

## Leading With Emotional Intelligence—1

By Dr. Rhett M. Barker—Washington Chapter



I never thought Emotional Intelligence had any credence until I enjoyed a training by Carolyn Stern during the IAWP International Conference in Cincinnati, Ohio. I gained a clearer understanding that my EQ (Emotional Quotient) was equally, if not of greater value at times, as my IQ. One dealt with the interaction of my brain and what I knew, while the other involved

my heart and what I felt during my everyday experiences with coworkers, clients, and even my loving family.

It became a little scary though, when we started examining the dark side of our emotional intelligence. In just a few quick observations, what resonated with me were these four points:

- Dark side of having high self-regard is...
  - ◊ An individual could be over confident
  - ◊ An individual could have an inability to admit mistakes
- Dark side of self-actualization
  - ◊ Not recognizing another person's lack of fulfillment
  - ◊ Not valuing how the other person may be able to contribute
- Dark side of emotional expression
  - ◊ You may make others uncomfortable
  - ◊ Others may feel pressured to reciprocate



Continued on page 5

## IN THIS ISSUE

Leading With Emotional Intelligence-Article One	1
Senior Workforce Professional Brunch	2
Enhancing your Emotional Intelligence	3
Community Practice as a Leadership Approach across Workforce System Partners	4
Writing for Results	5
The Family Self-Sufficiency Program: A Pathway to Success	6
Goodbye Sign-In Sheets: New Tools for Tracking Career Center Visitors	7
Leading With Emotional Intelligence-Article Two	8
Work Ethic: The Building Blocks for the 21st Century Workforce	9
Pictures From the Week	11
Daily Schedule	12

# Senior Workforce Professional Brunch

By Kathy Bilanko—Washington Chapter



Attendees enjoyed a delightful meal of eggs, potatoes, bacon, sausage and variety of muffins and breakfast breads. Executive Director Steve Bent spoke about WPDP which has grown significantly and is generating income. He discussed reasons for name changes in member classifications. One reason being interpretation by potential vendors and other professional associations. Steve thanked everyone for all they have done for the association. He answered questions and listened about the concerns and will take to the board.

Officer Tim Eppstein spoke about personal safety and emergency preparedness. For example, when in an uncertain area or environment are we prepared for a threatening situation. Do you know what to do? We need to be aware and ready. Tim suggested actions like yelling at the person to scare away, demonstrate empathy, forget about personal possessions get ourselves to safety, when rounding a corner in a garage or dark area go wide. He was asked his opinion about legal marijuana. As a police officer he cannot give an opinion, however; he did tell us that alcohol is the biggest danger and it is legal. Tim was thanked for his information. The brunch concluded with introduction of the new Senior Workforce Professional Coordinator, Sharon Mike, and our annual picture taken by BJ Knutson of Ohio.



I am pleased to serve as the Senior Workforce Professional Coordinator for 2018-2019. I want to hear from you if there are any issues, concerns or suggestions. Please contact me at [churchlivin@atlanticbb.net](mailto:churchlivin@atlanticbb.net)  
Sharon Mike, Maryland

# Enhancing your Emotional Intelligence

## presented by Carolyn Stern



By Lanae Vetsch—Montana Chapter

Along with many other conference attendees, we hurriedly found our next seat in the Caprice room for the next presentation in order to continue our training from the morning keynote presentation: Leading with Emotional Intelligence.

Carolyn stated again that she is a life longer learner and has set her goals to pursue her PHD and she has already completed 5 degrees. This session made everyone laugh, cry and think about our feelings and how to handle emotions. We watched short videos and talked about Self –Perception, Self –Expression, Interpersonal, Decision Making and Stress Management.

**Self-Perception:** Do we look in the mirror every day and say it out loud “what do we like about ourselves and everything around us?” We need to practice that and accept who we are and determine what motivates us and realize if we become over confident and don’t admit our mistakes. Our self-actualization is learning what makes us happy and it is okay to laugh at ourselves and remember to pay attention to those around us. Try the 10 minute Head Space meditation to get in touch with yourself.

**Self-Expression:** Don’t make a mountain out of a mole hill. In a situation when someone is mad about something don’t take it personal, the situation is not mad at you. Constructively express your emotions and use the “I feel” statement. For example: “when you did \_\_\_\_\_, I feel\_\_\_\_\_.” Then explain “when you do \_\_\_\_\_ in the future this is how it will help me”. Say what you need to say when you need to say it and be assertive, but keep your emotions in touch when you say it. When you are looking for help, then ask, don’t get mad at the person who watched you struggle with a project, they can’t read your mind and didn’t know you needed help. Competence comes before confidence.

**Interpersonal:** We have all heard that listening is a great skill to learn and Carolyn’s mother stated “you have 2 ears and 1 mouth” which basically means, listen first before you speak. Engage in great mutually satisfying relationships with others, but don’t become too dependent on them. Appreciate the feelings of others but don’t go overboard because when you put others needs before your own, you are preventing them from pushing them to excel. Give back and contribute, be an example and do it yourself first.

**Decision Making:** How do you focus? Problem solving is the ability to find solutions. When Carolyn meets with clients and she tells them to tell their problem to her in 12 words or less, it makes you think about the situation and it becomes clearer. When in doubt, ask WHY 5 times to learn more about the situation. Reality testing is seeing things as they really are and ask yourself “What is realistic?”? Be present and mindful, how do others see you? Learn to control your impulse reactions and delay the temptations.

[Continued on page 10](#)

**ENHANCING YOUR  
EMOTIONAL  
INTELLIGENCE**  
caprice 2/3

**Carolyn Stern**  
*Carolyn Stern &  
Associates*





## Community Practice as a Leadership Approach across Workforce System Partners

By Berti Bryan—California Chapter



This Monday morning workshop was an engaging, information packed session that only touched the surface of the Community of Practice approach to leadership. The presenters, Darlene Grooms, Michael Shoemaker and Kellie Scott were delightful speakers and shared their own experiences to help us understand the value and effectiveness of Community of Practice. The Community of Practice (CoP) approach to leadership, they explained, is a movement to bring group of people together to drive continuous quality improvement in your organization. It's the structure combined with the philosophy that makes CoP so much more than simply a network of subject matter experts pooling their knowledge.

The approach begins by gathering a group of people with a shared concern or passion and then provides structure by meeting formally on a regular basis and focusing on two or three measures to supply empirical evidence that promotes data-driven actions. In this way, the CoP approach brings a voice to the community to communicate more effectively and allows participants to become change-agents. The community can be effective locally within an organization but also can have an even greater impact by reaching out to other individuals or groups across organizations, e.g. a CoP group at an employment office in Oregon might reach out to the group in Kentucky to explore their improvements to program capacity. They would use these successful results and practices to gain buy-in to implement their own improvements and figure out what works for them without having to reinvent the wheel. An additional piece to the structure of the Community of Practice approach is that it consists of three main levels: a small core group of people to act as facilitators and coaches, the larger community that provides subject matter expertise, and then the practice community which consists of those individuals that would tap into the network to extract and apply the knowledge from the community.

In this workshop we also discussed how to implement CoP within our organizations and addressed the immense value in various ways that using the Community of Practice approach could bring to the organization. In our breakout discussions, we talked about some of the challenges and success stories that some folks have had who have already implemented the approach in their own facilities. In addition we explored possible solutions to common struggles to implementation such as funding, resources, and changing technology. Overall, the session flowed really well. We were so wrapped up in the topic that when the announcement was made that we had only 30 more minutes left of the two hour program, we all were completely surprised. We had only progressed through one participation activity and the session was almost over! To express how awesome and fantastic this session was, I will use the new word Michael taught us from the Argentine language: this session was Macanudo!

### COMMUNITY PRACTICE AS A LEADERSHIP APPROACH ACROSS WORKFORCE SYSTEM PARTNERS

salon f/g

Darlene Grooms  
Oakland University



Kellie Scott  
KY Career Center

Michael Shoemaker  
State of Utah



# Writing for Results

By Erika Motzko, Oregon Chapter

**Know your audience**

**What is the document?**

**Where is the activity?**

Early in her military service as the first female ROTC officer her assignment was to write an award. From this experience she learned how to take the “Federal language” and translate it into plain language. “It is an Art to write at a simple level.”

From the discussions, the class became aware of clear writing, organization and individual messages. We learned how to focus writing to achieve maximum results. We should now be able to effectively create and manage any document from a simple memo or email to a proposal or a lengthy report.

Janet wrote a book “Plain Language”. She also recommends a comical version by Author Richard Lederer called “The Write Way”.

## WRITING FOR RESULTS

caprice 1/4

Janet Arrowood  
*The Write Source,  
Inc.*



### Leading With Emotional Intelligence Article One continued from page 1

- ◇ Others may feel pressured to reciprocate
- ◇ You could damage a relationship and make others feel not needed
- Dark side of self-awareness
- ◇ You exclude others from involvement or engaging

Hopefully this tiny overview leaves you wanting more. It did for me. Contact Ms. Stern and get engaged in her teachings and trainings. It's of much greater value than you could ever imagine. It was for me.



# The Family Self-Sufficiency Program: A Pathway to Success

Kathy Gundlach—Washington Chapter



The Family Self-Sufficiency Program (FSS) is a nationwide program in 700 locations that enables HUD-assisted families to increase their earned income and reduce their dependency on welfare assistance and rental subsidies. The services FSS provides is both for families and individuals, and the ages of participants in this program can range from 18 to 80 (or more). Today Rebecca shared information about this program in general, and what her location in Missoula, MT has been doing to help families.

## THE FAMILY SELF-SUFFICIENCY PROGRAM: A PATHWAY TO SUCCESS

caprice 1/4



Rebecca Stancil  
RS Consulting

FSS is a voluntary program. Eligibility begins with qualifying for housing assistance, and starts families down the road to sufficiency by matching income earned and placing those funds in an escrow account to be used toward future housing, or used towards individual needs tied to program goals (child care, transportation, clothing, licensing, etc.). Rebecca shared that this program is different from other housing programs as it creates less stress, is client-centered, gets buy-in from participants, and includes coaching and goal setting.



Participants in FSS are assessed in several areas to determine wrap-around needs so FSS staff can effectively help them either personally or perform a soft-handoff to a member of the local Partner Coordination Committee that is best suited to provide assistance. These areas of need include (but are not limited to): employment, training, health care, veteran's services, vocational rehabilitation, schools, mental health services, substance abuse, and legal aid. FSS also works closely with WIOA, helping those participants with basic needs to free them up for the education and employment requirements of that program.

They have already experienced success! In Missoula, they have 19 graduates of the program so far, saved an average of \$6000, and half have moved off public assistance. This is an amazing program, and I encourage all IAWP members to find out more about FSS in their area!

You can find more information at: <http://bit.ly/workforcehandouts>

## Goodbye Sign-In Sheets: New Tools for Tracking Career Center Visitors

By Verna Wade—North Carolina Chapter



Tim Duffy of Geographic Solutions, from the Central Regional division, has worked with State Workforce Systems for sixteen years. There are 26 states that currently utilize their workforce management system. They have now added new features to help improve service delivery at Job Centers with efficiency tools to help manage the workflow.

He shared information and provided a demonstration of the helpdesk management tool with an online chat feature. The management tool tracks the customer's journey from the time they enter the center's lobby to when their service is complete.

The customer checks in on the system and from the list of options the Career Center offers, the customer selects the reason for their visit, i.e., RESEA, WOIA, job search or a workshop. It can be set up for staff availability by program or individual staff. Center staff can prepare for customers prior to taking them back to their desk. Of course staff will need to discipline themselves to check the customer in and indicate when they have completed the service. The system includes a scanning feature for both customers and staff. Staff can see uploaded documents that were scanned in by the customer on their side as well as documents scanned in by staff.

There are standardized common visit resources for both regional and statewide reporting. An example of a report administrators can run is to see how long a customer was waiting in the lobby. You can see the details of who is waiting for what program and how long they have been waiting for service.

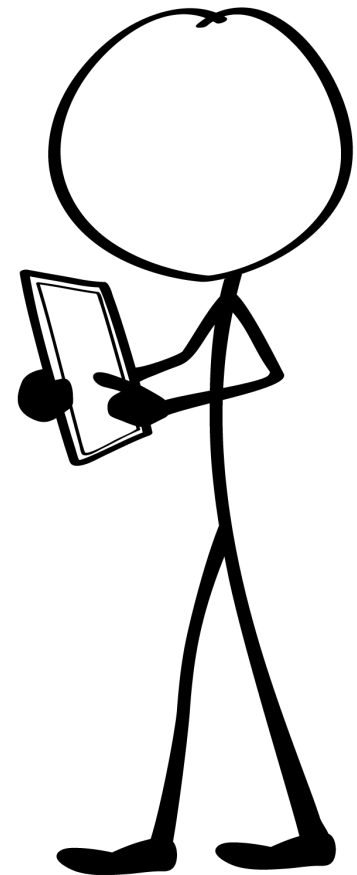
One of the questions asked was what additional equipment would be required for agencies that are already using this system. The response was none. Centers can use an old PC, iPad or any equipment they already have on hand and have the space to set up in the lobby for check-in.

To provide additional assistance for customers using the system, FAQ sheets can be set up. The application is also accessible on Android and iPhone.

### GOODBYE SIGN-IN SHEETS: NEW TOOLS FOR TRACKING CAREER CENTER VISITORS

caprice 2/3

Tim Duffy  
Geographic  
Solutions





## LEADING WITH EMOTIONAL INTELLIGENCE Article two

Carolyn Stern, Carolyn Stern and Associates



*By Stephanie Workman—North Carolina Chapter*

Carolyn began with this statement: “We are creatures of emotion not logic”. Have you ever greeted a co-worker and asked them to describe their day in one word? The answers will vary, of course, and will possibly define how we define our day and how we interact with that person.

Did you know that your intelligent quotient (IQ) reaches its peak at 18? Did you know that your emotional quotient (EQ) continues as you age? Your EQ understands yourself in resolving situations that contain emotion(s) in an effective manner. Various tools you can use are soft skills, past experiences, or reflection of inner feelings toward the situation. We all have inner feelings which most of us don’t admit to or even focus on how to get better. We just react emotionally rather than intellectually. We, as humans, need praises, gratification, support systems, admiring statements, etc. to let us know we are valued ... which are dependencies in our lives.

IQ is less important which is what we are taught in school. EQ is life’s journey away from the classroom that assists you in surviving life’s challenges, as we grow older. As we continue to grow, we should complete this question: I think my greatest emotional intelligence (EQ) development opportunity is \_\_\_\_\_. The answers presented provided each attendee with thought provoking quests on how this affects me.

Her basis of the entire presentation was based on the EQ-I 2.0 Model, which consisted of the following components:

- Self-Perception: self-regard, self-actualization and emotional self-awareness
- Self-Expression: emotional expression, assertiveness and independence
- Interpersonal: interpersonal relationships, empathy and social responsibility
- Decision Making: problem solving, reality testing and impulse control
- Stress Management: flexibility, stress tolerance, and optimism

What is “Real Beauty”? This can be defined individually by increasing one’s perception of self and building confidence – personally and professionally. The “Real Beauty” comes when you can allow yourself to be you and grow intellectually and emotionally to survive any situation presented.

Four short movies were presented. “Please Pass the Butter” illustrated how selfish we can be and not consider the other person’s need in spite of your own. This movie showed blatant disrespect and not actively listening which created frustration to the point of yelling. The shock and request was granted. “It was all about the Nail” showed how we concentrate on a defect rather than listening to the story. We concentrated on what we want to disregard rather than what a person is saying in their story. This movie showed some tunnel vision thoughts and actions.

Continued on page 10





## Work Ethic: The Building Blocks for the 21st Century Workforce

*Donna Glacken, Washington*



Josh Davies presents his workshop on work ethic with humor and enthusiasm. In this day and age, the word work ethic has different meaning to different people. Bringing your “A” game, we’ve all heard it before, but what does it really mean?

1. Attendance - employees show up on time
2. Appearance - present consistent brand image
3. Attitude - Display enthusiasm and passion
4. Ambition - go beyond basic expectations
5. Acceptance - Adhere to policies and rules
6. Accountability - be trustworthy
7. Appreciation - Give authentic service

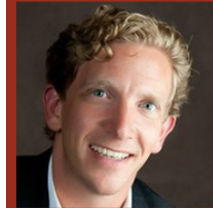
As workforce professionals it is vital to our customers that we just don’t teach but demonstrate work ethic. According to Express Personnel the number one least important item on a job application four years running is education. Shocking as it may seem, employers are looking for employees with a good work ethic. Employers are hiring for attitude and training for skill.

There are four pillars of Work Ethic: parents, teachers, pop culture and social media. Did you know as parents we spend only around 15 minutes per week in meaningful dialogue with our children? Scary right? In a study it was shown that the earlier children are given chores was the best indicator that they will do better later in life. Another shocking statistic is that 16-19-year-olds are not working because they don’t want to.

So how do we teach work ethic? Creating awareness by keeping up with employer expectations, being the super model by not only teaching soft skills but demonstrating them and being explicit by giving detailed instruction. Use the 1% approach: Do 1% better at something everyday for 40 days to develop soft skills.

## WORK ETHIC: THE BUILDING BLOCKS FOR THE 21ST CENTURY WORKFORCE

caprice 2/3



**Josh Davies**  
*Center for Work  
Ethic Development*



## Enhancing your Emotional Intelligence —continued from page 3

Focus on the quality of work that is being done, pushing to get things done results in lack of quality outcome.

Stress Management: Optimism – pass it on. Don't be afraid to fail. The video we watched was a young boy telling himself that he was the greatest baseball hitter in the world and he threw the ball in the air and missed. He increased his voice each time he threw the ball up and missed every time. After three strikes... He shouted "I'm the greatest pitcher in the world!" We need to be flexible and go from one situation to another and plan to have some spontaneity in your life. Do you handle stress without decreased performance? A lot of attendees stated that it depends on the situation. Have a positive attitude and outlook on life, but also find the bright side of the negative. Practice gratitude. FEAR is false evidence appearing real.

I have attended different presentations regarding Emotional Intelligence and I value each one. I take it upon myself to expand my knowledge to learn more. I hope you have enjoyed this conference and gained more knowledge.

## LEADING WITH EMOTIONAL INTELLIGENCE Article Two Continued from page 8

"Marshmallow Test" illustrated how we make decisions which can be negative depending on what our values are. This movie brought us back to our childhood when things were set before us but we couldn't touch. If we touched it ... there was a consequence to pay whether affecting us directly or indirectly. The last movie "The Girl Who Forgot the Words" showed that someone has our backs at all times. Think about being asked to sing your national anthem and during the performance you forget your own native song. You pray for help or the cavalry to arrive. Someone comes to your rescue. You finish in good standing and all smiles that lead to a great ending.

Many of the participants were given ideas for which they can enhance their lives and were provided with instructions to deal with day-to-day activities with customers and peers. As I close, ask this question: "What is your EQ"?









## THE FLASH:

*Official News of the Workforce  
Development Conference  
Volume 72, Issue 3*

### Editor in Chief:

James Thomas—(CA)

### Co-Editors

Jenny Yarian-Scalpelli—(IN)

John Habig—(IN)

Steve Strain—(OR)

### Reporters:

Dr. Rhetta M. Barker (WA)

Kathy Bilanko(WA)

Lanae Vetsch (MT)

Berti Bryan (CA)

Erika Motzko (OR)

Kathy Gundlach (WA)

Verna Wade (NC)

Stephanie Workman (NC)

Donna Glacken (WA)

### Photos:

BJ Knutson (OH)

James Thomas (CA)

The FLASH is published during the Workforce Development Conference under the guidance and director of the International Association of Workforce Professionals Executive Director. Items in this publication may not reflect any official position of the Association or its members.



TIME	ACTIVITY	ROOM
8:30-10:15	Concurrent Sessions	Refer to program
10:15-10:30	Break	
10:30-11:30	Closing Keynote	Pavilion
11:30-12:00	Closing Ceremonies	Pavilion
12:00-1:30	Lunch on Own	
1:30-3:00	Annual IAWP Business Meeting	Pavilion
3:00-3:30	2019 Invitational Break	Pavilion
7:00-11:00	Banquet and Ball	Hall of Mirrors

## WEDNESDAY, JUNE 20 SCHEDULE

### FUN THINGS TO DO IN CINCINNATI

#### The Cincinnati Zoo

Instituted in 1958 by the Cincinnati Reds franchise to pay homage to the city's home baseball team, the Cincinnati Reds Hall of Fame and Museum celebrates the greatness achieved by the team players, managers and executives, as well as preserve history and inspire upcoming generations. Address: 100 Joe Nuxhall Way, Cincinnati, Ohio 45202, Phone: 513-765-7000

## DON'T FORGET!

### Ohio Chapter Blessings Bags Project

To contribute, look for the camouflaged box  
with the flag on it.

It's located at the registration table.