



THE

LEADERSHIP
INCUBATOR



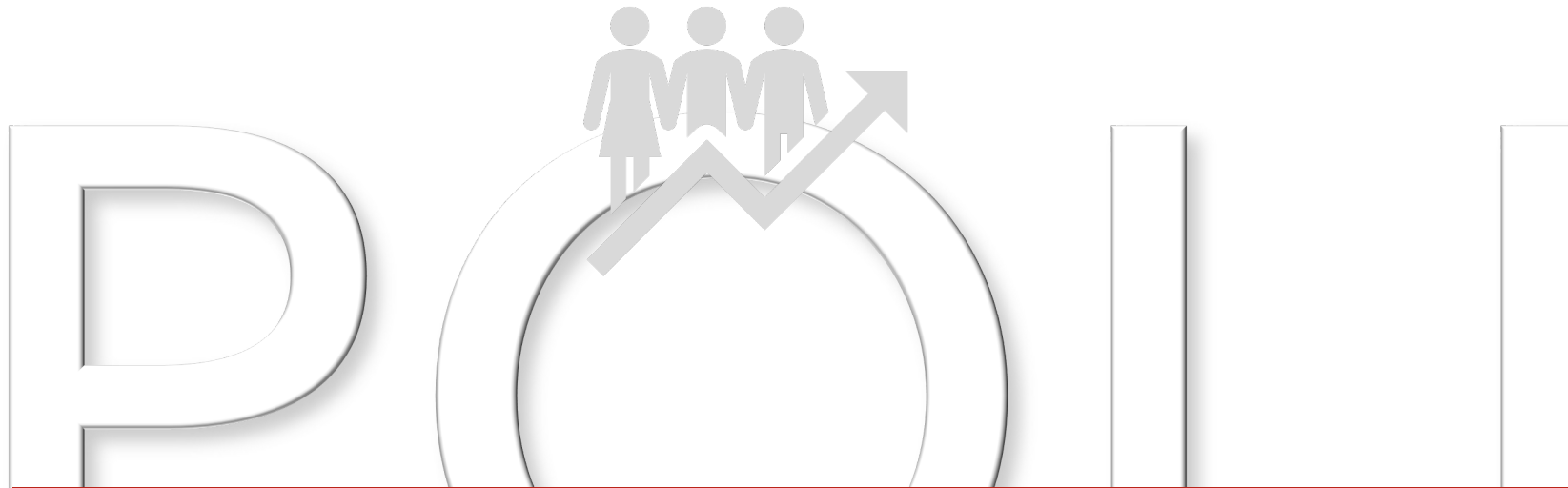
EMOTIONAL INTELLIGENCE

AGENDA

- **Put in the chat:**
What's one thing that needs to happen in the next two hours for this session to be valuable to you?
- **My (Nancy's) goals for you:**
Two new thoughts
Two new behaviors
- **Format**
Talking points
Individual exercise (jot down....)
Breakouts
- **Breakout rooms**
Takeaways from breakout. Put in the chat.
- **Tricks and tips you can use today**

Questions are welcome: *My assistant, Shannon, will gather your questions and share them with me at the end of each section. If your question will be answered further down the road, I'll hold onto it until that time.*





HOW FAMILIAR ARE YOU WITH EMOTIONAL INTELLIGENCE?

A little

Just enough

A lot

WHAT IS EMOTIONAL INTELLIGENCE?

Emotional intelligence is a set of emotional and social skills that influence the way we:

- Perceive and express ourselves
- Develop and maintain social relationships
- Cope with challenges
- Use emotional information in an effective and meaningful way

It is a predictor of success in life and work

EMOTIONAL INTELLIGENCE IS NOT...

IQ

Cognitive Intelligence (peaks at 17 years)

Personality

Stable set of preferences and tendencies with which you approach the world. Fixed at an early age just like IQ.

Aptitude

A written, oral, or performance test designed to measure a person's potential ability for performing well in some future selected skill or activity (e.g., musical aptitude)

Achievement

A standardized examination that assesses the proficiency level already attained in specific performance (e.g., school grades, SAT scores)

Vocational Interest

Assesses a person's interests in order to help them choose, prepare for, enter upon, and progress in an occupation

EMOTIONAL
INTELLIGENCE
starts and ends
with

you

MAXIMIZE THE RESULTS OF YOUR EQ-i 2.0 ASSESSMENT

- Not a report card

 - Your score is not good or bad

 - In the chat: how many of you looked at your scores and judged yourself?

- A snapshot in time

- Influenced by major life events

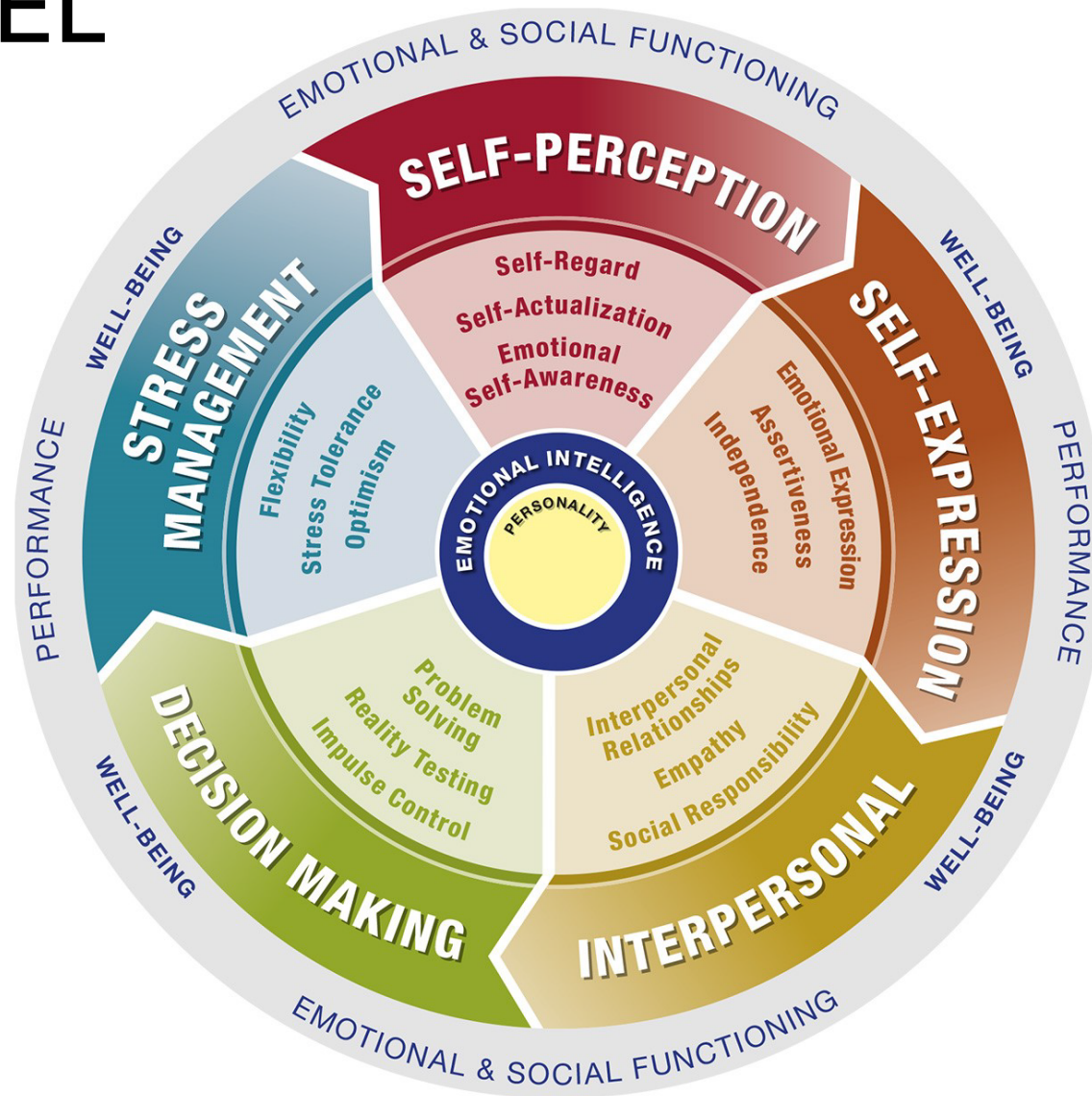
- Your report includes strategies to further develop your emotional intelligence and a development plan template to help you make your commitment real

THE EQ-i 2.0 MODEL

Each facet relies on and influences the others.

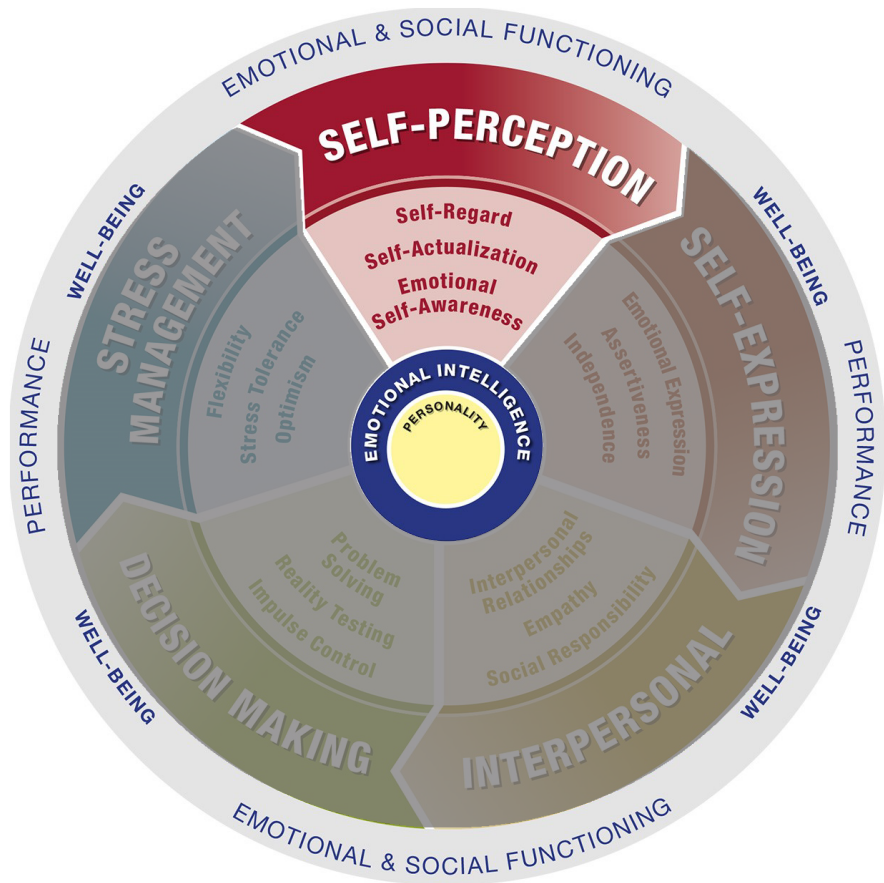
None is more important than the other.

It's circular because there's no start or endpoint.



EQ-i 2.0

Five Composite Scales and 15 Subscales



Self-Perception

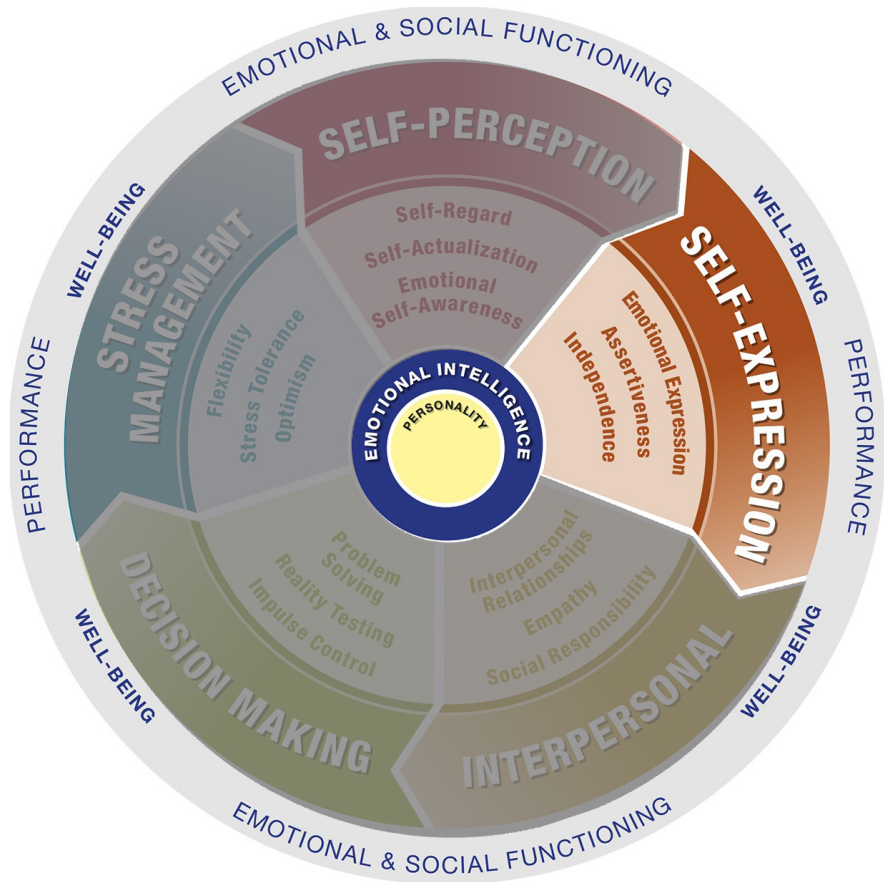
Self-Regard

Self-Actualization

Emotional Self-Awareness

EQ-i 2.0

Five Composite Scales and 15 Subscales



Self-Expression

Emotional Expression

Assertiveness

Independence

EQ-i 2.0

Five Composite Scales and 15 Subscales



Interpersonal

Interpersonal Relationships

Empathy

Social Responsibility

EQ-i 2.0

Five Composite Scales and 15 Subscales



Decision Making

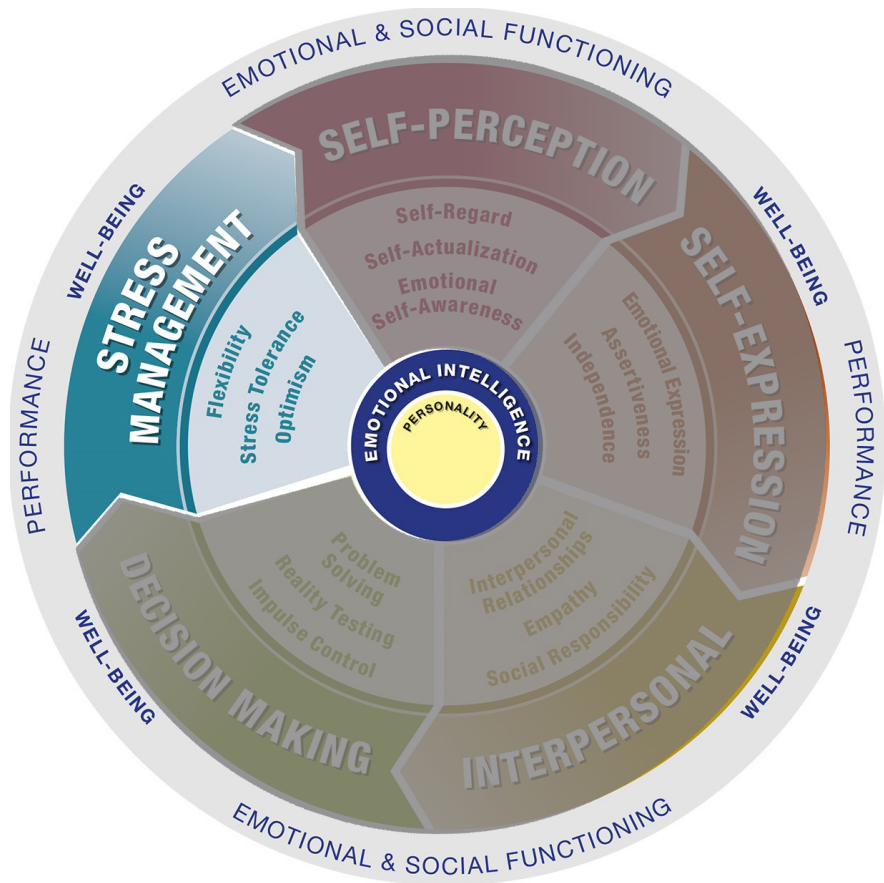
Problem Solving

Reality Testing

Impulse Control

EQ-i 2.0

Five Composite Scales and 15 Subscales



Stress Management

Flexibility

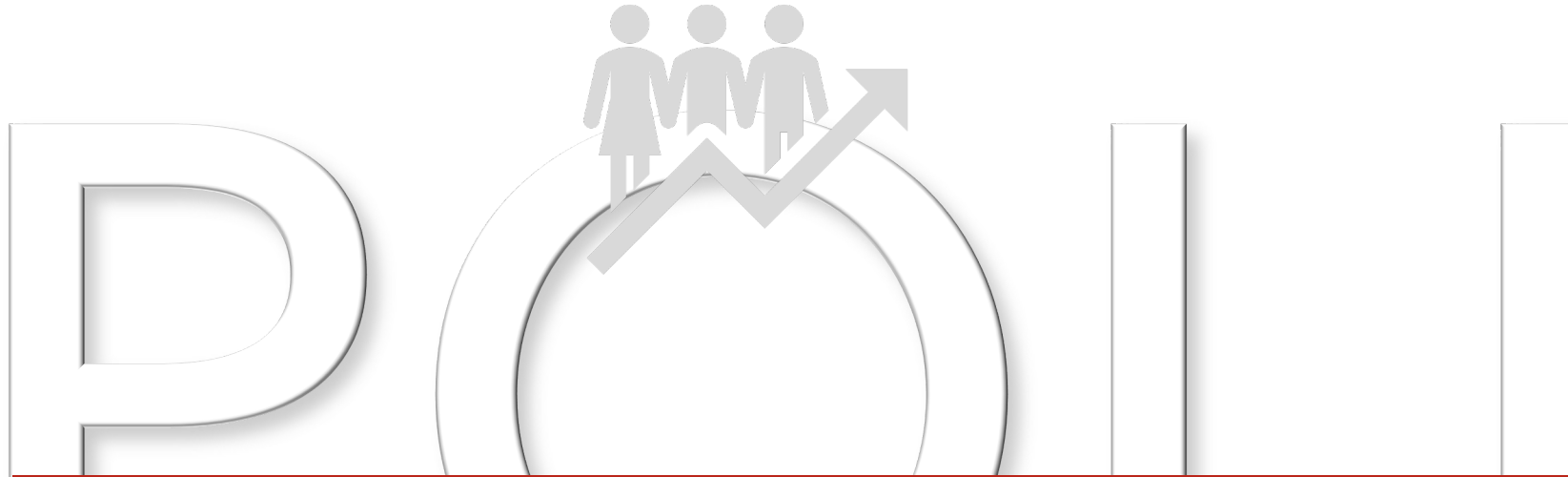
Stress Tolerance

Optimism

WELL-BEING INDICATOR

Happiness

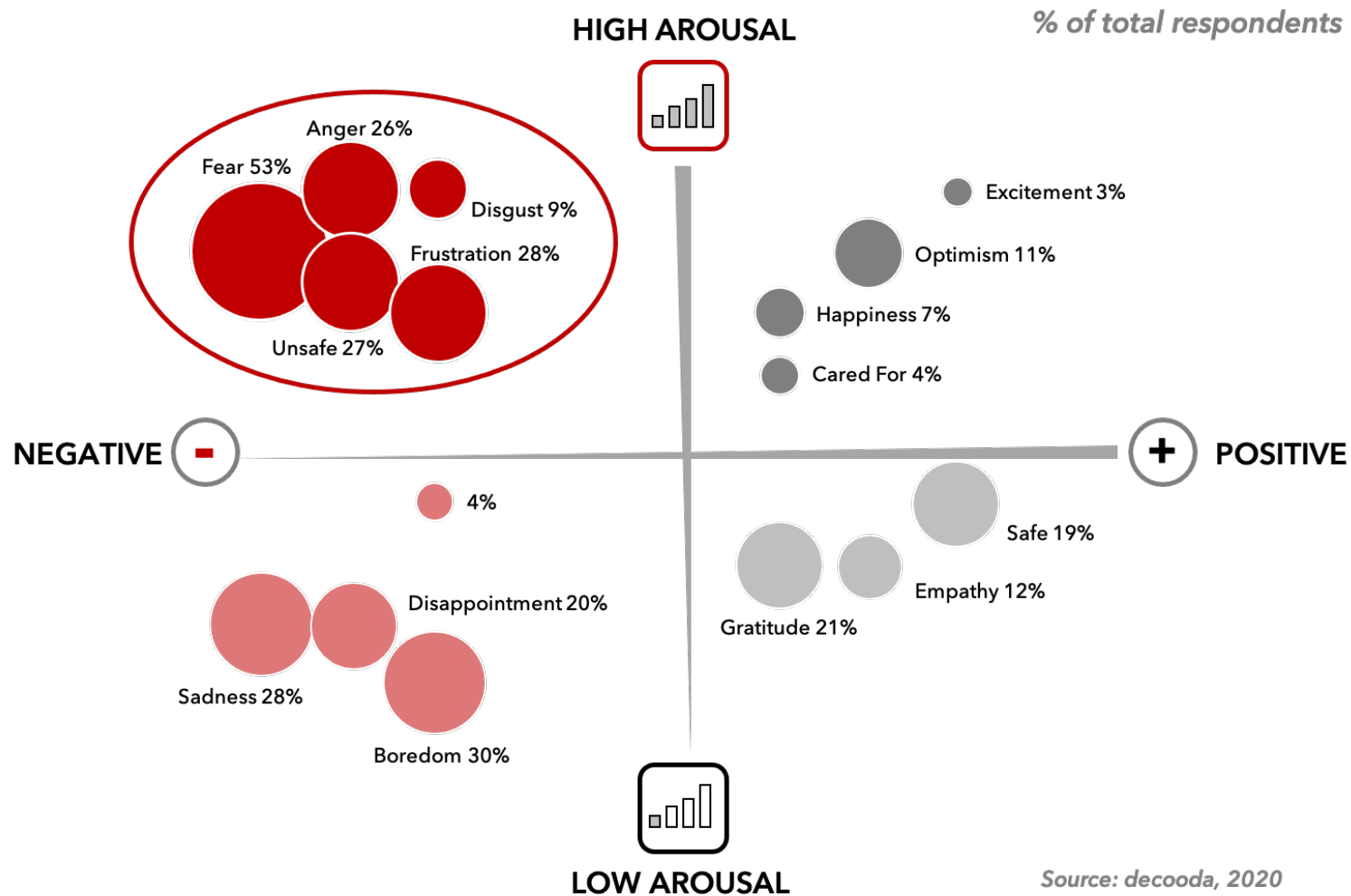
- An indicator of emotional health and well being, rather than as a subscale of any one area in particular
- Characterized by feelings of **satisfaction, contentment, and the ability to enjoy the many aspects of one's life**
- Does not directly contribute to your Total EQ-i^{2.0} score
- Four subscales most often associated with Happiness:
 - Self-Regard
 - Optimism
 - Interpersonal Relationships
 - Self-Actualization



**Over the past 4 months, how high has your
level of stress been, on a scale from 1-10?
(1 being a little and 10 being a lot)**

decooda RESEARCH

THE COVID-19 PANDEMIC EVOKES INTENSE EMOTIONS AND FEELINGS



Source: decooda, 2020

THE NEUROSCIENCE OF EQ MIRROR NEURONS

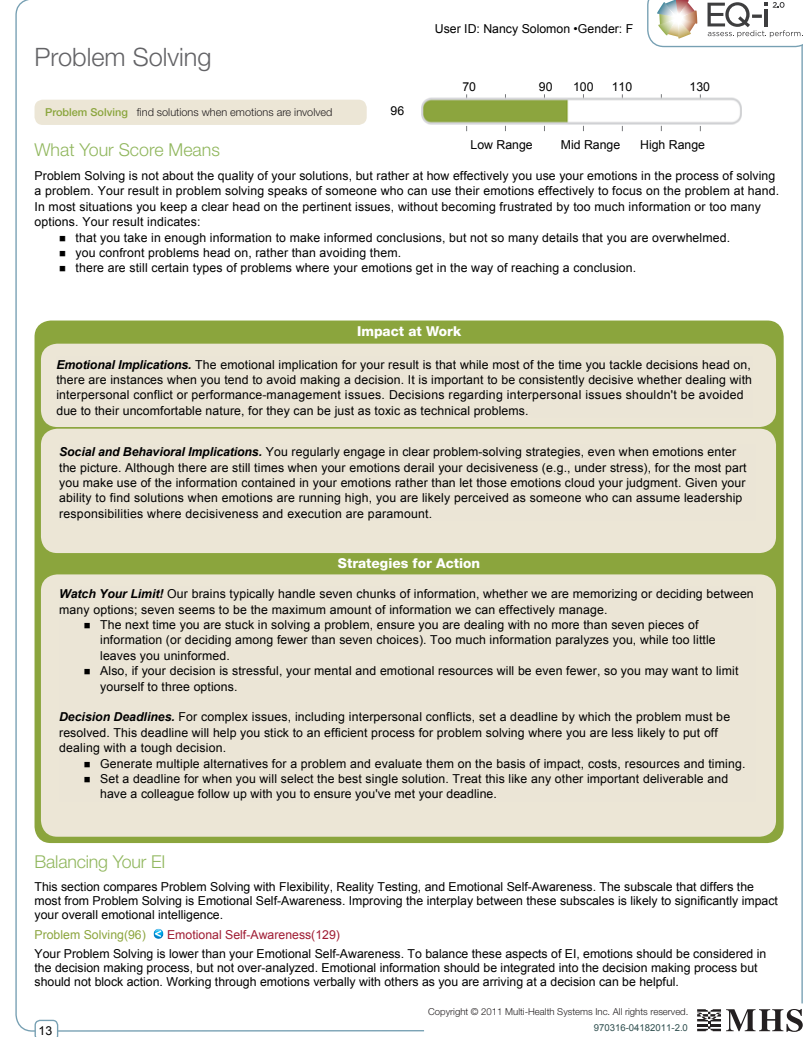
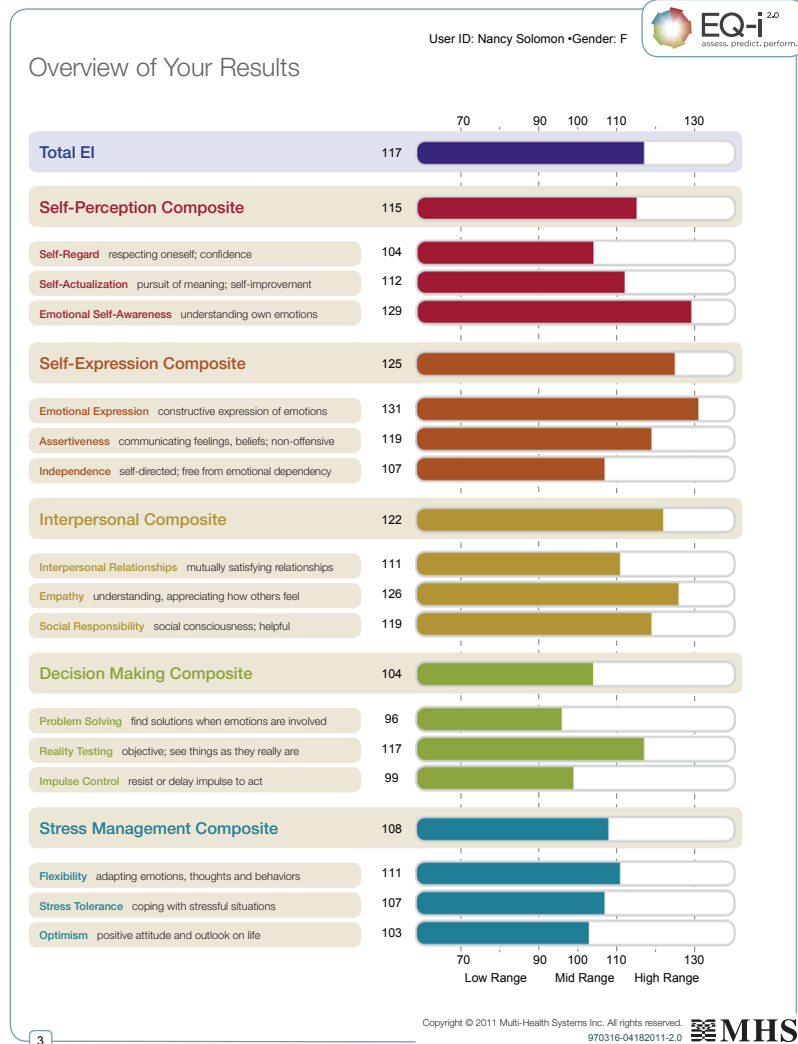
- Emotions are contagious

Emotional contagion is the phenomenon of having one person's emotions and related behaviors directly trigger similar emotions and behaviors in other people. Emotions can be shared across individuals in many different ways both implicitly or explicitly.

- Infants can recognize each other's emotions by five months of age

https://youtu.be/_JmA2CIUvUY

EQ-i 2.0 REPORTS



EXERCISE BREAKOUT

Composite Scale Review

Individually-

- Identify a high composite scale (from your own Client Report)
- Identify 2 ways in which you demonstrate the composite and what feedback you've been given to support it
- Share your thoughts with the group (without using the composite name)
- Group identifies the composite

IF YOU WERE TO GUESS...

Put your answers in the chat



In what subscale of EQ-i 2.0 do men excel?



In what subscale of EQ-i 2.0 do women excel?

THERE ARE NO SIGNIFICANT GENDER DIFFERENCES – EXCEPT...



Men are better at:

Self-confidence- particularly in groups

Managing distressing emotions



Women are better at:

Empathy- emotional empathy- how someone else is feeling

Social skills- keeping things feeling good in a group

WHAT ARE THE SIX BASIC EMOTIONS ?

THE SIX BASIC EMOTIONS

Developed by Paul Ekman

1. Sadness

- An emotional state characterized by feelings of disappointment, grief or hopelessness

2. Happiness

- A pleasant emotional state that elicits feelings of joy, contentment and satisfaction

3. Fear

- A primal emotion that is important to survival and triggers a fight or flight response

4. Anger

- An emotional state leading to feelings of hostility and frustration

5. Surprise

- A brief emotional state, either positive or negative following something unexpected

6. Disgust

- A strong emotion that results in the feeling of being repulsed

EMOTIONAL SELF-AWARENESS

- Includes recognizing and understanding one's own emotions
- Includes the ability to differentiate between subtleties in one's own emotions while understanding the cause of these emotions and the impact they have on the thoughts and actions of oneself and others

EMOTIONAL SELF-AWARENESS

| LOW | HIGH |
|--|---|
| Hard time verbalizing own emotions | Relates own feelings to appropriate causes |
| Difficulty recognizing or identifying own emotions | Understands changing of emotions and blends of emotions |
| Low self-awareness | Self-aware |
| Avoids emotional ownership | In touch with own feelings |
| Externalizes | Differentiates between emotions |
| Surprised by others' reactions | Reads people well |
| Misreading or misread by people | People read you well |
| Denial of own feelings | |



WHAT HAVE YOU NOTICED ABOUT EQ ON YOUR TEAM?

What EQ?

It depends on the day.

We're on top of our EQ.

EXERCISE BREAKOUT

YOUR IMPACT & ACCOUNTABILITY

- What is the impact on you for not having responded in a timely fashion to the emails we sent?
- What is the impact on your team/ manager for not having responded to the emails/ assessment we sent?
- What process can you put in place, going forward, to respond in a timely fashion?

LEADERSHIP = SELF-AWARENESS

- Emotional intelligence is a key indicator of leadership performance. And when leaders lead well, their organizations excel.
- Social and emotional competencies are critical to managerial success.

Emotional intelligence is a **CHOICE**:

- A snapshot in time
- Can be developed with the right amount of training, practice and motivation
- Not fixed and rises steadily with age
- No correlation between being emotional and having a high EQ

EMOTIONAL INTELLIGENCE IS MORE IMPORTANT THAN TECHNICAL SKILLS FOR SUCCESS AT WORK AND IN LIFE



85%

Up to 85% of our long-term success in our professional and personal life depends on our soft skills

Harvard University



75%

75% of 400 Fortune 500 CEOs interviewed believe long-term college and career success depends on developing soft skills, while only 25% point to technical knowledge

Carnegie Mellon and Stanford Research

CONSIDER THIS...



58%

**EQ is responsible
for 58% of your
job performance**



\$29K

**People with high
EQ earn \$29,000
more annually
than their low EQ
counterparts**



90%

**90% of top
performers are
high in EQ**



20%

**20% of low
performers are
high in EQ**

#112

SOLOMONISM

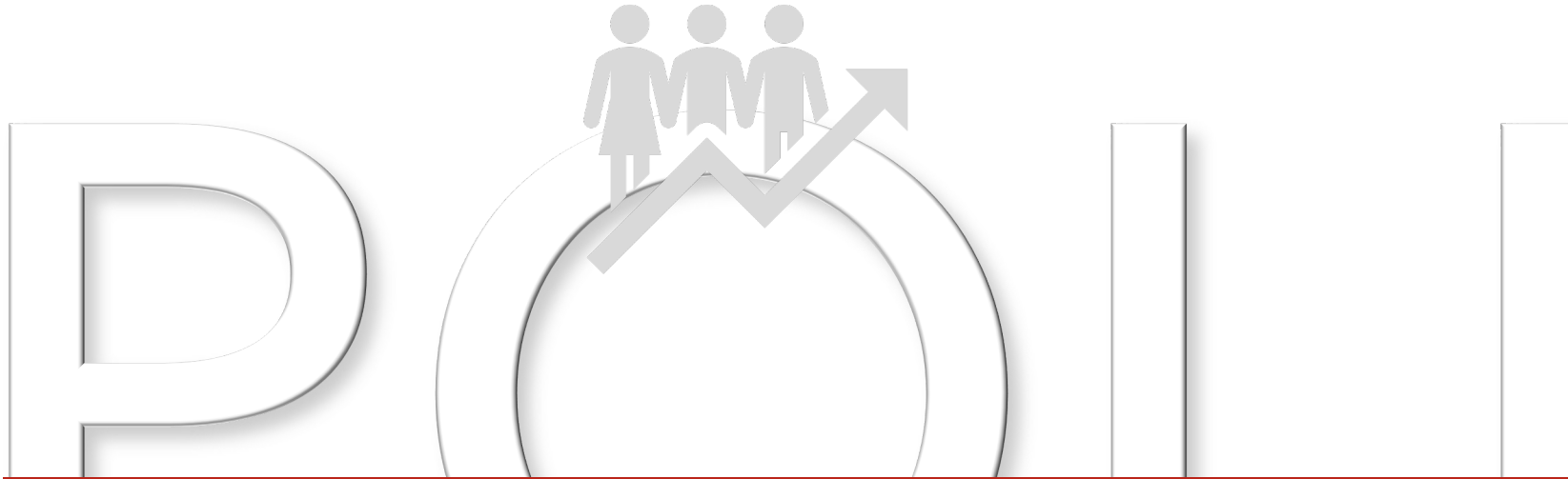
"You get in
life what you
have the
courage to
ask for."

SELF-CARE IN THE TIME OF COVID-19



With the goal of decreasing your stress, anxiety, fear, and depression during this time, **what is one thing you need from your manager that you're not currently getting?**

Put your response in the chat addressed privately to me, Nancy.



HOW DOES YOUR ORGANIZATION DEAL WITH CONFLICT?

I rarely see conflict in our company, but healthy debate is encouraged.

Conflict resolution is vital to our organization.

We could use some improvement in this area.

EMPATHY

A large gray circle with a white border and a subtle drop shadow. Inside the circle, the text "82%" is written in a large, white, sans-serif font.

82%

82% of employees would leave their current job to get more of it

A large gray circle with a white border and a subtle drop shadow. Inside the circle, the text "72%" is written in a large, white, sans-serif font.

72%

72% of CEOs said companies need to get better at it

A large gray circle with a white border and a subtle drop shadow. Inside the circle, the text "78%" is written in a large, white, sans-serif font.

78%

78% of employees said they'd work harder if they received it

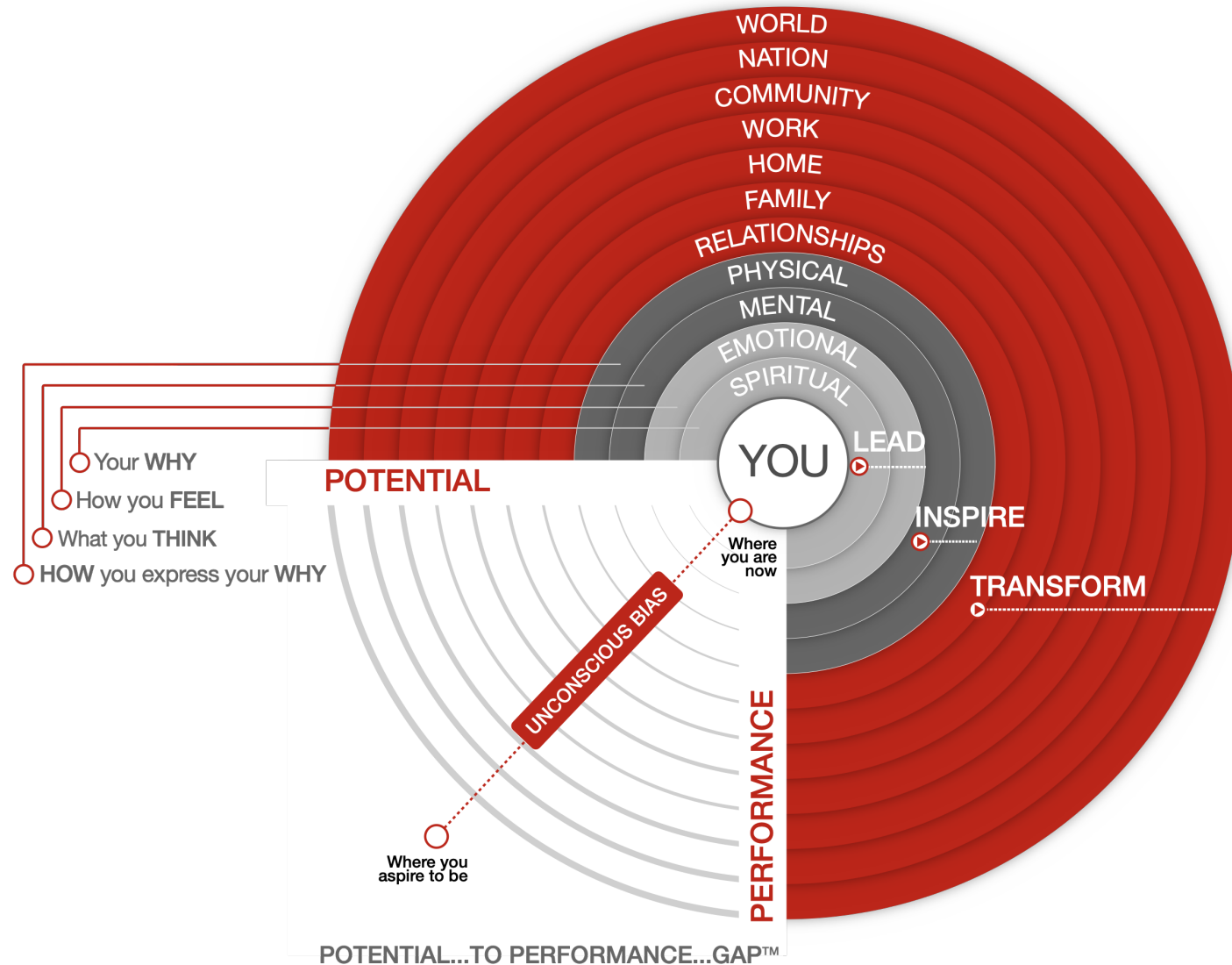
It's a conscious process. It's something we choose to do.

We can get better at doing it every day.

It's a skill.

Research by Business Solver, 2019

THE IMPACT ACCOUNTABILITY MODEL



BOTH YOU AND YOUR CLIENTS CAN INCREASE YOUR EQ TODAY

- Who do you need to **BE** right now?
- What do you need to **DO?**

EXERCISE: THE P4

P
PAUSE

P
PROCESS

P
PICK

P
PERFORM

EXERCISES YOU CAN DO TO GET BALANCED



Gratitude *(UC Davis)*

Stressed people who stop and think of one thing for which they gratitude experience a **23%** decrease in cortisol (the stress hormone)

ASSERTIVENESS

Words have weight; therefore, manage the message. This is particularly important in virtual working conditions where context can be missing.




Encourage respectful open conversations

Use 'I' statements instead of 'you'

Test drive a tough conversation with a trusted friend

EMPATHY

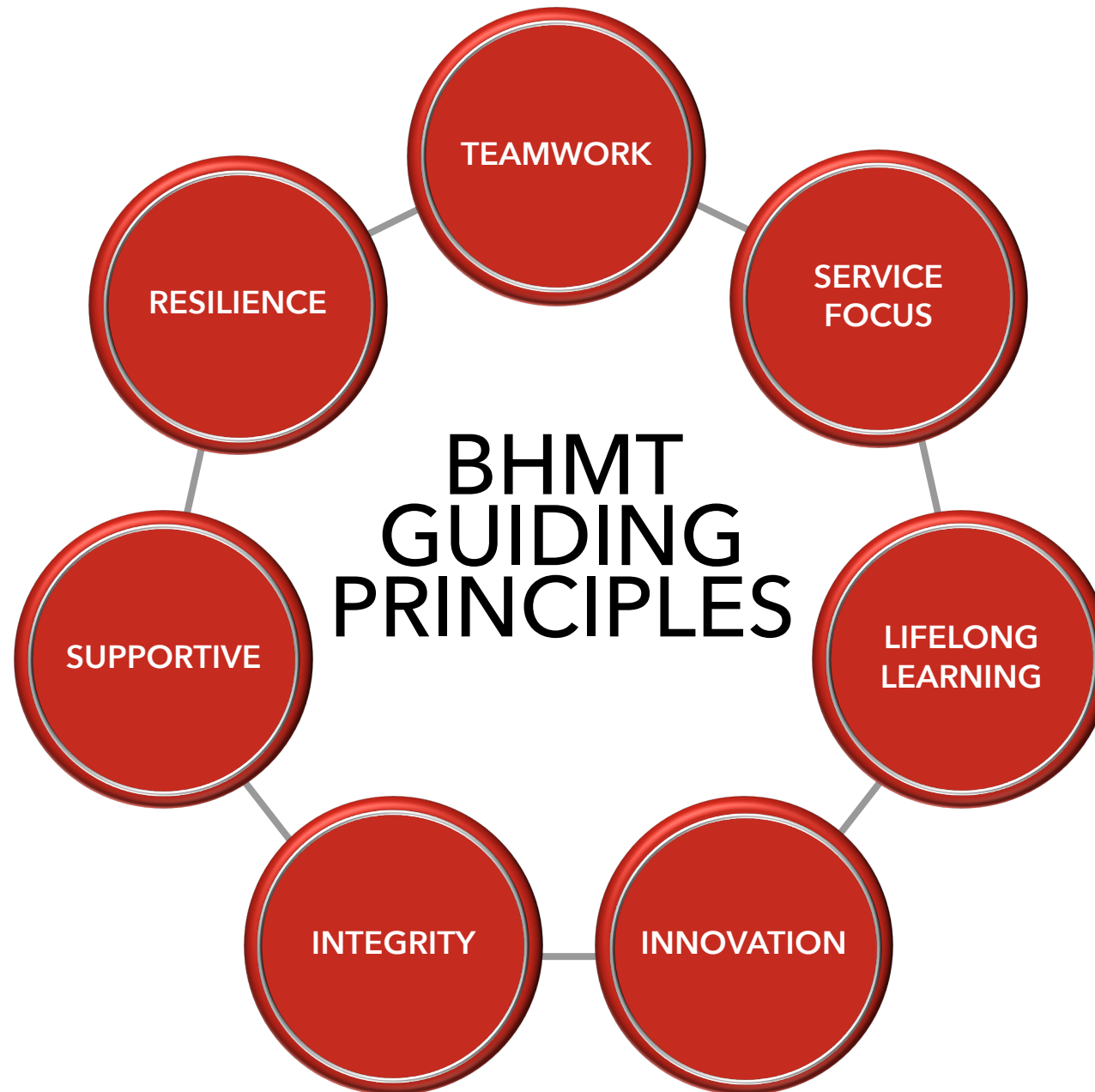
Investing the time to truly grasp how someone is coping is to develop genuine compassion for their personal experiences. Especially when the pressure is on, carve out time to:

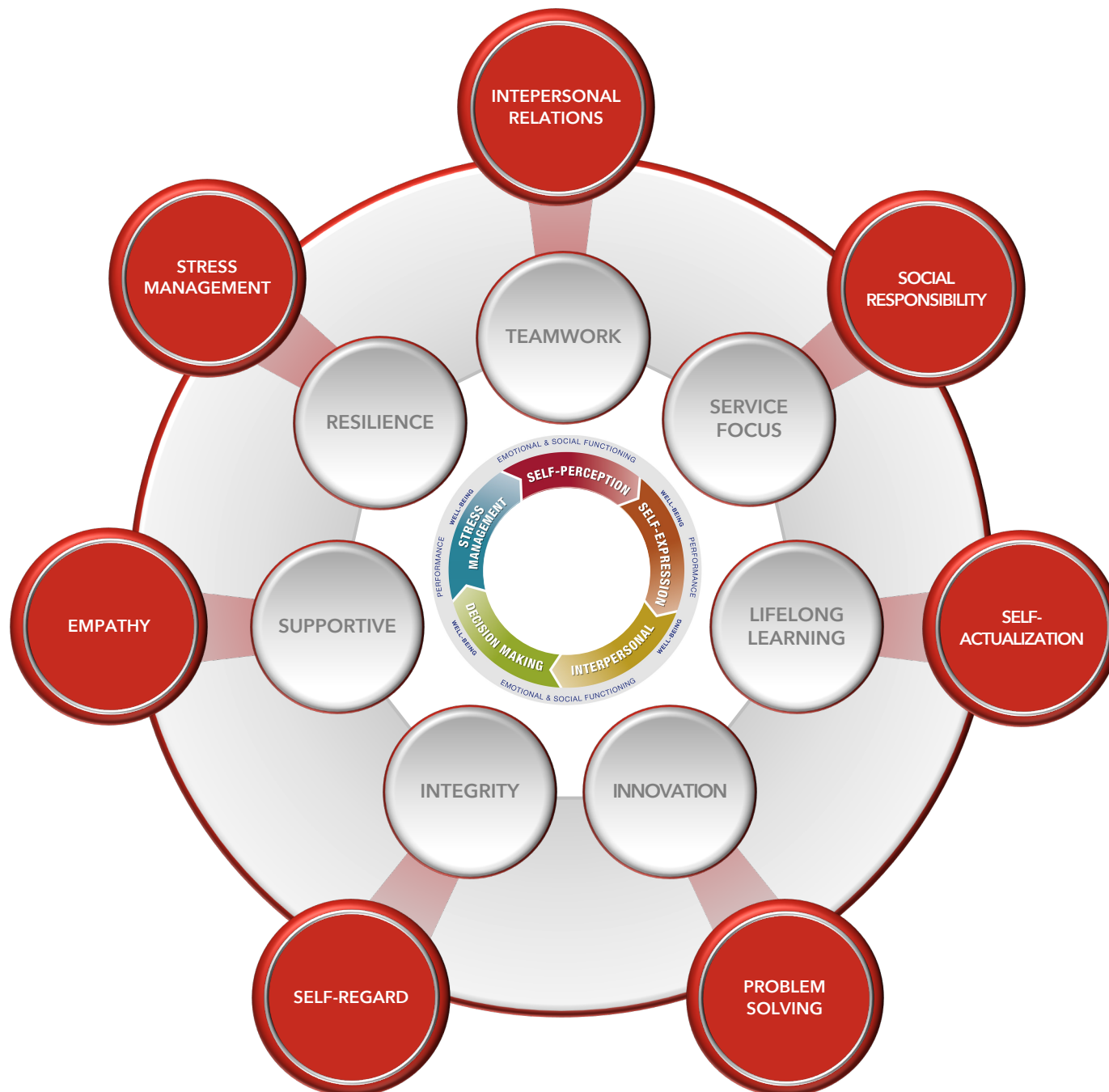


Offer help.
Including non-
work-related tasks

Ask: "How are
you feeling?"

Find the right
words to relate
and reassure





WHAT IS BHMT'S BRAND?

POSITIVE

Provide 3 **positive** adjectives (happy, safe....) that describe the personality of BHMT.

1

2

3

NEGATIVE

Provide 3 **negative** adjectives (micromanaged, racist) that describe the personality of BHMT.

1

2

3

There are no wrong answers- this is your personal opinion.

THE
LEAD. INSPIRE. TRANSFORM.TM
LEADERSHIP
INCUBATOR

-
- EQ EXERCISES
 - SLIDES
 - CONNECT WITH US
 - JOIN OUR EMAIL COMMUNITY
 - JOIN OUR PRIVATE FACEBOOK GROUP: **RECALIBRATE**

<https://www.TheLeadershipIncubator.com/BMHT>