



NNAHRA
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Leadership Development

Leading Through Change with Emotional Intelligence



Team



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Leading Through Change With Emotional Intelligence

- Defining Emotional Intelligence
- Preparing for Change
- Tools to Navigate Change
- Maintaining Communication and Relationships



Introduction

As leaders change is part of who we are and the bigger role we serve. Many times, it is up to us to take information of change and pass along to our team. If our message is not clear it can cause uncertainty, fear, questioning or even doubt. It's imperative that we lead others well not only in what we say but how we say it. Being self, socially, and emotionally aware can move change conversations and agendas towards acceptance, resolution and team collaboration. The lack of awareness in these areas can delay progress.



How Are You Feeling-Activity

- Thought-
- Physically-
- Verbally-





DEFINING EMOTIONAL INTELLIGENCE

WHAT IS EMOTIONAL INTELLIGENCE

According to the Institute for Social and Emotional Intelligence :

The ability to be aware of our own emotions, and those of others, *in the moment*, and to use that information to manage our behavior and relationships appropriately.







PREPARING FOR CHANGE

Change has become a business discipline, driving bottom-line results through changes in systems and behaviors.

Define Your Strategy

- It is critical to manage change conversation by creating a safe and open atmosphere that is consistent with the unique needs of the organization.



Building Support

Effective communication is essential for building support throughout the organization.

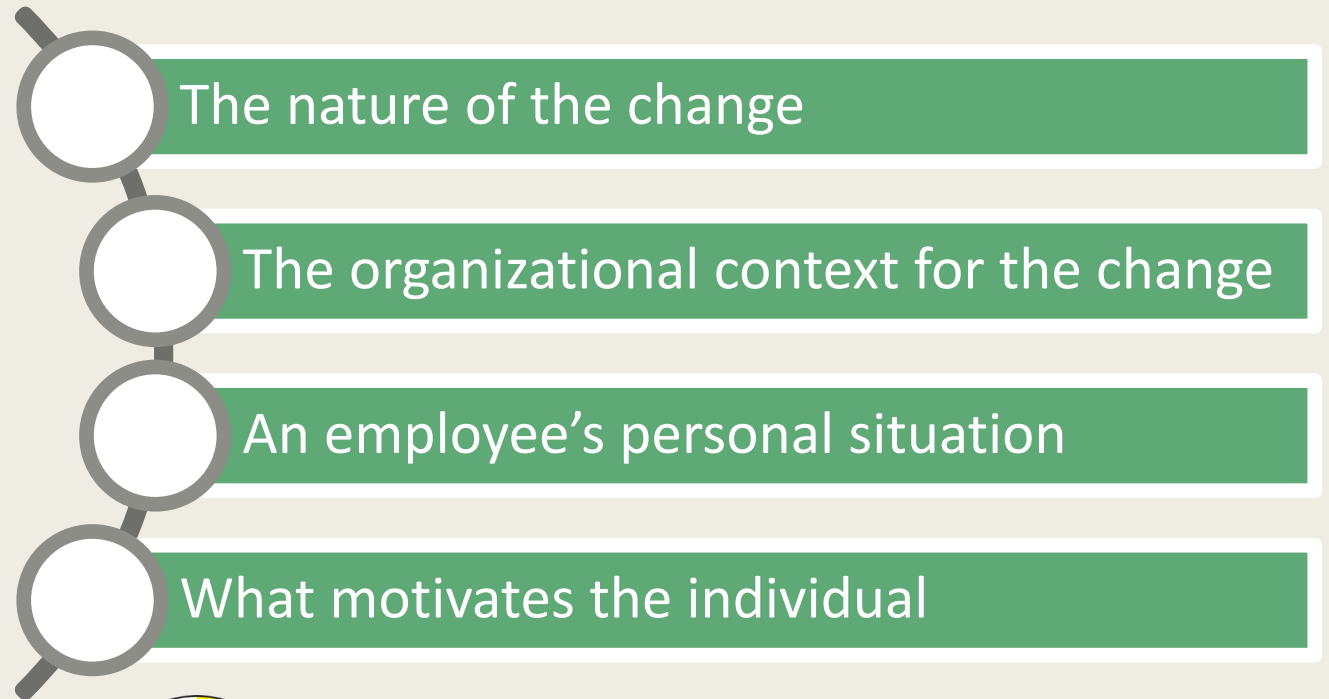


W.I.F.M.

- Showing how the change will improve or impact the employee environment will initiate the process on a positive note.



What's In It For Me?



Common Reactions to Change

Denial

Resistance

Anger

Indifference

Acceptance





TOOLS TO HELP THE CHANGE PROCESS

Tools to Help the Change Process



- Communication
- Education
- Training
- Flexibility



Keep the Lines of Communication Open

- Reassure your team that you are there for them and that you will provide them with the necessary resources to lead them through the change.
- Keeping employees engaged is a win-win for the leadership team, employee, and company.



“Employee engagement is a workplace approach designed to ensure that employees are committed to their organization’s goals and values, motivated to contribute to organization success and are able, at the same time, to enhance their own sense of well-being.”





MAINTAINING COMMUNICATION & RELATIONSHIPS

Emotions & your brain



Tips for managing your behavior in response to strong emotions:

- Recognize what you're feeling, name the emotion and why
- Change of scenery
- Physical exercise
- Write a thankful list
- Talk with someone
- Practice positivity
- Practice gratitude



I.Q.

or

E.Q.







THANK YOU!

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