



# 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



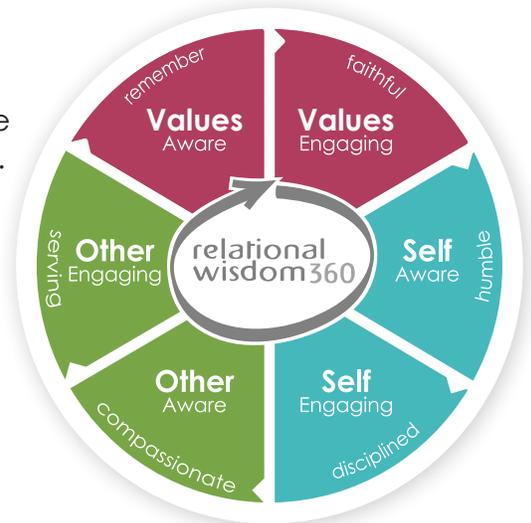
- Soft skills *magnify* or *diminish* the value of hard skills
- Soft skills can account for as much as 80% of success in the marketplace today

### 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, 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.

**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**

- **Get** the best (Role models, values)
- **Pursue** wisdom (Study, evaluate)
- **Serve** others (You'll be 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.rw360.org/app](http://www.rw360.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.
- For insights on effective negotiation, see *Getting to Yes* by Fisher and Ury
- For information on a faith-based version of relational wisdom, see [www.rw360.org](http://www.rw360.org) and [Academy.rw360.org](http://Academy.rw360.org).