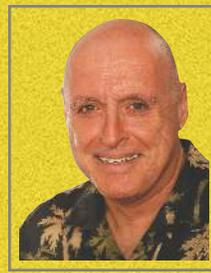


THE EXTRA POINT

BY JERRY ROBERTS



879 Is Your Boss Emotionally Intelligent?

Hey, it's great when our boss has his or her emotional act together, isn't it? Yes, but how can we be sure? I'm Jerry Roberts, and we'll dig into that a bit, next on The Extra Point.

Have you ever had a boss who was an emotional rock? Nothing could ruin their day. They were always in control of their emotions. When problems came up, they didn't lose their cool. They took care of things, and always made workers feel confident.

I picked up an article yesterday and the author referred to such a skill as "walking your emotional dog." I'd never heard the issue framed quite like that, so I dug in to find out more. It referred to a manager who had a gift. He knew how to speak with people. He cared about them, and understood how to motivate them.

The writer likened emotions to a pet dog. As long as the dog was walked in a controlled manner and kept on a leash, everything was fine. However, when the dog pulled him around or was let off the leash to run free, things began to go wrong.

The writer also made sure to pay attention when the dog would bark. Emotions, you see, always have something to tell us. We can't let them rule us, but we should be ready to listen. An emotionally intelligent leader controls (walks) emotions; she doesn't let emotions control her.

The emotionally intelligent leader understands how workers are feeling, also known as empathy. They feel the ups and the downs, who needs more attention and who needs less. Further, they seem to understand how members of their team feel about them.

Some managers are flat clueless when it comes to this. They don't easily pick up on it when people are feeling out of it; or they don't pick up on it at all. It's the same in knowing how

their team views them and their performance. They really don't know.

There are two more very specific emotionally intelligent skills these special managers have. One is the ability to deal with conflict before it gets out of hand. They sense when trouble is brewing, and cool down the situation. So many managers ignore or don't recognize problems until they escalate.

The second special skill is that these leaders are not easily offended. They're secure in their position, and to use the popular phrase, "comfortable in their own skin." If somebody challenges them, they keep their emotions in check and calmly work the situation.

The best part about having these last two skills is that not only do you help your team by exercising them, you always teach them how to do the same. One day, when you move on from your present position and it's time to choose a successor, maybe somebody on your team takes over and carries forward your methods and traditions.

Emotional intelligence is a topic we'll all be spending more time learning about in the future. If you feel you could stand to learn more about it, there are many books available on the topic. One author you can try is Daniel Goleman.

Emotional intelligence. Make sure you walk the dog, and don't let the dog walk you.

That's The Extra Point. Be responsible and make something good happen today. For 93.3 and the Ray Gibson Show, I'm Jerry Roberts.

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The answer here is to identify someone Overdick refers to as a sparring partner, who will counter our behavior. They'll jerk our chain, and bring us back to reality. Someone who can tell us "that's enough," and we'll listen.

Another thing is to place what is called "anchors" around us. These are reminders of positive thoughts that can do the same as the sparring partner, if you can't find one. Put one on the bathroom mirror, the refrigerator, the dashboard of your car, in your wallet, or paste one on the back of your cellphone case.

Thinking traps can and do affect me, you, and everyone around us. Being aware of them and how to counter them is important for our progress, and our emotional well-being.

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