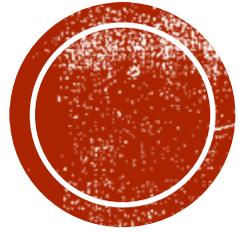


ANGRY LOVE
SURPRISED SYMPATHY
CONFUSED PEOPLE SMILE
REJECTED ANGER DECREASED ACCEPTED
SMILE CONFUSED
ANXIOUS FEAR
RESPECT PAIN AWARE REMORSE
ANGRY
REJECTED
CONFUSED
ANGRY ANXIOUS
EMBARRASSED

EMOTIONS

PEOPLE DECREASED
HAPPY CONFUSED
CONFUSED FEAR
CONFUSED LOVE HAPPY
REJECTED ANXIOUS REMORSE ANGER
CONFUSED
REJECTED FEAR
RESPECT SYMPATHY
DECREASED ACCEPTED
PAIN ANXIOUS
CONFUSED





EMOTIONAL INTELLIGENCE: AT YOUR SERVICE

**Salome Mwangi
Mwangi'z Inc**

www.salomemwangi.com





SELF ASSESSMENT

DISCOVER YOUR LEVEL OF EI



<https://globalleadershipfoundation.com/geit/eitest.html>



OBJECTIVES AND GOALS

1. Identify feelings and Emotions
2. Learn to Recognize and Regulate them
3. Develop more robust relationships
4. Build that Emotional Intelligence muscle

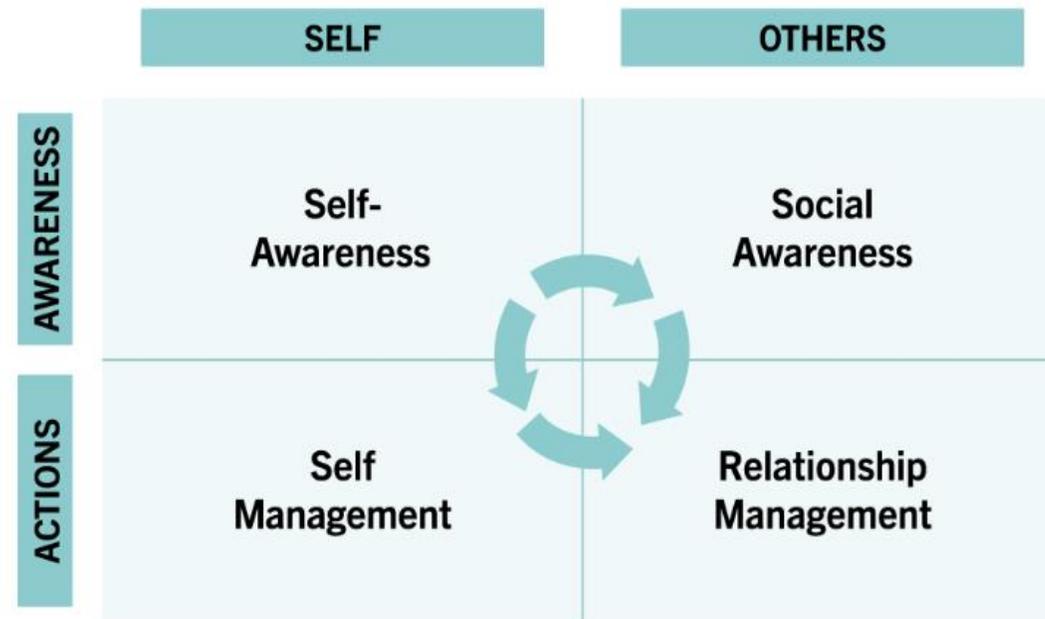


WHAT IS EMOTIONAL INTELLIGENCE (EI)?

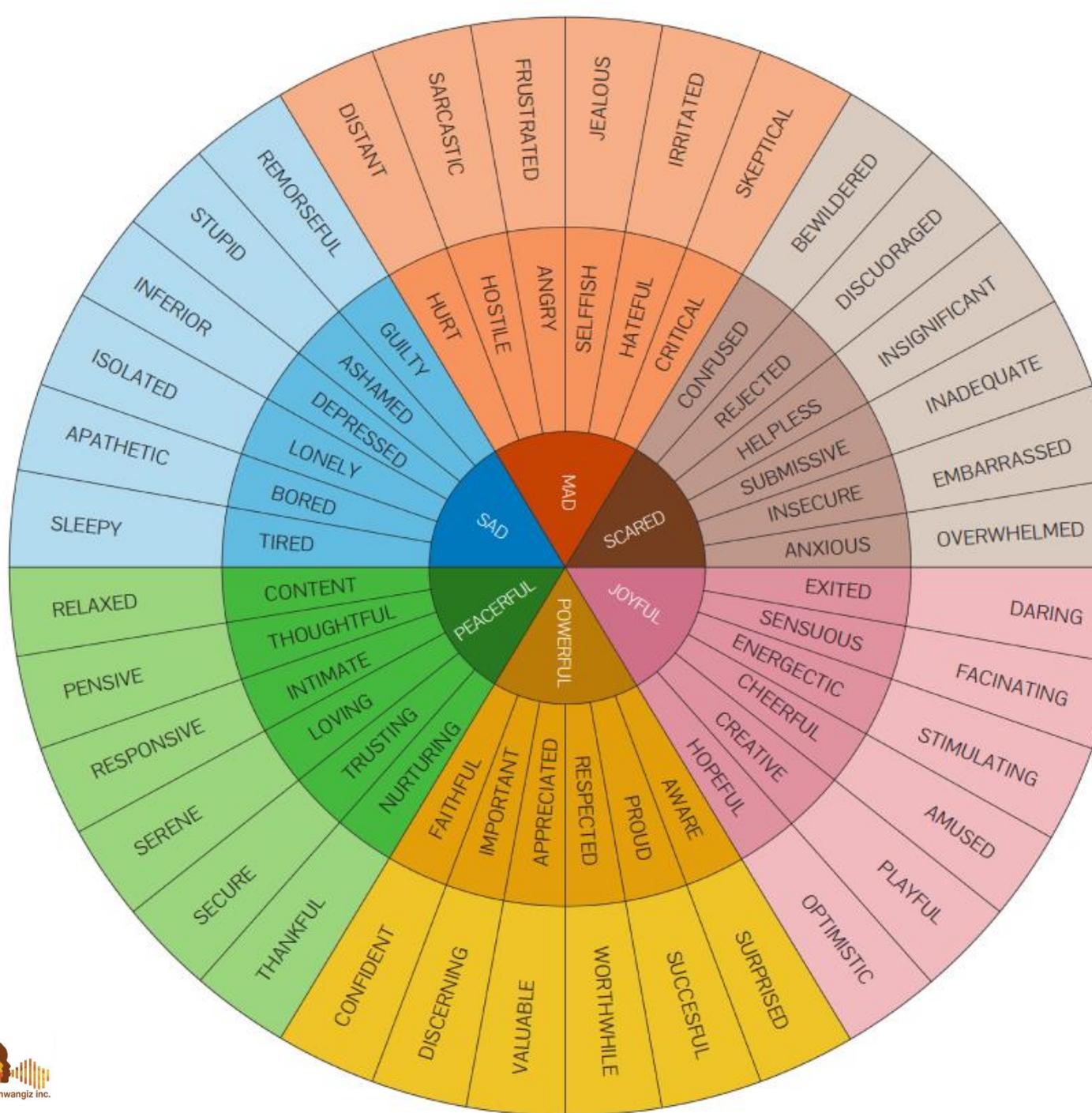
Emotional Intelligence (EI) is the ability to **manage both your own emotions** and **understand the emotions of people** around you.



4 Core Competencies of Emotional Intelligence



WHEEL OF FEELINGS



16 ways to improve your EQ

Self Awareness

What

Pause & name your emotions

Journal your emotions & thoughts daily

Get a bird's eye view of yourself

Invest in talk therapy

Why

Create habit of recognizing your emotions real-time

Process them & have a record to reflect

Observe your emotions & thoughts objectively

Get professional guidance for extra support

Self Management

What

List your coping strategies

Prioritize mental self-care

Master thought-flipping

Get control of total health & wellness

Why

Create a go-to note so you don't have to think about it

Create habit of proactively addressing mental health

Question & redirect negative thoughts real-time

Mental, physical, & relationship health work together



Social Awareness

What

Start with a greeting

Remove distractions before conversations

Have post-meeting dissections with a mentor / friend

Contingency-plan for personalities

Why

Get mood of the person / room

Be present & practice active listening

Confirm your understanding with an expert

Have a game plan to address potential outcomes

Relationship Management

What

Be reliable & organized

Acknowledge your emotions & rationale

Build trust with vulnerability

Invite the elephant in for tea (or peanuts)

Why

Create higher perceived competence & show respect

Explain your "why" to humanize your decisions & words

Form deeper, lasting connections & influence

Clear the awkward roadblock to move forward

Basic



Advanced

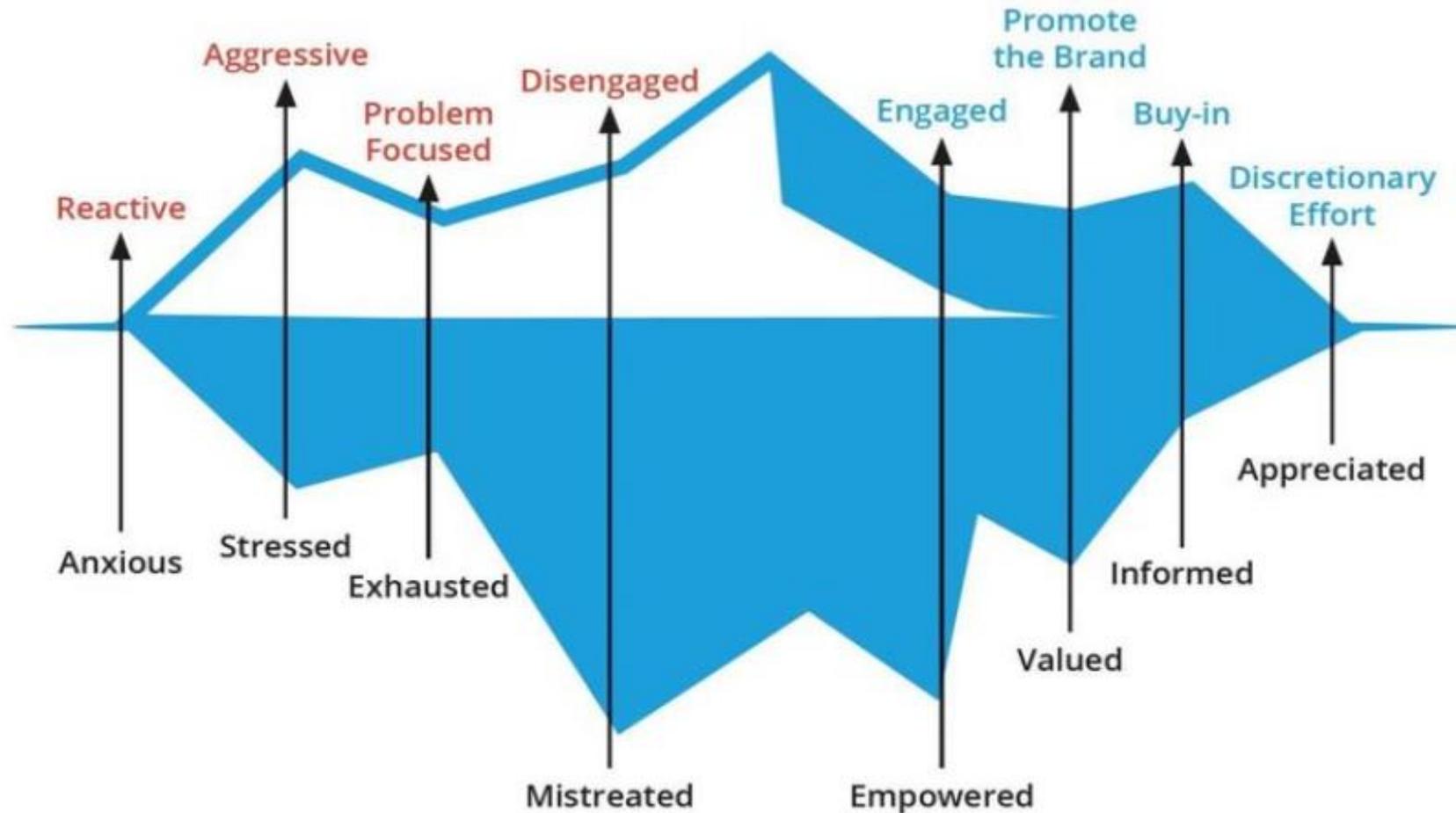
Find this valuable? **Follow me** for more.



Jessica Luna



THE WHY BEHIND THE FEELING



Statement

Answer

- | | | | |
|--|-------|-----------|-------|
| 1. I talk about my culture with other people. | Often | Sometimes | Never |
| 2. In the past few months, I have changed a behavior to adapt to another culture. | Often | Sometimes | Never |
| 3. I will compromise. | Often | Sometimes | Never |
| 4. I have friends from other cultures. | Yes | | No |
| 5. I often talk with people from other cultures. | Often | Sometimes | Never |
| 6. I have made a friend in the past year with someone who was born in another country. | Yes | | No |
| 7. In the past few months, I discovered a bias I did not know I had. | Yes | | No |
| 8. I avoid people who do not speak my language well. | Never | Sometimes | Often |
| 9. I avoid situations in which I find myself to be the minority | Never | Sometimes | Often |
| 10. I speak up when I witness discrimination. | Often | Sometimes | Never |

HIGH

AVERAGE

LOW

CULTURAL INTELLIGENCE QUIZ





EXPLORING CULTURES TO CREATE BELONGING

Creating a world with **belonging** in the center,

where **all are welcome**
and **feel that they belong**

takes

intentionality,

vulnerability,

and

a measure of **ambiguity.**



CULTURAL INTELLIGENCE (CQ)

THE CAPABILITY TO FUNCTION EFFECTIVELY ACROSS CULTURES

1. CQ Drive

- **The motivation to engage with others from different backgrounds, behaviors & worldviews**
- Intrinsic/Extrinsic interest

2. CQ Knowledge

- **Understanding culture & how it works, how it impacts the way people behave**
- Starts with understanding one's own culture

3. CQ Strategy

- **A person's awareness & ability to plan appropriately given cultural dynamics**
- Understanding how to adapt one's behaviors across cultures

4. CQ Action

- **Actual behavioral changes in cross-cultural settings**
- Adaptation of speech, verbal & non-verbal behavior



UNPACKING CULTURE

The learned and shared patterns of perception and behavior of a particular group of people.

Learned

Shared

Patterns

Perception

Behavior

A Particular Group of People



THE ICEBERG

CONCEPT

OF CULTURE

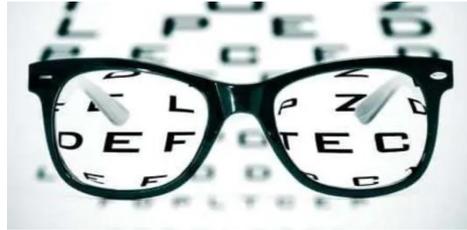
Like an iceberg, 90% of culture is below the waterline of visibility.

- **Above the surface culture (visible)**
 - Easily visible
 - Emotional response / Low
- **Below the surface culture (barely visible)**
 - Unspoken rules
 - Emotional response/ High
- **Deep culture (invisible)**
 - Unconscious Rules
 - Emotional response/ Intense



MIND READING CARDS...





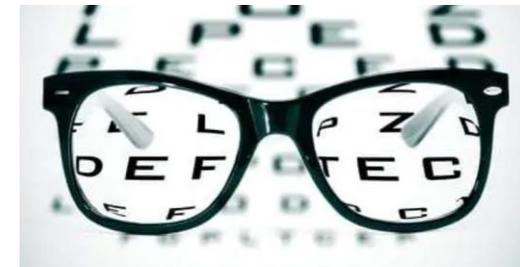
**WHAT DO YOUR
LENSES ALLOW
YOU TO SEE?**



	<u>Justice</u>
Worldview	Legality
Value	Righteousness
Obligation	To written standards
Identity	Guilty/ Not guilty
Spotlight	Individual rights
Key Institutions	<ul style="list-style-type: none"> ✓ Codified law ✓ Justice system ✓ Law enforcement
Outward Observable Behavior	<ul style="list-style-type: none"> • Truth • Individualism • Self-efficacy • Achieved status • Equality
Place	The West



	<u>Honor</u>
Worldview	Community
Value	Reputation
Obligation	To an honor code
Identity	Shame/Honor
Spotlight	Family Name
Key Institutions	<ul style="list-style-type: none"> ✓ Kinship ✓ Family, Extended Family ✓ Integrated Community
Outward Observable Behavior	<ul style="list-style-type: none"> • Conformity • Collectivism • Losing/Saving Face • Ascribed Status • Hierarchy
Place	The East/ Middle East



	<u>Harmony</u>
Worldview	Security
Value	Respite
Obligation	To Holistic interactions
Identity	In Harmony/ Out of Harmony
Spotlight	Control
Key Institutions	The Natural & Supernatural worlds
Outward Observable Behavior	<ul style="list-style-type: none"> • Community Concord • In-groups • Rituals & Ceremonies • Religious specialists
Place	Global



Reciprocity

Worldview	Clientelism
Value	Resources
Obligation	To Connections
Identity	Beneficiary/ Benefactor
Spotlight	Relationships
Key Institutions	✓ Exchange ✓ Asymmetrical Affiliations ✓ Informal Networks
Outward Observable Behavior	<ul style="list-style-type: none">• Presentation• Stratification• Interactions
Place	The South



Justice**Honor****Harmony****Reciprocity****Worldview**

Legality

Community

Security

Clientelism

Value

Righteousness

Reputation

Respite

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Obligation

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- Presentation
- Stratification
- Interactions

Place

The West

The East/ Middle East

Global

The South





BELONGING



- Reflect on when you have **felt** a strong sense of belonging OR not belonging.
- How did you **feel**?
- What made you **feel** and **know** that you belonged OR that you did not?





WHAT IS BELONGINGNESS?

The quality or state of being an essential or important part of something

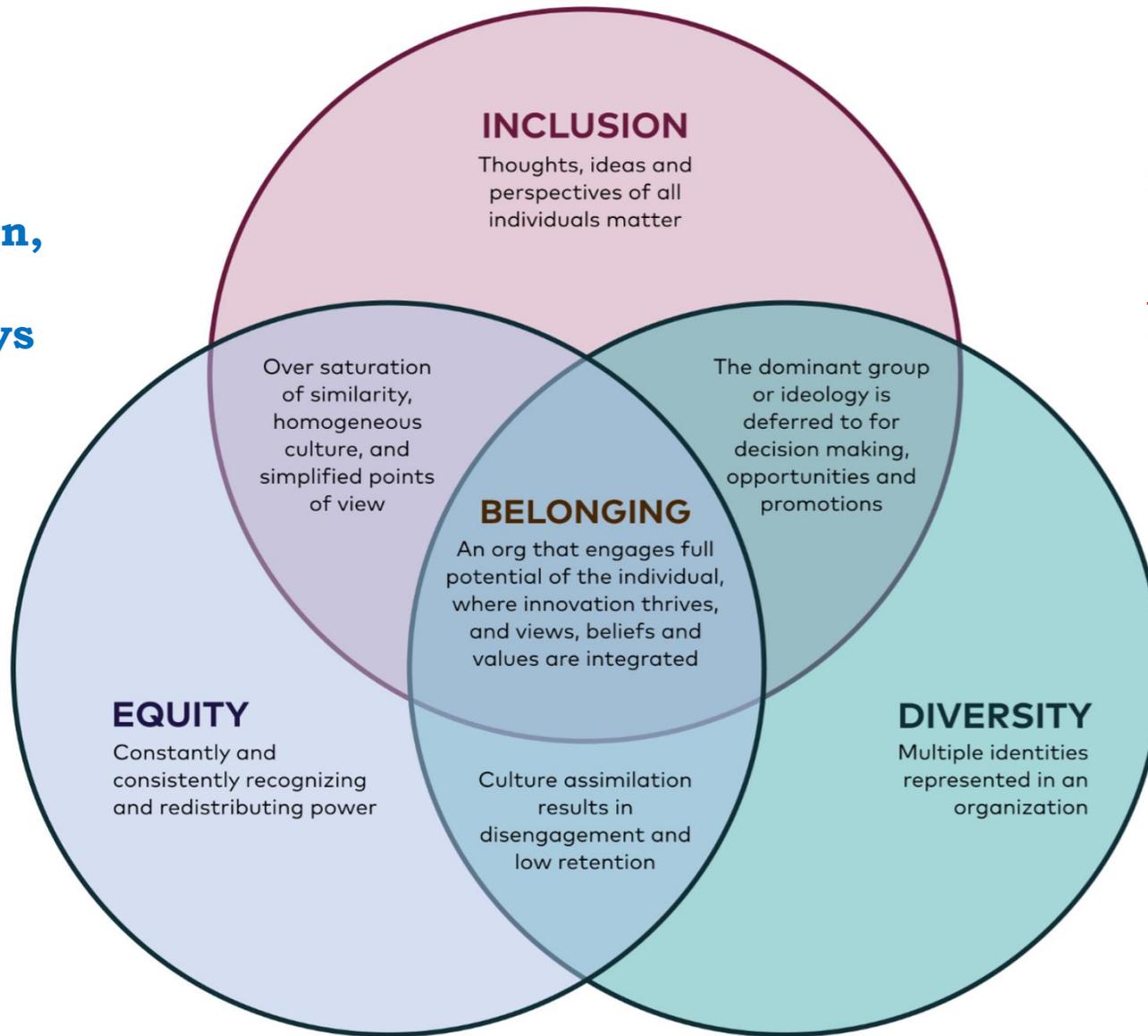


**Belonging doesn't
require us to change
who we are; it requires
us to BE who we are.**

Brené Brown



Situation #1:
Equity & Inclusion,
No Diversity
#somanwhiteguys



Situation #2:
Diversity & Inclusion,
No Equity
#powerstruggle

Situation #3:
Diversity & Equity,
No Inclusion
#ihearyoubut



WHEN BELONGING IS AT THE CENTER



BELONGING BEGINS WITH ME

Appreciate

- Appreciate the people in my circles

Establish

- Establish personal goals for belonging

Develop

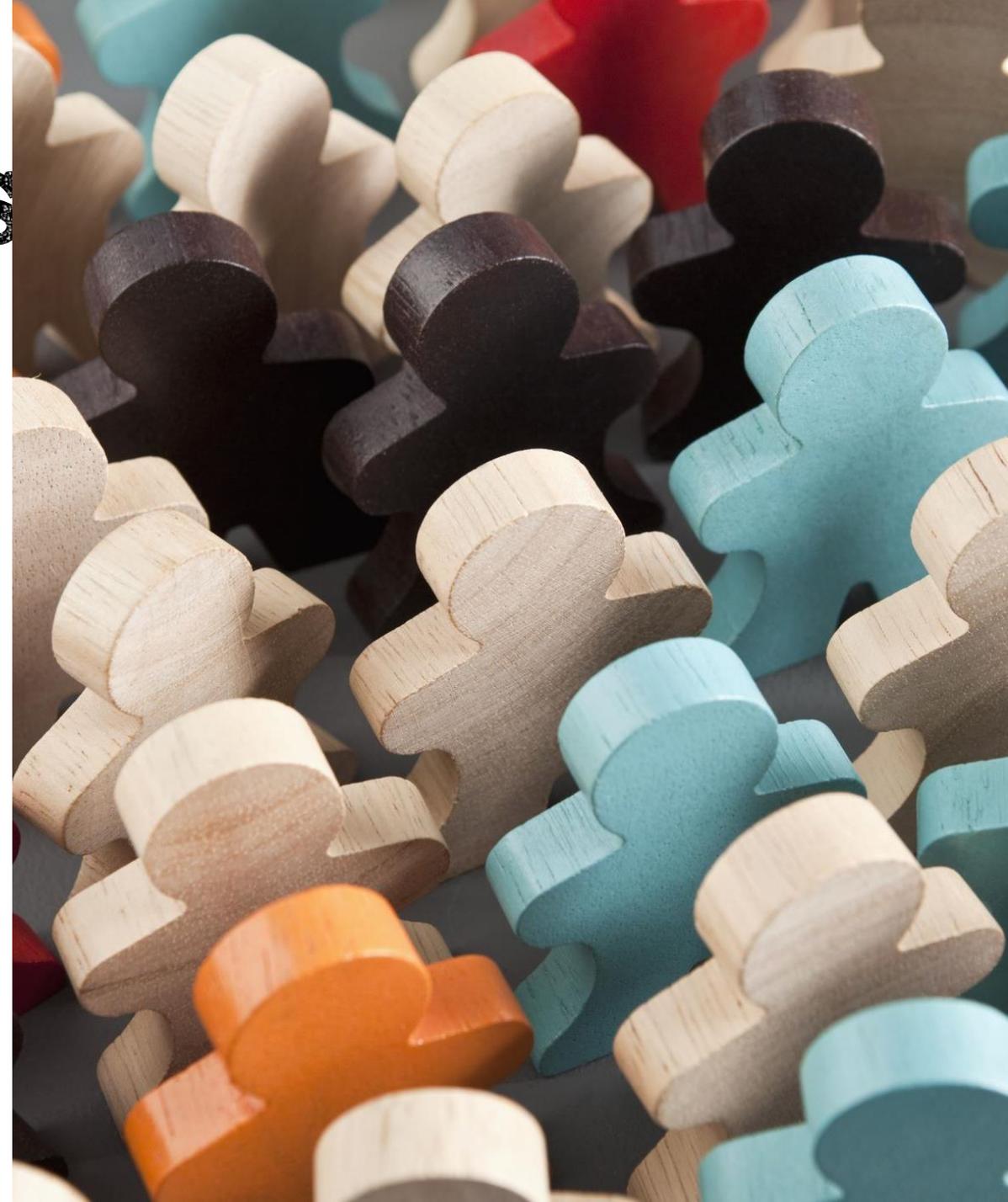
- Develop authentic curiosity

Get

- Get comfortable with ambiguity

Enjoy

- Enjoy the ride!



“

No one
belongs here
more than
you.

BRENÉ BROWN

*the opposite of
belonging is fitting in*

-BRENÉ BROWN

→ "Fitting in"

is becoming who you think you need to be in order to be accepted.

Belonging ←

is being your authentic self and knowing that no matter what happens, you belong to you.

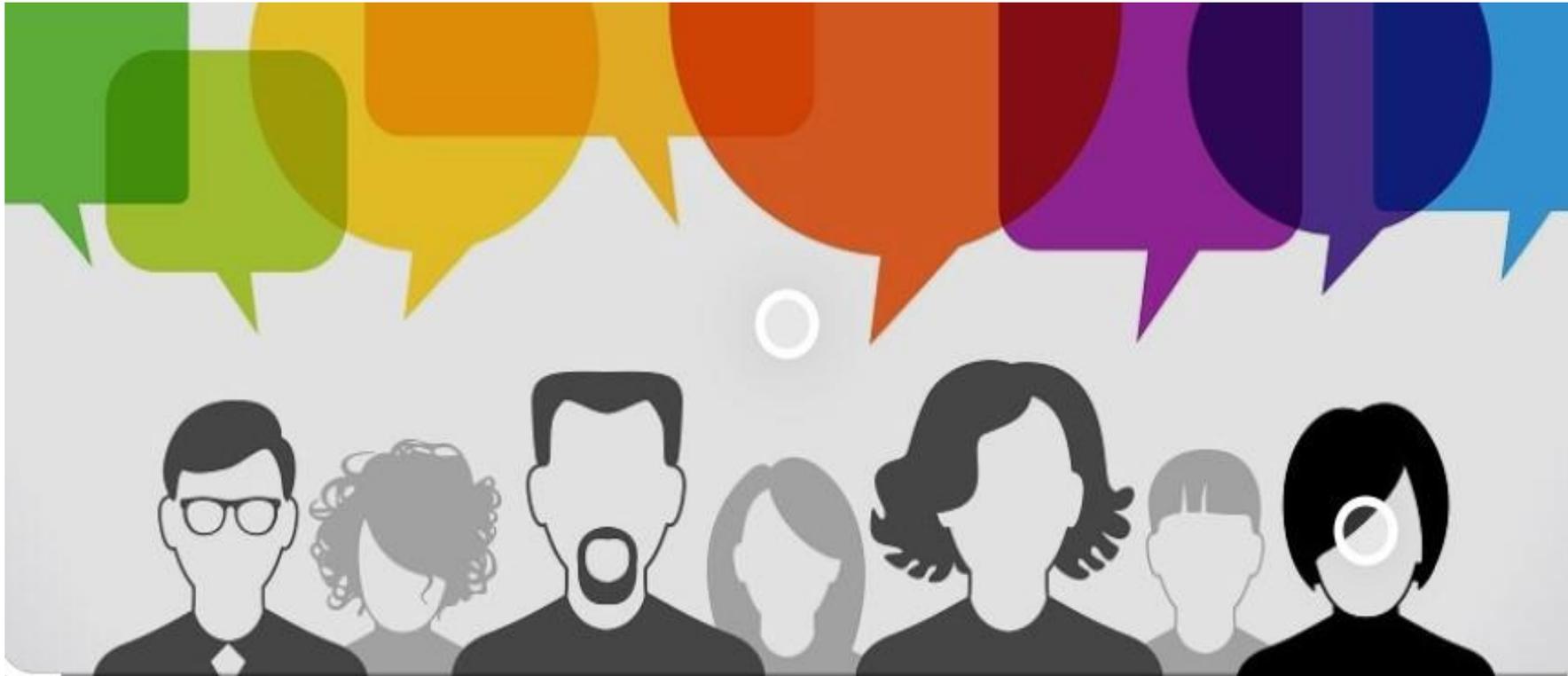
Brene Brown



Appreciated
Willing to take a risk
Valued Proud Included
Confident Comfortable
Safe Surprised Great Free
Fulfilled Like a "cool" kid Brave Closeness
Welcomed Cared for Important Content
Secure Follower Satisfied Excited
Like I belonged there
Relaxed Calm Liked
Respected Loved
Accepted



QUESTIONS? COMMENTS!





ACKNOWLEDGEMENTS

- The Four Overarching Patterns of Culture by **Robert Strauss with Christopher Strauss**
- **Brene Brown** – Quotes
- <https://www.krysburnette.com/blog/belonging-a-conversation-about-equity-diversity-amp-inclusion>

