSED



TIRED



SHY



SILLY



DISAPPOINTED



WORRIED



SCARED



FRUSTRATED

Emotional Temperature Check

Let's start with a quick check-in!

- How's your emotional weather right now?
- This helps us notice the energy in the room — no right or wrong answers.



The Big Picture: Our EIQ Story

"Your Mission: In pairs, use the EIQ survey to give each other immediate, actionable feedback.

Process:

Step 1: Interview your partner using the EIQ questions.

Step 2: Score it together and analyze the results.

Step 3: Peer Learning: Discuss what surprised you and how you can apply one insight from your partner's approach.



Our Strengths

- **EXAMPLE:** I notice when others are stressed.

That's Your foundation — and today, we build on it.





Our Growth areas

- **Example: I sometimes lose calm under pressure.**
- **That's okay — emotional agility is a skill we can learn together.**



Skill 1: The P.A.U.S.E. Technique

A simple 5-step tool to help you manage emotional triggers and respond thoughtfully.

- **P** – Pull Back
- **A** – Acknowledge the Emotion
- **U** – Understand the Why
- **S** – Select a Response
- **E** – Engage with Intention



Why the Pause Matters



When emotions spike, our brain's amygdala takes over, logic goes offline.



A pause helps us reset and choose our response.



It's a power move, not a delay.

Practice: The P.A.U.S.E. in Action

Scenario: A stakeholder criticizes your idea in a meeting.

How do you apply the P.A.U.S.E. steps before reacting?

Take 2 minutes to reflect, then discuss with a partner.

Debrief: What Did You Notice?

How did pausing change your response?

What emotions surfaced first?

What might shift if everyone practiced this at work?



Empathy = Connection, not correction.

Skill 2: The Empathy Loop

Three steps to practice empathy:

- 1. Listen Fully**
- 2. Validate the Feeling**
- 3. Ask a Curious Question**

A man with long dreadlocks and a woman are shaking hands in a professional setting. The man is on the left, wearing a light-colored long-sleeved shirt, and the woman is on the right, wearing a light blue button-down shirt. They are both looking at each other. The background is a blurred office or meeting room. The image has a dark overlay with text and decorative elements.

Why Empathy Builds Trust

- When we feel seen and heard, we open up.
- Empathy helps us move from fixing problems to understanding people.



Practice: Listen to Understand

- In pairs: One person shares a small work frustration for 2 minutes.
- The other only listens — no interruptions.
- Then reflect back what you heard and how they felt.
- Switch roles.



Debrief: What Did You Feel?

- **For the listener:** What was hard about not jumping in?
- **For the speaker:** How did it feel to be truly heard?
Empathy is about presence, not perfection.

Skill 3: Building Psychological Safety

- Psychological Safety = a shared belief that we can speak up, ask questions, or make mistakes without fear.
- **It's the foundation of innovation and team trust.**





Why Safety Fuels Performance

Groups with psychological safety share ideas faster, solve problems better, and support each other when it counts.



Activity: Our Team Charter

- Break into small groups and develop 3–5 practical guidelines that will help create a supportive, safe, and respectful learning environment for this session and for your organizations.
- Your guidelines should reflect how CSO teams work, communicate, and solve problems together.



Activity: Our Team Charter

Hint: *Think about the behaviours and attitudes that make collaboration easier, communication clearer, and problem-solving more constructive.*

Examples:

1. Assume goodwill when engaging with colleagues and partners.
2. Encourage diverse perspectives, especially from voices that are often overlooked.



Gallery Walk: Our Shared Values

- Post your team charters around the room.
- Walk around, read others' ideas silently.
- Let's notice common themes — these become part of your EIQ playbook.
- **TELL US YOUR PERSONAL EIQ COMMITMENT**



HUMAN-
oriented
Company



My Personal EIQ Commitment

Reflection Time:

“As you think about your role within your organization, take a moment to reflect and write down the following:”

- One practice I will start doing to strengthen collaboration and service delivery in my CSO...
- One habit I will stop doing because it weakens trust, efficiency, or communication...
- One thing I will ask my team or leader for that will help me perform better and contribute more effectively

COMPANY VALUES



Sharing Our Commitments

- Who'd like to share what they're committing to?
- Speaking your commitment aloud strengthens it.

The Path Forward

- This isn't the end of the journey—it's the starting point.
- As CSOs, the work we do depends on continuous growth and stronger internal capacity.
- You are to carry this EIQ journey forward with intentional daily practice.



Key Takeaways

Remember:

- P.A.U.S.E. helps us manage our reactions.
- Empathy connects us deeply.
- Psychological safety lets us grow together.

Small changes. Big difference.



Final Reflections

- What's one insight or phrase you'll take with you today?
- Write it down, it's your reminder for tomorrow's intentional decisions.





Thank You!

- Thank you for your honesty, energy, and courage today.
- Together, we're building a more emotionally intelligent Communities one response at a time.