

Quadrant II Newsletter

Research shows that the difference between leaders who derail in their career and those that soar to great heights is social skills. Social skills appear in the second quadrant of Stephen R. Covey's Importance-Urgency matrix: social skills are important to a career but not urgent (Covey is author of the top-selling business book *The 7 Habits of Highly Effective People*). Quadrant II provides an opportunity for business and technical professionals to learn and try out new social skills based in science.

20Apr2017, author: Valerie Patrick, PhD, *How to Improve the Social Intelligence of a Team*

Quotable (*Key Message*)

Being aware of the three, universal social needs will improve your social intelligence and performance in teams.

Quantify (*The Science*)

According to research by Dr. Vanessa Druskat, Associate Professor of Management at University New Hampshire's Whittemore School of Business and Economics, a little known fact is the number one source of emotion is our social needs (see Episode 24 at <http://scienceofsuccess.libsyn.com/podcast>). Social needs come into play whenever we are in a social situation. Dr. Druskat and her research team have found there are three primary social needs. In addition, these three social needs are universal across gender, culture, and country. The three social needs are to be included and respected, to have control in order to maintain safety, and to have a shared sense of reality for understanding of what is happening. Those who are displaying positive emotions in a social situation are getting their social needs met while those not displaying positive emotions in a social situation may not be getting their

social needs met. In fact, when our social needs are not being met, we tend to turn to remedial behaviors that can be described as silence or violence. Silence is when we withdraw from the social situation while violence is when we act out or otherwise disrupt the social situation. Team leaders can be on the lookout for these signs that a team member's social needs are not being met and then act to remedy the situation. Understanding these social needs will help you improve your interactions in social settings.

Qualify (*Put into Practice*)

One of the ways that a team leader can help team members meet their social needs in meetings is to provide an emotion communication resource. One example provided by Dr. Druskat is yellow and red cards as used in soccer matches. Each team member gets a yellow card and a red card. The yellow card is to be used as a warning that one of your social needs has been infringed upon. When you throw down the yellow card, you identify who the yellow card is for and what social need has been infringed. The red card is to be used when one of your social needs has been blatantly violated by another team member. The team leader then needs to take action against the offender which can be anything from a time-out from participating in the meeting to being asked to leave the meeting depending on the severity of the incident.

Quip (*Fun*)



It is not socially intelligent to offend someone in front of others to be funny, as Chevy Chase's character Pierce Hawthorne does to Danny Pudi's

character Abed Nadir on the TV show Community in this picture.

Quest (*Resources*)

To assess your gender intelligence in the workplace, take this gender-smart assessment for free:

<http://www.classroomclipboard.com/715727/Home/Test/1E8B3014F01D44059C08CFC731B53D02> (access code is T87LSCY).

Contact me (412-742-9675 or valerie.patrick@fulcrumconnection.com) to learn more about my new offerings: transforming male-female workplace interactions, transforming my team's performance, and improving workplace creativity.

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