



Exploring Relational Wisdom®

Going Beyond Emotional Intelligence™

1. Relational wisdom (RW) is the ability to discern emotions, interests and abilities in yourself and others, to interpret this information in the light of your personal values, and to use these insights to manage your responses and relationships constructively.

2. RW is a “relational operating system” (like Windows or Mac OS) that impacts every aspect of our lives, including friendships, marital intimacy, parenting and job performance and advancement.

- *Relationship trumps expertise* in most areas of life



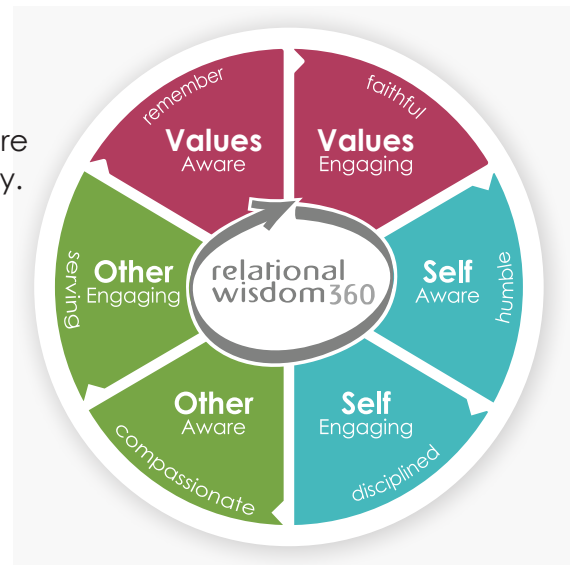
- Soft skills *magnify* or *diminish* the value of hard skills
- Soft skills can account for as much as 80% of success in the marketplace today

3. Life is all about relationship.

4. Relationships can be challenging because they are often fueled by emotions, both positively and negatively.

5. RW enables us to deal more effectively with relationships and the emotions that fuel them.

- Relationships are three dimensional
 - **Values**, **Self**, **Others** (So do continual 360's)
- Relationships involve two dynamics
 - Awareness: What do I know? (Knowledge)
 - Engagement: What will I do? (Action)



6. RW involves six relationship-building and leadership skills or disciplines:

- **Values-Awareness** is your ability to honestly identify your true personal values.
- **Values-Engagement** is your ability to consistently apply your values to real life.
- **Self-Awareness** is your ability to accurately discern your own emotions, thoughts, values, interests and abilities.
- **Self-Engagement** is your ability to manage your thoughts, emotions, words and actions.
- **Other-Awareness** is your ability to understand and empathize with the experiences, emotions, values and interests of others.
- **Other-Engagement** is your ability to love, encourage, serve and resolve differences with others in a mutually beneficial way.

7. Relational wisdom is so simple a child can apply it, yet so complex you can spend the rest of your life developing it. You can start growing today by memorizing and practicing four simple acrostics.

Practice The **SOV** Plan

- **Self-aware:** How am I feeling and acting?
- **Other-aware:** How are others feeling?
How am I affecting them?
- **Values-aware:** What are my values?
Am I living them out?

READ Yourself Accurately

- **Recognize** your emotions
- **Evaluate** their source
- **Anticipate** the consequences of following them
- **Direct** them on a constructive course

Follow a Trustworthy **GPS**

- **Grade** your values (thoughtful reflection)
- **Pursue** worthy values (family, role models)
- **Serve** others (it will make you happier!)

SERVE Every Person You Meet

- **Smile** (Home, office, store, telephone)
- **Explore** and **Empathize** (Show interest and compassion)
- **Reconcile** (Be a peacemaker)
- **Value** (Express appreciation and admiration)
- **Encourage** (Give heart, inspire, put wind under their wings)

8. Peacemaking, a special application of RW, is how we draw ourselves and others back inside the RW circle.

The Four **G**'s of Resolving Conflict

- **Go** higher – *live up to your highest values*
- **Get** the log out of your eye – *accept responsibility*
- **Gently** restore – *help others accept responsibility*
- **Go** and be reconciled – *forgive as you want to be forgiven*

Seven **A**'s of Confession

- **Address** everyone involved
- **Avoid** if, but and maybe
- **Admit** specifically
- **Acknowledge** the hurt
- **Accept** the consequences
- **Alter** your behavior
- **Ask** for forgiveness

Four Promises of Forgiveness

- I will not dwell on this incident
- I will not bring this incident up and use it against you
- I will not talk with others about this incident
- I will not let this incident hinder our personal relationship

PAUSE Principle of Negotiation

- **Prepare**
- **Affirm** relationships
- **Understand** interests
- **Search** for creative solutions
- **Evaluate** options objectively and reasonably

9. Unlike IQ (intelligence quotient) and personality, which do not change noticeably after the teen years, your relational wisdom can improve significantly if you are willing to work at it.

- Download the **RW360 Smartphone App** (www.rw360values.org/app) for hundreds of articles and videos on relational wisdom.
- For insights on the neurology of emotional and relational skills, see Dan Goleman's highly acclaimed books, *Emotional Intelligence* and *Working with Emotional Intelligence*, as well as *Emotional Intelligence 2.0* by Bradberry and Greaves.
- Interactive online training is available at www.rw-academy.org.
- A faith-based version of relational wisdom is available at www.rw360.org.