

Emotional Intelligence: A Motivating Factor In Mediator Effectiveness



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Presented by Hank Clemons, PhD



- Hank Clemons is founder and President of the Society of Emotional Intelligence
- President of the HLC Group, Inc. – a training and consulting firm located in Tampa, FL.
- He has over 20 years of corporate experience as a coach and training consultant
- Areas of focus include Emotional Intelligence, Leadership, and Coaching.
- Faculty at University of South Florida and Eckerd College

Emotional Intelligence



What is Emotional Intelligence?



Emotional Intelligence: The ability to understand and manage one's own moods and emotions and the moods and emotions of *others* – for positive outcomes.

Being Emotional Intelligent



Recognizing that emotions are a source of information and energy... and using it wisely.

5 Dimensions of EI

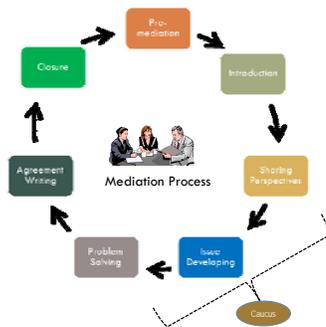
- Self-awareness: Being aware of what you are feeling.
- Self-management: Able to handle/manage your emotions
- Self-motivation: Being able to persist in the face of setbacks
- Empathy: The ability to sense how others are feeling
- Social Skills: The ability to handle the emotions of others.

Role of the Mediator

- The primary role of the mediator is to mediate from a position of impartiality, having no vested interest in the outcome of a dispute between parties.
- Another pivotal role of the mediator is to *listen*.



Mediation Process



Using EI in Mediation



Self-Awareness

- Until we develop self awareness, we will have a tendency to project our own (unrecognized) emotions onto others.
- An emotionally competent mediator is able to *choose* responses instead of being led by emotion
 - ▣ Example

Self-Management

- An emotionally competent mediator is able to choose responses instead of being led by emotion.
 - ▣ He/she may respond inappropriately to an outburst of emotion from the parties

Self-Motivation

- Until we develop self awareness, we will have a tendency to project our own (unrecognized) emotions onto others.
- An emotionally competent mediator is able to *choose* responses instead of being led by emotion
 - ▣ Example

Empathy

- Skills that mediators acquire for empathy: active listening and reading nonverbal cues.

Social Skills

- Help the mediator to gently influence the parties while also signaling appropriate ways of communicating.

Value of EI to Mediators

- Emotional Intelligence serves to improve the process of mediation by honing mediator awareness (Interpersonal Skills = EI).
- The mediator recognizes that learning the skills of mediation is not sufficient (Technical Skills = IQ).

Emotional Intelligence:

A Motivating Factor In Mediator Effectiveness

Q & A

Thank You!

LEE HECHT
HARRISON



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Hank Clemons, CEO
Society of Emotional Intelligence
hank@societyofei.org
<http://www.societyofei.org>
(813) 431-9786