

EMOTIONAL INTELLIGENCE

*"No one cares how much you know until they know how much you care"*

~ President Theodore Roosevelt

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*Leaders are those who, regardless of title, lift up others around them.*

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Do you want an internship???



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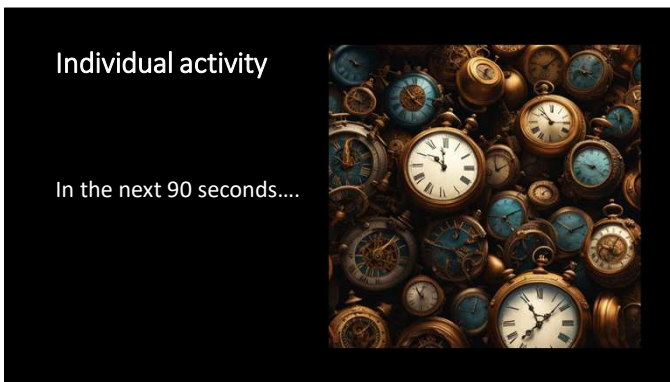
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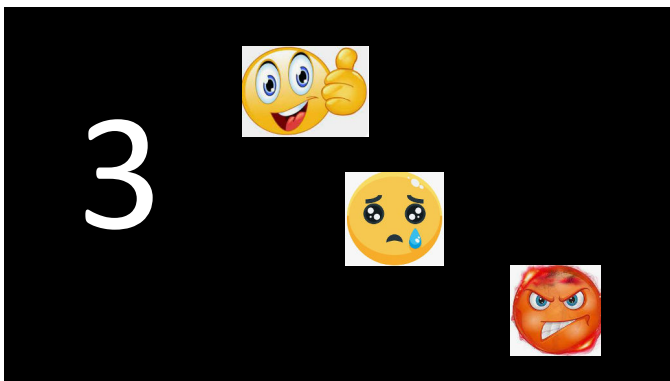
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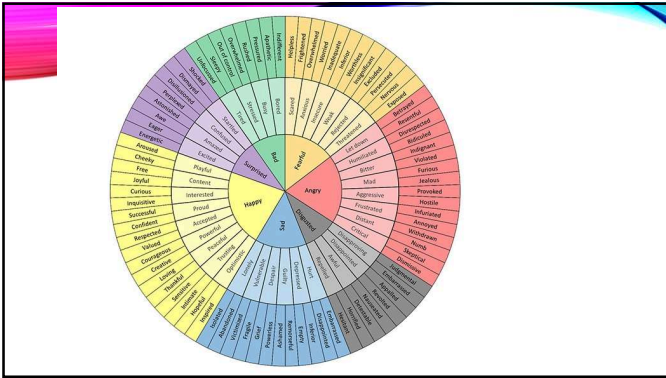
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Emotions Drive Decisions...



While logic and rational thinking are hog-tied in the trunk  
~Brené Brown

Two Tales:  
Finances  
Grades

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What was the last large purchase you made?

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R3 Rule

*Recognize*

*Re-Orient*

*Resolve*



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What's Covered Today?

- Five Components of Emotional Intelligence (EI)
  - Self-Awareness
  - Self-Regulation
  - Motivation
  - Empathy
  - Social Skills
- R3 Rule
- Reflection/Action Questions



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What Is Emotional Intelligence?



- Emotional intelligence (E.I) is defined as the ability to recognize, manage, and understand emotions.
- Interpret your own emotions + those of other people
- Reason and solve problems based on the emotions we experience.

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### WHY SHOULD **YOU** CARE?

- Increased self-awareness and understanding
- Improved self-control abilities in stressful situations
- Greater empathy for others
- Stronger connections and social networks



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### HELPFUL TO YOU...



- Better communication
- Improved open-mindedness, self-confidence and resilience
- Less stress and decreased rate of burnout
- Enhanced leadership skills

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What are some costs of not having Emotional Intelligence?

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### DANGERS OF NOT HAVING EI - WORKPLACE

- \*Creates a toxic workplace
- \*Counter productive decisions and actions
- \*Poor communication/Lack of understanding
- \*Sub-par leadership development
- \*Higher employee turnover
- \*Decrease in productivity

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### DANGER OF NOT HAVING EI- PERSONAL

- \*Lower quality relationships
- \*Unhealthy boundaries and social awareness
- \*Poor emotional coping skills
- \*Higher stress
- \*Decreased physical health
- \*Poor and/or impulsive choices

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### Financial Impact of Emotional Intelligence

Various studies on EI in the workplace suggest:

- Employees who have a manager high in EI are 400% more likely to stay
- employees who feel **50% more inspired** by their work
- up to a 50% decrease in lost-time accidents
- more than 40% improved productivity



- In fact, one source said those with higher EI earn **\$29,000** more annually

<https://www.forbes.com/sites/forbesbusinesscouncil/2022/05/04/adopting-emotional-intelligence-in-the-workplace-is-more-than-a-nice-to-have/?sh=337fac2e5560>

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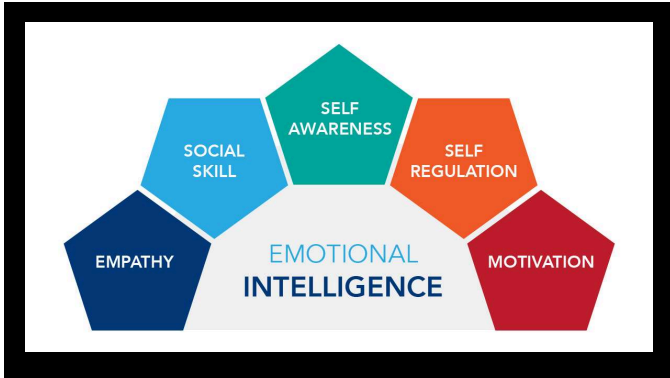
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Curious? – HBR has a free 25 question quiz

### Quick Self-Assessment

1 Disagree, 2 Somewhat Disagree, 3 Neutral, 4 Agree, 5 Strongly Agree

1. I understand what I am motivated by intrinsically and extrinsically
2. I am able to recognize my emotions at the moment I experience them
3. I have a robust emotional vocabulary beyond mad, sad, happy etc.
4. I am able to control impulses and display emotions in a socially appropriate manner
5. I am able to regulate unpleasant emotions in order to be productive
6. I strive to understand the feelings and perspectives of others
7. I understand how other people's experiences affect their feelings, thoughts, and behavior
8. I seek to understand the motivations of others
9. I listen without interrupting or thinking about what I will say next
10. I actively seek to understand my own thoughts and feelings and solicit feedback from others

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### SELF-AWARENESS

- Self-awareness - the ability to recognize and understand your own emotions
- Aware of the influence my actions, moods, and emotions have on other people
- Recognize the relationships between the things we feel and how we behave




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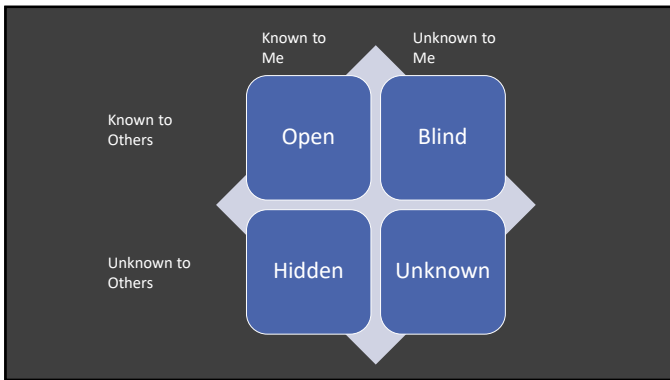
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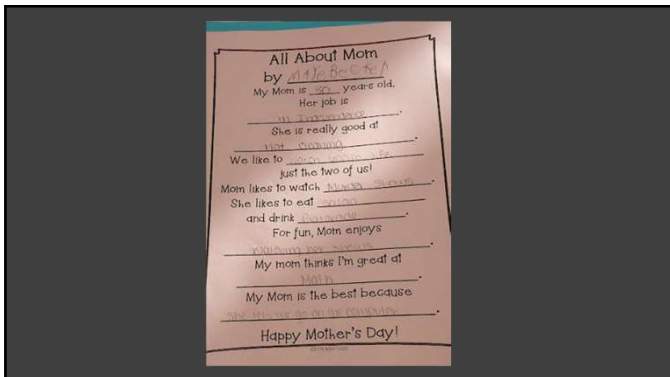
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### What does Self-Awareness Look Like?

Those that are self-aware:

- Understand and own their weaknesses
- Have a good sense of humor
- Confident in themselves and their abilities
- Aware of how other people perceive them
- Able to accept and manage responsibility
- Skilled at accepting constructive feedback and using it




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### IMPROVING SELF-AWARENESS

- Get regular feedback from trusted friends and colleagues
- Take a self-assessment
- Write down goals and feelings
- Pay attention to thoughts and emotions
- Reflect on experiences
- Positive self-talk
- Meditate




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### RECOGNIZE Action Questions

*What can you do to improve your self-awareness?*

*What can you do to communicate the importance of self-awareness and improve the self-awareness of those in your organization?*

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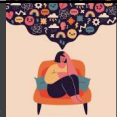

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### Self-Regulation

Self-Regulation is how you control and manage your

- emotions
- energy
- abilities
- impulses


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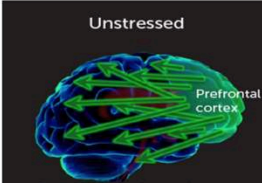
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### Stress Response - Illustrated

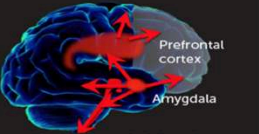
Unstressed



Prefrontal cortex

Tight control of thoughts, emotions and actions

Stressed



Prefrontal cortex

Amygdala

Weaker control of thoughts, emotions and actions

Marriage Flooding story

Normally, an alert person's brain has moderate amounts of chemical messengers that lead the prefrontal cortex to take charge and perform high-level thinking (left). But with stress, those chemical signals can flood the brain, activating amygdala-linked brain networks involved in sensing and responding to threats (right).  
A. ARNSTEN

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## SELF REGULATION IN ACTION

Examples of Self-Regulation:

- Saying "No" or Delaying gratification
- Bouncing back after making a mistake
- Managing your energy and productivity levels
- Controlling impulses



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## Improving Self-Regulation

- Be mindful of initial reactions
- Find positive ways to express difficult emotions
- Re-frame - Look at challenges as opportunities



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## Improving Self-Regulation



- \*Recognize that you have a **choice** in how you respond
- \*Understand that your emotions are valid (and contagious)
- \*Talk through emotions and reactions with others

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**SELF-REGULATION - BUILDING A TOLERANCE FOR STRESS**

**HALT**

- Hungry
- Angry
- Lonely
- Tired

Take care of your physical needs - sleep, diet, exercise




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**Regulation Action Questions**

*How do I encourage creating an environment where we view mistakes as learning opportunities?*

*How will regulating my emotions be beneficial to those around me?*

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**EMPATHY VS. SYMPATHY**

<p><b>Empathy</b></p> <ul style="list-style-type: none"> <li>• the ability to understand how others are feeling from their perspective</li> <li>• ability to recognize the emotional state of others</li> <li>• allows you to understand the power dynamics that often influence social relationships (especially in the workplace)</li> </ul>	<p><b>Sympathy</b></p> <ul style="list-style-type: none"> <li>• the reaction to a situation from only our own perspective</li> <li>• feelings of pity and sorrow for someone else's misfortune</li> <li>• saying how sorry you are and/or sending a card</li> </ul>
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### EMPATHY VS SYMPATHY VIDEO



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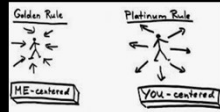
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### The Platinum Rule



Treat others the way They would like to be treated.

Find out what Respect means to others

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### Increasing Empathy

- Be willing to share your own feelings
- Actively listen to other people
- Reach out and talk to new people to get new perspectives
- Engage in a cause and/or with your community

Perspective Getting – Not Taking – Ask Questions!



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What questions can you ask to show empathy and perspective-getting?



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# Resolve



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## MOTIVATION

- **Motivation** is having an interest in learning and self-improvement and having the strength to keep going when there are obstacles.
- Our personal drive to
  - improve and achieve
  - commit to our goals
  - focus on optimism and resilience
- People who are emotionally intelligent are motivated beyond external rewards

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### WHAT DOES **MOTIVATION** LOOK LIKE?

- Understand your motivation behind your actions
- Having a positive attitude that energizes customers and colleagues
- Taking an active role/offer helpful ideas in your team
- Providing high level work without the need for oversight
- Seek to understand the motivation of team members



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### IMPROVING MOTIVATION

- Avoid overusing extrinsic rewards
- Celebrate results
- Focus on setting small measurable goals
- Challenge yourself and the team
- Work with another person/group to find accountability (accountabilibuddy)



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### Motivation Action Question

How do you find out what motivates those you work with?

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## SOCIAL SKILLS

- Social Skills are the skills we use everyday to interact and communicate with others Geery Story
- Social Skills include:
  - A strong understanding of ourselves and how we relate to others
  - Being able to interact well in a variety of social situations
  - Creating an intentional network of support through meaningful relationships




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## EXAMPLES OF SOCIAL SKILLS



- Conversation skills
- Active listening skills
- Recognizing social cues (verbal and physical) to determine how others feel
- Showing vulnerability
- Suspending judgment of others
- Seeing social interactions as an opportunity to learn and grow

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## IMPROVING SOCIAL SKILLS

- Actively seek situations to practice your social skills
- Show interest in others
- Ask open-ended questions to help start conversations
- Use appropriate body language and eye contact
- Practice active listening




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Listening Skills

- Looping – paraphrase what was said
- Labeling – Name the Emotion
- Mirroring – use 2-3 exact words



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6 KEY ACTIVE  
**Listening Skills**



1. Pay attention.
2. Withold judgement.
3. Reflect.
4. Clarify.
5. Summarize.
6. Share.

Center for Creative Leadership

<https://www.ccl.org/articles/leading-effectively-articles/coaching-others-use-active-listening-skills/>

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RESOLVE ACTION QUESTION

*How will improving my listening skills help resolve issues at work?*

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R<sub>3</sub> Rule

Recognize

Re-Orient

Resolve


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Ways to Practice Emotional Intelligence At Work

- Let go of unrealistic expectations of others
- Understand and accept the unique emotional displays of the team members you work with
- Use appropriate humor, smile and keep it light
- Keep an optimistic attitude and look for the positives
- Approach a others with curiosity vs judgement – ask questions




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Emotional intelligence (EI) **IMPACT**

**I**NFORMATION


**M**AKE THE DECISION

**P**RACTICE THE SKILLS

**A**CTION

**C**OMMIT TO LEARNING

**T**HINK THROUGH




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Would this training be beneficial for your organization?

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leadernshipinstitute@gmail.com  
Connect with me on LinkedIn  
Leadernship.com



Copyright Mackey 2023

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WHAT IS ONE THING YOU CAN IMPLEMENT RIGHT AWAY FROM THIS TRAINING?

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Questions?



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### Appendix and Sources

- Daniel Goleman – Emotional Intelligence
- Amy Edmonson – Teaming, The Fearless Organization
- Chris Voss – Never Split the Difference
- Tim Elmore – Eight Paradoxes of Great Leadership
- Geoffrey Cohen - Belonging

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### OPTIONAL VIDEOS

- 6 Steps to Emotional Self-Regulation - Overcoming Amygdala Hijack  
<https://www.youtube.com/watch?v=aaHdcrtIkY> 7:16
- How to Improve your Emotional Intelligence (for career success) | Shadé Zahrai 9:22
- <https://www.youtube.com/watch?v=4vetoRA3WUA>
- Do you hear what I hear? | Jamie Smith | TEDxDicksonStreet 15:10 (first part 8 minutes)
- [https://www.youtube.com/watch?v=XV50\\_x8d-uU](https://www.youtube.com/watch?v=XV50_x8d-uU)

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### REFLECTION.. WHAT'S YOUR PLAN

- What steps can you take to improve your emotional intelligence skills?
  
- Who will you share these steps with?
  
- What do you hope to get from improved EI?

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### TOOLS FROM YALE CENTER OF EI

RULER is an acronym for the five skills of emotional intelligence.

R	U	L	E	R
Recognizing	Understanding	Labeling	Expressing	Regulating

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### TOOLS FROM YALE

#### TAKE A META-MOMENT

1. Something happens
2. Sense
3. Stop
4. See your best self
5. Strategize
6. Succeed!

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### USING EI TO CREATE POSITIVE RELATIONSHIP WITH SUPERVISOR

- Be open to feedback
- Ask for ways to improve
- Embrace the opportunity to learn from feedback and mistakes
- Take all feedback seriously vs. personally
- Ask questions about their perspective

• By using EI and knowing yourself - you change how you respond, you may be able to change/influence the other person's response

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