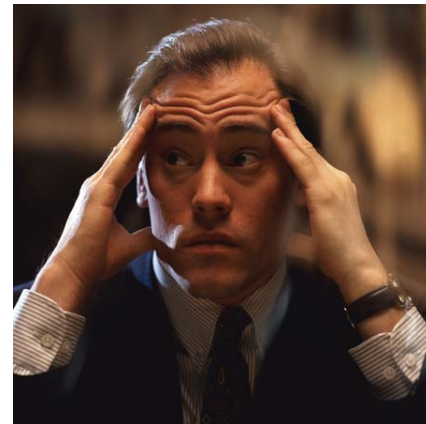




What is your emotional IQ?

Who has had ZERO emotions today?



We have an average of 456 emotions a day



What do you do with your emotions?

A working definition of EI

“Your ability to recognize and understand your emotions and your skill at using this awareness to manage yourself and your relationship with others.”

– Drs. Travis Brandberry & Jean Greaves,
Authors of *The Emotional Intelligence Quick Book*



Why EI matters...

- Academic intellect isn't enough.
- Technical proficiency doesn't win the prize.
- Self-management (control) and effective interpersonal relationships have made the difference between success and failure.
- Managers/leaders have a profound impact on the organization that they lead.

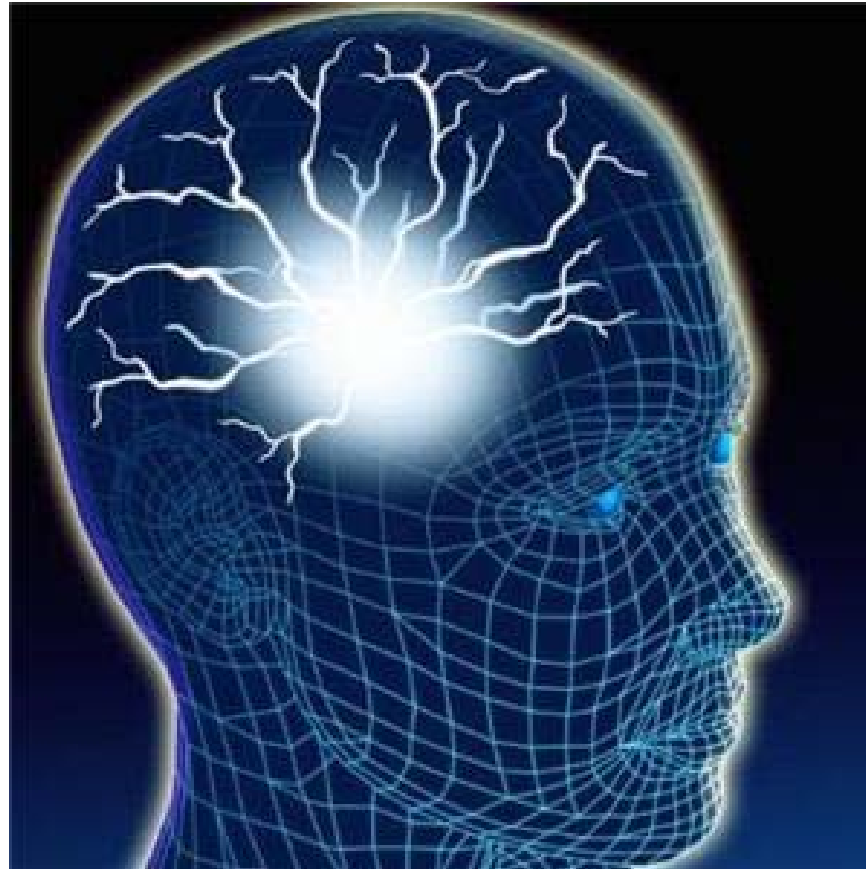
EI is not an option.

“Studies are confirming the importance of being present to our emotions at work. The result has a greater long-term impact on the bottom line than quality improvement programs or monetary incentives. In fact, there is now concrete evidence demonstrating that interpersonal skills are a greater predictor of success over technical and intellectual competencies.”

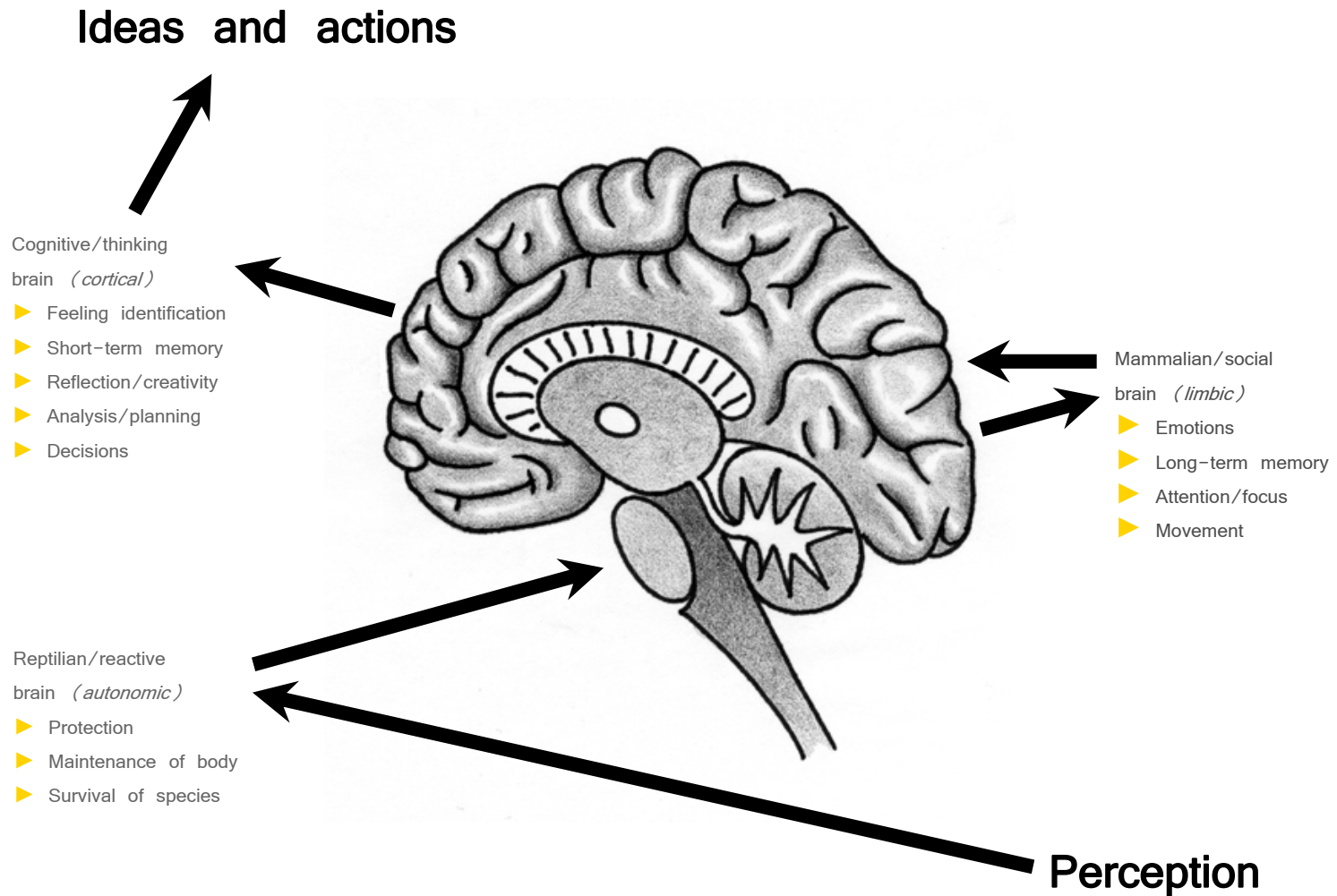
-Marcia Reynolds,
Author of *Outsmart Your Brain!*

Understanding ourselves:

Understanding our brain



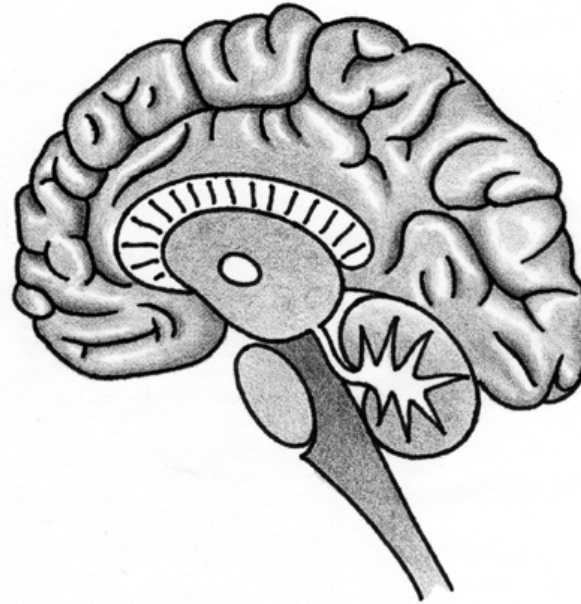
The three brains



Challenging Descartes

- ▶ I feel
- ▶ Therefore I think
- ▶ Therefore I am.

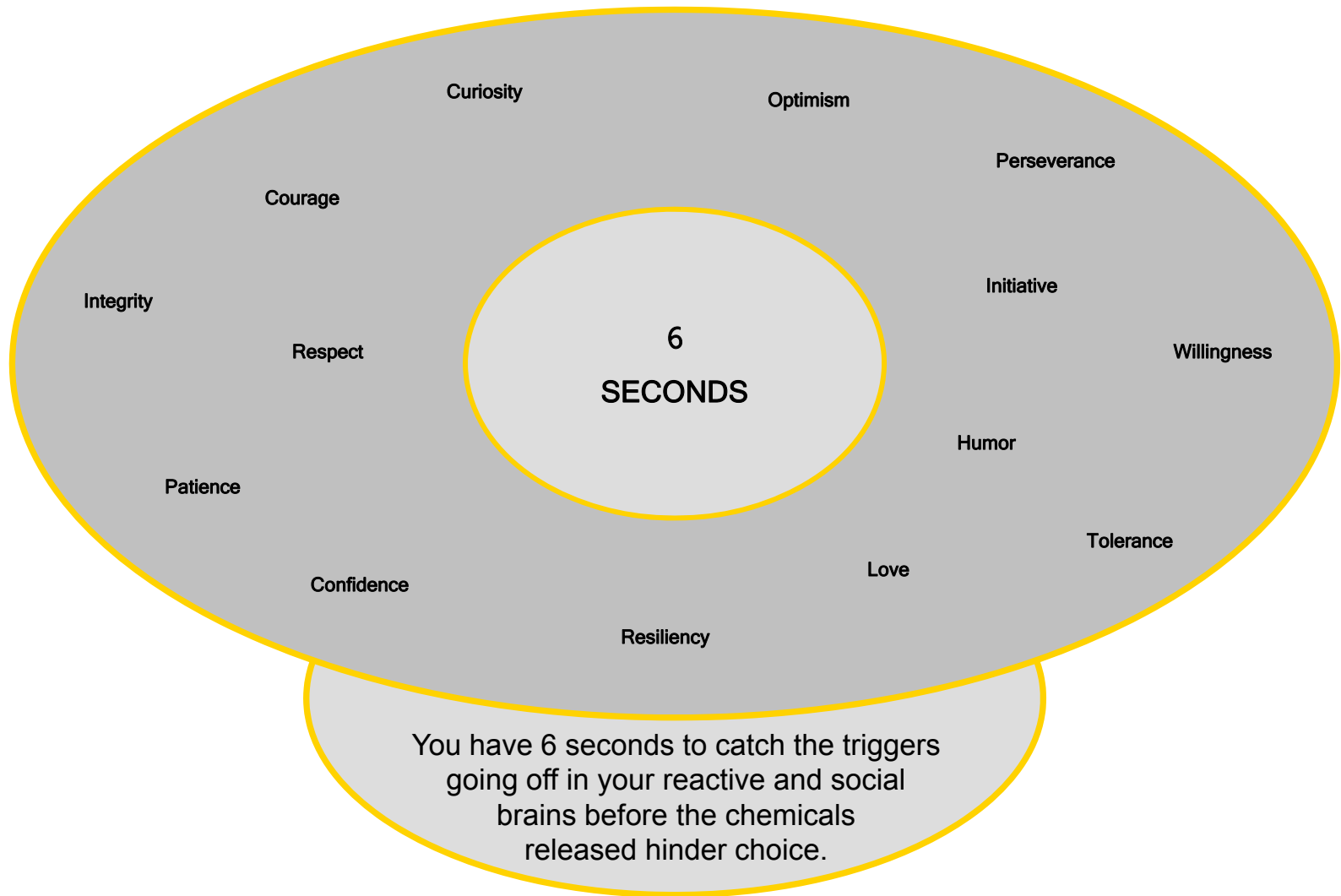
We feel it first and then we assign meaning.





Self awareness and self management

Emotional intelligence: It's your choice



An Amygdala Hijack!!

You know that you've been hijacked when...

- Emotions overwhelm your thinking and actions.
- You are thinking and acting *against your own will!*
- You are unable to accurately read others' emotions
- You can't find the right words . . . (stumbling when you try to speak)
- You are unable to focus your thinking or actions
- Your "fight or flight" response kicks in . . . heart races, blood pressure increases, sweating profusely, uneasy feeling in the "gut," clenched jaw, twitching, tapping foot, cold extremities as the brain rushes blood to muscles needed for fighting or fleeing . . .

Adapted from Dattner Consulting, LLC

Howard Gardner – author originally focusing on multiple intelligences which is now referred to as emotional intelligence

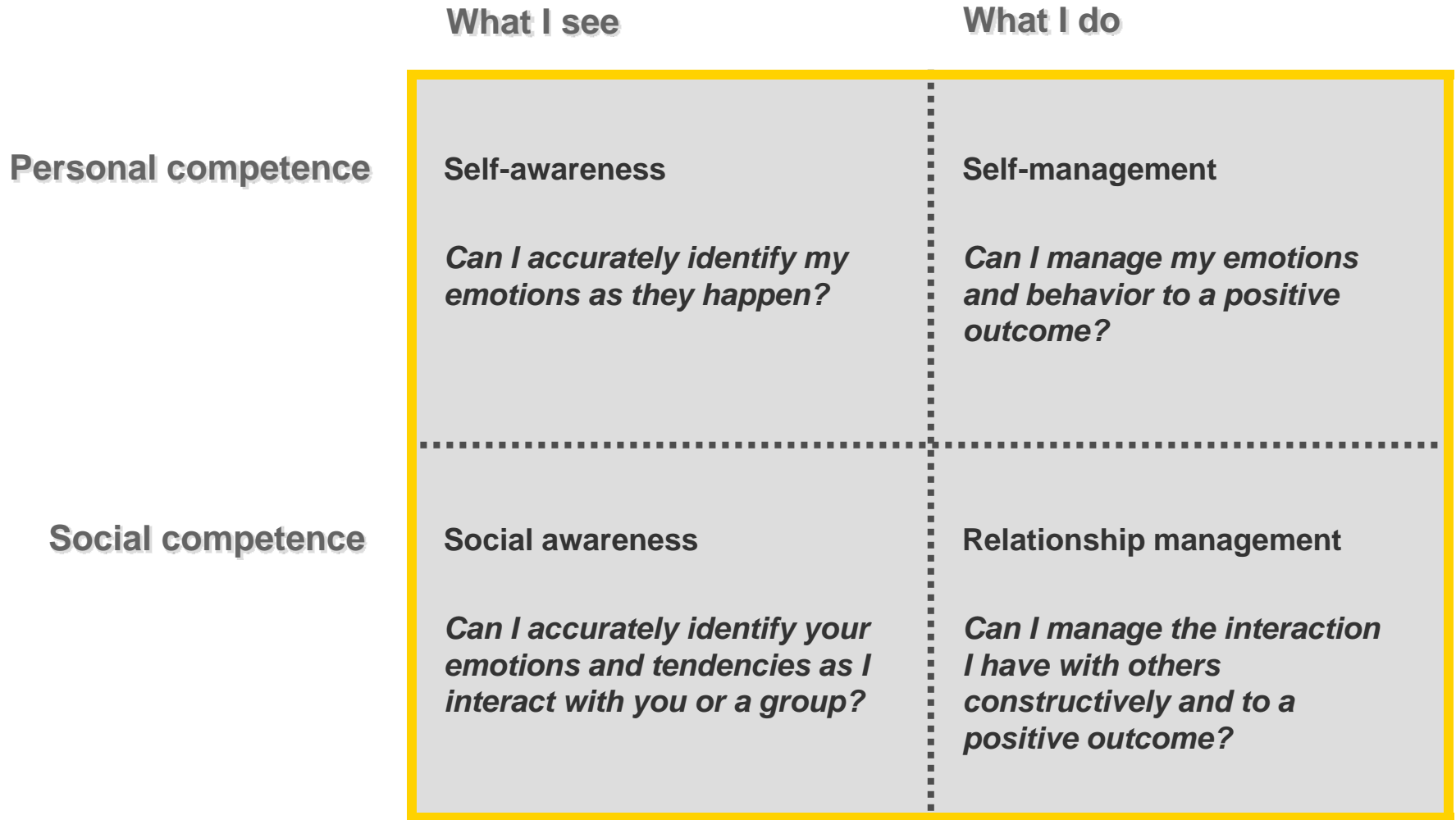
Daniel Goleman – internationally known psychologist and author focusing on emotional intelligence research

Understanding others:

Strengthening our relationships



Daniel Goleman's EI model



The SET-C Method: improve relationships & influence others

- ▶ Tell the STORY:
 - ▶ What is going on? Who or what would you like to blame or give credit to? What thoughts are running through your head?
- ▶ Identify the EMOTION:
 - ▶ Name all emotions triggered by the situation.
 - ▶ Check your physical emotions.
 - ▶ Look for more than one emotion (happy & jealous).

Adapted from Marcia Reynolds,
Outsmart Your Brain!

The SET-C Method: improve relationships & influence others

- ▶ Look for the TRIGGER:
 - ▶ What do you think you didn't get that you wanted?
 - ▶ What did you want to happen or what did you expect to receive?
- ▶ CHOOSE:
 - ▶ Shift your emotional state to neutral.
 - ▶ Ask yourself: Is it true that the person is intentionally depriving you of your need?
 - ▶ If so, can you ask for what you need?
 - ▶ If it's not, can you let it go?
 - ▶ Focus on how you want to story to end.

Adapted from Marcia Reynolds,
Outsmart Your Brain!

Emotions & Leadership

- ▶ The ability of a team to deliver quality performance is determined by how the people FEEL about the task, each other, and the leader.
- ▶ The culture of a team is defined by the overriding emotional state.
- ▶ Emotions are contagious.
- ▶ The leaders (at any level) who learned about the values and priorities of each team member and then aligned those needs to the business goals creates a culture where people WANT to work and DO their BEST.
- ▶ Focusing on inspiring team members creates a more productive culture and less burn out for individuals.
- ▶ Leaders must acknowledge the human spirit.

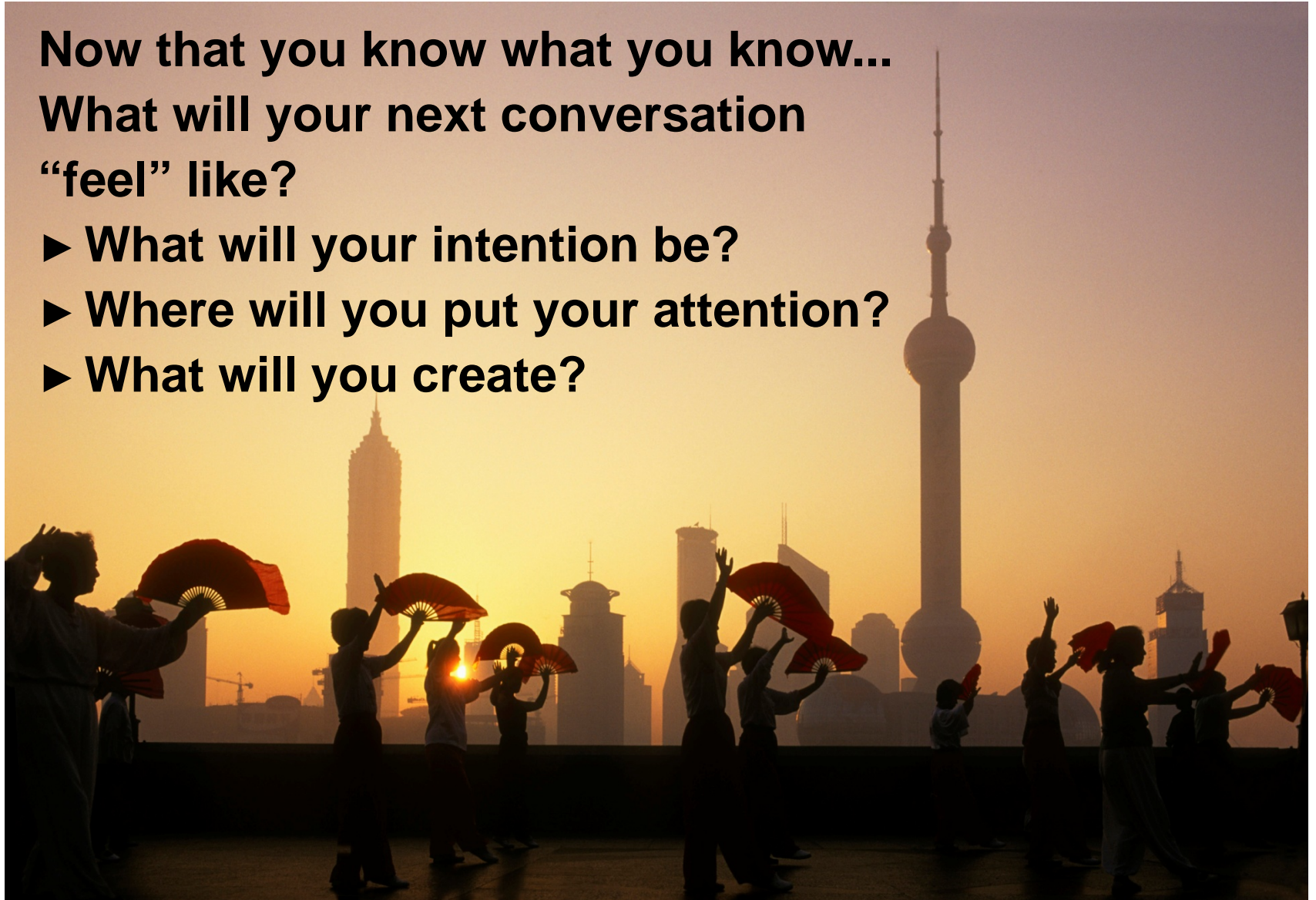
Adapted from Marcia Reynolds,
Outsmart Your Brain!

Consider this:

- ▶ We cannot control our emotions.
- ▶ We can control our reactions.
- ▶ Understanding our emotions allows us to better connect with others and cope with stressors.
- ▶ If we do not “deal” with our emotions, they can undermine our perspective, decision making, and relationships.
- ▶ The key is self awareness! Use the six second rule.

**Now that you know what you know...
What will your next conversation
“feel” like?**

- ▶ **What will your intention be?**
- ▶ **Where will you put your attention?**
- ▶ **What will you create?**





Best wishes in your EI journey!