

# RELATIONAL WISDOM®

## FOR THE WORKPLACE

### THREE DIMENSIONAL EMOTIONAL INTELLIGENCE

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

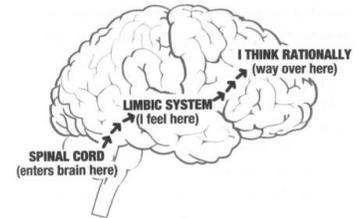
2. RW is a “*relational operating system*” (like Windows or Mac OS) that impacts every aspect of our lives, including friendships, marital intimacy, parenting, and job performance and advancement.

- *Relationship trumps expertise* in most areas of life
- Soft skills (relational abilities) *magnify* or *diminish* the value of hard skills (technical expertise)
- Emotional intelligence 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. Relational wisdom 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
  - Aware - What do I know? (Knowledge)
  - Engaging - What will I do? (Action)



6. In real life, people live both inside and outside the circle.

7. Peacemaking, a special application of RW, is how we draw people back inside the RW circle.

8. Relational wisdom involves six relationship-building and leadership skills or disciplines:
- **Values-Awareness** is your ability to interpret all of life in the light of your personal values
  - **Values-Engagement** is your ability to consistently identify and apply your values
  - **Self-Awareness** is your ability to accurately discern your own emotions, interests, values, strengths, and weaknesses
  - **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, and interests of others
  - **Other-Engagement** is your ability to encourage, cooperate, and resolve differences with others in a mutually beneficial way

9. 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?

**FOLLOW A TRUSTWORTHY GPS**

- **Get** the best (Role models, values)
- **Pursue** wisdom (Study, evaluate)
- **Serve** others (You'll be happier!)

**READ Yourself Accurately**

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

**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)

10. 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.

- For insights on the neurology of emotional and relational skills, see Dan Goleman's highly acclaimed book, *Emotional Intelligence*.
- For information on developing a faith-based version of relational wisdom, see [www.rw360.org](http://www.rw360.org) and [Academy.rw360.org](http://Academy.rw360.org).