



SAINT MARY-OF-THE-WOODS COLLEGE

The Essential Role of Emotional Intelligence: Communication and the Art of Strategies for Female Leaders

Kathryn E. Shema, Saint Mary-of-the-Woods College, MLD, Graduate Certificate in Women's Leadership

ABSTRACT

This culminating project examines, explores, and demonstrates how women can utilize their strengths for efficient solutions by using emotional intelligence, communication and strategies through setting strong boundaries that lead to assertiveness and self-advocacy. It is a journey through self-discovery to learn how to best use the innate gifts and further develop skills we all have as female leaders. There are strategies that enhance the experience and efficiency for females in leadership positions. It is about females using their strengths to lead others through communication, integrated negotiations, advocacy, and soft skills that require the essential role of emotional intelligence. The goal is for female leaders to lean into their unique characteristics, personalities, gifts, skills and talents to leverage them for the most optimized leadership experience. Being able to produce efficient solutions by using the art of strategies will give female leaders a great advantage in leadership positions and opportunities with themselves and those that they lead. Possessing a great deal of self-awareness, assertiveness through setting strong boundaries and using integrated negotiations set female leaders up for success. The objective is highlighting the advantages women have in leadership and why knowing one's self is the greatest asset. Being able to possess a high-level of emotional intelligence is essential to be an efficient leader in today's ever-changing, globalized world.

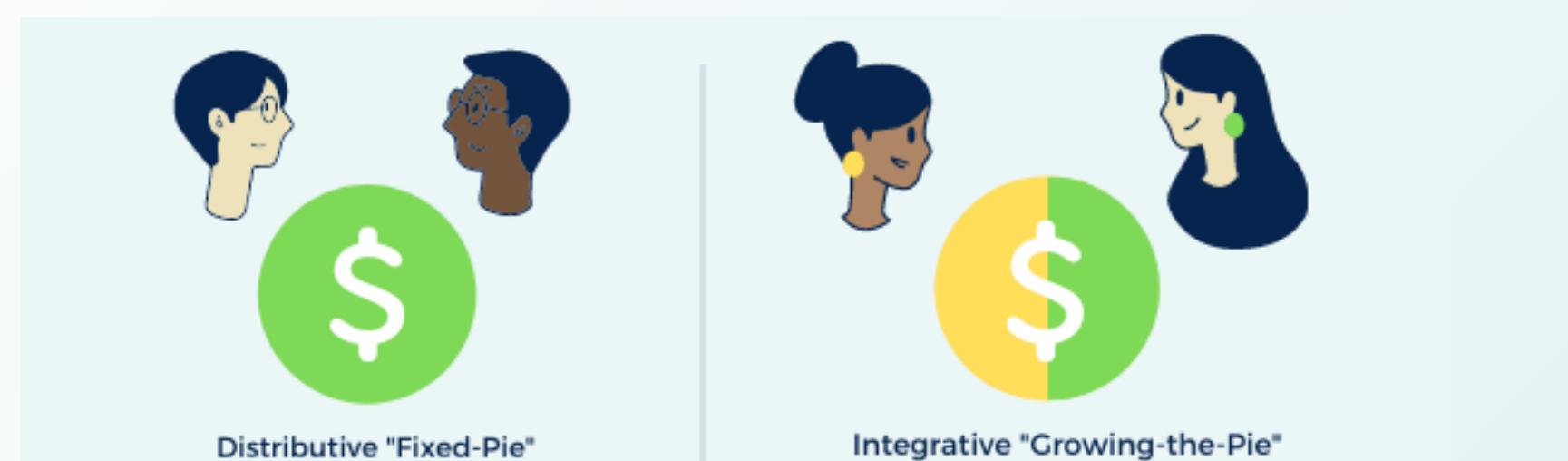
CONTACT

Name: Kathryn E. Shema
Saint Mary-of-the-Woods College
Email: kathrynschema@gmail.com
Video Presentation:

Emotional Intelligence

Emotional Intelligence Domains and Competencies			
SELF-AWARENESS	SELF-MANAGEMENT	SOCIAL AWARENESS	RELATIONSHIP MANAGEMENT
Emotional self-awareness	Emotional self-control	Empathy	Influence
	Adaptability		Coach and mentor
	Achievement orientation	Organizational awareness	Conflict management
	Positive outlook		Teamwork
			Inspirational leadership

Negotiations



There are two main different types of negotiations discussed in the book; a single-issue negotiation is called a "distributive" which means it is all-or-nothing. "Integrative" negotiations are when both parties can find value in what the other is seeking and come to a mutually beneficial, cooperative decision. Both parties in the negotiation walk away with something of value to them; it is not all-or-nothing.

Men predominately use the very competitive, distributive negotiation style where it is seen as a win or lose situation.

Women, paradoxically, predominately use the cooperative, integrative negotiation style where both parties can come to an agreement that leaves each better than they were before. It is not viewed as win or lose but rather, how can we both achieve the results we want – together.

Women are much better at using the integrative negotiation approach because women innately have the characteristics and strengths of The Feminine Genius that make it much easier and natural for women to bring others together to find a resolution that works for the collective parties in the negotiation. Knowing the other sides position, interests, and end goal is essential to having a successful negotiation.

Women are better at negotiations in the long run because of their use of integrated negotiation approach because it fosters and builds those relationships stronger, instead of burning a bridge. Therefore, women succeed further and longer when they efficiently use emotional intelligence, strategies for setting strong boundaries and their unique gift and characteristics of the feminine genius.

THE FEMININE GENIUS

RECEPTIVITY GENEROSITY

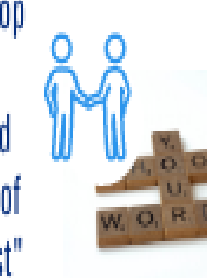
SENSITIVITY MATERNITY

Concept Developed by Saint Pope John Paul II

Strategies: Getting Your Message Across

1. Use More Than Words

"Become more conscious of your inner life and to develop the skills to accurately and powerfully express your feelings, thoughts, needs, and wants through words and through action, instead of communicating from a place of habitual repetition or emotional wounding from the past" (De Azevedo Hanks, p. 155).



4. Why It's Hard to Say No

"Women are generally socialized from a very early on to be caretakers and to be sensitive to the needs and feelings of others. Sometimes this aspect of socialization impacts women's ability to set boundaries and say no. The awareness of others' needs should be balanced with self-awareness and permission to express your unique self" (De Azevedo Hanks, p. 160).

2. Build a Strong Fence

"Highly differentiated people with a secure attachment style are able to build a strong fence with an inviting gateway that they can open or shut, and not a stone wall. Individuals with a high differentiation level are able to be separate from (fence) and connected to others (gate), and can effectively filter what comes into their emotional space, and what and how much they share with others" (De Azevedo Hanks, p. 157).

5. Why No Is Important

"Using no means that you accept that you are a human being and have limitations. As much as we want to be all and do all and keep everyone happy, we can't! We have a certain number of hours in a day and a certain threshold where stress becomes toxic. No also prevents burnout by filtering out things that we can't or don't want to do, keeping us from being overwhelmed and overcommitted. It allows us to focus on the things that matter most" (De Azevedo Hanks, p. 162).

3. Practice Saying No

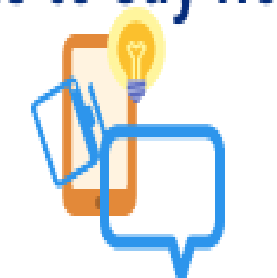
"The ability that say no is a first step in communicating the awareness of difference. I am me. I am not you. I think, feel, want, and need different things" (De Azevedo Hanks, p. 158).



6. Finding the Words to Say No

"Helpful phrases for saying no:

- * "I want to, but I am unable to.
- * "I'm not able to commit to that right now.
- * "I understand you really need my help, but I'm just not able to say yes to that" (De Azevedo Hanks, p. 163).

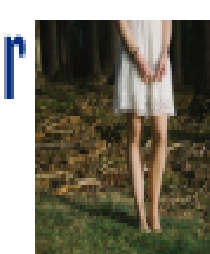


7. Receive the Gift of Resentment

"Resentment is an angry feeling that you experience when you think you've been treated unfairly or when a situation has garnered an unfair result. Resentment has helped me to set boundaries regarding certain aspects of my professional life. If you feel resentment toward a person or a situation, it's worth examining the trigger closer" (De Azevedo Hanks, p. 164).

8. Stand Your Ground

"Maintaining eye contact and not slumping or slouching over, can indicate that what you're saying is important. Resist any urge to 'hide' or distract yourself to lessen the directness of the exchange; no playing with your iPhone when being assertive" (De Azevedo Hanks, p. 168).



9. Respect Others' Boundaries

"While establishing and communicating your boundaries is important, it's only one side of the story. The other part of healthy assertive communication is being aware and respectful of someone else's boundaries. And even though it may not be pleasant to accept, the truth is that you yourself have probably crossed a fence or two before" (De Azevedo Hanks, p. 169).

REFERENCES

1. Appleby, S. (2000). Pope John Paul II. *Foreign Policy*, 12-25.
2. de Azevedo Hanks, J. (2016). *The Assertiveness Guide for Women: How to Communicate Your Needs, Set Healthy Boundaries, and Transform Your Relationships*. New Harbinger Publications.
3. Goleman, D., Langer, E., Congleton, C., & McKee, A. (2017). *Harvard Business Review Emotional Intelligence Collection (4 Books)(HBR Emotional Intelligence Series)*. Harvard Business Press.
4. Helgesen, S. (1995). *The female advantage: Women's ways of leadership*. Currency.
5. Ovens, A. (2015). How emotional intelligence became a key leadership skill. *Harvard Business Review*, 28.
6. Paul II, P. J. (1995). *Letter to women*. St. Pauls.

Strategies: Crucial Conversations

Strategy 1: Time It Right

"Timing matters. A lot. It is a good idea to wait until your emotions are soothed enough for you to enter wise mind and identify and balance your emotions in a way that matches the message you're trying to convey. Responding while experiencing an emotional flood is generally not the time to assert yourself" (De Azevedo Hanks, p. 149).

Strategy 2: Seek Permission

Questions such as, "Are you open to talking about what happened in the meeting this morning? When would be a good time?" are clear ques to the other person that you want to talk to him or her. Asking permission to open a dialogue with 'May I talk to you for a minute?' often gets better results than 'We need to talk right now!'" (De Azevedo Hanks, p. 150).

Strategy 3: Keep It Private

"In general, when you need to talk with someone and share your thoughts and feelings, particularly if it's an emotional topic, it is best to bring it up when there is not an audience. This demonstrates maturity, is respectful and considerate to the other person, and creates a higher likelihood that your assertiveness will be well received and responded to" (De Azevedo Hanks, p. 150).

Strategy 4: Put Down Your Crystal Ball

"Predicting the outcome of future conversations, we may inadvertently be reinforcing that particular outcome by our expectation (or certainly) that we already know the outcome. It is the concept of a self-fulfilling prophecy. We want to be right, so we act in ways that make our predictions or beliefs about other people come true" (De Azevedo Hanks, p. 151-152).

Strategy 5: Breathe, Just Breathe

"When your survival brain kicks in, you go into fight, flight, or freeze mode and temporarily disconnect from the prefrontal cortex, or the conscious, problem-solving part of your brain. Pausing to take a slow breath– even just one breath– can take your nervous system down a few notches so you can reconnect with the conscious, intentional part of your brain and respond to the situation in ways that will help instead of you and your relationships" (De Azevedo Hanks, p. 152).

Strategy 6: Push the Pause Button

"An emotional skill that is helpful to develop (and these are all skills that you need you need to practice in order to develop and master over time) is called 'push the pause button.' This skill comes in handy not only in intimate relationships but also in professional settings, where you likely have to keep your cool in stressful situations" (De Azevedo Hanks, p. 153).