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Granbury,
Texas

A Potpourri of Essential Life & Work Skills

Emotional Intelligence to Self-Awareness: Embracing Who You Are

Provided by:
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Dr. Abraham Benavides

When you attend a seminar, the one thing that you hope for is a nice, enjoyable time away from work or family, or both, if you know what I mean...wink, wink. Nothing too extraneous on your mind, body and spirit! Honestly, I was dreading this seminar because it involved one speaker, in one room, for an entire day and a half. But I was quite surprised! Dr. Benavides is so interesting, funny and captivating. All the credit with this recap goes to him. 😊

Dr. Benavides shared the following topics with us: Emotional Intelligence to Self-Awareness: Embracing Who You Are; From Critical Thinking Skills to Innovation in Decision-Making; Managing Stress in the Workplace and at Home; Becoming Culturally Competent in Our Ever-Changing Cities; Constitutional Competence, A Civil Society and Ethics in Public Service; and The Invaluable City Secretary - What Would We Do Without You?

To introduce him to those of you who couldn't attend the seminar, he is an associate professor in the Department of Public Administration at the University of North Texas and has been there for 19 years. He received his Doctors Degree from Cleveland State University, his Master's Degree in Public Administration from Brigham Young University, and his Bachelor's Degree from George Washington University. His research interest include local government, human resources, cultural competency, ethics and leadership, age friendly policies, and human service issues. He has been married to his wife for 35 years, has four daughters and is expecting his first granddaughter on July 11. Nothing like a 7-11 birthday, free slurpies on your birthday!



Dr. Abraham Benavides - Associate Professor Public Administration, College of Health and Public Service, University of North Texas.

Emotional Intelligence

What is Emotional Intelligence or EQ?

Intelligent Quotient or IQ is a measure of a person's reasoning ability (usually from a standardized test). It is supposed to gauge how well someone can use information and logic to answer questions and make predictions.

Success depends on many things including, ambition, persistence, opportunity, the ability to think clearly - even luck.

Emotional Intelligence or EQ is the capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically.

In other words, "managing your own emotions in a positive way to relieve stress, communicate effectively, empathize with others, overcome challenges and defuse conflict." Connecting with feeling to turn intention into action.

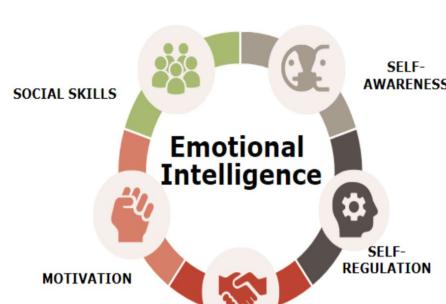
Self-Awareness is being aware of one's own strengths and weaknesses and understanding one's own journey.

Self-Regulation is recognizing the importance and impact of words and use them in a positive way.

Motivation is working towards goals in a consistent and resilient way, that has a contagious effect on others.

Empathy is the ability of putting oneself in someone else's shoes.

Social skills allow building rapport and communication effectively.



Emotional Intelligence

Self-Awareness

Aspects of Self-Awareness

Self-Awareness is NOT being self-conscious, analytical, blaming of yourself, being self-critical, or extremism to where you neutralize action and do nothing, or overconfidence.

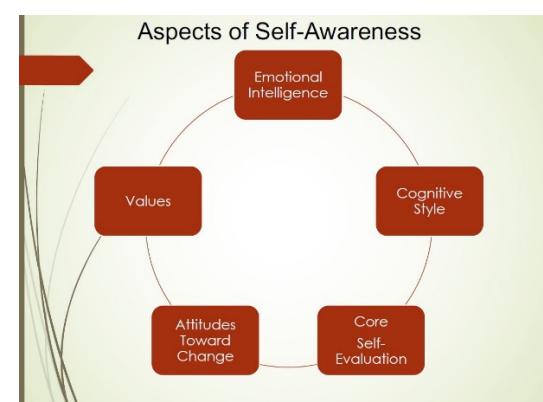
Here are some quotes, shared by Dr. Benavidas:

"The need to know and the fear of knowing." Abraham Maslow (1968); "He that would govern others, first should be the master of himself." (Massinger 1583-1639/40); "The function of self-examination is to lay the groundwork for insight, without which no growth (change in behavior) can occur." (Brouer 1964); "Self-awareness is more powerful than IQ in predicting success in life." (Goleman 1995)

"To do.... things well, you'll need to cultivate a deep understanding of yourself - not only what your strengths and weaknesses are but also how you learn, how you work with others, what your values are, and where you can make the greatest contribution." (Peter Drucker)

Finally, "we tend to be afraid of any knowledge that would cause us to despise ourselves or to make us feel inferior, weak, worthless, evil, or shameful. We protect ourselves and our ideal image of ourselves by repression and similar defenses, which are essentially techniques by which we avoid becoming conscious of unpleasantness or dangerous truths." (Abraham Maslow)

The knowledge that we possess about ourselves is key to our personal growth. Knowing your own strengths, limitations, needs, values, biases, skills, trust radius, intentionally, pressures, resilience, internal signals, etc. You must want to learn more about yourself, including your weaknesses.



Self-Awareness



Group Decision Making

Critical Thinking Skills to Innovation in Decision-Making

Creativity and Innovation

Creativity is the generation of new and useful ideas or practices that are novel and actionable in addressing a certain problem.

Innovation is both the creation of new ideas and the successful adoption, implementation, and dissemination of those ideas.

The Creative Process includes:
Preparation - what is the problem/what done/alternatives/people.

Concentration - focus on & solve the problem.

Incubation - relax & let subconscious mind work.

Illumination - I've got it!

Verification - It really works!

Evaluation - What worked & didn't work & why?

Implementation - Time to execute!

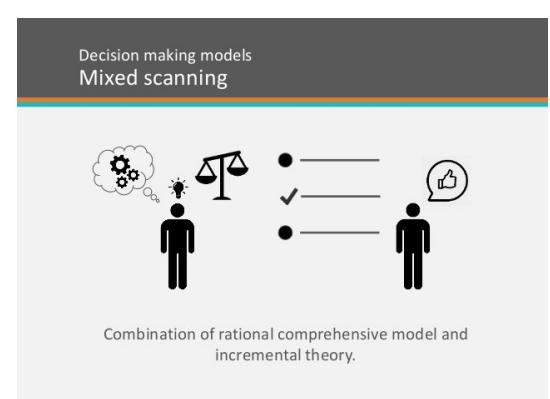
Decision Making

Various Models

The decision-making process includes defining the problem/identity situation; clarify your objectives; identify alternative; analyze the consequences and make a choice.

There are various decision-making models you can use in making your decisions. What works best for you?

- The Classical Approach
- Mixed Scanning
- Garbage Can
- Group Decision Making
- The Organizational Process Model
- The Government Politics Model
- Focus Groups
- Brainstorming
- Cost-Benefit Analysis
- Cost Effectiveness Analysis
- Logic Models
- Performance Management
- Evidence Based Management



Decision making models - Mixed scanning

Stress

How Do You Handle It?



Stress Factors

What is stress? Stress is the natural and manageable part of life. We react physically, mentally, and/or emotionally to various conditions, changes and demands of life. The stress we experience is rooted in the “fight or flight” response. Constant demands from work or personal life can lead to stress overload.

Sources of stress include work, home, interpersonal relationships, role conflict, ambiguity, overload, job demands, working conditions, environmental and organizational justice.

The cost of stress reduces the national economy by \$500 billion. This equates to 60-80% of industrial accidents; 60% of absences, and 40% of turnover. The United States will spend \$12 billion on stress management products this year. In the workplace, stress is primarily caused by incompetent management.

There are several reactions we have to stress.

- Alarm – increase in anxiety, fear, sorrow, or loss
- Resistance – attempt to control stress using defense mechanisms.
- Exhaustion – you stop trying to defend against stress. Stress related pathology occurs in this stage which leads to illness.

Consequences of stress include:

- Physiological – immune response, coronary disease, and viral infection
- Psychological – burnout, frustration, conflict, hurt/sadness, guilt/loneliness and confusion.

Managing Time Effectively

How Do You Spend Your Time?

- Spend time on important, not urgent, matters.
- Identify what you feel is important vs. what you feel is urgent.
- Don’t feel guilty for saying “NO”
- Don’t procrastinate.
- Keep track of time.
- Set deadlines.
- Make a list of things to accomplish.
- Have a place for everything.
- Prioritize your tasks.
- Save best time for important matters.
- Limit others’ access to you.



Managing Your Time



Cultural Competency

Cultural Competency

What is cultural Competency?

Operationally defined, cultural competence is the integration and transformation of knowledge about individuals and groups of people into specific standards, policies, practices, and attitudes used in appropriate cultural settings to increase the quality of services, thereby producing better outcomes. (Davis 1997, 18)

In practice, culturally competent public administration emphasizes the capacity of public organizations and their employees to effectively provide services that reflect the different cultural influences of their constituents or clients.” (Margo Bailey 2005, 177)

Democratic Responsiveness:

- Culturally competent managers in tune with those they serve.
- Speed and accuracy to a request for action or information.
- Conservators, guardians, stewards, benevolent servants.
- Government implements policies that citizens want.



Effective Communication

One-way vs. Two-way Communications



Effective Communication

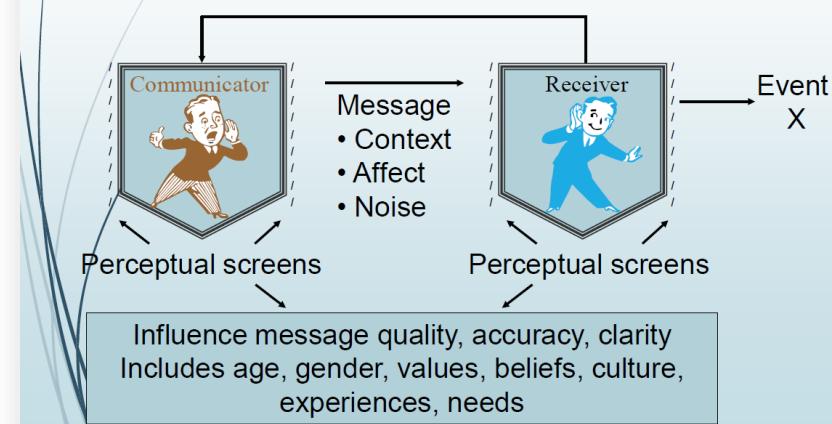
Relationship between sender and receiver is the key to effective communication.

The characteristic by which managers are judged for career advancement.

80% of a manager's waking hours are spent communicating.

Lack of communication is perceived as a result of others' weaknesses.

Basic Interpersonal Communication Model



Do you know the difference between one-way vs. two-way communications?

One-Way:

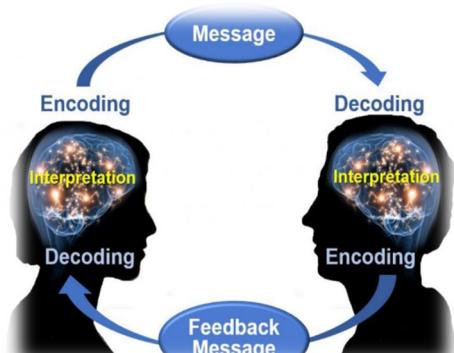
A person sends a message to another person and no questions, feedback, or interaction follow.

- Good for giving simple directions.
- Fast, but often less accurate than two-way communication.

Two-Way:

The communicator and receiver interact.

- Good for problem solving.



By the time we left the seminar on Friday, we had spent close to 10 hours learning about ourselves and various techniques on how to think, and how to combat the stresses of life.

If we wanted to retain a little of what we had covered, we were asked to spend some time reflecting on what we learned about ourselves, and how some of the concepts could help us in our everyday lives.