class #5	
<ul> <li>hand in memo punctilio</li> </ul>	
• jokes	
• clips of the day	
• assignment #2: hilda black	
<ul><li>punctuation</li><li>pathos &amp; emotional intelligence</li></ul>	
<ul> <li>group stuff: team charter</li> </ul>	
o	
Memo on top,	
then outline,	
then situation analysis.	
Is your name and class meeting time in upper right hand	
corner?	
(I mean way up there.)	
(Titlean way up there.)	
	=

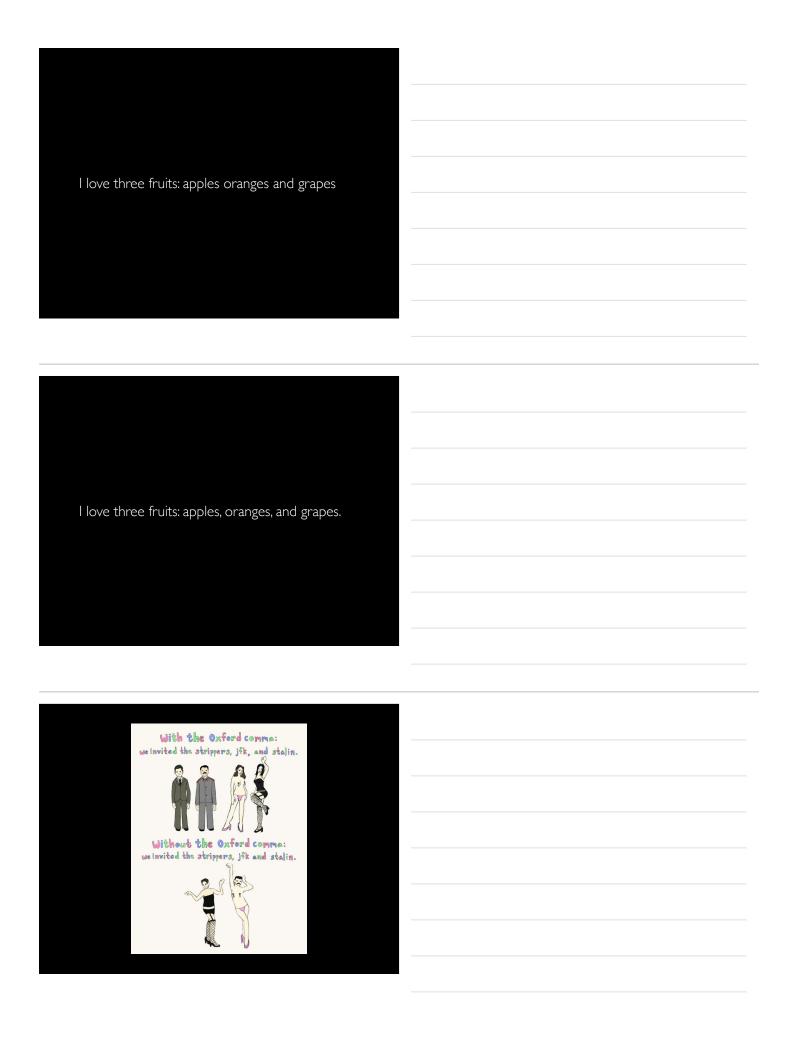
jokes	
(Why are we doing this again?)	
clips of the day	

Leading like a Swan	
Emotional Intelligence	
The ability to identify, assess, and control the emotions of oneself, of others, and of groups.	
3 · · ·	
hilda black	

punctuation	
Let's eat grandma!  Let's eat, grandma!  PUNCTUATION  SAVES LIVES!	
I went to the store I bought my favorite fruits.	

I went to the store. I bought my favorite fruits.	
I went to the store; I bought my favorite fruits.	
I went to the store, and I bought my favorite	
fruits.	
coordinating conjunctions	
FANBOYS	
For	
And	
Nor	
But	
Or Yet	
Yet So	

I love three fruits apples oranges and grapes	
I love three fruits: apples oranges and grapes	
General = particular General : particular	



I love three fruitsapples, oranges, and grapes.	
My three favorite fruits are: apples, oranges, and grapes.	
emotional intelligence	

The ability to identify, assess, and control the emotions of oneself, of others, and of groups.	
Emotion Basics	
Four levels of motivation: security belonging autonomy purpose	

## from Up in the Air Four levels: security belonging autonomy purpose Empathy isn't sympathy--that is, feeling bad for someone else. It is feeling with someone else, sensing what it would be like to be that person. Empathy is a stunning act of imaginative derring-do, the ultimate virtual reality--climbing into another's mind to experience the world from that person's perspective. -- Dan Pink in Whole New Mind

what, then, are the characteristics of highly effective groups?	
what, then, are the characteristics of highly effective groups:	
trust among members	
sense of group identity sense of group efficacy	
sense of group emeacy	
Cody Phipps on finding the 'group crux'	

sense of group identity	
what defines you as a group?  core value or commitment  (fighting for the inch?)	
trust among members	

sense of group efficacy	
we just work well together	
(but why?)	
good habits	
based on good norms	

that's why it's useful to have a team charter	
team charter (due class 7)	