

EMOTIONAL INTELLIGENCE AND DIVERSITY

While human beings function on both rational and emotional levels, emotions are at the heart of our energy, commitment and motivation. Feelings are also fundamental in forming our reactions to the differences we see in others, whether we approach or avoid, like or dislike, accept or reject. The more we understand and manage our emotional responses, the more we enjoy greater comfort in relationships, effectiveness in interactions and peace within ourselves.

AFFIRMATIVE INTROSPECTIONS

A critical first step in developing the ability to deal with differences is an awareness of ourselves in order to understand our reactions to others. This involves a comfort with our own identity and an understanding of our values, passions, preferences, and world view. It also involves becoming conscious of the biases and the assumptions that influence our attitudes toward others.

Awareness precedes choice and understanding ourselves helps us predict our own behavior and know why we are reacting and feeling a particular way. This insight is fundamental to managing our emotional reactions and behavior toward others.



- Making ambiguity an ally
- Being my own change master
- Getting in charge of self-talk



- Knowing what makes me tick
- Being comfortable in my own skin
- Being in tune with my own biases and hot buttons

SELF-GOVERNANCE

Destructive behaviors sometimes occur when powerful feelings triggered by differences guide our actions. Our emotions are a powerful source of energy and once we understand the whys behind our reactions, the next step is developing the ability to manage them. That energy needs to be managed and channeled in a constructive direction. Self-Governance involves gaining mastery over the feelings that differences evoke by being able to deal with ambiguity that is part of a diverse environment, being flexible and adaptable in the face of change and taking charge of the mental self talk that goes on when we encounter challenging differences.

Often, the only control we have is over the messages we tell ourselves.

INTERCULTURAL LITERACY

In a diverse world, understanding and managing ourselves is not enough. We also need to understand others in order to figure out the reasons and meaning behind their behavior. This third aspect involves understanding others' cultural rules, norms, and values, and being able to empathize and metaphorically walk in their shoes. It also encompasses resisting the temptation to judge other's behavior by our own standards and seeing the advantages and disadvantages of all cultural norms. This awareness and knowledge helps us to "read" the behavior of others more accurately so we can deal with them more effectively.



- Serving as a cultural interpreter
- Communicating effectively and resolving conflicts in diverse settings
- Structuring synergistic and compelling environments



- Understanding cultural whys behind behavior
- Seeing the benefits and limitations of all norms
- Transcending my own perspective (empathy)

SOCIAL ARCHITECTING

The fourth component of EID focuses on developing the ability to consciously and intentionally structure our relationships and environments so that they are productive, fulfilling and satisfying for everyone. This arena of EID encompasses being able to serve as a cultural interpreter by helping others understand the different cultural norms and perspectives involved in situations. It also necessitates being able to resolve conflicts in ways that are mutually satisfying to all parties and creating welcoming, inclusive environments that allow the creative potential of diversity to be realized.