



# BRIDGECHAT

<https://www.acc.af.mil/About-Us/The-Bridge/>

O C T O B E R 2 0 2 2

## Bridge Chat Overview and Importance

Although technical knowledge, education and other achievement indicators may get you the job, it is often qualities like emotional intelligence that enable you to develop and retain motivated, empowered, high performing teams. Organizations that expect emotions to be left at the office door can create an unhealthy separation between being human and being productive. Undervaluing empathy in our team mates deprives us of valuable soft skills that generate higher productivity, connection, and trust within teams.

Emotional intelligence skills can be broken into five basic parts:

1. Self-awareness
2. Self-management
3. Self-motivation
4. Empathy
5. Social skills

These skills can be found in the new Airman Leadership Qualities as part of the major performing areas (leading people and managing resources).

## Chat Reminders

- ▶ **Based on feedback from the field:** August 2019 resilience tactical pause feedback told us that our teammates overwhelmingly want continued, sustained and consistent opportunities to talk with their leaders.
- ▶ **Leaders have flexibility.** HQ ACC provides the topic, but the timing, delivery, and discussion questions are at the commander's discretion.
- ▶ **Cohesive teams built on trust and synergy are more effective**

**Above all else...**

**Demonstrate respect for human dignity**

## Emotionally Intelligent Leaders

**Bridge Chat Purpose:** Create cohesive, high-performing teams that foster trust and connection through flexible and consistent small group discussions; in direct response to overwhelming feedback from the CSAF 21's Resilience Tactical Pause.

### Getting the Conversation Started

**VIDEO:** Dr. Matt Townsend, Human and Organizational Systems Consultant, equips leaders with the tools to motivate, develop and drive high performance in the workplace.

<https://www.dvidshub.net/video/844403/emotionally-intelligent-leadership-series>  
(Stop at 3:30)

Using new technology, Air University at Maxwell Air Force Base, Alabama is teaching the Air Force's leaders how to hone their emotional intelligence.

[https://www.youtube.com/watch?v=Y\\_f7LtkoQQ4](https://www.youtube.com/watch?v=Y_f7LtkoQQ4) [8:08]

**"A leader is even-tempered and never freaks out. We're going to have challenges. We need to know that we can come to our leaders with challenges and that those leaders will offer solutions in a calm, unemotional manner. If we think our bosses are going to go off the deep end every time we come to them with a problem, we just don't trust them."**

– (Ret) Command CMSgt Christopher S. McCollor

## Related Resources

1. In this video, Daniel Goleman explains the best strategies to improve our emotional intelligence to create better long-term relationships and to forge better leaders.  
<https://www.youtube.com/watch?v=pt74vK9pgIA>
2. Growing emotional intelligence is a great way to understand how to influence your mind, and the minds of others. This video outlines 10 qualities of the emotionally intelligent person.  
[https://www.youtube.com/watch?v=-Gpn\\_06NT9w](https://www.youtube.com/watch?v=-Gpn_06NT9w)

**"The most basic of all human needs is the need to understand and be understood. The best way to understand people is to listen to them."**

– Ralph G. Nichols, Pioneer in the Discipline of Listening

## Suggested Discussion Questions ▶

1. Explain why emotional intelligence is necessary to success in relationships and work.
2. Describe what can happen when there is a lack of emotional intelligence.
3. Explain how the five elements of emotional intelligence help build stronger teams: self awareness, self management, self-motivation, empathy, and social skills.
4. What impact does our personal mental health have on our ability to self-regulate and show empathy?
5. Describe some techniques that you use to practice active, empathetic listening to avoid trying to "fix" another person's problems (or their symptoms).



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