

# From Blind Spots to Bright Spots: Polishing Your Self-Awareness Skills

**Presented by:**

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## What We'll Do Today

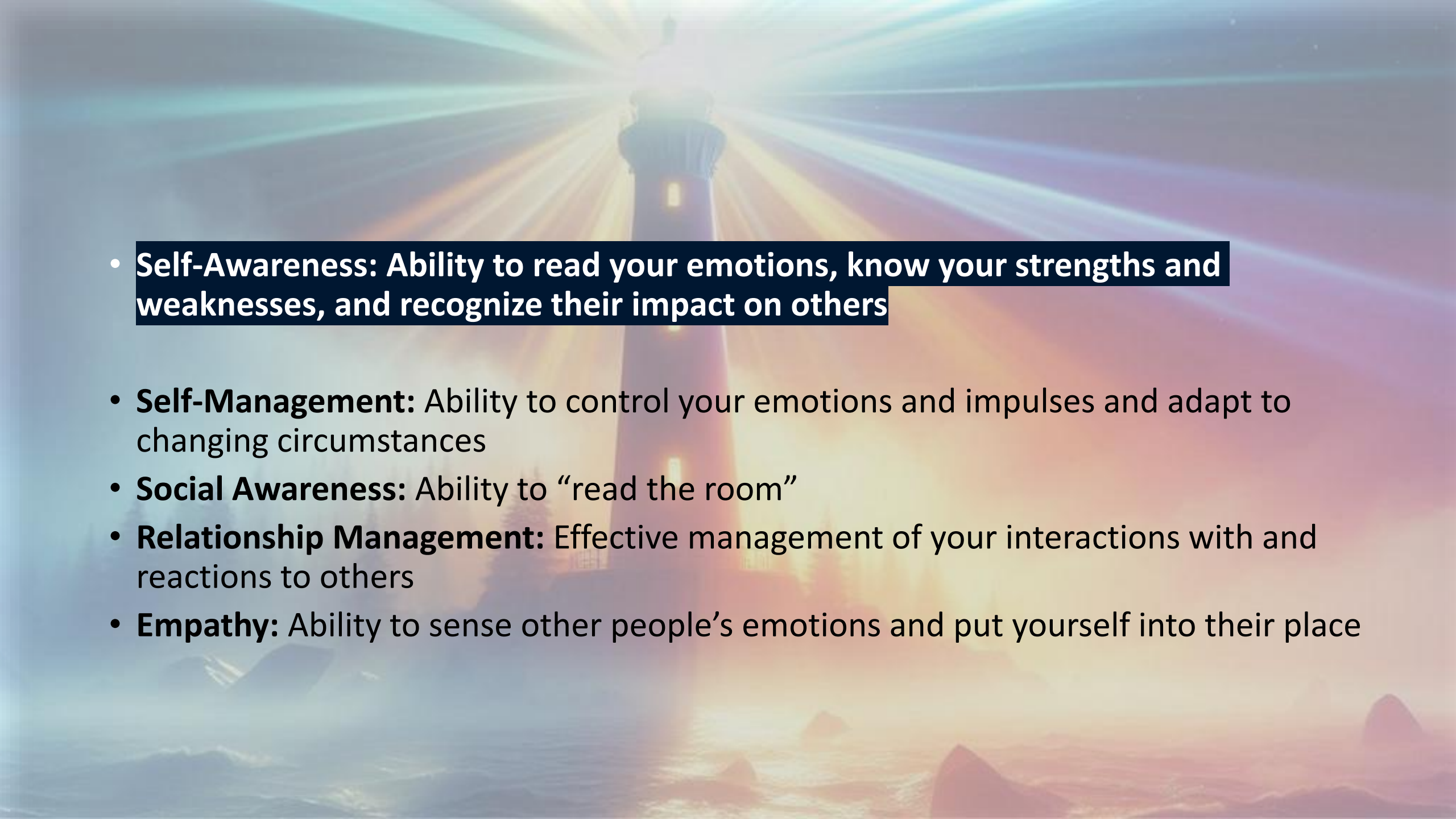
- Explore the ways in which self-awareness acts as the foundation of other emotional intelligence skills
- Recognize the psychological concepts underpinning a lack of self-awareness
- Identify ways in which ego inhibits self-awareness
- Analyze examples of high and low self-awareness and emotional intelligence skills
- Practice active listening skills
- Discuss the relationship between strong communication skills, self-awareness, and empathy



## Quick Emotional Intelligence Review

- **Self-Awareness:** Ability to read your emotions, know your strengths and weaknesses, and recognize their impact on others
- **Self-Management:** Ability to control your emotions and impulses and adapt to changing circumstances
- **Social Awareness:** Ability to “read the room”
- **Relationship Management:** Effective management of your interactions with and reactions to others
- **Empathy:** Ability to sense other people’s emotions and put yourself into their place



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## Quick Quiz

**What percentage of managers believe they are self-aware?**

**What percentage of managers actually have good self-awareness?**

## Remember Those Statistics?





# Self-Awareness & Self-Management

- **Self-Management:** Ability to control your emotions and impulses and adapt to changing circumstances

When you're self aware, you can separate thoughts from emotions and recognize that you're in charge of what you attach to your thoughts. This allows you to remain objective and thoroughly consider all possibilities.



# Self-Awareness & Social Awareness

- **Social Awareness: Ability to “read the room”**

You have the ability to tailor your approach to the audience and to help others step back and redirect when needed. People will look to you as a leader when you use your self-awareness to improve group communication and productivity.





# Self-Awareness & Relationship Management

- **Relationship Management:** Effective management of your interactions with and reactions to others

Retaining your objectivity prevents defensiveness. You can communicate your own thoughts effectively and redirect others as needed.



# Self-Awareness & Empathy

- **Empathy:** Ability to sense other people's emotions and put yourself into their place

Self-awareness ensures that you can separate your own viewpoint from the other person's and express awareness of their viewpoint in a way that reflects true understanding.

Those who are not self-aware give in to their own reactions rather than focusing on the other person and understanding that empathy is different than agreement.







## Importance in the Training & Development Field

- Creativity and teamwork are essential to this type of work
- Multiple voices lead to more diversity in the end product
- Communication skills and good relationships support buy-in from leaders
- Those same skills support buy-in from employees



## The Ego vs. Self-Awareness

Leaders with a big ego struggle with self-awareness because:

- They often surround themselves with others who agree,
- enhancing confirmation bias
- They don't provide a safe environment for disagreement
- They focus on their own needs and desires, impeding empathy for others
- They often become defensive when challenged, seeing feedback as a threat



## Breakout Activity (10 mins.)

As a group, choose a leader from the list who has no self-awareness and one who has good self-awareness. Discuss and choose someone to report on your answers to the following questions:

Which leaders did you choose for self-aware and non-self-aware?

On what factors did you base your choices?

What are some examples of each leader's effectiveness/ineffectiveness, based on their self-awareness levels?



Rafael Barba (Law & Order: SVU)

Mr. Burns (The Simpsons)

Carol Danvers (Captain Marvel)

Beth Dutton (Yellowstone)

Captain Jean-Luc Picard (Star Trek)

Lucious Lyon (Empire)

Frank Reynolds (It's Always Sunny)

David Rose (Schitt's Creek)

Dwight Shrute (The Office)

Daenerys Targaryen (Game of Thrones)

Elphaba Thropp (Wicked)

Jake Sully (Avatar)

Anakin Skywalker/Darth Vader (Star Wars)

T'Challa (Black Panther)



## **Breakout Activity Report-Out**

Which leaders did you choose for self-aware and non-self-aware?

On what factors did you base your choices?

What are some examples of each leader's effectiveness/ineffectiveness, based on their self-awareness levels?



# The Psychology of Self-Awareness

- Cognitive Biases: Our brains are wired for quick judgements
- Confirmation Bias: We seek information that confirms what we believe vs. information that contradicts it
- Self-Serving Bias: We believe our abilities are responsible for positive outcomes but attribute failures to outside forces
- We automatically react with defensiveness when criticized
- Strong emotions make us impulsive
- Our viewpoint is limited by our own life experience



## Other Barriers

- We don't have time for self-reflection
- We don't like the prospect of needing to change
- It feels good to preserve our positive self-image







**Active Listening**

**What does it mean to you?**

**Please share your thoughts in the chat**



## Active Listening: Main Components

- Give your full attention
- Listen to understand, not to respond
- Ask open-ended questions
- Do not judge, give advice, or suggest solutions
- Reflect what the person said and ask for confirmation





## Which Component is Most Challenging For You?

- Give your full attention
- Listen to understand, not to respond
- Ask open-ended questions
- Do not judge, give advice, or suggest solutions
- Reflect what the person said and ask for confirmation
- None – I'm an active listening expert!

## Breakout Group Activity – 20 Minutes

You will be broken down into groups of 6 to 8.

Please pair up into groups of 2 (or 3). One person will share why they're attending this webinar (1 minute) while their partner listens actively and the rest of the group observes. They will then switch places. After both have gone, take 1 minute to discuss how it went. Repeat this process until everyone has had a chance to play both roles.

Take any remaining time to discuss the process as a group. What was most challenging? What felt easiest/most natural? What are you taking away from this exercise?







## **Breakout Group Activity Report-Out**

What was the most challenging part of the exercise?

What felt easiest/most natural?

What are you taking away from this exercise?

## Self-Awareness Self-Checks

- Actively gather feedback from others
- Use self-assessment tools
- Practice mindful self-reflection
- Observe your reactions in various situations
- Practice active listening
- Do an empathy exercise  
(play the role of someone else)
- Use affirmations to reinforce good self-awareness traits
- Journal about your daily experiences and reactions (AI can help you write prompts)







## **Self Care to Support Self-Awareness**

- Make non-negotiable time for self-care
- Have outlets for venting
- Recognize signs of burnout
- Use affirmations to reinforce your positive traits

## Light the Way With a SMART Goal

Specific    Measurable    Achievable    Realistic    Timely

### Examples

I will use AI to dissect at least one interaction with other managers each week for the next month and will create a list of improvement points based on that analysis.

I will use active listening techniques at my weekly 1:1s with my team for the next month. At the end of the month, I will ask them for feedback on my communication skills and will use AI to create an improvement plan based on that feedback.

I will do a three-minute breathing exercise at the end of each day for the next month, reflecting on one example of good self-awareness and one example of where I could have improved.







**Q & A Time**



**Thank you for attending!**

**If you'd like to stay in touch:  
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