

**EDITED CHAT FROM MODULE 2 – ACADEMY CLASS OF 2022**  
**March 3, 2022**

**HOW DID IT FEEL TO SHARE YOUR EXPERIENCES OF WORKING WITH SOMEONE WITH THE EQ ROADBLOCK YOU SELECTED IN THE BREAKOUT ROOM?**

11:28:23 From Virginia Barry to Everyone:  
cathartic

11:28:31 From Sandeep Kathuria (he/him) to Everyone:  
It was good to share that information with someone other than my wife

11:28:37 From Scott Walker to Everyone:  
Good to know I'm not alone! (Was also going to say cathartic!)

11:28:40 From Monique Kadnar to Everyone:  
gratifying

11:28:40 From Andrea Vavonese to Everyone:  
A lot of similar experiences

11:28:44 From Danielle Hart to Everyone:  
freeing!

11:28:46 From Rob Lloyd to Everyone:  
Validating

11:28:58 From Allison Barlotta to Everyone:  
echo validating

11:28:59 From Susan Duarte to Everyone:  
It was helpful to hear how we can learn more from others, how we can change our mindset and learn how to lead better.

11:28:59 From Tracy Locklin to Everyone:  
great to hear others with similar experiences

11:29:05 From Hope Cothran to Everyone:  
similar experiences and emotions

11:29:14 From Erum Mirza to Everyone:  
nice to share without venting

11:29:17 From Ryan Kiernan to Everyone:  
discussing the roots of the roadblocks

11:29:20 From Megan Whitney to Everyone:  
helpful to know others have reset too

11:29:39 From Cindi Chmielewski to Everyone:  
It felt me feel vulnerable, but also relieved that others felt the same.

**HOW DOES IT IMPACT YOU WHEN YOUR LEADER IS NOT WILLING TO ADDRESS THE ELEPHANT IN THE ROOM? DOES IT CARRY EXTRA WEIGHT WHEN YOU ARE SOMEONE FROM A "DIVERSE" BACKGROUND?**

11:34:30 From Kendra Norwood to Everyone:  
Exhausting.

11:34:43 From Rea Holmes to Everyone:  
so exhausting!

11:35:07 From Leslie Thornton to Everyone:

Indeed!

11:35:26 From Erum Mirza to Everyone:

I see and hear your exhaustion!

11:36:37 From Tammy Daub to Everyone:

Amen, it's hard

11:37:19 From Jerry Howe to Everyone:

I've been learning that one of the key aspects of being an ally is to understand the exhaustion factor -- not necessarily to "do something" about that -- just to understand it.

11:37:46 From Leslie Thornton to Everyone:

Amen Jerry!

11:38:41 From Erum Mirza to Everyone:

... and then I apologize... like a woman.

11:39:00 From Monique Kadnar to Everyone:

Erum - LOL

**AFTER THE DISCUSSION IN BREAKOUTS OF WHICH OF THESE ROADBLOCKS HOLDS THE MOST POTENTIAL TO LIMIT YOUR EQ? HOW HAVE YOU MANAGED THIS ROADBLOCK? WHAT CAN YOU DO TO MANAGE THIS ROADBLOCK IN THE FUTURE?**

12:02:05 From Sandeep Kathuria (he/him) to Everyone:

Recognizing the road block is the first step to overcoming

12:02:17 From Andrea Vavonese to Everyone:

We all have them and understanding others and yours can impact your effectiveness as a leader

12:02:22 From Lara Neumark to Everyone:

I can have better EQ by being aware of my block

12:02:24 From Scott Walker to Everyone:

Being AWARE of the roadblock is a prerequisite for figuring out how to deal with it (Sandeep you beat me to it!)

12:02:29 From Song Volk to Everyone:

It's challenging to have empathy when you experience so little of it yourself.

12:02:32 From Adele Navarrete to Everyone:

maybe the most we can do to "fix" is acknowledge the roadblock

12:02:33 From Anne Marie Farley to Everyone:

when you see your roadblock in front of you, acknowledge it, and then you can move forward differently

12:02:34 From Erum Mirza to Everyone:

This is constant, hard work.

12:02:35 From Virginia Barry to Everyone:

Appreciating my own self-worth is just how I see myself, not how others do

12:02:43 From Hope Cothran to Everyone:

experience and maturity help to overcome roadblocks

12:02:50 From Syeda Maghrabi to Everyone:

I liked Allison's point that needing approval stems, in part, from being a people pleaser. I was thinking of it more from an imposter syndrome aspect

12:02:51 From Ryan Kiernan to Everyone:

interesting perspective of unrealistic expectations of both ourselves and of others

12:02:52 From Danielle Hart to Everyone:

Recognizing how my identity may have played a role in this particular roadblock

12:02:55 From Megan Whitney to Everyone:

Embrace what you are working to develop and be okay with the fact that it may be something you always will want to work on

12:03:03 From Inga Rubin to Everyone:

I cannot change my nature but I can reach a point when values override comfort

12:03:06 From Darryl Franklin to Everyone:

Self-awareness of the road-block and the impact it could have on clients and business relationships

12:03:14 From Allison Barlotta to Everyone:

Need to be intentional, self-aware to recognize our roadblocks in order to overcome them

12:03:14 From Kendra Norwood to Everyone:

Put things in the proper perspective. Don't beat yourself up (or others) about mistakes that, in the grand scheme of things, aren't really that bad. Nobody's perfect.

12:03:29 From Adam Lichtenstein to Everyone:

Learn from the past and employ various methods to manage roadblock

12:03:51 From Tammy Daub to Everyone:

Self-compassion is key to overcoming roadblocks.

12:04:03 From Susan Duarte to Everyone:

Was good to think of it because I would not have taken the time to identify my roadblock.

12:04:10 From Julisa Edwards to Everyone:

How to accept our gifts and be generous in sharing them. Acknowledging that others may not have that same one but have others that may be more needed.

12:04:14 From Jennifer Dill to Everyone:

Pointing out risks is part of being a lawyer, but instead of focusing on them as a negative you can use them as an opportunity to become a good business partner for your client

12:04:39 From Monique Kadnar to Everyone:

Recognize the roadblock and realize that maturity and time help so much in overcoming your roadblock.

12:05:38 From Erum Mirza to Everyone:

I see a theme of grace/compassion for ourselves and others.

### **WHAT CHALLENGES HAVE YOU BEEN EXPERIENCING RECENTLY (DURING COVID, IN PARTICULAR) IN CONNECTING WITH OTHERS?**

13:23:38 From Susan Duarte to Everyone:

Remote working has made it harder to build relationships.

13:23:40 From Hope Cothran to Everyone:

time

13:23:42 From Scott Walker to Everyone:  
Availability

13:23:43 From Andrea Vavonese to Everyone:  
Geographic distance coupled with remote work

13:23:43 From Darryl Franklin to Everyone:  
Work load/time

13:23:47 From Tracy Locklin to Everyone:  
busyness

13:23:48 From Miguel Dominguez to Everyone:  
Different language/working cultures between divisions.

13:23:52 From Danielle Hart to Everyone:  
time/virtual fatigue

13:23:55 From Tammy Daub to Everyone:  
Onboarding during the pandemic virtually

13:23:55 From Rob Lloyd to Everyone:  
All of my colleagues and the teams I manage are either working remotely or based overseas. It makes it really hard to build rapport.

13:23:56 From Virginia Barry to Everyone:  
Coming up with a business reason to approach someone online, so as to not "take up their time"

13:23:58 From Syeda Maghrabi to Everyone:  
One of our internal client groups sees lawyers as roadblocks.

13:23:59 From Cindi Chmielewski to Everyone:  
Limited Time

13:24:00 From Adele Navarrete to Everyone:  
Being seen as the scary foe lawyer

13:24:16 From Adam Lichtenstein to Everyone:  
No boundaries.

13:24:18 From Sami Aboulhosn to Everyone:  
Wanting to keep separation between personal life and work

13:24:28 From Jennifer Dill to Everyone:  
Prioritizing the relationships over the to-do list

13:24:36 From Tammy Daub to Everyone:  
Volume of work

13:24:36 From Sandeep Kathuria to Everyone:  
Almost never running into someone in the hallway due to virtual/hybrid work arrangements.

13:24:49 From Megan Whitney to Everyone:  
growing relationships with leaders i don't work directly for

13:27:29 From Danielle Hart to Everyone:  
I have a new boss i never met in person :)

**IN THE BREAKOUT ON DIFFERENTIATION, WHAT DID IT FEEL LIKE TO *REALLY* LISTEN TO SOMEONE AND WHAT DOES *REALLY LISTENING* LOOK LIKE?**

14:22:48 From Erum Mirza to Everyone:

It's VERY hard to be an active listener. But when you can do it, it's EASY to empathize. It takes a lot of energy.

14:34:00 From Scott Walker to Everyone:

To be fully present in the conversation

14:34:04 From Suzanne Marisa to Everyone:

Listen to understand, not just to hear them.

14:34:06 From Syeda Maghrabi to Everyone:

eye contact, responsive body language (head nodding)

14:34:09 From Monique Kadnar to Everyone:

really listening means respect

14:34:09 From Julisa Edwards to Everyone:

Empathize with them. Looking at their eyes.

14:34:09 From Anne Marie Farley to Everyone:

being fully present

14:34:12 From Song Volk to Everyone:

To concentrate on the other person and not be distracted.

14:34:15 From Danielle Hart to Everyone:

to be present and grounded in the conversation

14:34:16 From Hope Cothran to Everyone:

lean in and contemplate the meaning of their words

14:34:19 From Tammy Daub to Everyone:

Not listening to respond but to understand

14:34:24 From Inga Rubin to Everyone:

suspend judgment or preconceived notions/responses

14:34:24 From Erum Mirza to Everyone:

not interrupting

14:34:25 From Darryl Franklin to Everyone:

Open minded and sincerely care about what they have to say

14:34:28 From Sami Aboulhosn to Everyone:

Having an open mind to change your own point of view.

14:34:55 From Virginia Barry to Everyone:

active listening, with nods, eye contact, etc.

**RE THE URGE TO DEVELOP YOUR RESPONSE AS YOU ARE LISTENING, AND HOW TO TAMP IT DOWN:**

14:34:42 From Leslie Thornton to Everyone:

Don't think about your response.

14:34:45 From Adam Lichtenstein to Everyone:

Refocus on sustaining an engaged, competent conversation

14:35:05 From Lara Neumark to Everyone:

not thinking of what they are saying in terms of myself

14:35:10 From Miguel Dominguez to Everyone:  
Being in a position to repeat what the other person said.

14:35:53 From Megan Whitney to Everyone:  
goal is understanding...being able to recap/bottom line in their statements

14:39:06 From Rea Holmes to Everyone:  
I have the quote on a post-it from last year's module: listen to understand, not respond!

14:39:33 From Robert Calabrese to Everyone:  
W.A.I.T.

14:39:34 From Robert Calabrese to Everyone:  
Why

14:39:35 From Robert Calabrese to Everyone:  
Am

14:39:36 From Robert Calabrese to Everyone:  
I

14:39:39 From Robert Calabrese to Everyone:  
Talking?

#### **RE DEMONSTRATING EMPATHY:**

15:54:12 From Robert Calabrese to Everyone:  
Think about this: what assumptions and beliefs do you have about people? Topics?  
Where did these come from? How often to challenge them?

#### **WHAT ONE THING DO YOU WANT TO REMEMBER OR PUT INTO PRACTICE FROM TODAY?**

16:05:05 From Scott Walker to Everyone:  
W.A.I.T.

16:05:16 From Sandeep Kathuria to Everyone:  
WAIT (Scott beat me to it)

16:05:18 From Tammy Daub to Everyone:  
Listen to understand

16:05:19 From Hope Cothran to Everyone:  
listen with intent to understand not to reply

16:05:19 From Adele Navarrete to Everyone:  
everything that came out of Jerry's poor larynx - his words are pure gold!

16:05:20 From Darryl Franklin to Everyone:  
Self-regulation

16:05:21 From Song Volk to Everyone:  
Challenge my narratives

16:05:21 From Jerry Howe to Everyone:  
Curating motivation

16:05:22 From Suzanne Marisa to Everyone:  
Active listening

16:05:23 From Anne Marie Farley to Everyone:  
listen fully

16:05:24 From Tracy Locklin to Everyone:

leverage my natural empathy to build rapport with colleagues

16:05:25 From Ryan Kiernan to Everyone:  
humble listening

16:05:26 From Andrea Vavonese to Everyone:  
Consider other perspectives and motivations

16:05:26 From Julisa Edwards to Everyone:  
listen to understand not to respond

16:05:28 From Adam Lichtenstein to Everyone:  
Be present in the moment

16:05:28 From Cindi Chmielewski to Everyone:  
Self-regulation: Taking a breath before speaking

16:05:29 From Monique Kadnar to Everyone:  
Active listening

16:05:36 From Inga Rubin to Everyone:  
take a break, listen to understand

16:05:50 From Sami Aboulhosn to Everyone:  
Take a breath, acknowledge why I'm feeling a certain way, and then respond

16:05:58 From Megan Whitney to Everyone:  
self-regulation and patience

16:05:59 From Allison Barlotta to Everyone:  
consider different perspectives (empathy)

16:06:04 From Lara Neumark to Everyone:  
listen to understand not respond

16:06:08 From Jennifer Dill to Everyone:  
Listen to understand and challenge my assumptions

16:06:17 From Rob Lloyd to Everyone:  
Motivation is part of EQ and can be changed into something positive rather than negative (e.g., fear of failure)

16:06:24 From Darryl Franklin to Everyone:  
Improve listening skills