

# Emotional Intelligence

## Chat Comments during Presentation



Time Stamp	Name	Comment
00:14:33	Andrew:	Yes
00:14:35	Andy:	yup!
00:14:51	Gordon:	yes
00:16:21	Larry:	yes
00:17:40	DavidB:	I think that you hit a key point there. Our "flow or perhaps normal flow" has been changed and we are all adapting to a new "flow" not worse or better per say but new
00:18:02	Kaitlin:	Well said, Dave.
00:19:10	Ed:	I appreciate how she shared the technique of taking a breath before letting your emotions hijack your reactions
00:20:18	Shannon:	Agree Ed. using a reflective statement....clarifies their point of view and gives me time to breath/absorb that a bit
00:21:01	Melodie:	The Challenge of learning a new skill, Covid protocol/ social change, influences our ability to show up and make sure our needs are met.
00:21:29	Melodie:	I think about the pause as the difference between Reacting, vs. Responding.
00:22:31	Larry:	I also agree Ed. One does have to manage their emotions but at the same don't allow the offended person to put words into the issue that support their narrative.
00:23:17	Michael:	Never hit 'send' on an email that has any emotional energy behind it....until the next day (60 seconds is not enough...)
00:23:21	Ed:	Was this where she suggested we try to view as if we were a bystander- -more objective perspective
00:23:46	Ellen:	as questions
00:23:58	Ellen:	ask questions
00:25:12	Ellen:	be curious - ask why
00:26:01	Andy:	Yeah I love that 3rd party perspective challenge. Sometimes I even find an actual 3rd party to ask what they think!
00:26:23	Jenn:	reflection, identify typical emotions/reactions, how would you like to respond in future, create a trigger....so that next time you recognize emotion, stop "think/breath" and choose your response
00:27:11	Andy:	Cheers to cathartic unsent emails, Ellen!
00:28:38	Ellen:	@Andy :-)... I wouldn't survive otherwise ...

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00:28:46 Peter: I try to remember that 99% of the time, whatever is going on is not about me... when someone is getting emotional, I don't help by reacting in kind.

00:28:54 Eugen: I think it is also important to detect when other people around us are having those emotion-driven reactions.

00:29:41 David: One of this year's challenge for me is that I'm missing many of the facial reactions that I normally rely upon.

00:30:00 Peter: I miss the smiles!

00:31:41 Michael: Yes...but I am telling my staff to raise googles when talking to students....it makes a noticeable difference... the old saying that our eyes are windows to our souls... we can pick up things, engage eye contact....it's powerful....

00:31:46 Andy: dry jokes and sarcasm don't land as well without a goofy grin to go along!

00:32:20 Melodie: I think there's silver lining in Sarcasm not landing. It typically leads to an exclusive experience.

00:32:34 Jenn: @Michael - love it; eyes are a powerful communicator this season!!!

00:32:38 Melodie: Maybe we will cultivate new ways that are inclusive to bringing groups together.

00:33:19 Melodie: Or at the least be curious :)

00:34:54 Kaitlin: Beer is the best incentive!

00:34:57 Derek: We have a tendency to want to "win" the conversation. Our goal should be to assist and direct

00:37:11 Jenn: situational awareness - when the environment changes so too can the social awareness in the group

00:37:38 Gordon: It will take serious work to ensure your eyes tell the tale

00:37:54 Bruce: Every good actor can do that.

00:38:51 Jenn: great point Melodie - that these skills are not always innate; they are skills we can learn, practice and enhance

00:38:53 Michael: Think 1920s before 'talkies'....

00:38:54 Ed: i liked her suggestions about responding "I could see how you could feel that way" and similar instead of assuming they would feel the same way you would by saying "i know how you feel."

00:39:44 Chris: we just have to be kind to everyone...

00:41:51 Melodie: thanks Dave :)

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00:42:44 Peter: Teaching kids!

00:43:16 Derek: The last section talked about how tone and body language is more important than the actual message verbalized

00:43:22 Andy: A good question to ask before giving feedback is "Are you open to feedback?" Simple and effective

00:43:31 Gordon: so much of Linda Cowan is checking for understanding

00:44:22 Ellen: multifocal lens

00:44:39 John: If negative emotions are high the learning environment is likely compromised.

00:45:08 Melodie: @Andy James YES! this is my favorite. Consent. Maybe I don't want Feedback right now.

00:46:17 Kaitlin: I second consenting to feedback. Here, here.

00:47:12 Jenn: share with students our own concerns, fear and comforts (that our resort is providing safety); listen to theirs and what will help them feel safe during their lesson.....and create group safety protocol that we are accountable to and have created together

00:48:01 Derek: my returning and new instructors were very concerned about how to communicate with their students. We talked about several ways we could address peoples questions but then we took a few minutes and role played

00:48:41 John: Like it!

00:50:05 Melodie: For my school. I introduced a 'Theme' Slow Down. Take the time for conversations, social, slow down your lessons, focus on foundations, independence,

00:50:52 Melodie: Prevention Toolkit: Consent (ask first), Boundaries (set them early), Motivation (why?)

00:51:59 Andy: @Kaitlin Nice tree!

00:52:37 Chris: that's great idea

00:53:24 Chris: positive reinforcement goes so far

00:54:28 David: yes, people are craving social interactions!

00:54:32 Donny: Speaking louder than you're comfortable with, exploring multiple tones of voice, and exaggerated hand gestures.

00:55:23 Michael: The moment they start to ski, I know who they are.....

00:55:50 Melodie: @ Michael... SO True!

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00:56:01 Jenn: name and then connecting their goal with that; John May really values remember students' goals and name

00:56:08 Michael: I devoted a full half day for all staff to work on 'mimicry' in lessons

00:57:01 Michael: Show me....or draw it in the snow for me....don't describe it for me

00:57:44 Ellen: @Michael - very cool!

00:57:50 Jenn: do what I do!!! do more talk less!!YES!

00:58:00 Melodie: 'do this'...

01:00:24 Melodie: Inclusive environment.

01:00:53 Gordon: mimicry can be used in multiple areas. From learning what it feels like by copying, to creating connection through mimicking

01:02:02 Bruce: Face the same direction as your student if you want them to mimic you else they have to mirror you.

01:02:31 Marla: Good point

01:03:36 Peter: Yes! ... and we don't have a locker room, in which to decompress, etc.

01:03:46 Ellen: @Andy - yes!?!

01:05:24 Peter: cool... being intentional about this with staff...

01:05:54 Chris: don't forget to have FUN

01:06:19 Peter: As Linda says, "the person who is reflecting is learning" -- Make time for staff to reflect.

01:06:24 Ellen: Thanks Jeremy!

01:06:40 John: Thank you and bet safe!

01:06:45 Andy: ty!

01:06:46 Alison: Thank you Jeremy!

01:06:54 Michael: Don't forget to embrace the 'joy' of skiing...