



PERRIN WOMEN'S CONFERENCE

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Leading with Emotional Intelligence



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Emotional Intelligence in Leadership

What to expect:

- Five Elements of Emotional Intelligence
- Emotional Intelligence in Leadership
- Resolution in Challenging Negotiations or Conflicts
- Audience Interaction

Emotional Intelligence in Leadership

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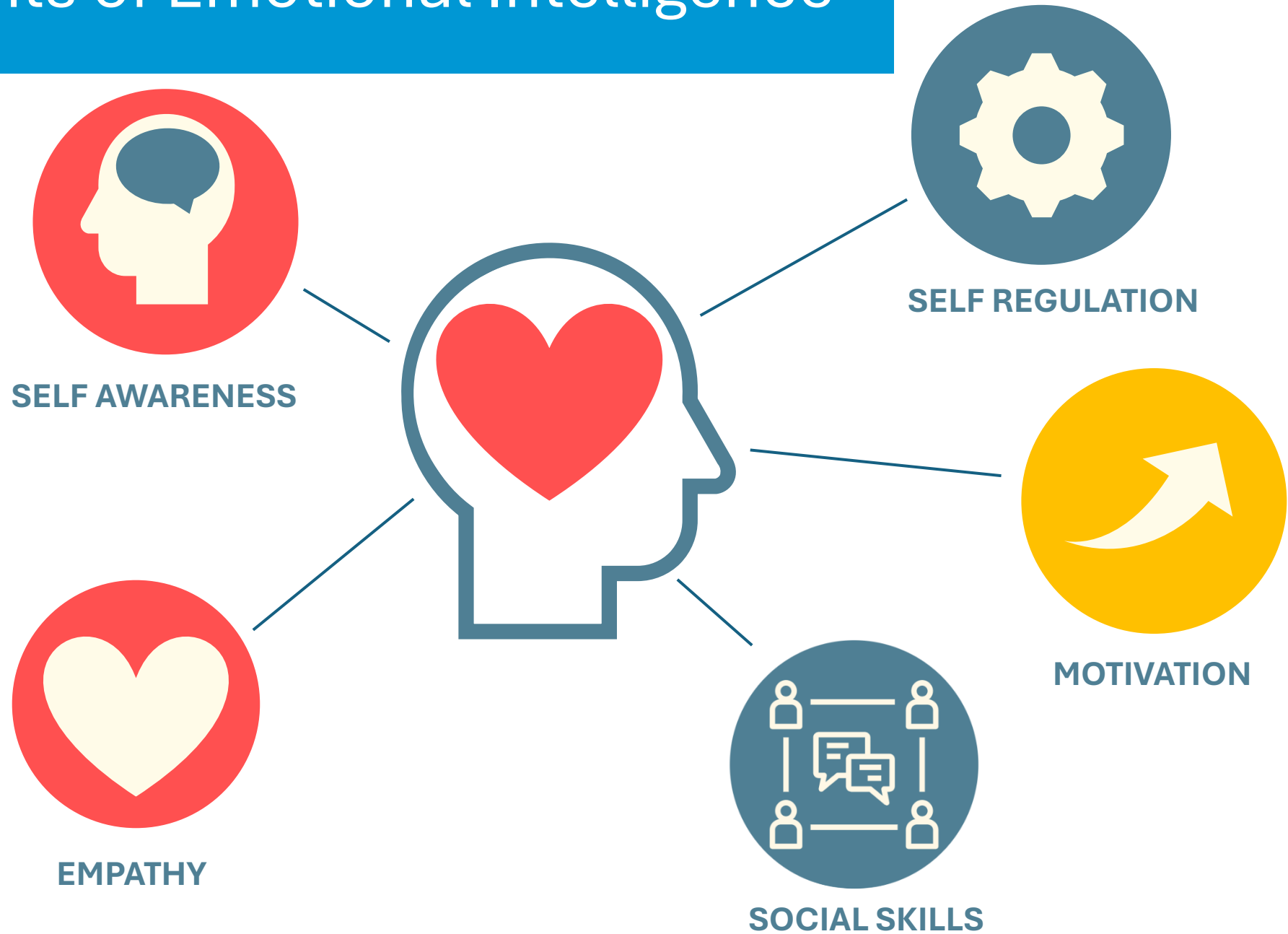


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Five Elements of Emotional Intelligence



Five Elements of Emotional Intelligence



Core Elements of Emotional Intelligence



Emotional intelligence includes recognizing, understanding, and managing personal and others' emotions effectively.

Five Elements of Emotional Intelligence

Self-Awareness



Five Elements of Emotional Intelligence

Self-Awareness

The ability to recognize and understand your moods, emotions, and drives, as well as their effect on others.¹



**SELF
AWARENESS**

Five Elements of Emotional Intelligence

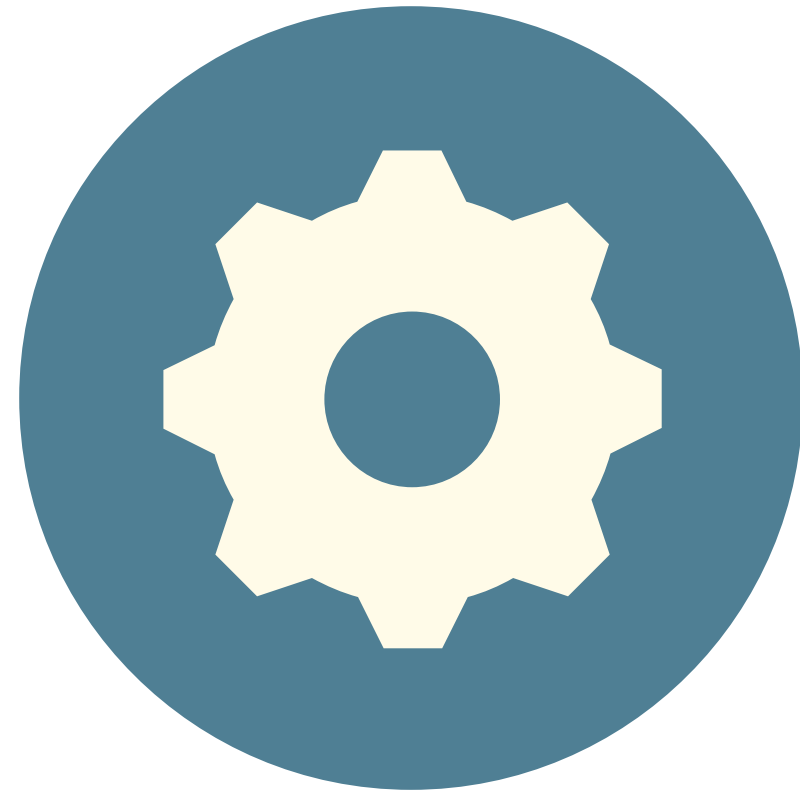


SELF
REGULATION



Five Elements of Emotional Intelligence

Self-Regulation



Five Elements of Emotional Intelligence

Self-Regulation

The ability to control or redirect disruptive impulses and moods, and the propensity to suspend judgment and think before acting. ¹



SELF
REGULATION

Five Elements of Emotional Intelligence

Motivation





Motivation

A passion to work for reasons that go beyond money or status; a propensity to pursue goals with energy and persistence.¹

Five Elements of Emotional Intelligence

Empathy



Five Elements of Emotional Intelligence



Empathy

The ability to understand the emotional makeup of other people. A skill in treating people according to their emotional reactions.¹

Five Elements of Emotional Intelligence

Social Skills



Five Elements of Emotional Intelligence

Social Skills

Proficiency in managing relationships and building networks, and an ability to find common ground and build rapport.¹



SOCIAL SKILLS

Emotional Intelligence in Leadership



EQ in Leadership



Leaders with high EQ handle interpersonal relationships empathetically, fostering team cohesion and productivity

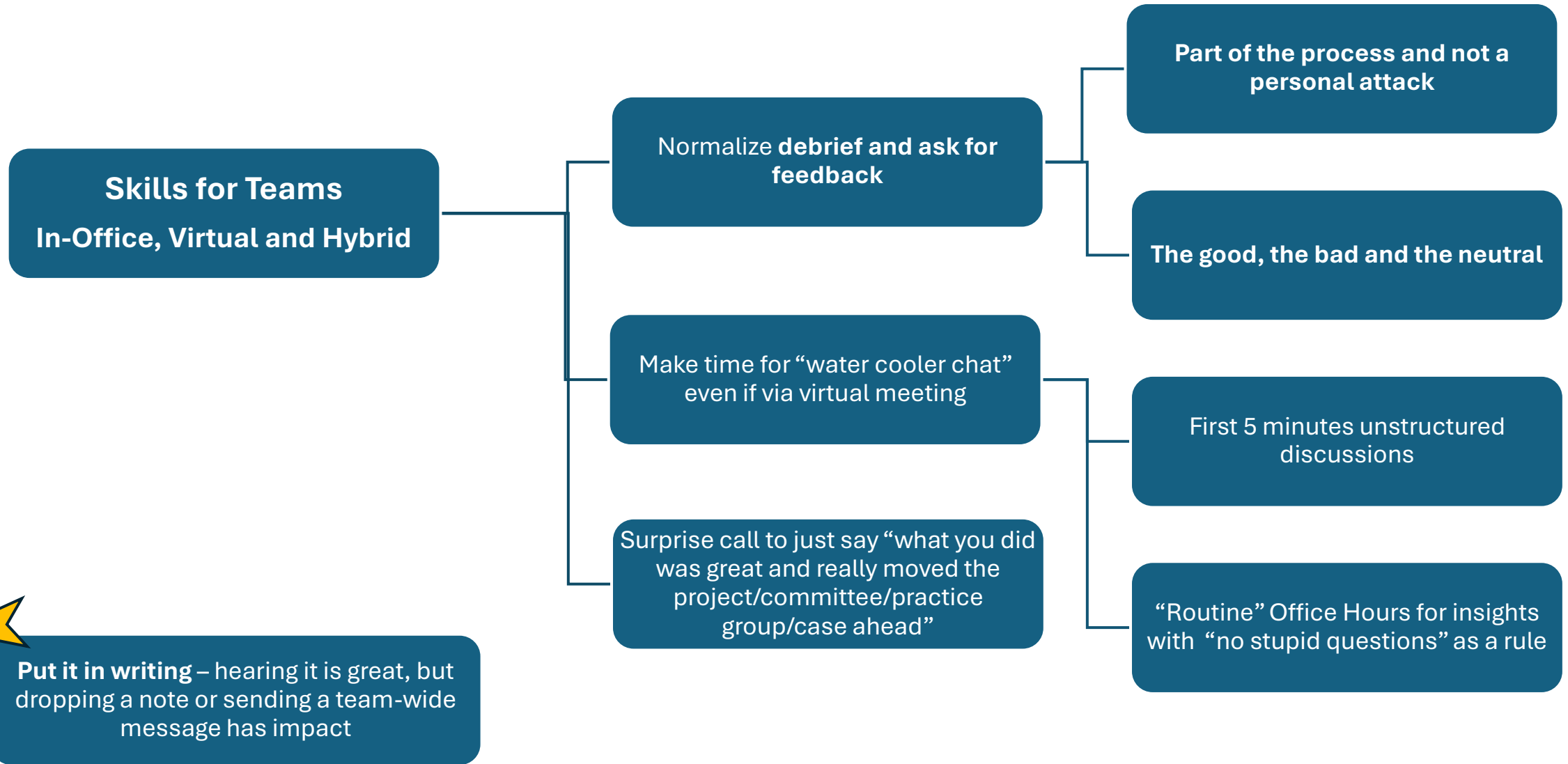


Conflict Resolution Strategies



Audiences Interaction

Emotional Intelligence in Leadership



Emotional Intelligence in Leadership

Build a Foundation of Trust in Your Working Relationships ²

Make commitments, not promises

Be fair and consistent with both rewards and reprimands

Be a good listener Recognize an employee's contribution rather than taking credit for results

Be true to your word

Participate in day-to-day activities and make yourself available for questions

Make an effort to learn something about each of your employees

Involve staff in important decisions to show you value their input

Emotional Intelligence in Leadership

What Kind of Manager Are You? ³

- Do you take the time to get to know your employees and peers?
- Do you clearly communicate your expectations?
- Are you a micromanager, or do you get out of the way and let employees do their jobs?
- Do you strive to hire the best people for the job?

- Do you delegate tasks, or do you hold onto them out of fear?
- Do you create opportunities for your employees to continue learning and developing?
- Do you cultivate trust with your employees?

A good manager:

- Organizes, plans and oversees the day-to-day processes
- Ensures deadlines and goals are met Assigns and delegates work
- Provides employees with clear, consistent expectations

Resolution in Challenging Negotiations or Conflicts



EQ in Leadership



Conflict Resolution Strategies



Using emotional intelligence helps leaders resolve conflicts and negotiate effectively in challenging situations.



Audiences Interaction

Resolution in Challenging Negotiations or Conflicts

Common Sources of Conflict

- Miscommunication
- Clashing Styles
- Unmet Expectations
- Ambiguity
- Perceived Disrespect

Scenarios

- Managing a difficult conversation after a claim denial
 - Awareness that Client's frustration stems from financial stress and fear for future operations
- Uncooperative witness with combative counsel at deposition
 - Opposition is trying to get you to emotional state and lose opportunity to get answers and document their obstruction

EQ Resolution

- Self-awareness helps people notice when they're triggered before reacting
- Self-regulation tempers the urge to snap back
- Empathy brings in the other person's perspective, which usually de-escalates the blame
- Motivation keeps people at the table when a conversation gets uncomfortable
- Relationship management rebuilds the bridge when trust has been shaken

Resolution in Challenging Negotiations or Conflicts



Take a Pause Before Responding

Take a deep breath, a sip of water, or write a quick note or even a doodle to interrupt automatic reactions and respond thoughtfully.



Name What You're Feeling

Label your emotions (e.g., 'I'm frustrated') to trigger your reasoning skills and lower your emotional intensity.



Reframe and Regroup

Shift your perspective, what you're in control of, by asking what's driving the other person's behavior or how you can turn an ongoing conversation into an opportunity.



Anchor to The Shared Purpose

Remember there is a shared purpose or goal of the meeting, negotiation, deposition, whatever it is. You still have a professional goal—client interest, credibility, or collaboration—when emotions rise.



Use Grounding Techniques

Relax shoulders, breathe slowly, tap fingers on your leg, or plant your feet firmly to physically reset your body's stress response.



Clarify Instead of Reacting

Defuse tension by asking, 'Can you help me understand? Ask, rather than responding emotionally.



Reflect, Don't Ruminates

After tense moments, identify triggers and what helped you recover. But don't "Woulda, Shoulda, Coulda" after the fact.

Audience Interaction



EQ in Leadership



Conflict Resolution Strategies



Audiences Interaction



Applying EQ principles enables leaders to engage stakeholders, peers and clients audience and inspire positive organizational culture and interactions.

“Emotional Intelligence Definitions”

¹ [The 5 Components of Emotional Intelligence in Leadership | Building Champions](#)

“Build a Foundation of Trust in Your Working Relationships”

² Insperity Guide to Leadership and Management, p. 3, Insperity. www.insperity.com

“What Kind of Manager Are You?”

³ Insperity Guide to Leadership and Management, p. 5, Insperity. www.insperity.com

THANK YOU



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