

21 – How do lead I with Emotional Intelligence?

Purpose

Help supervisors become more Christ-like leaders by helping them obtain an emotional awareness of themselves and their employees.

Preparation

Prayerfully study these scriptures and resources.

- [“Out of Small Things”](#) by Elder Steven A. West
- [“See Others as They May Become”](#) by President Thomas S. Monson
- [“The Merciful Obtain Mercy”](#) by President Dieter F. Uchtdorf

What are the main things you learned from these resources?

How do they help you and those you serve become better leaders in the workplace?

Which messages will you share with those in this department?

Making Connections

These discussions will not only develop employees into stronger disciple leaders but will help them see the relevance of the gospel in their careers. Invite them to write down their impressions. Also, invite them to share pertinent, personal experiences that strengthen the doctrine being taught.

Discussion: What traits does an emotionally intelligent person have?

- *Who has been the best example of "Emotional Intelligence" in your life? Why? How can you develop these characteristics of emotional intelligence within your own life?*

Emotional intelligence is the capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically. (Oxford Dictionary, 2013)

- *How does forgiveness nourish emotional intelligence? How does an unforgiving heart hinder growth in the workplace? In [Genesis 45:4-5](#), how did Joseph in Egypt show emotional intelligence? How does understanding the Lord's plan help us be more forgiving?*
- *In [D&C 121:7](#), how does the Lord encourage Joseph? How can we apply this when we help others who are struggling? What is the difference between solving someone's problems for them and encouraging them to endure through hardship? How do we decide when to let others solve their own problems and when to assist?*

One who really understands and practices empathy doesn't solve another's problems, doesn't argue, doesn't top his story, make accusations, or take away free agency. He merely helps the person build his self-reliance and self-image so he can try to find his own solutions. (Elder Marvin J. Ashton, "Give with Wisdom that They may Receive with Dignity", *Ensign*, Oct. 1981)

- *How did the older boy show emotional intelligence in the video, [Lessons I Learned as a Boy](#)? How does kindness stimulate emotional intelligence? What other characteristics have you noticed in emotionally intelligence people?*
- *How does gratitude help you lead your employees? How does expressing gratitude increase trust and motivation? How does gratitude decrease problems in the workplace?*

Discussion: How can we develop our emotional intelligence?

- *Think of people you come in contact with every day. How much do you think Heavenly Father loves and understands them? What can we do to better understand them?*

Remember the worth of souls is great in the sight of God. ([D&C 18:10](#))

- *In [Alma 18:14-16](#) how was Ammon able to understand King Lamoni's concerns? How can the Spirit help us discern others' emotional and spiritual needs?*

Sometimes people's concerns are like an iceberg. Only a small portion is visible above the surface. These concerns can be complex and difficult to resolve. For this reason you need to follow the Spirit and respond in a manner best suited to the situation. Pray for the gift of discernment and follow your impressions. Heavenly Father knows the hearts and experiences of all people (the complete iceberg) and will help you know what is best for each person. (Preach My Gospel, Chapter 10)

- *How does empathy help us better serve others? Since we can't have empathy for everyone, how can we develop sympathy for someone if we haven't experienced their trial?*
- *Even though Shiblon was righteous and followed the Lord, why do you think Alma instructed him to "bridle [his] passions" ([Alma 38:12](#))? How can unbridled passions obstruct emotional intelligence?*
- *How do our words reflect our emotional intelligence? (See [Proverbs 15:1](#)) How is emotional intelligence represented by our actions? How does choosing Christ-like words and actions, in turn, develop our emotional intelligence?*

Application

Through these activities, employees will be directly or indirectly invited to make a personal inventory of their own work and (through the Spirit) realize the specific things that they must do in order to become a better disciple leader.

- Invite employees to think of an emotional intelligence trait they would like to develop. *What will you do to develop this trait? How will you know that you are improving?*
- Invite employees to make a list of people they have stewardship over in their work, families, church callings, home/visit teaching, etc. *What will you do to better understand these people? How will you show gratitude to them? What steps will you take to increase your love and empathy for them? Choose one person to focus on and report on your increased emotional intelligence toward that person in your one on one.*

One on One (Conducted outside of the training by the head of the department)

- Discuss the insights and impressions this employee had during and after the training. *What did he or she learn? How has he or she applied these insights in the workplace? What needs to be clarified?*
- Invite this employee to express their opinion about studying this topic within a professional setting. *What is the value in studying and developing emotional intelligence? What steps has this employee made to develop their emotional intelligence?*
- Follow up with the goals this employee made during the application section of the lesson. Help this employee further develop and achieve these goals.