



Emotional Intelligence

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Overview



Setting the stage



Takeaways from training



How will you apply the training this season?

Setting the Stage

- Team members may have been feeling very isolated for going on 8 months now.
- Coming back to work there have been huge changes to the operations and procedures.
- The social interaction that usually accompanies teaching skiing is very different than it used to be.
- Team members might have significant fears about contracting Covid.
- Overall tension and frustration is created more easily for everyone and as leaders in our schools we need to be prepared to support our team members.

Takeaways From Training

Self-Awareness / Motivation

Self-Regulation

Social Awareness / Empathy

Self Awareness / Motivation

- Events don't cause behavior your emotional reaction does
- Emotions can hijack your reactions
- Being aware of your emotional reaction is key for self-regulation
- Identifying tasks where you feel a state of flow can improve happiness and motivation

Self-Regulation

- Try not to make assumptions about why others are behaving the way they are.
- Take time to think before reacting
 - Identify the emotional reaction
 - Remove yourself from the situation (60 seconds)
 - Take slow deep breaths
 - Don't make decisions until your emotions level out
 - Challenge your thoughts and feelings
 - Choose how to respond

Social Awareness / Empathy

- Pay close attention to what you see and hear to gather information.
- People who are good at this are often described as intuitive.
- Attempting to think of things from someone else's perspective to understand their perspective better.
- Do not assume you know what a situation is like for someone else.
- Be careful sharing similar situations you have gone through as that puts the focus back on you.
- Communication needs to be two directions, focusing on body language can be very impactful.
- Focus on your strengths when managing relationships.
- Collect feedback to better understand how others view and feel about you and the way you interact.
- Focus on key messages.

Practical Application

How will you apply this
training this season?
