

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.

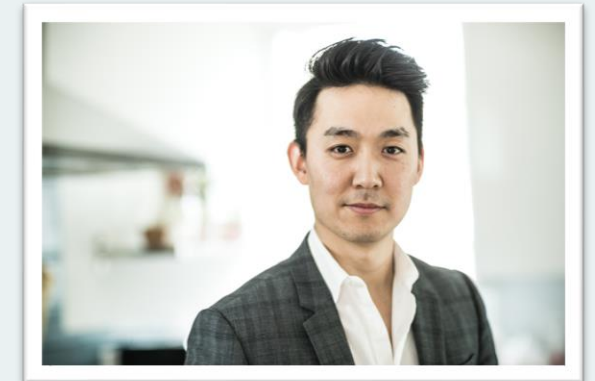
Result

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
5 minutes**

Political Savvy

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.

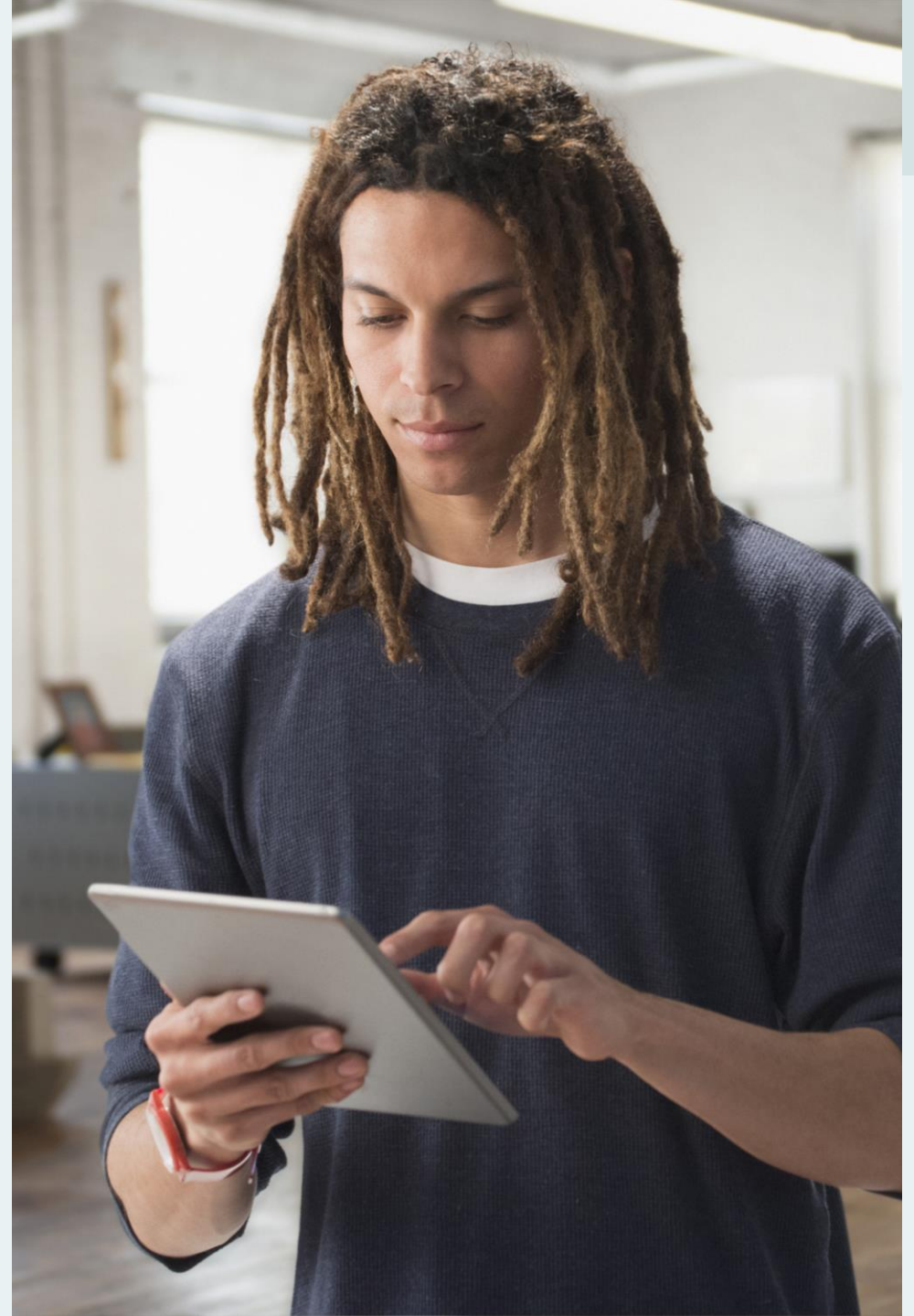
Context Resistance from staff due to fear of change.

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 Emotional Intelligence
- You 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?



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Thank you