

# How To Put Emotional Intelligence into Practice: Best Practices of a First-Time Manager

Milwaukee Public Library  
Center Street Branch

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# Session Objectives

SLIDE 2

After this session you will be able to:

- ☐ Define emotional intelligence.
- ☐ Describe the five components of emotional intelligence.
- ☐ Develop and build your emotional intelligence.
- ☐ Look at emotional intelligence in practice at Milwaukee Public Library.



# HELLO! I AM...

Tammy Mays, Ph.D.

SLIDE 3



- Graduate of Fisk University (Undergraduate degree)
- Graduate of UW-Milwaukee (Master's degree)
- Graduate of UW-Madison, iSchool (Ph.D.)



- Participation in three leadership programs – (NLM Associate Fellow, Minnesota Training Institute, and the ARL Leadership and Career Development Program) pivotal points early in my career.



- Branch Manager at Milwaukee Public Library Center Street Branch
- Wisconsin Library Association Leadership Institute

Section 01

# Emotional Intelligence

# Emotional Intelligence

5 Components of Emotional Intelligence at Work – Daniel Goleman

SLIDE 5

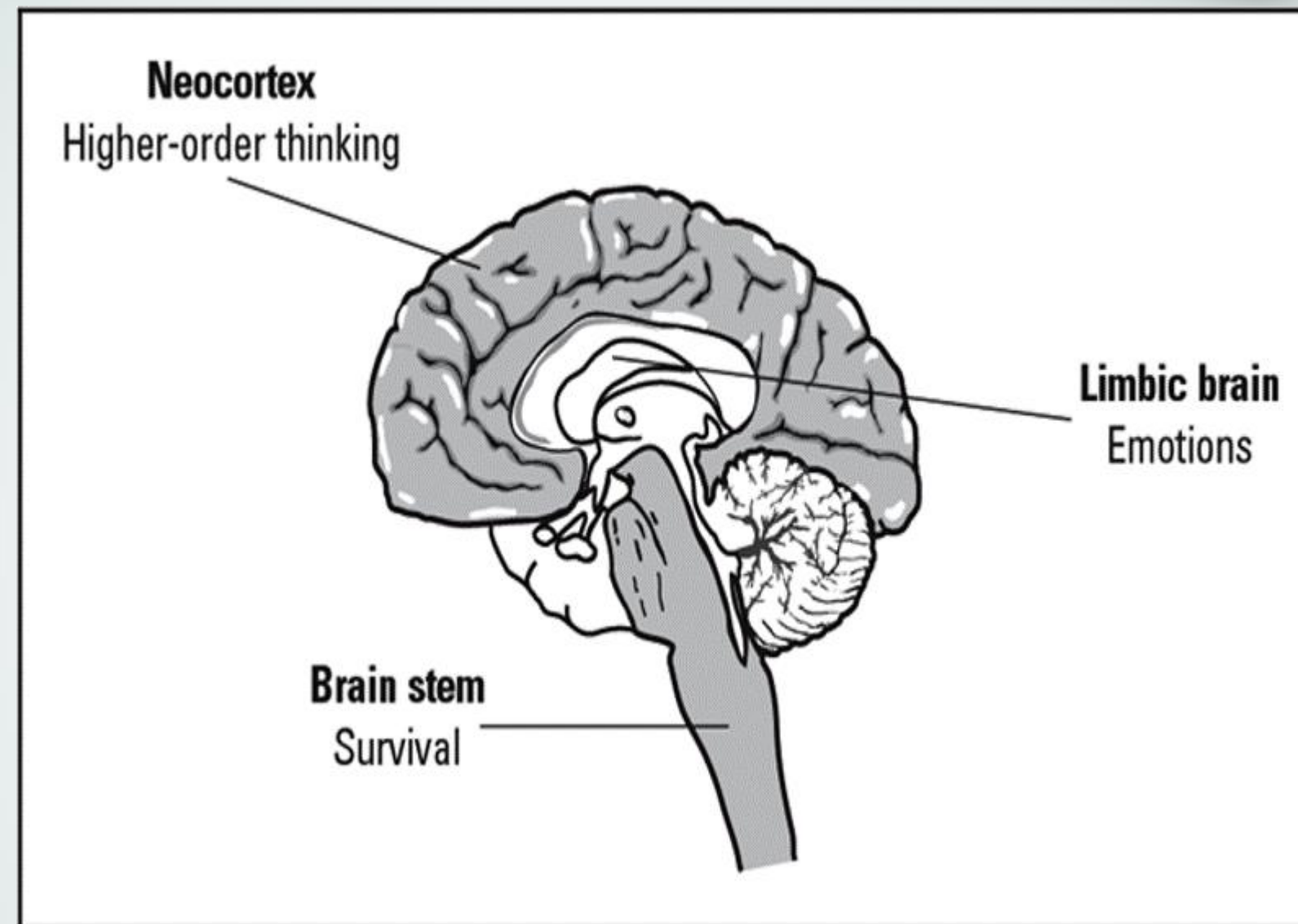




# Emotional Intelligence and the Brain

Can I Really Change My Brain?

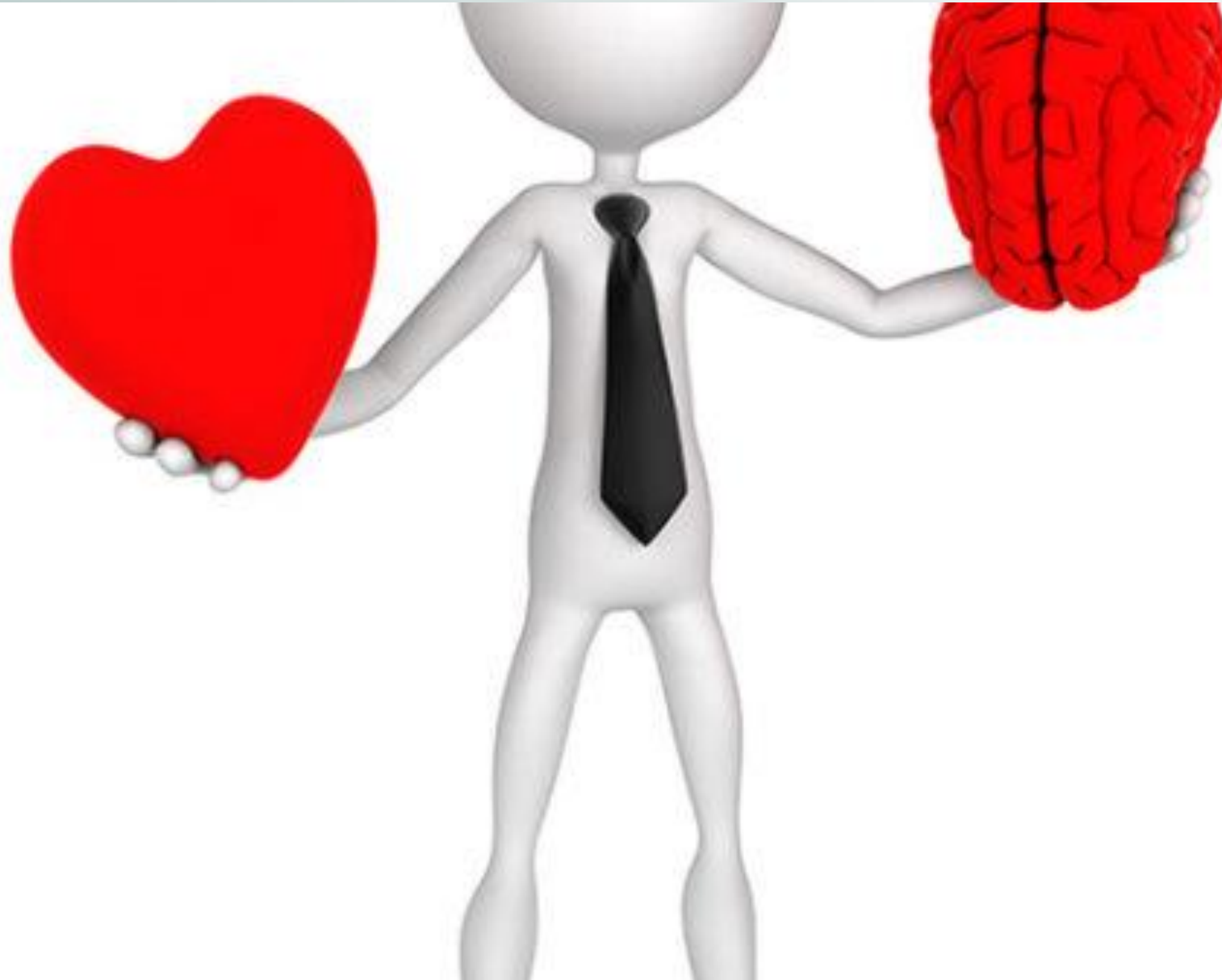
SLIDE 6



# Self Awareness

Pay Attention to Your Emotions

SLIDE 7

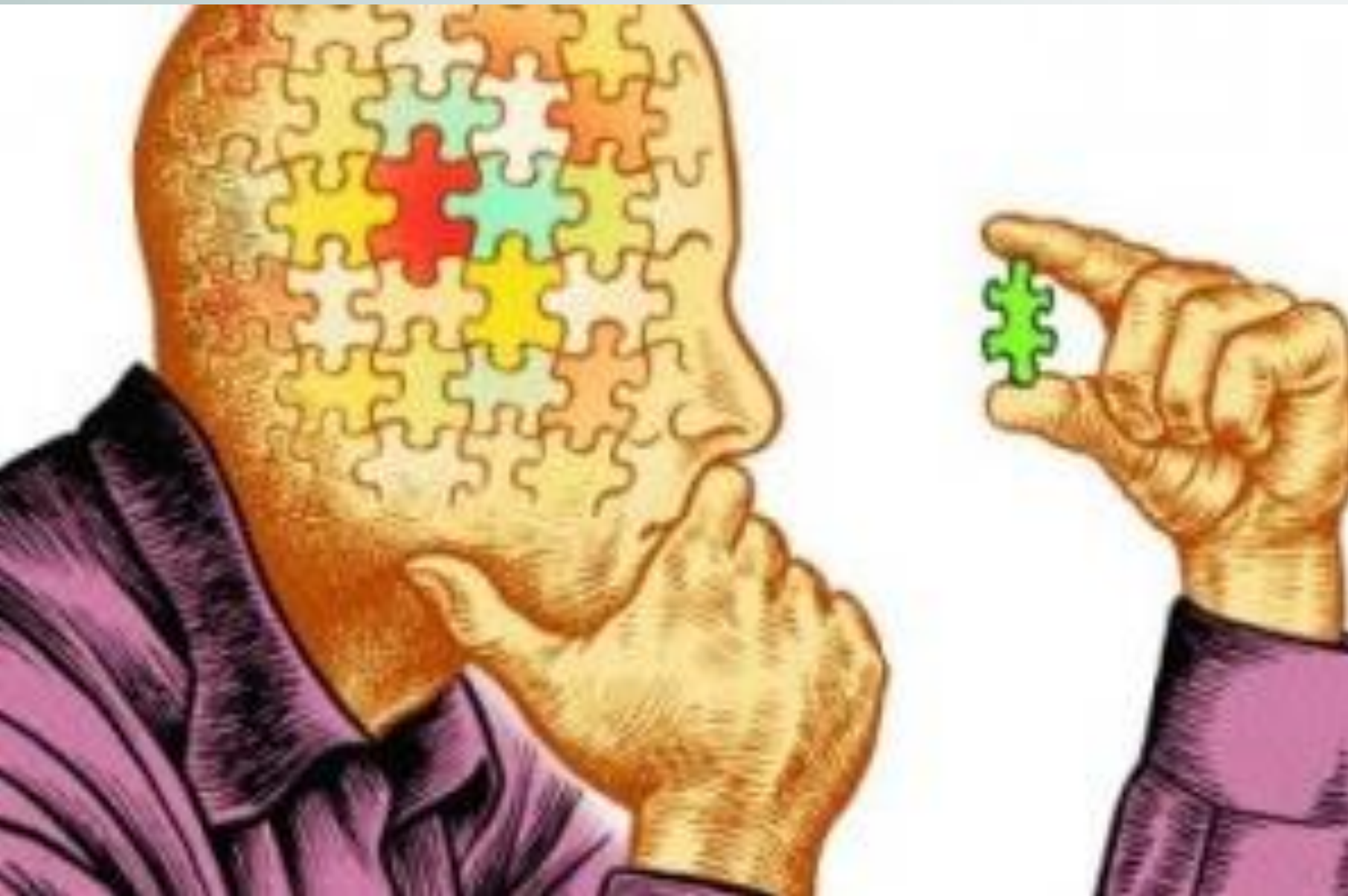


- ❑ “If your emotional abilities aren't in hand, if you don't have self-awareness, if you are not able to manage your distressing emotions, if you can't have empathy and have effective relationships, then no matter how smart you are, you are not going to get very far.” - Daniel Goleman

# Strategies for Developing Self-Awareness

Expand Your Self-Awareness By Asking for Feedback

SLIDE 8



## Writing Prompt

- ☐ Describe two things about me that you most appreciate having in a manager (or colleague).
- ☐ Give me two examples of times when my emotional reaction to something made me difficult to deal with.
- ☐ What is the most important thing you could do to become a better leader?



# Self-Regulation

Managing Your Emotions

SLIDE 9



- ❑ “Any person capable of angering you becomes your master.” - Epictetus

# Strategies for Developing Self-Regulation

Are You a Victim or a Volunteer?

SLIDE 10



## Writing Prompt

- ☐ Identify two examples of recent events at work that left you feeling angry or frustrated.
- ☐ Who else is involved in this situation, and what are your feelings about them?
- ☐ What could you do in the future to avoid the same outcome in similar situations?



# Motivation

Going for the Goal

SLIDE 11



- ❑ “You can conquer almost any fear if you will only make up your mind to do so. For remember, fear doesn't exist anywhere except in the mind.” - Dale Carnegie



# Strategies for Developing Motivation

Motivated to Move

SLIDE 12



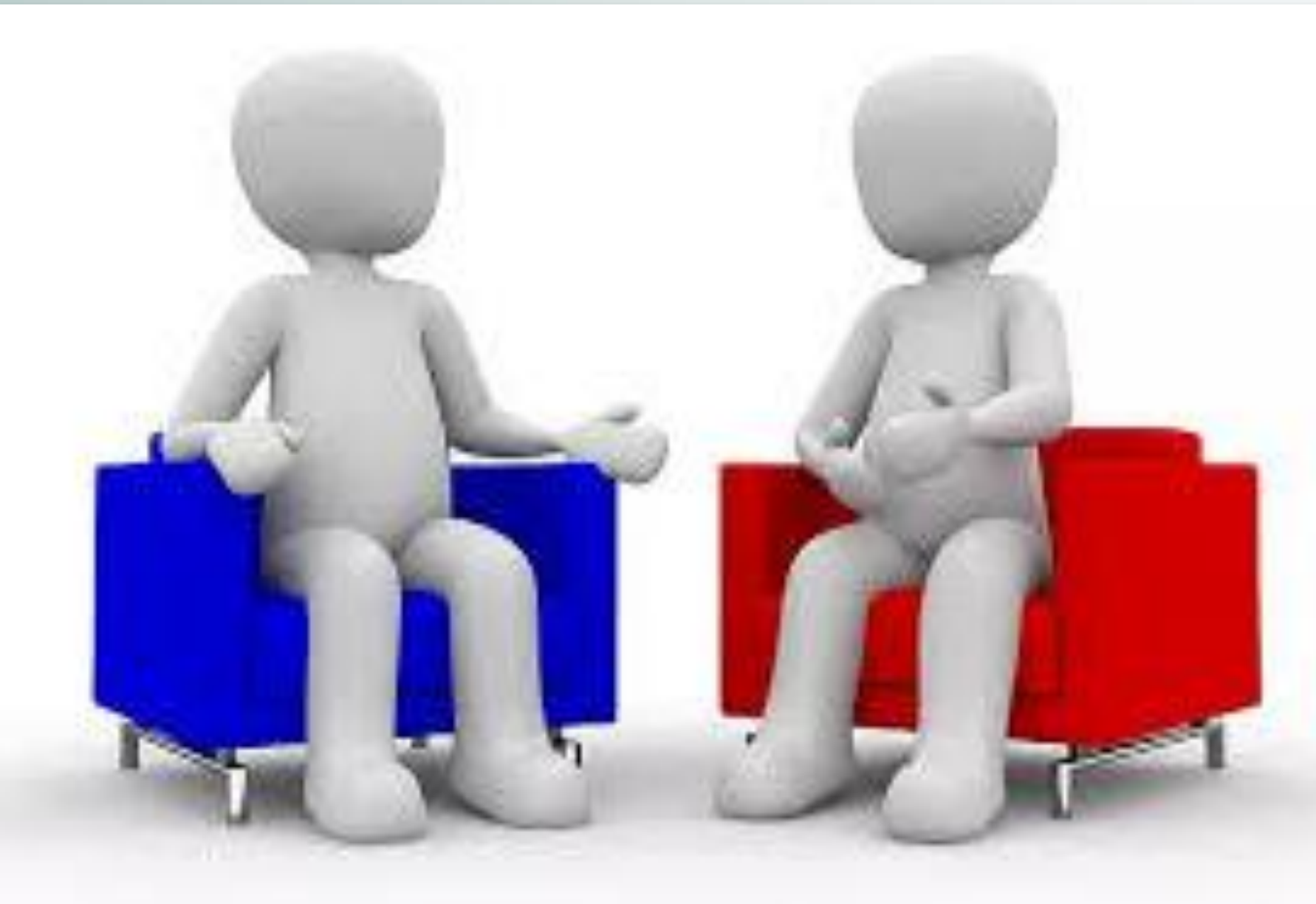
## Writing Prompt

- ☐ Think of a time when someone gave you feedback that did not fit your self-perception and describe what that person told you.
- ☐ How did that help you make changes so that your behavior would come into closer alignment with your intentions?

# Empathy

Librarians tend to be caring and empathic people.

SLIDE 13



□ “When you listen with empathy to another person, you give that person psychological air.” - Stephen R. Covey

# Strategies for Developing Your Empathy

Are You an Empathetic Person?

SLIDE 14



## Writing Prompt

- ☐ Ask for feedback - When we have conversations, do I convey that I am authentically interested in what you have to say? Do I convey that I want to understand what meaning the topic has for you and how you feel about it?
- ☐ What are three things you would like to see me do that would help me develop my ability to connect more deeply with other people?





- ❑ “When dealing with people, remember you are not dealing with creatures of logic, but with creatures of emotion.” - Dale Carnegie

# Strategies for Social Skills

Managing Conflict

SLIDE 16



## Writing Prompt

- ☐ Take a moment to reflect on the way you react in times of conflict.
- ☐ In conflict, what emotions interfere with your ability to communicate clearly?
- ☐ Have you learned ways to speak up more appropriately? Or do you sometimes just keep quiet?

# Take-away Activity

Developing Your Emotional Intelligence

SLIDE 17

## Moving Forward

☐ What will you begin to do after today to increase your emotional intelligence?



Section 02

# Emotional Intelligence in Practice

# Mentoring @ MPL

Putting Emotional Intelligence into Practice

SLIDE 19



## Career Path Observation & Mentoring

- ☐ **Branch Manager's Mentoring Program**
- ☐ **Career Path Observation Program**
- ☐ **All Staff Mentor Program**

# Mentoring @ WLA

Putting Emotional Intelligence into Practice

SLIDE 20



## Leadership & Mentoring

- ❑ Leadership Development Institute – August 11-13
- ❑ WLA Mentorship Program's pilot year – Deadline: March 2



# Circle Keepers @ MPL

Putting Emotional Intelligence into Practice

SLIDE 21



## Restorative Practices

- ❑ MPL representatives received Restorative Practices training in September 2019.
- ❑ All Staff Circle Keepers @ Center Street Branch in October 2019.
- ❑ Center Street facilitated our first Circle Keepers with youth in December 2019.
- ❑ All Staff Circle Keepers series scheduled for January 2020.



# Service Philosophy @ MPL

Putting Emotional Intelligence into Practice

SLIDE 22



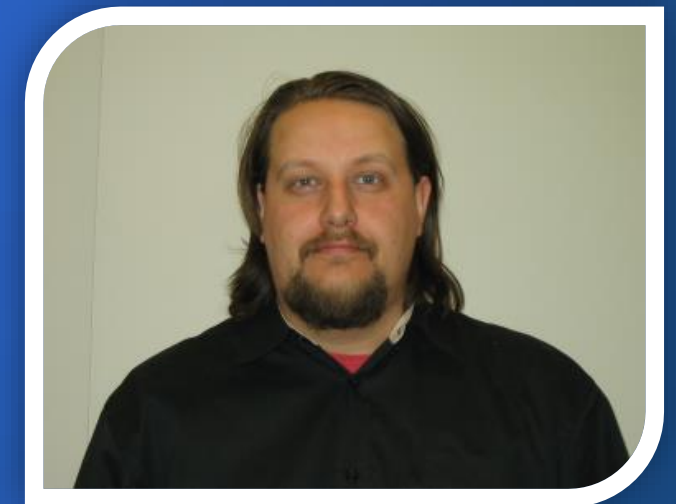
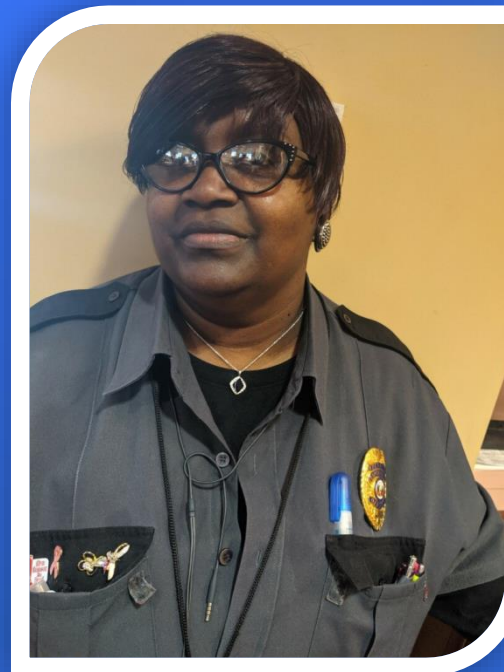
## MPL Mission and Vision Statements

- ❑ Inspiration starts here – we help people read, learn, and connect.
- ❑ MPL is an anchor institution that helps build healthy families and vibrant neighborhoods – the foundation of a strong Milwaukee.



# Center Street Library Staff

Thank You!





# Thank you!

Any Questions?

Tammy Mays, Ph.D.

Wild Wisconsin Winter Web Conference

Milwaukee Public Library

Center Street Branch

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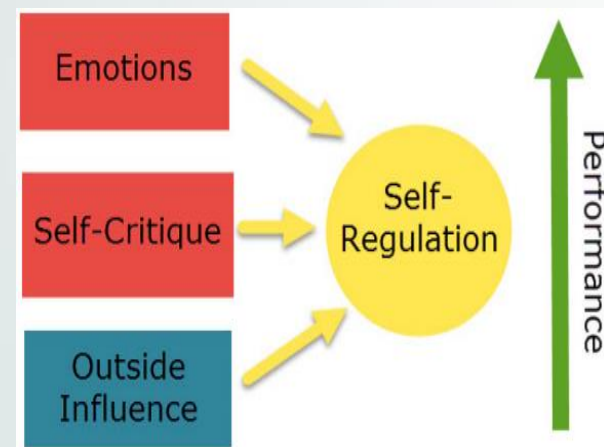
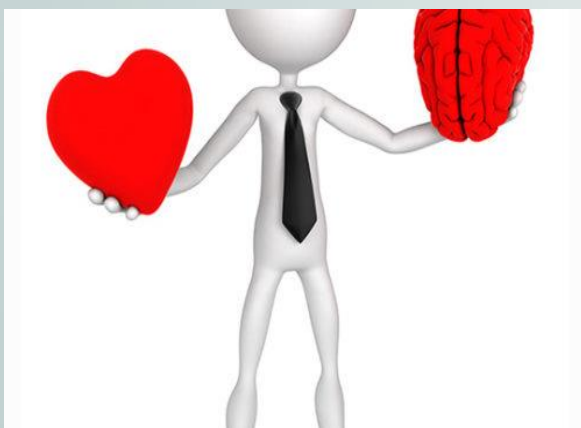
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# Key Take-Aways

Moving Forward

SLIDE 25

## Self-Awareness



## Self-Regulation

## Motivation



## Empathy

## Social Skills

