



# Humility

## Emotional Intelligence

Session Six: January 12, 2026

# TruValues

## The Core Pillars of TruEnergy

You get what you give – always treat your teammates with kindness, courtesy, patience, humanity and give them the benefit of the doubt. In other words, follow the Golden Rule, treat others as you would have them treat you.



Start with Gratitude. When you're grateful for what you already have, you'll always find even more to be grateful for.



Constantly engaged in their work, seeking ways to improve their craft and offering their assistance to their teammates around them. Hard working engaged employees are esteemed and deeply valued.

We hire men and women of character. Integrity and trust are the fundamental starting point of any successful relationship. Integrity above reproach is the base requirement to work at TruEnergy, nothing is more destructive than energy without integrity.



When making decisions, take the long-term perspective. Step back from the needs of your person, or your site, and consider the good of the enterprise. As we witness the built-up progress of our colleagues, we will find opportunities to build the collective good and the pride of ownership.

Come before the team with a heart for service and a sense of humility. Always focus the best outcome for the customer and the company over being right. Never lose the desire to challenge your most deeply held beliefs. No matter how long we've been at it – we have more to learn and must approach life with curiosity, humility, and a commitment to personal growth.



Everyone is a leader, and everyone is a teammate. No matter your role with the company your actions matter. Somebody is always watching; somebody is always using your actions to justify their own; so, strive to inspire others. Put others first, lend a hand, push for the greater good.

# Humility

Come before the team with a heart for service and a sense of humility.

Always focus the best outcome for the customer and the company over being right.

Never lose the desire to challenge your most deeply held beliefs.

No matter how long we've been at it – we have more to learn and must approach life with curiosity, humility, and a commitment to personal growth.

 **2025-2026**



	Leadership & Teamwork In Person	Integrity Virtual	Vision Virtual	Humility In Person	Engagement Virtual	Respect Virtual	
<b>September. 22</b>	<b>October 13</b>	<b>October 30</b>	<b>December 2</b>	<b>January 12</b>	<b>February 5</b>	<b>March 26</b>	<b>May 4</b>
<ul style="list-style-type: none"> <li>• Kickoff</li> <li>• Discovery Calls</li> <li>• DiSC</li> </ul>	<ul style="list-style-type: none"> <li>• DiSC</li> <li>• Foundational Models</li> </ul>	<ul style="list-style-type: none"> <li>• Brain and Threat</li> <li>• Rounding</li> <li>• Drama Triangle</li> </ul>	<ul style="list-style-type: none"> <li>• Leader Resilience</li> <li>• Personal Brand</li> </ul>	<ul style="list-style-type: none"> <li>• Managing Self</li> <li>• Influencing Others</li> </ul>	<ul style="list-style-type: none"> <li>• Leadership Styles</li> <li>• Leadership Flexibility</li> </ul>	<ul style="list-style-type: none"> <li>• Leveraging Strengths</li> <li>• Developing Talent</li> </ul>	<ul style="list-style-type: none"> <li>• Leaving a Legacy</li> <li>• Reviewing Key concepts</li> </ul>
		<b>November 11</b>	<b>January 6</b>		<b>February 19</b>	<b>April 9</b>	
		<ul style="list-style-type: none"> <li>• Brain and Trust</li> <li>• Delegation</li> </ul>	<ul style="list-style-type: none"> <li>• Living the values</li> <li>• GROW and conflict</li> </ul>		<ul style="list-style-type: none"> <li>• Coaching Cultures</li> <li>• Leader as Coach</li> </ul>	<ul style="list-style-type: none"> <li>• Promoting Innovation</li> <li>• Managing Stakeholders</li> </ul>	
					<b>March 12</b>	<b>April 23</b>	
					<ul style="list-style-type: none"> <li>• Fostering Collaboration</li> <li>• Generative Communication</li> </ul>	<ul style="list-style-type: none"> <li>• Recognizing bias</li> <li>• Promoting Inclusion</li> </ul>	

← **Coaching** →

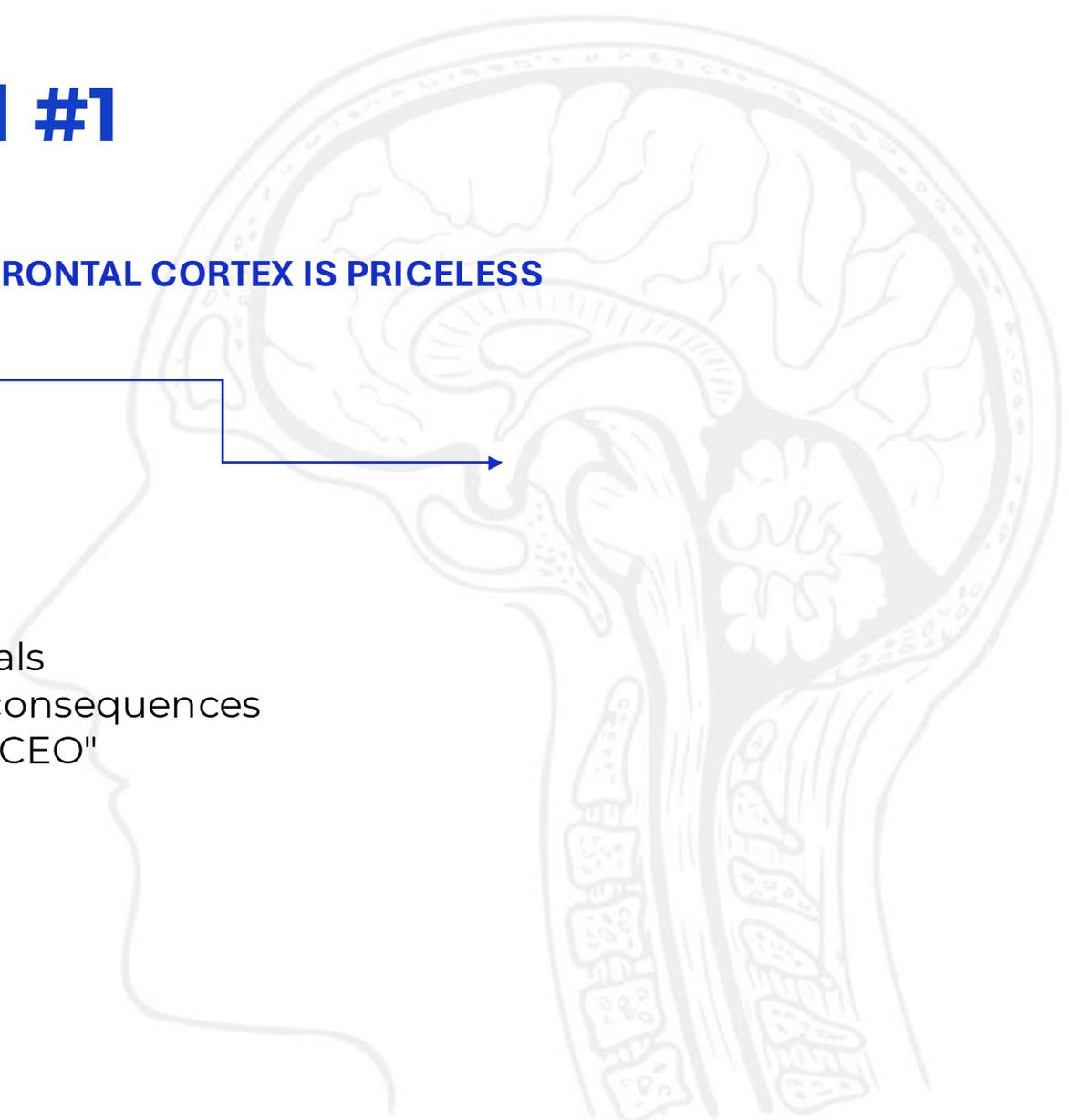
3



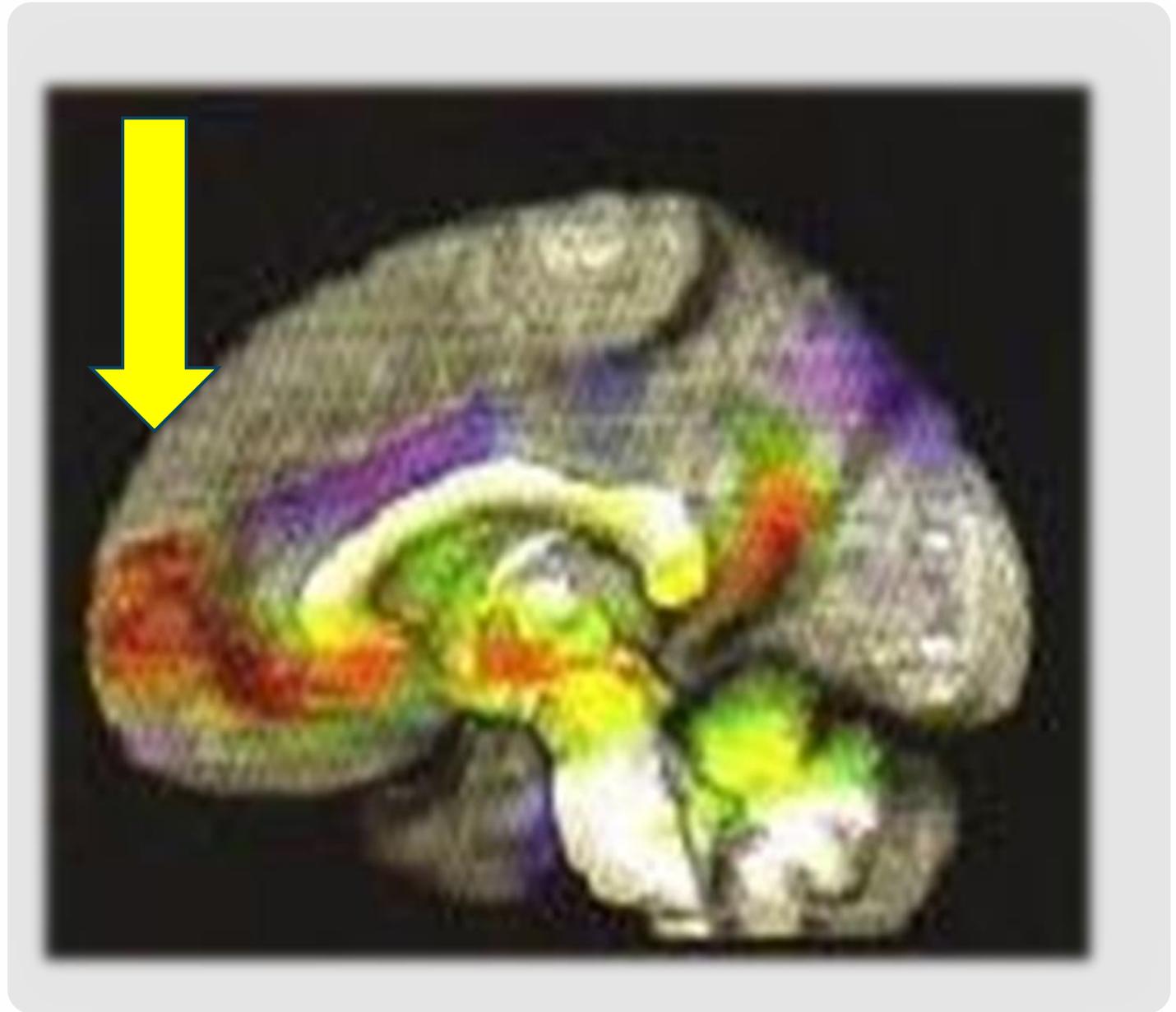
# Big Deal #1

## 1 YOUR PREFRONTAL CORTEX IS PRICELESS

- ✓ Analysis
- ✓ Speech
- ✓ Creativity
- ✓ Willpower
- ✓ Innovation
- ✓ Planning
- ✓ Forming goals
- ✓ Evaluating consequences
- ✓ The brain's "CEO"



- Best self
- Willpower
- Perspective taking
- Flexible and fluid
- Curious and open
- Creative and innovative
- Focus and energy



# Big Deal #1

## 1 YOUR PREFRONTAL CORTEX IS PRICELESS

- ✓ Analysis
- ✓ Speech
- ✓ Creativity
- ✓ Willpower
- ✓ Innovation
- ✓ Planning
- ✓ Forming goals
- ✓ Evaluating consequences
- ✓ The brain's "CEO"



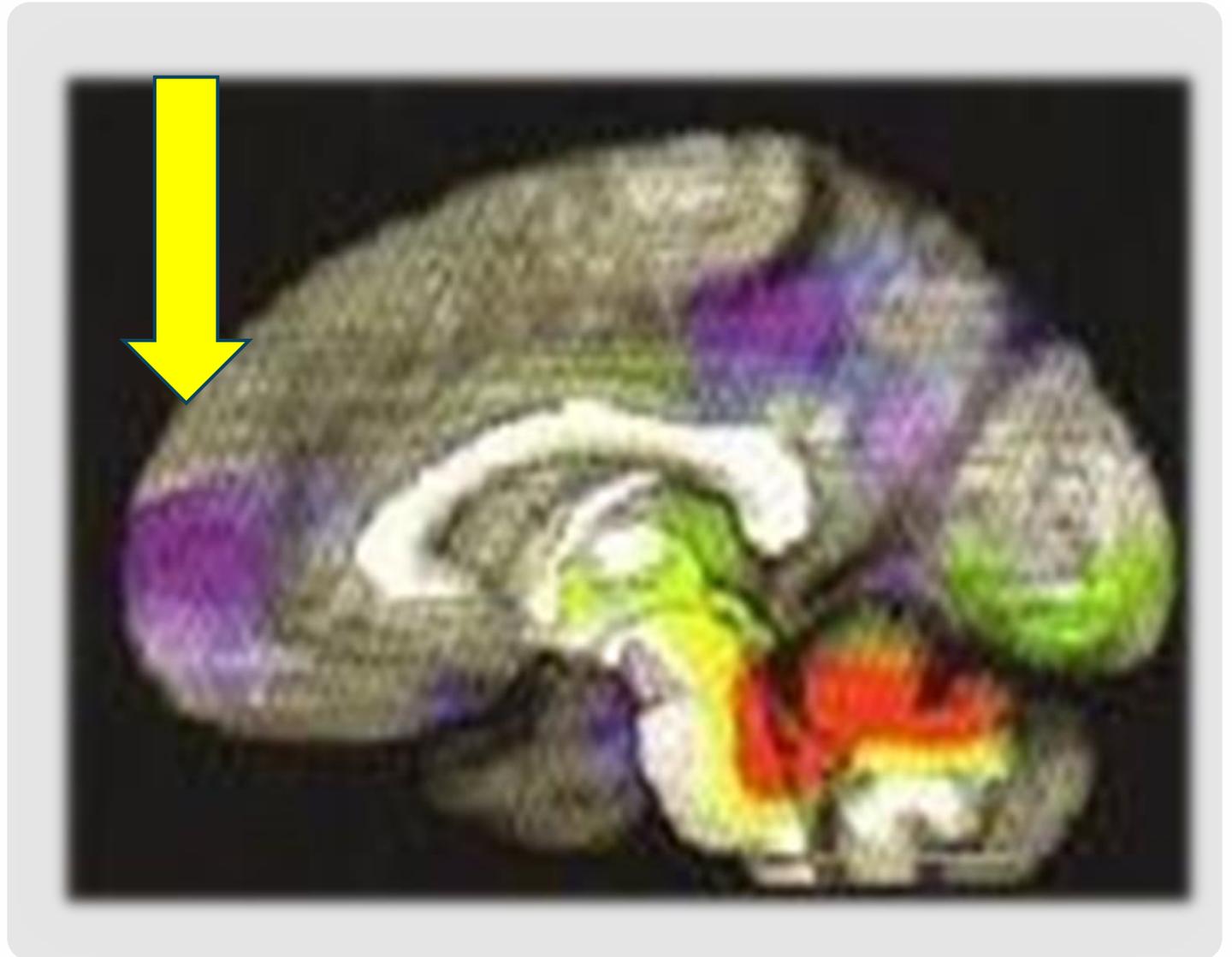
# Big Deal # 2

## 2 THREAT TO THE BRAIN IS THREAT TO THE BRAIN

- ✓ Fight
- ✓ Flight
- ✓ Freeze
- ✓ Basic body function
- ✓ Especially triggered by threat and fear
- ✓ The brain's "bouncer"



- Defensive
- Has to be right
- Reactive
- Compromised health
- Stuck (either/or)
- Protective of self
- Tunnel vision
- Missed opportunities



# Big Deal #1

## 1 YOUR PREFRONTAL CORTEX IS PRICELESS

- ✓ Analysis
- ✓ Speech
- ✓ Creativity
- ✓ Willpower
- ✓ Innovation
- ✓ Planning
- ✓ Forming goals
- ✓ Evaluating consequences
- ✓ The brain's "CEO"



# Big Deal #3

## 3 EMOTIONS RUN THE SHOW

- ✓ Memory
- ✓ Health
- ✓ Emotions
- ✓ Critical role in learning
- ✓ Essential to memory
- ✓ Accelerating ingredient

# Big Deal # 2

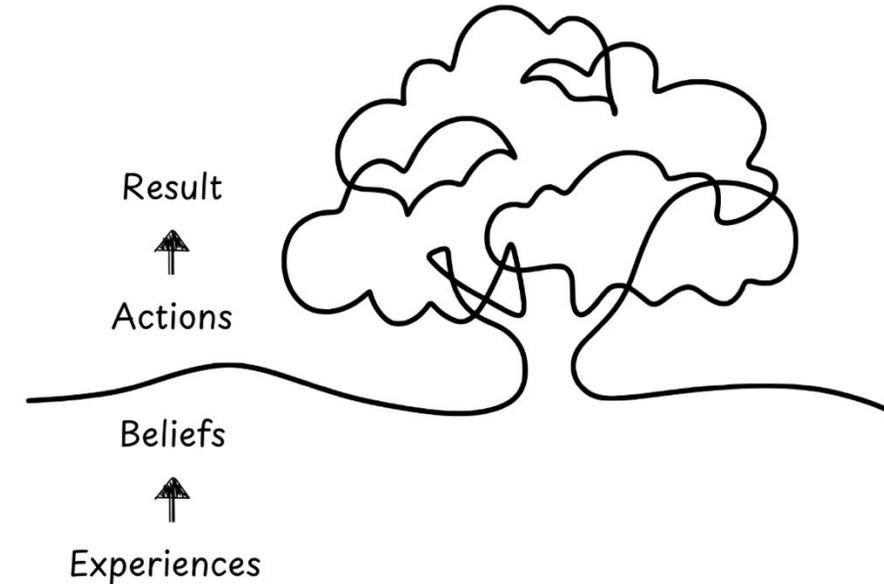
## 2 THREAT TO THE BRAIN IS THREAT TO THE BRAIN

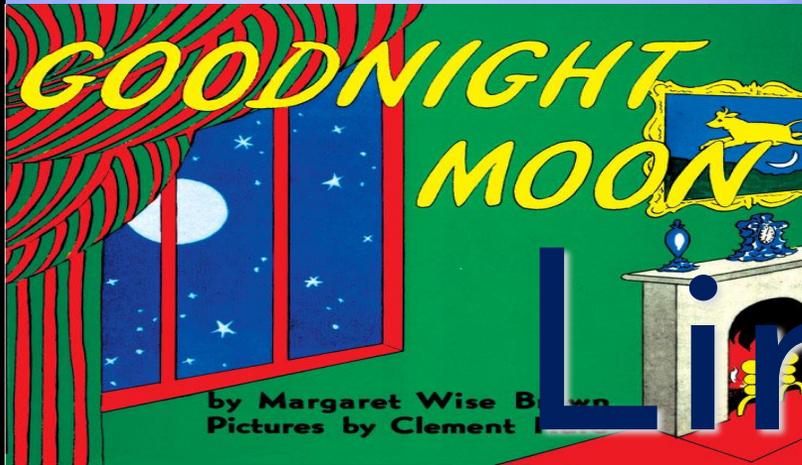
- ✓ Fight
- ✓ Flight
- ✓ Freeze
- ✓ Basic body function
- ✓ Especially triggered by threat and fear
- ✓ The brain's "bouncer"



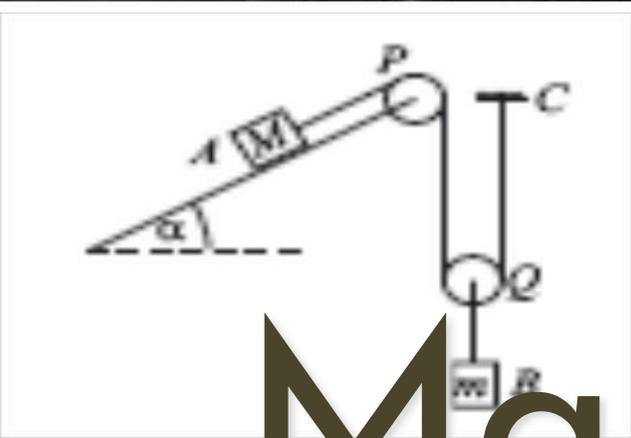
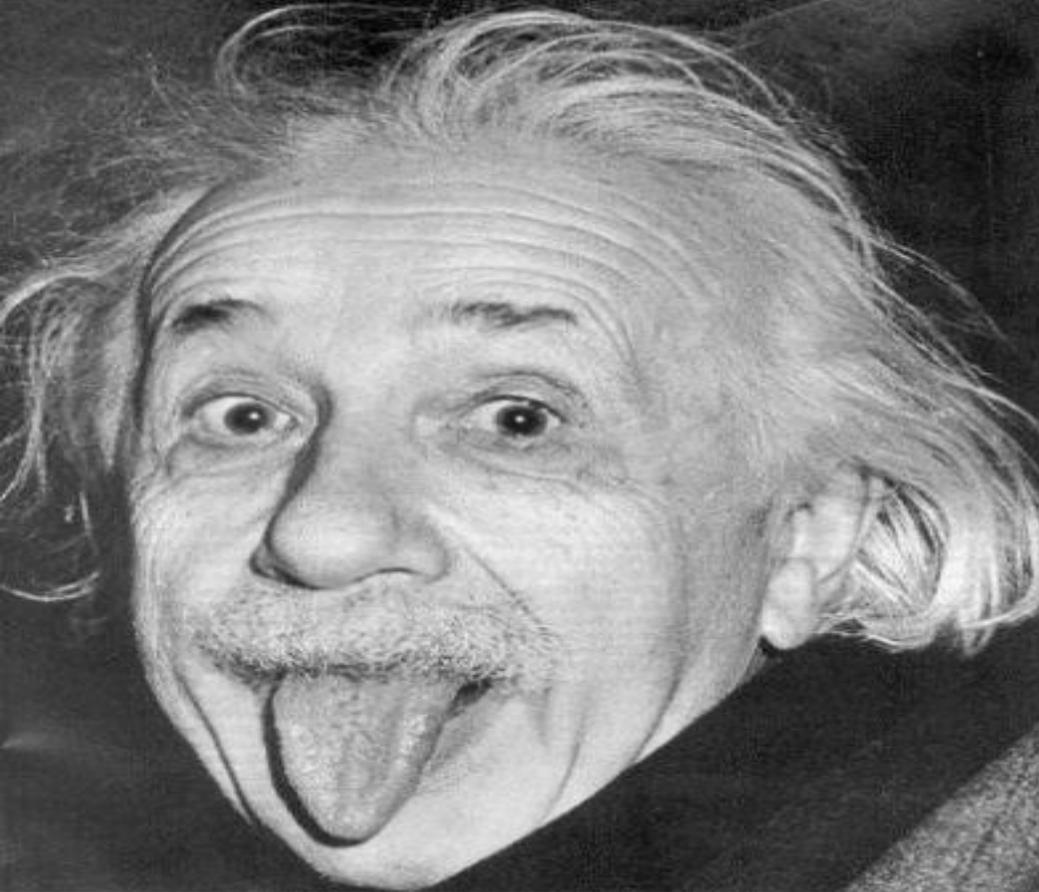
# Session Six: Key Messages

- *Business is easy until people get involved.*
- *Emotions run the show.*
- *The question isn't "How smart are you?" The question is "How are YOU smart?"*
- *When it comes to leadership, results happen THROUGH relationships.*
- *If you aren't 100% committed to growing yourself and others, get out of leadership.*





Linguistic



$$\int_a^b f(x) dx = \frac{1}{m_0}$$

# Mathematical



*Andante contemplativo*

A happy birthday and many more glorious years  
for dear Serge Prokofiev with love  
N.Y.C.  
July 26, 1944

PREMIER BRAND  
No. 100 12 LEVER  
Printed in U. S. A.

MUSIC DEPOT  
NEW YORK

# Musical



**Bodily-Kinesthetic**



Spatial



4-Block World by Tom McMahon

	Etymologists	Entomologists
Something They Are Likely To Have	A Copy Of The Oxford English Dictionary	A Butterfly Net
Something They Are Not Likely To Have	A Tan	Arachnophobia

Etymologists vs Entomologists

4-BlockWorld.com  
(c) 2007 Tom McMahon



# Naturalist

The ability to create products and services that are important to the culture.



The ability to create products and services that are important to the culture.



The question isn't  
"how smart are you?"

-  
The question is  
"how are you smart?"



So, what's important when the culture involves:

- Leading people
- Building teams
- Forging relationships
- Making decisions
- Taking risks



How well you  
can interact  
and influence  
others



How well you  
can know and  
manage your  
self





“Abilities such as being able to motivate oneself

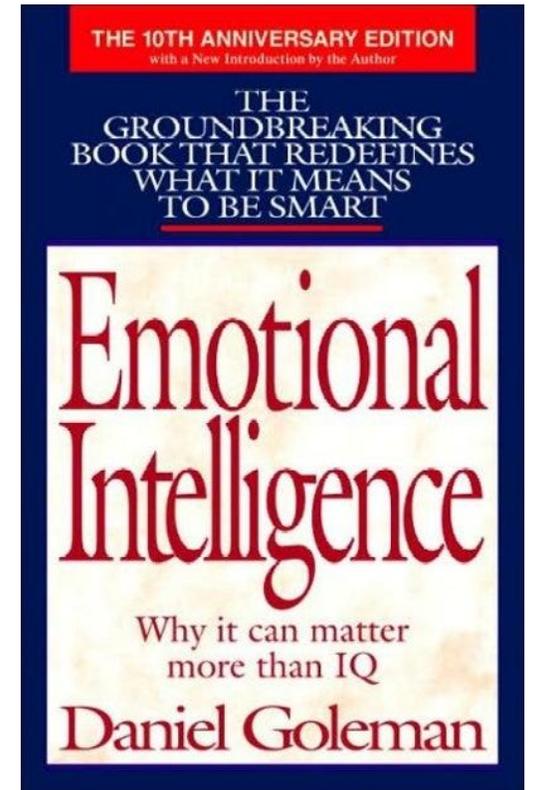
**in the face of frustration;**

to control impulse;

to delay gratification;

to regulate one’s moods

to keep distress from swamping the ability to think.”



Daniel Goleman

## Emotional Intelligence

### Intrapersonal Intelligence (Managing Self)

Directions: Rate each statement by considering how frequently you display the behavior.

1. \_\_\_\_\_

	Almost Never	Occasionally	Frequently	Almost Always
I know when I experience mood shifts.	1	2	3	4
I know when I become defensive.	1	2	3	4
I know the impact my behavior has on others.	1	2	3	4
I keep situations and events in perspective and do not overreact.	1	2	3	4
I identify changes in my physical state or condition.	1	2	3	4

Become a student of you. Dedicate a week to observe (without judgement) what you are feeling, what triggered that feeling, and how that feeling impacts others.

When an event or circumstance happens, question the meaning you give it. Observe how assigning a meaning impacts your feelings, your actions, and the outcome.

Shift from asking WHY questions to WHAT questions. For example, instead of asking, "Why is that person so rude?" ask, "What did this interaction teach me?"

2. \_\_\_\_\_

	Almost Never	Occasionally	Frequently	Almost Always
I ask for help.	1	2	3	4
I seek out constructive feedback.	1	2	3	4
I appropriately share my personal struggles, limitations, and failures.	1	2	3	4
I am equally confident in my strengths and weaknesses.	1	2	3	4
I demonstrate an attitude of unselfish concern.	1	2	3	4

What does 'asking for help' mean to you?

When an event or circumstance happens, do you immediately blame or criticize? Instead, reflect on your role in the event. What is and is not for you to own?

Ask a few trusted, honest people in your life the following questions. What strengths do you see in me? How do you see me limiting myself?

# 6 Behaviors Managing Self

Complete pages 2-4

## Emotional Intelligence

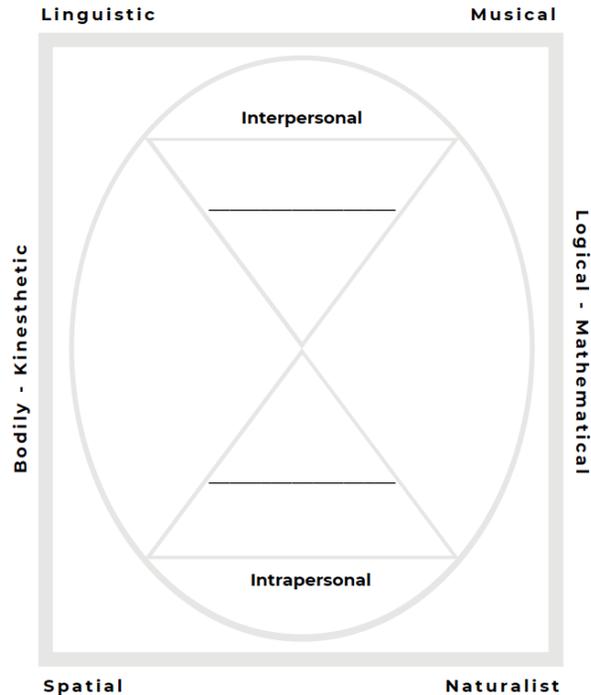
Abilities such as being able to motivate oneself and persist in the face of frustrations; to control impulse and delay gratification; to regulate one's moods and keep distress from swamping the ability to think; to empathize and to hope.

(Goleman, Emotional Intelligence, 1998)

A set of emotional and social skills that influence:

- How we perceive and express ourselves
- How we develop and maintain relationships
- Our capacity and confidence to make decisions
- How we cope with stress and challenges

EQi 2.0



Using Emotion  
Copyright © 2025 The Learning Connection, Inc.  
Unpublished Document. All Rights Reserved. [www.yellingroup.com](http://www.yellingroup.com)



Linguistic

Musical

Bodily - Kinesthetic

Logical - Mathematical



Spatial

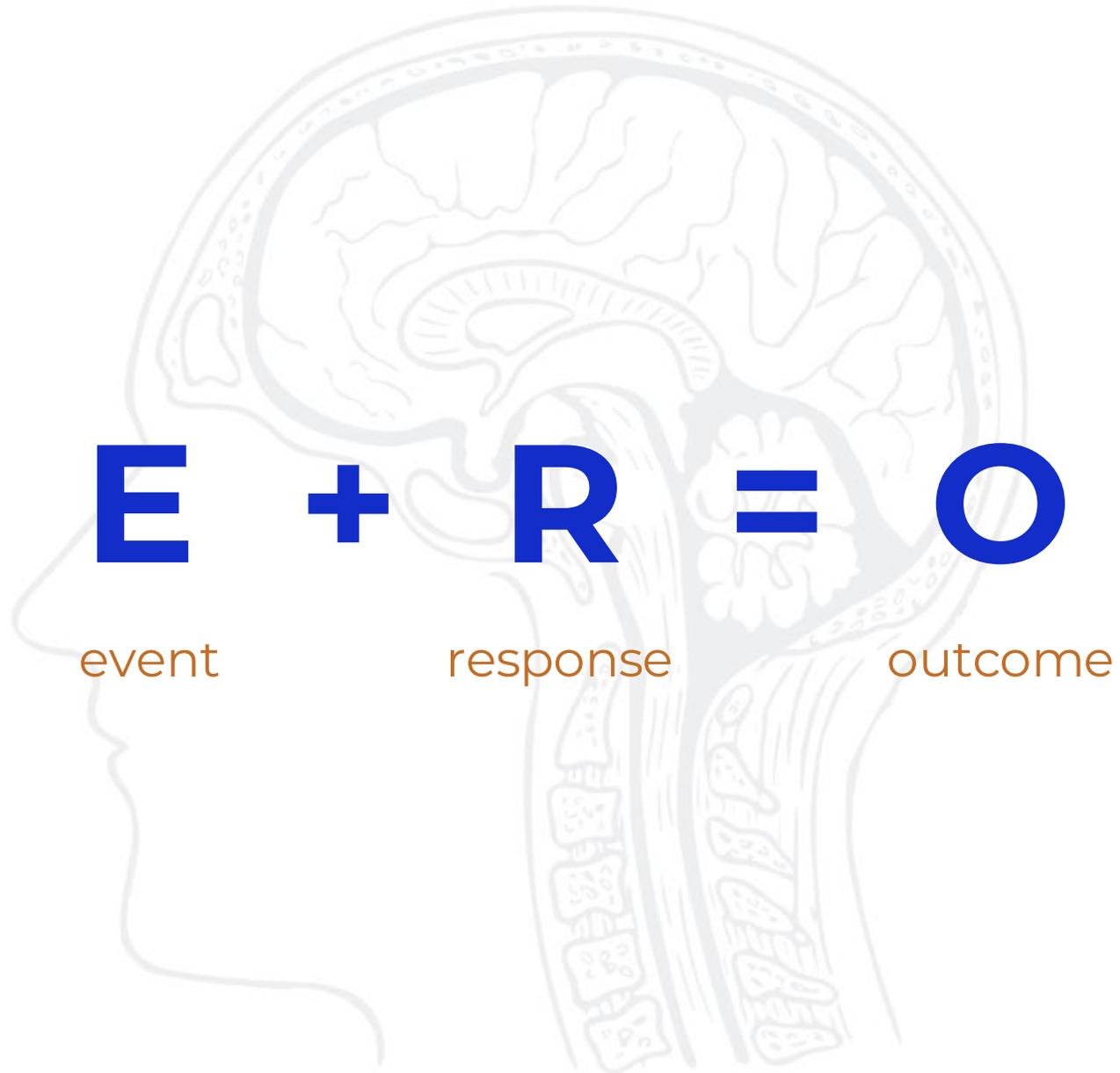
Naturalist

Unforgettable Leadership. Unforgettable Results.



# Managing Self

1. Self-Awareness
2. Self-Confidence
3. Self-Control



$$\mathbf{E} \text{ STORY} + \mathbf{R} = \mathbf{O}$$



**Generalizations**

**Distortions**

**Deletions**

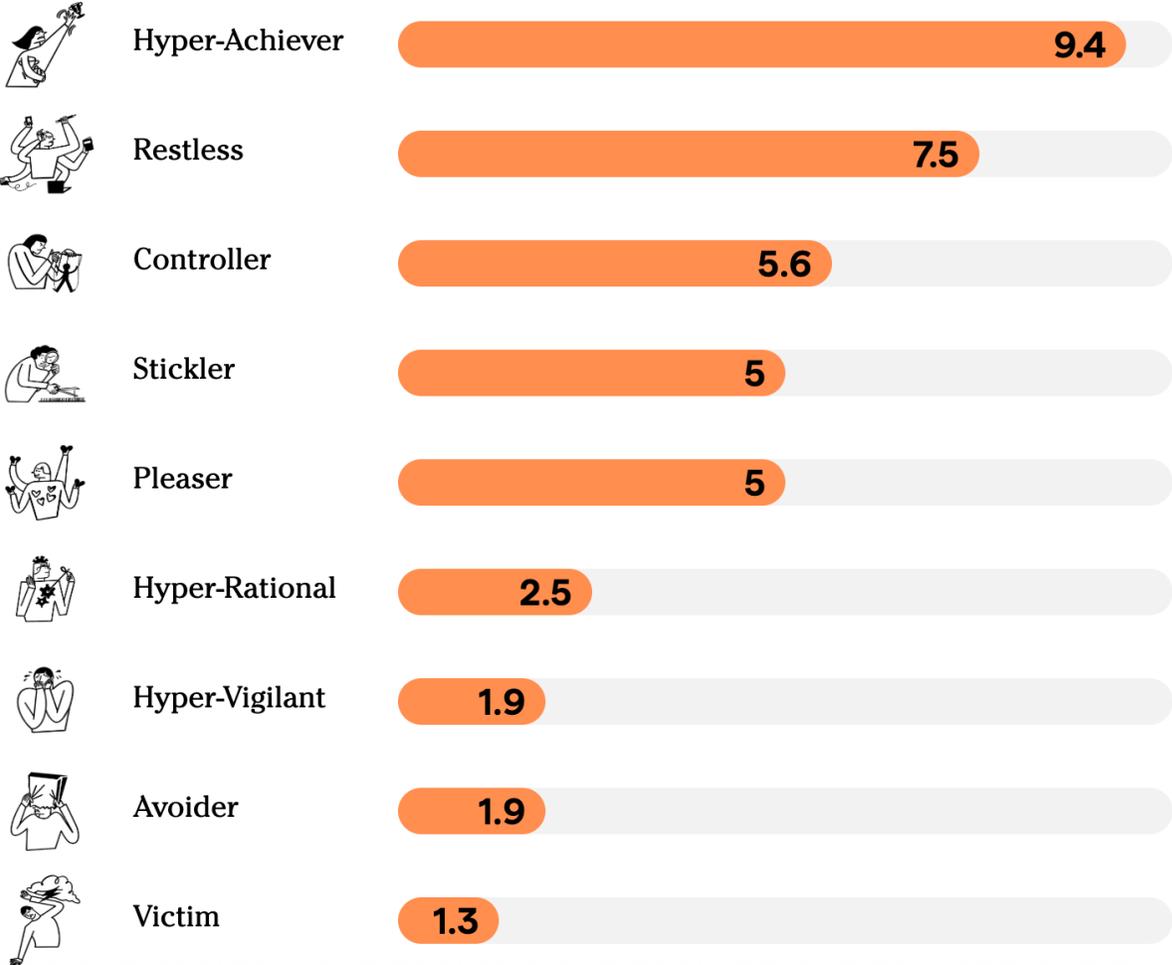
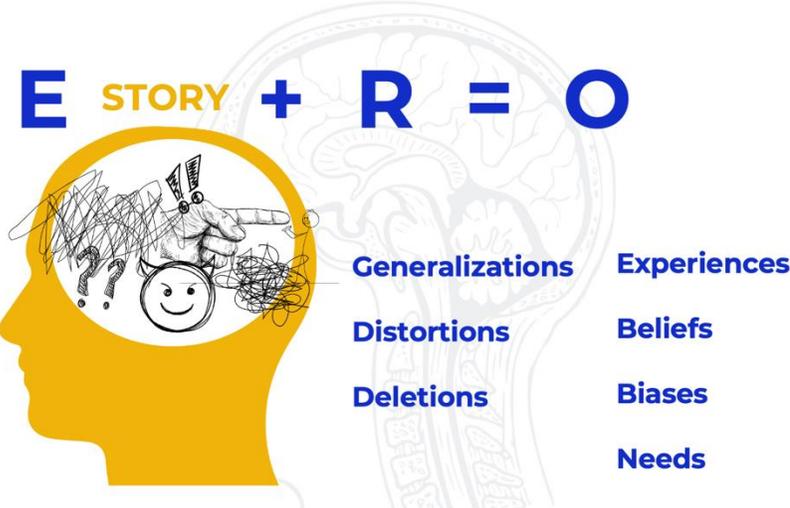
**Experiences**

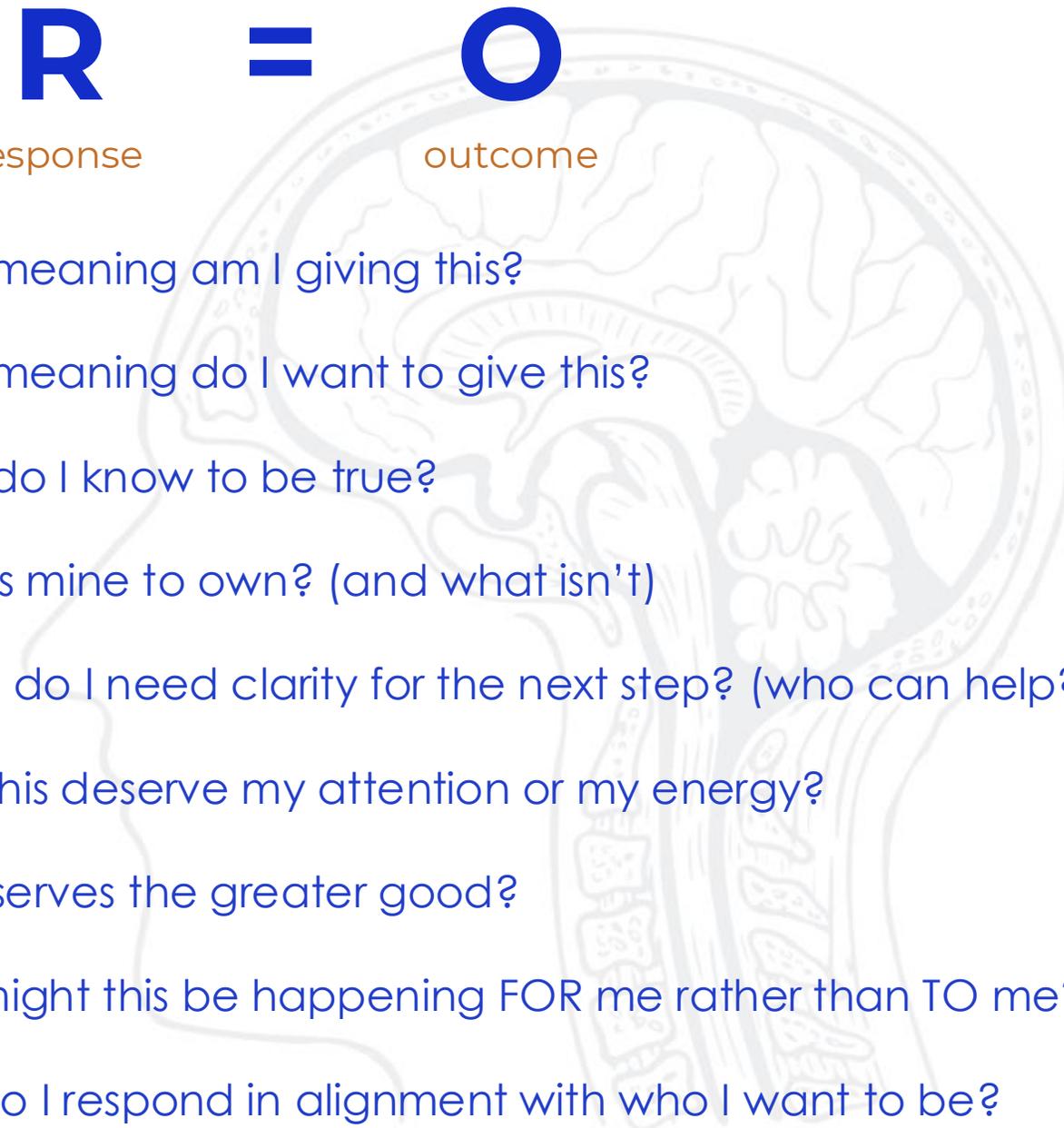
**Beliefs**

**Biases**

**Needs**

# Sherry, here are your results





**E**

event

**+**

**R**

response

**=**

**O**

outcome

1. What meaning am I giving this?
2. What meaning do I want to give this?
3. What do I know to be true?
4. What is mine to own? (and what isn't)
5. Where do I need clarity for the next step? (who can help?)
6. Does this deserve my attention or my energy?
7. What serves the greater good?
8. How might this be happening FOR me rather than TO me?
9. How do I respond in alignment with who I want to be?



# Managing Self

1. Self-Awareness
2. Self-Confidence
3. Self-Control
4. Adaptability



# Managing Self

1. Self-Awareness
2. Self-Confidence
3. Self-Control
4. Adaptability
5. Initiative



[https://www.youtube.com/watch?v=RZWf2\\_2L2v8](https://www.youtube.com/watch?v=RZWf2_2L2v8)



How did I create this?



What is mine to own?  
What isn't mine to own?



What problem needs to be solved?



What options are available to solve this problem?



What actions do I need to take?  
(who can help?)



What is the learning?  
(learning is winning)

---

**LINE OF ACCOUNTABILITY,  
RESPONSIBILITY, SELF-AWARENESS**

---



Who/what can I blame?



Who/what can I criticize or complain about?



How can I be superior to everyone else?



Who is going to save me – who is going to fix this?



How am I a victim – whose fault is it?



# Managing Self

1. Self-Awareness
2. Self-Confidence
3. Self-Control
4. Adaptability
5. Initiative
6. Optimism

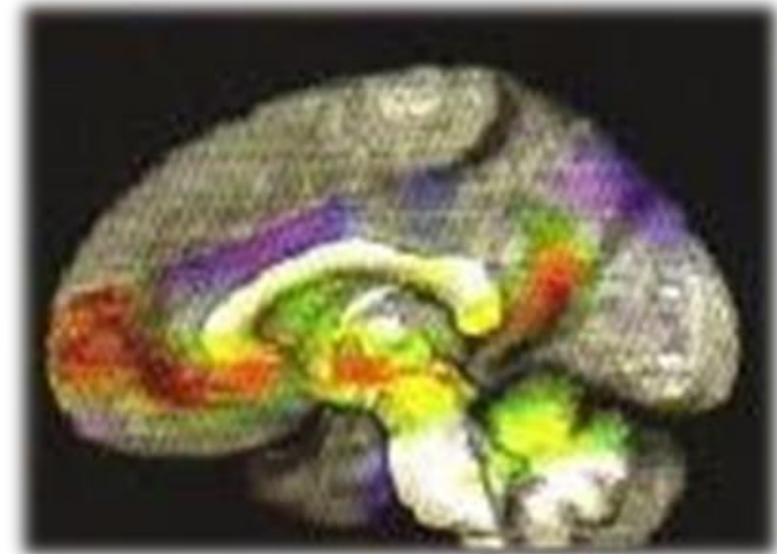
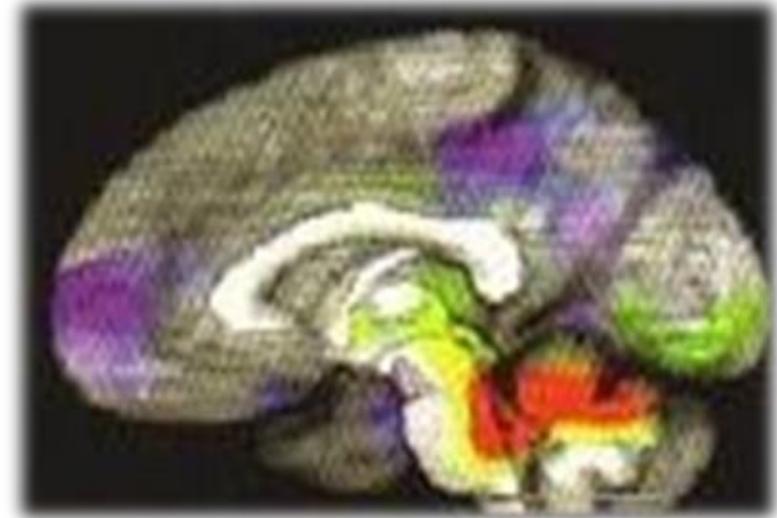
# Reset a Hijacked PFC

Release needs

Move above the line

Make it fun

Be in gratitude





<https://www.youtube.com/watch?v=fLJsdqxnZb0&t=1s>

## Section One: Manage Self

Create an action plan for improving in Intrapersonal Intelligence.

### Competencies:

- Self-Awareness
- Self-Confidence
- Self-Control
- Adaptable
- Initiative
- Optimism

1. List one competency you commit to using more of over the next 30 days.

*Example: Self-Awareness*

2. What specific action are you willing to take over the next 30 days to use this skill?

*Example: I will ask 10 people to share how they see me limiting myself.*

3. How might increasing the use of this skill impact your relationships or results?

*Example: I will be aware of my blind spots and how I come across to others.*

As you reflect on these six behaviors:

- Which do you plan to strengthen?
- How do you plan to strengthen?
- What impact are you looking for?

## Emotional Intelligence

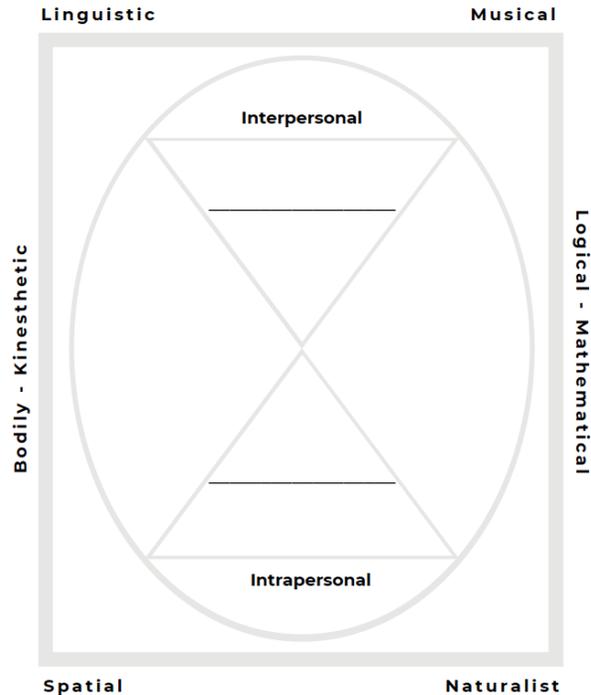
Abilities such as being able to motivate oneself and persist in the face of frustrations; to control impulse and delay gratification; to regulate one's moods and keep distress from swamping the ability to think; to empathize and to hope.

(Goleman, Emotional Intelligence, 1998)

A set of emotional and social skills that influence:

- How we perceive and express ourselves
- How we develop and maintain relationships
- Our capacity and confidence to make decisions
- How we cope with stress and challenges

EQi 2.0



Using Emotion  
Copyright © 2025 The Learning Connection, Inc.  
Unpublished Document. All Rights Reserved. [www.yellingroup.com](http://www.yellingroup.com)



**Linguistic**

**Musical**

**Bodily - Kinesthetic**

**Logical - Mathematical**

**Spatial**

**Naturalist**



Unforgettable Leadership. Unforgettable Results.

## Emotional Intelligence

### Interpersonal Intelligence (Managing Self)

Directions: Rate each statement by considering how frequently you display the behavior.

1. \_\_\_\_\_

	Almost Never	Occasionally	Frequently	Almost Always
I listen to others fully without judgement.	1	2	3	4
I listen without offering advice or solutions.	1	2	3	4
I observe facial expressions and non-verbal cues.	1	2	3	4
I easily recognize what others are feeling.	1	2	3	4

In upcoming conversations, stay curious. Remember, people's choices and worldview makes sense to them – it doesn't have to make sense to you. Review Coaching Presuppositions under Communication.

In upcoming conversations, tap the breaks on giving advice or solving the problem. Instead, ask generative questions that begin with 'what' or 'how.'

In upcoming meetings, be an intentional observer.

2. \_\_\_\_\_

	Almost Never	Occasionally	Frequently	Almost Always
I actively build trust with others.	1	2	3	4
I go the 'extra mile' to meet spoken and unspoken needs.	1	2	3	4
I serve others without expecting a personal return.	1	2	3	4
I give credit to those around me.	1	2	3	4

Select and implement trust-building actions listed in the Trust Assessment under Culture.

Be mindful of asking yourself, "What does this person need?" and ...even better if? For example, an email requests the time of a meeting. You respond with the time and the link to join.

Identify where you may have an opportunity to make a connection or open a professional door for someone else. We build our network when we help others build theirs.

# 6 Behaviors Influencing Others

Complete pages 11-13



# Influencing Others

1. Empathy

# Four Attributes

- Perspective taking, putting yourself in someone else's shoes
- Staying out of judgment and listening
- Recognizing emotion in another person
- Communicating that you can recognize that emotion

*~ Theresa Wiseman*



**Empathy**



<https://www.youtube.com/watch?v=1Ewwgu369Jw>



# Influencing Others

1. Empathy
2. Service

BY  
ITSELF  
ING WORKS, New York, NY



Brooke





# Influencing Others

1. Empathy
2. Service
3. Inspiration

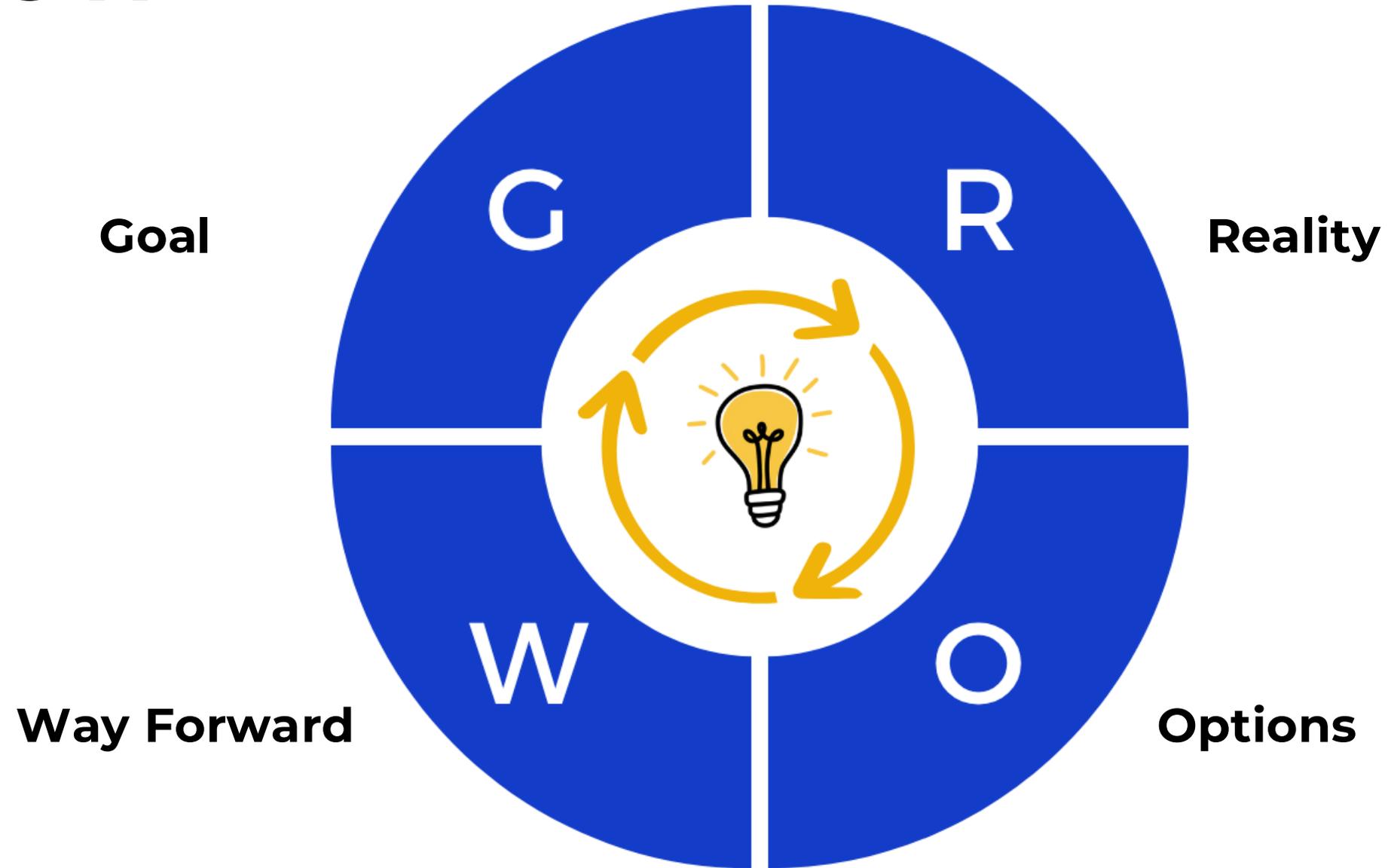




# Influencing Others

1. Empathy
2. Service
3. Inspiration
4. Assertiveness

# GROW



# TED<sup>x</sup> Hackney

x = independently organized TED event

Dana Caspersen

“Conflict Is A Place Of Possibility”

<https://www.youtube.com/watch?v=WfQeH3092Sc&t=4s>



# Influencing Others

1. Empathy
2. Service
3. Inspiration
4. Assertiveness
5. Influence

## FORCE



Tell them, they  
comply

## FLOW



Involve them, they  
commit



# Influencing Others

1. Empathy
2. Service
3. Inspiration
4. Assertiveness
5. Influence
6. Teamwork

## Section Two: Influencing Others

Create an action plan for improving in Interpersonal Intelligence.

### Competencies:

- Empathy
- Service
- Inspiration
- Assertiveness
- Influence
- Teamwork

1. List one competency you commit to using more of over the next 30 days.

*Example: Empathy*

2. What specific action are you willing to take over the next 30 days to use this skill?

*Example: I will listen fully and resist the urge to give advice or solve the problem.*

3. How might increasing the use of this skill impact your relationships or results?

*Example: I will build greater trust and not carry the weight of having to have all of the answers.*

As you reflect on these six behaviors:

- Which do you plan to strengthen?
- How do you plan to strengthen?
- What impact are you looking for?

# LEADERSHIP

Month	Day	Date	Time	Location	Cohort
<b>October</b>	Monday	10/13	10:00-2:00	Norman OK	Leadership/Foundations
	Thursday	10/30	9:00-10:30	Zoom	Leadership
<b>November</b>	Tuesday	11/11	9:00-10:30	Zoom	Leadership
<b>December</b>	Tuesday	12/2	9:00-10:30	Zoom	Leadership
<b>January</b>	<b>Tuesday</b>	<b>1/6</b>	<b>9:00-10:30</b>	<b>Zoom</b>	<b>Leadership</b>
	Monday	1/12	10:00-2:00	Norman OK	Leadership/Foundations
<b>February</b>	Thursday	2/5	9:00-10:30	Zoom	Leadership
	Thursday	2/19	9:00-10:30	Zoom	Leadership
<b>March</b>	Thursday	3/12	9:00-10:30	Zoom	Leadership
	Thursday	3/26	9:00-10:30	Zoom	Leadership
<b>April</b>	Thursday	4/9	9:00-10:30	Zoom	Leadership
	Thursday	4/23	9:00-10:30	Zoom	Leadership
<b>May</b>	Monday	5/4	10:00-2:00	Norman OK	Leadership/Foundations

# FOUNDATIONS

Month	Day	Date	Time	Location	Cohort
<b>October</b>	Monday	10/13	10:00-2:00	Norman OK	Leadership/Foundations
	Thursday	10/30	12:30-2:00	Zoom	Foundations
<b>November</b>	Tuesday	11/11	12:30-2:00	Zoom	Foundations
<b>December</b>	Tuesday	12/2	12:30-2:00	Zoom	Foundations
<b>January</b>	<b>Tuesday</b>	<b>1/6</b>	<b>12:30-2:00</b>	<b>Zoom</b>	<b>Foundations</b>
	Monday	1/12	10:00-2:00	Norman OK	Leadership/Foundations
<b>February</b>	Thursday	2/5	12:30-2:00	Zoom	Foundations
	Thursday	2/19	12:30-2:00	Zoom	Foundations
<b>March</b>	Thursday	3/12	12:30-2:00	Zoom	Foundations
	Thursday	3/26	12:30-2:00	Zoom	Foundations
<b>April</b>	Thursday	4/9	12:30-2:00	Zoom	Foundations
	Thursday	4/23	12:30-2:00	Zoom	Foundations
<b>May</b>	Monday	5/4	10:00-2:00	Norman OK	Leadership/Foundations

## January 14, 2026 Habits of High Performers: What High Performers Do Differently (and Daily)

“If we study what is merely average, we will remain merely average.”  
Shawn Achor. If our goal is to be a high performer, let’s study what high performers do. Success leaves clues. So does struggle.

January 6, 2026