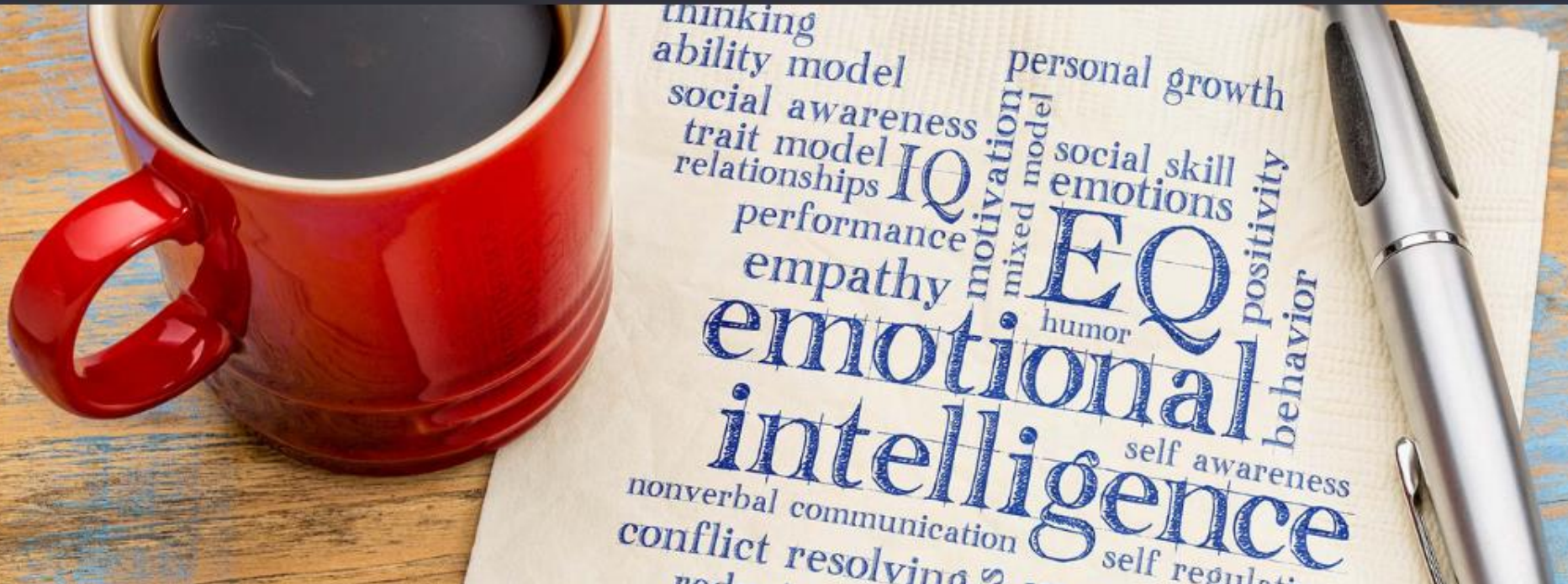


Enhancing Your Emotional Intelligence and Communication Skills in the “New Normal” Work Environment

GC AdvantageSM Webinar

November 9, 2022



GC AdvantageSM

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Upcoming GC AdvantageSM Webinar



Creating an Effective Onboarding Plan for a Senior Legal Leader

Dec 6, 2022 @ 1:00 pm - 2:00 pm EST

Questions & Answers



Submit questions to panelists at any time throughout the presentation via the Zoom **Q&A feature**.

Featured Speakers



Maureen Brundage

Senior Advisor – **BarkerGilmore**
Former Executive Vice President, General Counsel, Corporate Secretary, and Chief Ethics Officer – **Chubb Corporation**



Deneen Donnley

Senior Vice President and General Counsel –
Consolidated Edison, Inc.



James Sharkey

Latin America General Counsel – **Chubb Ltd.**

What is Emotional Intelligence?



- **Ability to identify and manage your emotions,**
- **Recognize emotions in others,**
- **Understand what they mean, and**
- **Use that information to nurture relationships and guide your behavior**

Elements of Emotional Intelligence



- **Self-Awareness**
- **Self-Management**
- **Social Awareness or Empathy**
- **Relationship Management**

Some Self-Awareness Tips

- Engage in self-reflection
- Look for physical cues
- Review prior incidents
- Look for trends and potential stressors
- Ask for feedback



Some Self-Management Tips



- **Slow down reacting**
- **Don't act in heat of moment**
- **Avoid stressors**
- **Consider from different perspective**

Some Social Awareness Tips

- **Need strong communication skills**
- **Engage in active listening**
- **Use ears and eyes**
- **Ask questions**



Some Relationship Management Tips



- **Communication is key**
- **Don't skip the small talk**
- **Learn about others**
- **Say thank you and give credit**
- **Show you care**
- **Offer to help**
- **Build trust**
- **Utilize meetings appropriately**

Some Email Tips

- Read them carefully
- Get to the point
- Check tone and content
- Consider timing
- Think before sending



Suggested Materials on Emotional Intelligence & Communication



Travis Bradberry & Jean Greaves, *Emotional Intelligence 2.0* (2009)

Tomas Chamorro-Premuzic & Reece Akhtar, “3 Traits You Need to Thrive in a Hybrid Work Environment,” *Harvard Business Review* (August 3, 2021)

Erica Dhawan, *Digital Body Language* (2021)

Robert Ferguson & Mark Kelly, *Enhancing Emotional Intelligence* (2005)

Daniel Goleman, *Emotional Intelligence: Why It Can Matter More than IQ* (1995) and many other books and articles by him on the topic

Josh Millet, “Why Emotional Intelligence is Vital for Remote Workers,” *Forbes Magazine* (September 30, 2020)

Eric Ravenscraft, “An Adult’s Guide to Social Skills, for Those Who Were Never Taught,” *The New York Times* (January 23, 2020)

Ashley Stahl, “5 Ways to Develop Your Emotional Intelligence,” *Forbes Magazine* (May 29, 2018)



Q&A Session

Thank you for attending.



Please let us know how BarkerGilmore can help you succeed.

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