

ReCharge by using Emotional and Conversational Intelligence

(Leading with E-IQ and C-IQ)

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Organizational Leadership as Coach

(The Lead-Attitudes of Great Leadership)

Lead-Attitudes - *“Are those intentional practices of leadership that impact the cultures (Relationships) of organizations and its people to inspire aspirational greatness while growing transformational leaders.” gcp*

The Lead-Attitudes are...

Lead with *humility* and *grace*

Lead with *intention* and *focus* (organizational)

Lead with *example* and *assurance* (boldness)

Lead with *vision* and *strategy*

Lead with E-IQ (how u show up – “Being”) and C-IQ (how you act and communicate – “Doing”)

Lead with *integrity* and *transparency*

Lead with *inspiration* and *acknowledgement*

Lead with *accountability* and *consistency*

Lead with *insight* and *wisdom*

Lead with *resolve* and *tenacity*

Lead with *purpose* and *legacy* (personal)

Lead with *foresight* and *succession*

Lead with E-IQ (how u show up -being) and C-IQ (how you act and communicate)

Leading with E-IQ and C-IQ = *“is the ability to walk in keen (peek/”A Game”) awareness of self/others and communicate with authentic intentional connection.” gcp*

The world is looking for leaders who can connect genuinely and inspire others to reach their fullest potential. This block will help leaders to produce *oxytocin* in people while limiting *cortisol* with its damaging effects. We will look at issues of *perception*, *conflict/unity producing language*, *ladders of conclusion* (assumptions) and *communication for alignments of trust*. Show me a leader who is E/C-IQ observant and I will show you a living culture (community) that is thriving in joy and prosperity. *Don't want to ponder the opposite!*

The Biblical Context

The main aim of the discipleship process is to convert a worldly initiate to Christianity so that his/her ***“being”*** and ***“doing”*** can become like that of the Master (Christ). The Master says, *“When a disciple is fully trained he will be like his teacher.”* Therefore, The Teacher (Master of Instruction) is the ultimate role model of what the disciple is to ***“be”*** and continue becoming. This process is what necessitates the initiates involvement in a local Christian community and the basic reason to go to church and study the Sacred Scriptures. A person simply cannot become the ultimate creation that God wants him/her to be without participating in this process. God has designed the church to function with its gifts so that the body (saved saints) might be edified through the equipping by His Word. The environment (church community) in which this process is to be exercised is designed to be one of unity, mutual appreciation, generosity, compassion and care for one another. The dial of moving from a ***“ME”*** mindset to a ***“WE”*** mindset is the total purpose and expression of the New Testament teachings and purpose. We do that by cultivating what we title as ... ***Emotional Intelligence***. It would do us well to simply outline the Scriptures that admonish us to respect and love one another, but principles might also be helpful to a numerate the traits (character) and steps (process) that can be taken. The result of all of this is that *“When a disciple is fully trained he will be like his teacher.”* That would be what we call a Mature Christian Servant Leader. *So, let’s get after it!*

Hold up wait a minute...smile

*What would one of these know?
What would one of these believe?
What does one of these do?*

The Character and Behavior -vs- Being and Doing of a Leader

The ***character*** of a leader equals ***“being” (E-IQ)***
The ***behavior*** of a leader equals ***“doing” (C-IQ)***

ReCharge by using Emotional Intelligence (E-IQ)

E-IQ = “A person’s ability to handle their emotions and influence the emotions of others.”
Goleman

Goleman’s 5 Aspects of EQ

- ***Self-Awareness***
- ***Self-Management***
- ***Motivating Self***
- ***Empathy***
- ***Handling Relationships***

E-IQ Leadership = “*is the leaders’ perceptive ability to read the environment (relationships) noticing individual preferences, oppositional forces and potential opportunity to move all in the targeted community (church/people) forward with positive momentum.*” gcp

Leaders who lead with E-IQ...

(7 Characteristics (Doing) to lead with E-IQ)

Calibrate the 6 brains (Turning over tables vs Jesus wept)

Primitive Brain (Reptilian Brain—sensor to threats)

- The most primitive part of the brain, hardwired to protect us from harm to our body/ego.
- Decides how we react to threat (‘flight, fight, freeze and appease’) & protects ourselves from harm. *Judith Glaser*

Prefrontal Cortex (The youngest brain & is often called the ‘Executive Brain’)

- Hardwired for higher-level coordination of the whole brain.
- Provides us mastery with higher functions such as: ability to envision the future (create scenarios), step into others’ shoes (empathy, mirror neurons), make judgments in difficult situations, live in trust & have integrity.
- Holds our most advanced capabilities: judging, dreaming, and envisioning possibilities. *Judith Glaser*

Gut-Brain

- The gut brain is revolutionizing medicine's understanding of the links between digestion, mood, health and even the way you think. Scientists call this little brain the enteric nervous system (ENS). *Judith Glaser*
- Stress is correlated to the lack of biodiversity in the gut flora. Gut flora singularity also heightens the stress response.
- 90% of the body’s serotonin is located in the EC [enterochromaffin] cells of the GI tract, where they regulate intestinal movements. This neurotransmitter helps regulate mood, appetite, and sleep. Serotonin also plays a role in cognition, specifically in learning and memory. *Judith Glaser*

Cortisol (Mad)

The adrenal glands produce this major *stress hormone*, with receptors all over our bodies. ***Cortisol mobilizes our energy, enhances our memory, and helps us with fight or flight reactions.*** But if high levels continue long term, cortisol creates inflammation, weakens the immune system, damages neurons, and negatively impacts memory, resilience, and emotional regulation. *Judith Glaser*

Oxytocin (Glad)

Oxytocin is associated with **nurturing and bonding**. But it's not just a simple everybody-hug molecule, as it can increase generosity or intensify in-group preferential treatment and bias. When oxytocin is flowing, it **reduces anxiety and helps us feel more social confidence and connection**. In the body, we often experience it as **warm and relaxing**. When we experience it with others, we usually feel relational resonance. *Judith Glaser*

See with the third eye (Zacchaeus come down)

The Third Eye

*“When we are able to link **intention and impact** we are using our Third Eye. The Third eye is more than sensitivity. When we focus on developing the Third Eye, we also gain higher levels of **wisdom, insight, strategy, empathy/compassion, foresight, integrity and trust**. This is because our Third Eye capacities live in the prefrontal cortex and heart connection – and they go hand in hand, or as I say, ‘**heart to heart**’. When we are able to link **intention and impact** we develop a high level of sensitivity to others, and we pay greater attention to our words and conversational impact.”* Judith Glaser

Hear what is “not being said” (Woman at the well)

Notice body language

Tunes into the needs of others (Good Samaritan)

Observes what is important (Mary and Martha)

Aligns around unity (Gift of the Holy Spirit)

What prevents leaders from doing these things

- Ego and self-preoccupation (Can we sit on your right and left)
- Spiritual short sightedness (Now you see dimly but then face to face)
- Unaware of Spiritual Gifts
- Too busy to observe others
- Focus on symptoms rather than causes
- Forgets the suffering servant motif (See what they have done to me?)
- Out of touch with personal wounds (I will never deny you... Cock Crows)
- Cannot see with the eyes of Christ (Peter – Get thee behind me)

ReCharge by using Conversational Intelligence (C-IQ)

Judith Glaser – *“To get to the next level of greatness, depends on the quality of our culture, which depends on the quality of our relationships, which depend on the quality of our conversations. Everything happens through conversations.”*

C-IQ Leadership = *“is the leaders’ clear ability to communicate with perceptive connection, languaging to build trust, and moving all efforts and people from “ME” to “WE.””* gcp

The New Testament is a manual to move people from the *“me”* to *“we.”* It does that by encouraging Christians to come together in unity under the bond of Christ. We can track this effort across the New Testament in the words of Jesus as He says, *“They ought to be one as we are one”* and the whole conception of the *“One Another’s.”*

John 17:11-12

¹¹I am no longer in the world; and yet they themselves are in the world, and I come to You. Holy Father, keep them in Your name, *the name* which You have given Me, *that they may be one even as We are.*¹² While I was with them, I was keeping them in Your name which You have given Me; and I guarded them and not one of them perished but the ¹³son of perdition, so that the Scripture would be fulfilled.

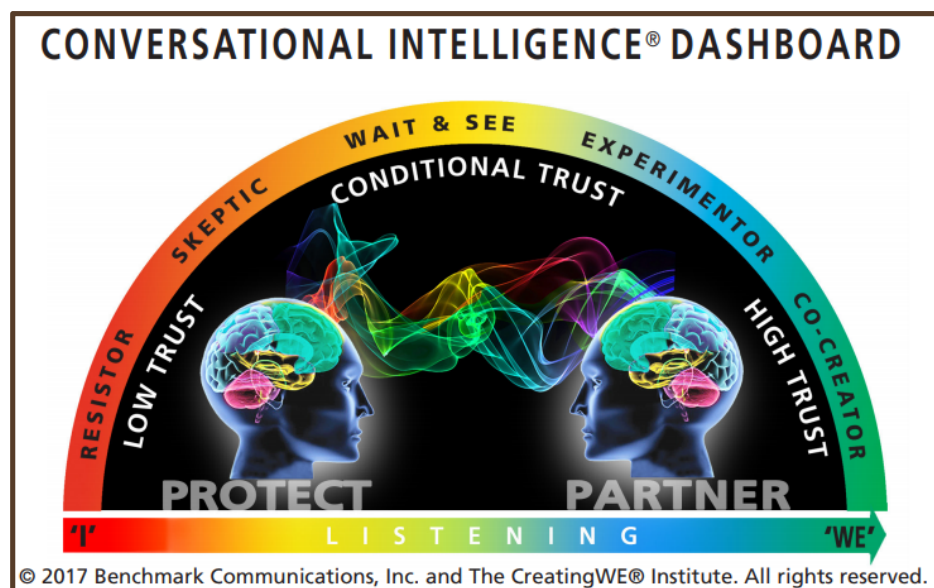
The 59 “One Anothers” of the New Testament*

1. *“...Be at peace with each other.”* (Mark 9:50)
2. *“...Wash one another’s feet.”* (John 13:14)
3. *“...Love one another...”* (John 13:34)
4. *“...Love one another...”* (John 13:34)
5. *“...Love one another...”* (John 13:35)
6. *“...Love one another...”* (John 15:12)
7. *“...Love one another”* (John 15:17)
8. *“Be devoted to one another in brotherly love...”* (Romans 12:10)
9. *“...Honor one another above yourselves.”* (Romans 12:10)
10. *“Live in harmony with one another...”* (Romans 12:16)
11. *“...Love one another...”* (Romans 13:8)
12. *“...Stop passing judgment on one another.”* (Romans 14:13)

13. *"Accept one another, then, just as Christ accepted you..." (Romans 15:7)*
14. *"...Instruct one another." (Romans 15:14)*
15. *"Greet one another with a holy kiss..." (Romans 16:16)*
16. *"...When you come together to eat, wait for each other." (I Cor. 11:33)*
17. *"...Have equal concern for each other." (I Corinthians 12:25)*
18. *"...Greet one another with a holy kiss." (I Corinthians 16:20)*
19. *"Greet one another with a holy kiss." (II Corinthians 13:12)*
20. *"...Serve one another in love." (Galatians 5:13)*
21. *"If you keep on biting and devouring each other...you will be destroyed by each other." (Galatians 5:15)*
22. *"Let us not become conceited, provoking and envying each other." (Galatians 5:26)*
23. *"Carry each other's burdens..." (Galatians 6:2)*
24. *"...Be patient, bearing with one another in love." (Ephesians 4:2)*
25. *"Be kind and compassionate to one another..." (Ephesians 4:32)*
26. *"...Forgiving each other..." (Ephesians 4:32)*
27. *"Speak to one another with psalms, hymns and spiritual songs." (Ephesians 5:19)*
28. *"Submit to one another out of reverence for Christ." (Ephesians 5:21)*
29. *"...In humility consider others better than yourselves." (Philippians 2:3)*
30. *"Do not lie to each other..." (Colossians 3:9)*
31. *"Bear with each other..." (Colossians 3:13)*
32. *"...Forgive whatever grievances you may have against one another." (Colossians 3:13)*
33. *"Teach...[one another]" (Colossians 3:16)*
34. *"...Admonish one another (Colossians 3:16)*
35. *"...Make your love increase and overflow for each other." (I Thessalonians 3:12)*
36. *"...Love each other." (I Thessalonians 4:9)*
37. *"...Encourage each other..." (I Thessalonians 4:18)*
38. *"...Encourage each other..." I Thessalonians 5:11)*
39. *"...Build each other up..." (I Thessalonians 5:11)*
40. *"Encourage one another daily..." Hebrews 3:13)*
41. *"...Spur one another on toward love and good deeds." (Hebrews 10:24)*
42. *"...Encourage one another." (Hebrews 10:25)*

43. "...Do not slander one another." (James 4:11)
44. "Don't grumble against each other..." (James 5:9)
45. "Confess your sins to each other..." (James 5:16)
46. "...Pray for each other." (James 5:16)
47. "...Love one another deeply, from the heart." (I Peter 3:8)
48. "...Live in harmony with one another..." (I Peter 3:8)
49. "...Love each other deeply..." (I Peter 4:8)
50. "Offer hospitality to one another without grumbling." (I Peter 4:9)
51. "Each one should use whatever gift he has received to serve others..." (I Peter 4:10)
52. "...Clothe yourselves with humility toward one another..." (I Peter 5:5)
53. "Greet one another with a kiss of love." (I Peter 5:14)
54. "...Love one another." (I John 3:11)
55. "...Love one another." (I John 3:23)
56. "...Love one another." (I John 4:7)
57. "...Love one another." (I John 4:11)
58. "...Love one another." (I John 4:12)
59. "...Love one another." (II John 5)

Conversational Intelligence Dashboard



Leaders who lead with C-IQ...

(7 Behaviors to lead with C-IQ)

Communicate with targeted language

Diffuse negative energy

*“An amygdala hijack is a person's emotional response that is immediate, overwhelming, and out of measure with the actual stimulus because it has triggered a much more significant emotional threat. The term was coined by Daniel Goleman in his 1996 book *Emotional Intelligence: Why It Can Matter More Than IQ*.” [Wikipedia](#)*

Seek information they do not have

Avoid “*Ladders of Conclusion*”

Check the validity of assumptions

***Double-Click* for ultimate alignment**

Preserve an atmosphere of trust

What prevents Leaders from doing these things

- Unfocused and insensitive with words
- Talks down in tone and language
- Speaks with power and control
- Assumes what they heard is the only meaning
- Proceed without a value of trust
- Fights fire with fire
- Is competitive in speech
- Do not listen – busy talking

E/C-IQ Leaders Tool kit

Double-Clicking

Reframing

Positive flipping

Targeted acknowledging

Disarming presence

Genuine openness (Vulnerability)

Giftedness appreciation

Development intentionality

Perceptive Pushes and Pulls

Shadow Accommodation

Selfless preoccupation