

EMOTIONAL INTELLIGENCE
EQUAL JUSTICE
June 8-10, 2012

alliance

progress

Service

Justice

Lawyer

our new economic reality:

the legal profession's role

June 8-10, 2012

equal justice support WYLD

Courts social worker

bar leaders

community partner
DIVERSITY
attorney
board
access to justice

Washington
state bar
association
volunteer
justice

networking
understanding
entertaining
economy
leadership

alliance
entertaining
informative
diversity

community partner
access to justice board
support

WORKSHOP MATERIALS

The Emotionally Intelligent Lawyer

Saturday, June 9, 2012

3:30PM - 5:00PM

Room B

The Emotionally Intelligent Lawyer

A Presentation at the 2012 Washington State Bar Association/Access to Justice Conference –
“Our New Economic Reality: The Legal Profession’s Role” June 9, 2012, Yakima, Washington

Presenters:

- Nils Peterson – Teams and Leaders
- Dan Lear – Ragen Swan PLLC

Background/EQ Basics:

Why Emotional Intelligence? The “new economic reality” is putting downward pressure on fees limiting funding available to pro bono and low income representation programs and affecting the professional and economic prospects of all lawyers and their clients. However, even before the “downturn,” sociological and cultural undercurrents were transforming expectations about the services lawyers provide and the manner in which they’re provided. As early as 2006, one commentator stated that attorneys who will thrive in the new economy “will be those who can . . . provide something that databases and software cannot - counseling, mediation, courtroom storytelling, and other services that depend upon” right-brain, empathic thinking.¹ Emotional Intelligence (“EQ”) skills can positively affect each and every aspect of a lawyer’s practice from individual client interaction, to strategic practice direction, to staff management, to courtroom presentation.

What is Emotional Intelligence? Emotional intelligence is the ability to identify, assess, and manage your emotions and how they affect you, others, and groups. While the roots of the EQ discipline stretch back to the middle of the 19th century, the idea came prominently into the social consciousness with Daniel Goleman’s seminal book *Emotional Intelligence* in 1995. Since then, EQ has been studied and taught in multiple disciplines and fields.

Relevance to Washington State Bar Leadership and Access to Justice:

- Access to Justice: Many pro bono and low income clients seek assistance from the legal system because they feel disenfranchised socially, culturally, or economically. While the legal system can and should be a means to remedy systemic disenfranchisement and disparity, emotionally intelligent and empathic legal service providers will be better able to listen to, connect with, and effectively solve problems for pro bono and low income clients without excessive reliance upon pure logic or expensive and timely litigation. Further, emotionally intelligent legal practitioners will be better able and equipped to address the conflicts and charged situations that arise as an inherent part of our legal system.
- Leadership: The core of emotionally intelligent leadership is leadership driven self-awareness, self-management and the use of those tools to express one’s values. Leaders in service to their own internal values are in the best position to serve not only an immediate client but society at large. Emotionally intelligent leaders will (1) more effectively motivate legal practitioners with

¹ See *A Whole New Mind* by Dan Pink

whom they work; (2) create healthy and effective working environments through the honesty and authenticity of emotionally intelligent leadership; and (3) engage and deepen their relationships with other professionals, thereby to improving the provision of legal, social, and professional services for all clients.

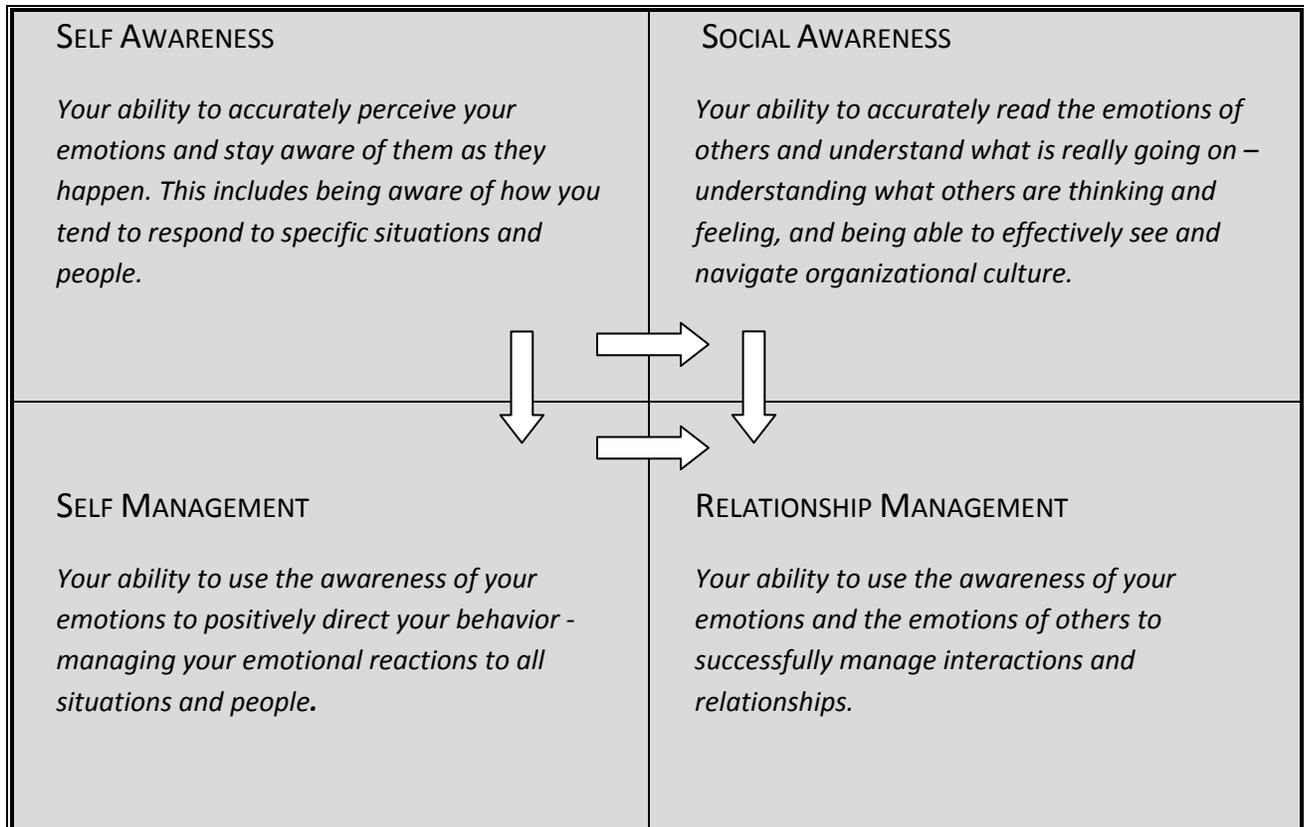
EQ Principles:

The Space Between Stimulus and Response: The core of emotionally intelligent behavior is awareness and management of as well as the appropriate response to the emotions that are an inevitable part of each of our everyday lives. The key is not to ignore nor “stuff down” emotion but rather to acknowledge what we feel, understand the origins of our feelings, and, make a mindful choice about how to react to those feelings. In first acknowledging, second understanding, and third, finally, acting, we create a “space” between the stimulus of our emotions and our ultimate actions – our response. This space can give us the opportunity to make well-considered actions that are in greater alignment with the goals we have for ourselves and our relationships.

“Between stimulus and response there is a space . . . Within that space lies our freedom and power to choose our response . . . Within those choices lie our opportunities for growth and happiness.”

--Viktor Frankl

EQ Snapshot: Emotional Intelligence is a multifaceted skill. The matrix below provides a simple way of understanding two of the key axes: self vs. other and awareness vs. management.



Further Reading and Study:

The EQ Primer 3rd Edition; Bohan, Lux, Kiner, & Weis (order through Teams and Leaders)

Primal Leadership; Boyatzia, Goleman & McKee

Emotional Intelligence 2.0; Bradberry & Greaves

For more information on materials and workshops, contact Teams and Leaders:

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Thank You!