

Overview

This is a Coaching Circle Facilitator Guide on Social Awareness and Relationship-Management, core components of Emotional Intelligence. This guide will assist circle leaders facilitate the circle with staff. Social-Awareness and Relationship-Management helps us to better connect with our participants.

Facilitators will work toward the following objectives:

- Review Social-Awareness and Relationship-Management as a core part of working in social services.
- Lead group in thinking about their current level of cultural competence.
- Think about the interconnection between social-awareness and relationship-management

Total Time Needed: 1 hour

MATERIALS

- Copies of Social Awareness Worksheets, below.

CIRCLE OUTLINE:

Activity	Description	Average Time
Warm-up Review	This should be a fun activity that gets people talking, comfortable and moving. It can be unrelated to the rest of the content. Choose your own or ask another person at your agency to run this part of the session. Keep it short and simple.	10 minutes
Introduction	<ul style="list-style-type: none"> - State that this lesson is about social awareness and relationship management, two components of Emotional Intelligence. - Explain that the purpose of this circle lesson is to help staff think about cultural competence as it relates to their work with participants. - Remind staff that Emotional Intelligence is key to building solid relationships within our professional life. 	5 minutes
Activity	<p>Instructions for Activity #1: Cultural Competence Assessment</p> <p>State that this activity will focus on cultural competence, which is how you relate and perceive people with different cultural beliefs, attitudes and behaviors that are different than yours. Our ability to be empathetic can be positively or negatively influenced based on our level of cultural competence.</p> <ul style="list-style-type: none"> - Hand out the assessment and go over the instructions. - Once everyone has completed the assessment, put everyone into pairs or groups of three and encourage discussion and completion of the questions. 	30 minutes
Activity	<p>Instructions for Activity #2: Building our Skills</p> <ul style="list-style-type: none"> - Ask everyone to think about what they have learned about social-awareness, empathy and cultural competence from the discussion Ask them to consider what they are committed to do in order to build their social-awareness and relationship-management. - Ask them to read and follow the instructions on the activity worksheet. 	10 minutes
Send-off	<ul style="list-style-type: none"> - Reiterate that the primary purpose of today's Coaching Circle was to help us think about the important role social awareness and relationship-management has in building productive, professional relationships with participants. 	5 minute

Activity Worksheet #1: Cultural Competence - Self-Assessment¹

Purpose: This self-assessment tool is designed to explore your cultural competence and to help you to consider your awareness in your interactions with others. Its goal is to assist you to recognize what you can do to become more effective in working and living in a diverse environment.

Instructions: Read each entry in the section below and place a check mark in the appropriate column. As you complete this assessment, stay connected to your emotions. **This is a tool, not a test.** Remember that cultural competence is a process, and that learning occurs on a continuum and over a life time. You will not be asked to show anyone your answers.

#	Description	Never	Sometimes or Occasionally	Fairly Often or Pretty Well	Always or Very Well
1	I view human difference as positive and a cause for celebration				
2	I have a clear sense of my own ethnic, cultural, and racial identity				
3	I am aware that in order to learn more about others I need to understand and be prepared to share my own culture				
4	I am aware of my discomfort when I encounter differences in race, color, religion, sexual orientation, language, and ethnicity.				
5	I am aware of the assumptions that I hold about people of other cultures other than my own.				
6	I am aware of my stereotypes as they arise and have developed personal strategies for reducing the harm they cause.				
7	I am aware of how my cultural perspective influences my judgment about what are "appropriate," "normal," or "superior" behaviors, values, and communication styles.				
8	I accept that in cross-cultural situations there can be uncertainty and that uncertainty can make me anxious. It can also mean that I do not respond quickly and take the time needed to get more information.				
9	I take any opportunity to put myself in a place where I can learn about differences and create relationships.				
10	If I am a White person working with a person of color, I understand that I will likely be perceived as a person with power and racial privilege, and that I may not be seen as "unbiased" or as an ally.				
TOTAL SCORE (add the total points in each column)					

At the end of each section add up the number of times you have checked that column. The more points you have, the more culturally competent you are becoming. Multiply the number of times you have checked column by:

- Never – 1
- Sometimes/Occasionally – 2
- Fairly Often/Pretty Well – 3
- Always/Very well – 4

¹ Source: <http://static.diversityteam.org/files/414/cultural-competence-self-assessment-checklist.pdf?1342126927>

Instructions:

(A) Individual Reflection: Review the questions from the Cultural Competence Assessment along with your scores. Think about the many participants you work with. With this in mind, answer the questions below.

Questions:

1. Describe a recent situation where your perception or beliefs about another person has hindered your ability to show them empathy?

_____.

_____.

_____.

2. How does your current perceptions or opinions about other cultures make it challenging for you to fully engage with some of your participants without judgement?

_____.

_____.

_____.

3. What impact does culture competence have on relationship management?

_____.

_____.

_____.

(B) Small Group Discussion: Think about what you have learned about social awareness, empathy and cultural competence. Taking this a step further, consider Relationship-management another component of EI, which is defined as: *“The ability to use the awareness of your own emotions together with your understanding of the emotions of others to manage interactions.”*

Engage in a small group discussion that considers how the aspects of social awareness, empathy and cultural competence, can affect our ability to build bonds and influence others, both of which are core to relationship management.

Activity Worksheet #2: Building our Skills

Instructions:

- Write down the three things you are committed to doing to further develop you social-awareness when working with your participants. For suggestions, look at the tip sheet on the following page.
- Identify a peer you can call upon to help when you are dealing with a client that may impede your ability to keep your commitment.

My Commitment:

Over the next 30 -days I commit to doing the following three things to build my social awareness skills by being more empathetic to my participants in the following ways:

1. _____

2. _____

3. _____

Activity Worksheet #5: Tips for Building Social Awareness Skills

Purpose: Here are some tips that will help you with building your social awareness skills.



Tips:

- ❖ **Improve your active listening skills:** Listen carefully to what they're saying and notice how they respond to external events. Your goal is simply to listen, acknowledge and strive to understand the other person's point of view. You don't have to agree.
 - Remove distractions – Quiet your mind so that you can completely focus on your client.
 - Reflective Statements - Pay attention to emotional cues; Listen for words that express feelings and needs. Play back what you think you heard.
 - Summarize – Acknowledge what you think you heard and/or saw. Check for accuracy and understanding. Use words like “It sounds like...”; I think I hear you saying...; and confirm the accuracy by stating, “Did I get it right?”
- ❖ **Withhold judgment/Remain Objective:** Think before you respond. Take a moment to reflect on both an emotional and cognitive level about what you heard and consider what your client is experiencing.
- ❖ **Observe how your client interacts with others:** Be aware of what they say, how they say it and what they do.
- ❖ **Think about your feelings.** How does the other person's emotion make you feel? Put yourself in their shoes.
- ❖ **Exhibit sensitivity:** Show you understand your client's perspectives.
- ❖ **See diversity as opportunity:** Cultivate opportunities to learn about different people and their concerns. You will gain insight into the lives of your diverse participants and increase your awareness of problems they face. This insight can help you in coaching your client in a way that they can thrive.