

A close-up, slightly blurred photograph of a silver badge from the San Diego County Sheriff's Department. The badge features a central seal with a figure and the words "SAN DIEGO COUNTY SHERIFF'S DEPT." around the perimeter. A white rectangular box is overlaid on the right side of the badge, containing the title text.

Using EQ To Lead and Build Strong Teams

Professional Staff Training Unit
Jenna Propson

Course Objectives



**Understand
Emotional
Intelligence**

**Connect Emotional
Intelligence to leadership
and teamwork**

**Implement the skills of
Emotional Intelligence to
lead and create a strong
team**

Core Values

HONESTY – We are truthful in our words and in our actions

INTEGRITY – As people of character and principle, we do what is right, even when no one is looking

LOYALTY – We are loyal to the values of our department and our profession and committed to protecting the quality of life in the communities we serve

TRUST – We are confident in the integrity, the ability and the good character of our colleagues

RESPECT – We treat everyone with dignity, honoring the rights of all individuals

FAIRNESS – We are just and impartial in all our interactions

DIVERSITY – We embrace the strength of diversity in our employees and our communities

COMPASSION – We are compassionate in our words, actions, and deeds



Elements of EQ



**Self
Awareness**



**Self
Management**



**Social
Awareness**



**Relationship
Management**



Video Example



Disney · PIXAR
**INSIDE
OUT**



Discussion

- Think about a supervisor or leader who did not practice emotional intelligence.
- What did you notice about them?
- How did their lack of emotional intelligence affect the team?

Absence of EQ

- **Negatively impacts**
 - Job satisfaction
 - Employee engagement
 - Turnover
 - Financial bottom line
 - Communication
 - Team dynamics





No one can be a great leader unless they genuinely care about the success of everyone on their team.

-Gifford Thomas



Benefits of EQ

- **Develops team players**
- **Navigates and drives change effectively**
- **Creates visionary leadership**
- **Produces effective communication**
- **Addresses conflict and stress productively**
- **Increases performance and morale**
- **Impacts our success**
- **Raises self-confidence**



Skills of EQ

- Empower and motivate others
- Increase empathy
- Identify and manage yours and others emotions
- Manage/understand emotions & apply them to problems and tasks
- Be willing to step into change for the growth and benefit of the organization/team
- Stay calm in chaos
- Communicate clear expectations



Discussion


- **Think about a supervisor or leader you admire.**
- **What do you admire about them?**
- **How did you see them use emotional intelligence?**



Video Example



Activity

The image features a sunset sky with soft, warm colors transitioning from orange to teal. In the upper portion, a black silhouette of a person is captured mid-air, jumping with arms and legs outstretched. Below this, the text 'Trusting Teams Video' is centered in white, underlined. At the bottom, a group of five black silhouettes of people are shown celebrating, with their arms raised in various poses.

Trusting Teams Video



Benefits of Teamwork

- Improves motivation
- Increases engagement and productivity
- Encourages regular communication and collaboration
- Increases morale



Creating a Team Environment

- **Common goals**
- **Celebration**
- **Communication**
- **Connection**
- **Collaboration**



Applying EQ

Take the TeamEQ Diagnostic Tool

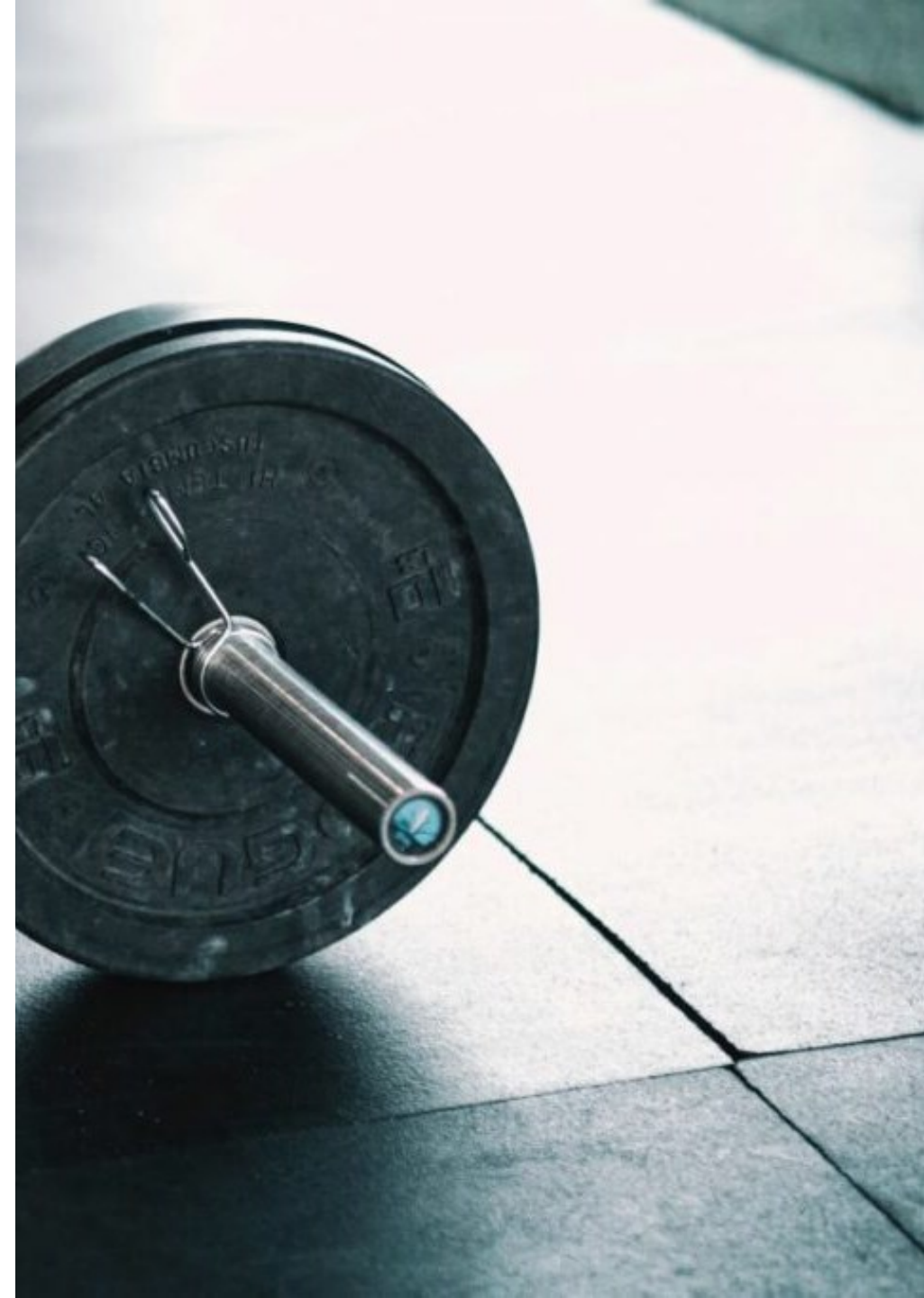
Gallup's Q12 for Employee Engagement

1. I know what is expected of me at work
2. I have the materials and equipment I need to do my work right
3. At work, I have the opportunity to do what I do best every day
4. In the last seven days, I have received recognition or praise for doing good work
5. My supervisor, or someone at work, seems to care about me as a person
6. There is someone at work who encourages my development
7. At work, my opinions seem to count
8. The mission or purpose of my company makes me feel my job is important
9. My associates or fellow employees are committed to doing quality work
10. I have a best friend at work
11. In the last six months, someone at work has talked to me about my progress
12. This last year, I have had opportunities at work to learn and grow

Put it into Practice

What is one thing you want to commit to developing from this training?

Who can you practice this skill with?





Emotional intelligence is the foundation of leadership. It balances flexibility with toughness, vision with passion, compassion with justice.

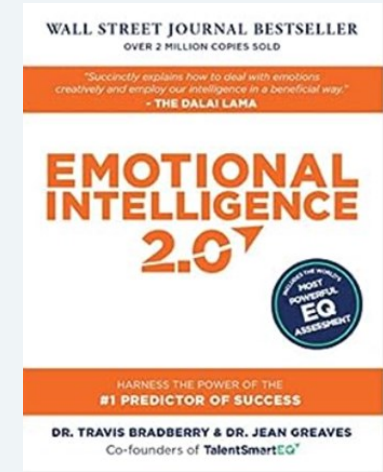
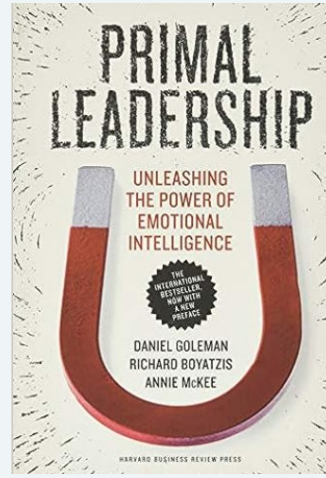
-Dr. Amit Ray



A rustic wooden sign is mounted on a vertical wooden post. The sign is made of several horizontal wooden planks and has the words "Thank You" written in a dark blue, cursive script. The background is a bright blue sky filled with scattered, fluffy white clouds.

Thank You

Additional Resources



EQ Myths



Psychology Today



TalentSmart Library



Additional Resources

EQ Activities



TedX Talk on Work Culture



Elite Teams Increase EQ

