A senior leader is tasked with spearheading a cross-agency initiative to streamline government services, requiring collaboration between multiple federal agencies with different priorities and cultures.

### Self-Awareness and Self-Regulation

| Challenge | Balancing competing priorities and managing personal biases. |
|-----------|-------------------------------------------------------------|
| Action    | The leader reflects on their own goals and remains open to different perspectives, regulating their own reactions to ensure fair and balanced decision-making. |

### Empathy

| Challenge | Understanding the unique challenges and perspectives of each agency. |
|-----------|---------------------------------------------------------------------|
| Action    | The leader takes time to listen to representatives from each agency, showing empathy and understanding their concerns and priorities. |

### Social Skills

| Challenge | Building effective working relationships and fostering collaboration. |
|-----------|---------------------------------------------------------------------|
| Action    | The leader organizes joint workshops and team-building activities to build trust and rapport among team members from different agencies, promoting a culture of cooperation and shared goals. |

### Political Savvy

| Challenge | Aligning the initiative with the interests of various stakeholders. |
|-----------|---------------------------------------------------------------------|
| Action    | The leader identifies and engages with key stakeholders and decision-makers, presenting the initiative in ways that highlight mutual benefits and align with broader political objectives. |

### Result

The leader’s emotionally intelligent and politically savvy approach fosters collaboration, aligns diverse interests, and successfully advances the cross-agency initiative, leading to more efficient and effective government.
Here's a hypothetical situation involving political challenges.

Identify how EI could be applied to navigate the situation.

A senior executive in a federal agency faces a sudden public relations crisis due to a data breach. The situation requires immediate and sensitive handling to maintain public trust and internal morale.

Consider the following Challenges and Actions:
1. Self-awareness and self-regulation
2. Empathy
3. Social Skills &
4. Political Savvy to arrive at the
5. Result

Discuss in pairs for 5 minutes.
A senior executive in a federal agency faces a sudden public relations crisis due to a data breach. The situation requires immediate and sensitive handling to maintain public trust and internal morale.

### Self-Awareness and Self-Regulation

| Challenge | Managing the initial stress and potential panic. |
|-----------|--------------------------------------------------|
| Action    | The executive remains calm and collected, focusing on a strategic response rather than reacting impulsively. |

### Empathy

| Challenge | Addressing the concerns of affected individuals. |
|-----------|--------------------------------------------------|
| Action    | The executive issues a public apology and provides clear, empathetic communication about steps being taken to address the breach and support those affected. |

### Social Skills

| Challenge | Coordinating a response with various stakeholders. |
|-----------|--------------------------------------------------|
| Action    | The executive facilitates collaboration among different departments (IT, PR, Legal) to ensure a unified and effective response, demonstrating strong teamwork and communication skills. |

### Political Savvy

| Challenge | Maintaining the agency's reputation and navigating internal politics. |
|-----------|--------------------------------------------------|
| Action    | The executive engages with key political figures and media representatives, providing transparent updates and leveraging relationships to manage the narrative and mitigate political fallout. |

### Result

The executive's emotionally intelligent approach helps manage the crisis effectively, restoring public trust and maintaining internal morale, while successfully navigating the political complexities involved.
**Introduction to CCAR**

Definition of Challenge, Context, Action, Result

...is a powerful framework to demonstrate your qualifications.

| Challenge | Describe a specific problem or challenge you faced. |
|-----------|---------------------------------------------------|
| Context   | Explain the context or environment in which you faced the challenge. |
| Action    | Detail the actions you took to address the challenge. |
| Result    | Highlight the outcomes of your actions and the impact they had. |
Applying CCAR to EI and ECQs

...Let's see how it applies to EI and ECQs

Structuring Responses Using the CCAR Model

**Example: Leading Change (EI component: Self-awareness)**

| Challenge | Implementing a new technology system in the agency. |
|------------|-----------------------------------------------------|
| Context    | Resistance from staff due to fear of change.         |
| Action     | Utilized self-awareness to recognize personal biases and engage in transparent communication. |
| Result     | Successfully transitioned to the new system with minimal resistance. |
Think of your EI score. Let’s look at the Action Plan.

Tips for candidates
Conclusion

• You should have a better understanding of Emotional Intelligence
• You should be able to identify the Executive Core Qualifications (ECQs)
• Understand the connection between EI and ECQs
• Apply EI and ECQs to Political Savvy
• Understand the CCAR Model
Questions?
Thank you

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