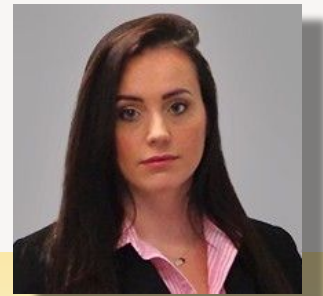# Emotional Intelligence and a Growth Mindset

By Andrea Greene

Andrea Greene

Hilton Worldwide → Apollo Retail → Masters of Science & working in Security → Digital Hands → Security Roles & Certs → Holland & Knight → Resident Engineer

Awards * Certifications * Promotions

Professional Background

- Secops
- Incident Response
- Product owner, configuration manager, and implementation of several EDR's/XDR's
- Drove the implementation of better security controls where applicable
- Helped to define and implement incident response processes and procedures
- Ran security campaigns to test security posture
- Participated in quarterly penetration testing
- CEH (Certified Ethical Hacker) and Security +

A little About Me

- Born in Chicago IL
- Moved to FL
- Lives in Tampa, FL
- Education: Currently working on a Doctorate of Sciences (DSc)
- Articles: https://www.infosecurity-magazine.com/
- Apps: Reddit I follow PaloAltoNetworks, InfoSecNews, Blackhat, Blueteamsec, Accesscyber
- Youtube: Security Weekly is one of my favorites
- Books:
  - LOTR
  - The Prince
 - Extreme Ownership

My LinkedIn Profile

Emotional Intelligence Model.
Goleman, Daniel. 1995

Engineers at a Glance

| Purpose/Goals	Intelligent	Creative	Versatile	Problem Solvers
Overcome difficulties Application of mathematic and scientific principles to problem solve	Fast learners Problem Solvers *again*	Gaming Tech-Cons Puzzles Tinkers Musically inclined	Technical Issues arise Adaptable	Find technical solutions Break/Fix Analytical
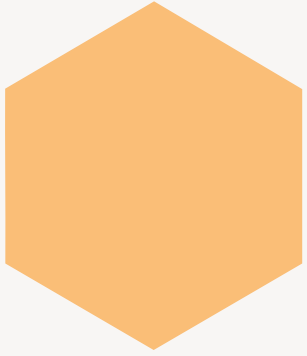
The Foundation

Benefits of a Growth Mindset

- Increased resilience

- Adaptability

- Continuous learning

Set Expectations

- Expect growth

- Expect awareness

- Communicate
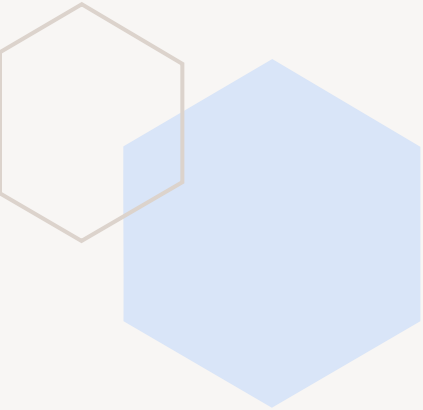
Practical Examples

State
- Internal state
- Can/should I deliver this now

Listen
- Concerns and Values

Responding vs Reacting
- Observe
- Participate as needed

Value
- Provide "perceived" Value

Authentic
- Being genuine builds trust
- Use Empathy to find Authenticity in your delivery

State
- Internal state
- Receptive?

Empathy
- It's about them
- Concerns and values

Recognize Resistance
- Green/Red flags
- Re-evaluate timing

Receptive
- Is this welcomed

Starts with you

Issue Avoidance

Expect

Effortlessly Lead Solutions

Cultivate Growth Mindset

Offer support

Other Tools and Resources:

- [7 Ways to Create Emotionally Intelligent Teams](#)

- [Simon Sinek How to Create Great Leaders and Inspire Action](#)

- [How to Win Friends & Influence People](#)

- [7 Things Emotionally Resilient People Do Differently](#)

- [Conflict Management With Emotional Intelligence](#)

- [Growth VS Fixed Mindset](#)

- [Extreme Ownership Book](#)

- [Emotional Intelligence Is No Soft Skill](#)

- [Meaning of Emotional Intelligence](#)

Thoughts - Questions - Ideas

~Thank you~