

Advancing Your Emotional Intelligence

Michael Seaver

Program

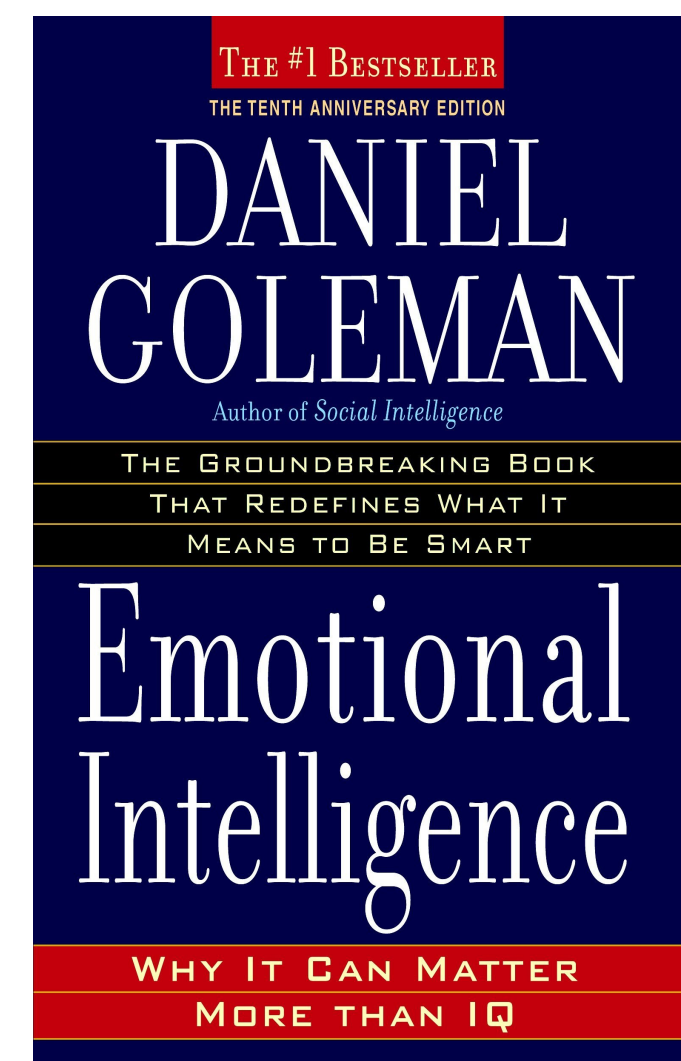
- Why This Is Important
- Research
- Self - awareness, regulation, motivation
- Others - awareness, regulation
- Implementation Plan

Set an intention for yourself, your learning, your growth.

Why This Is Important

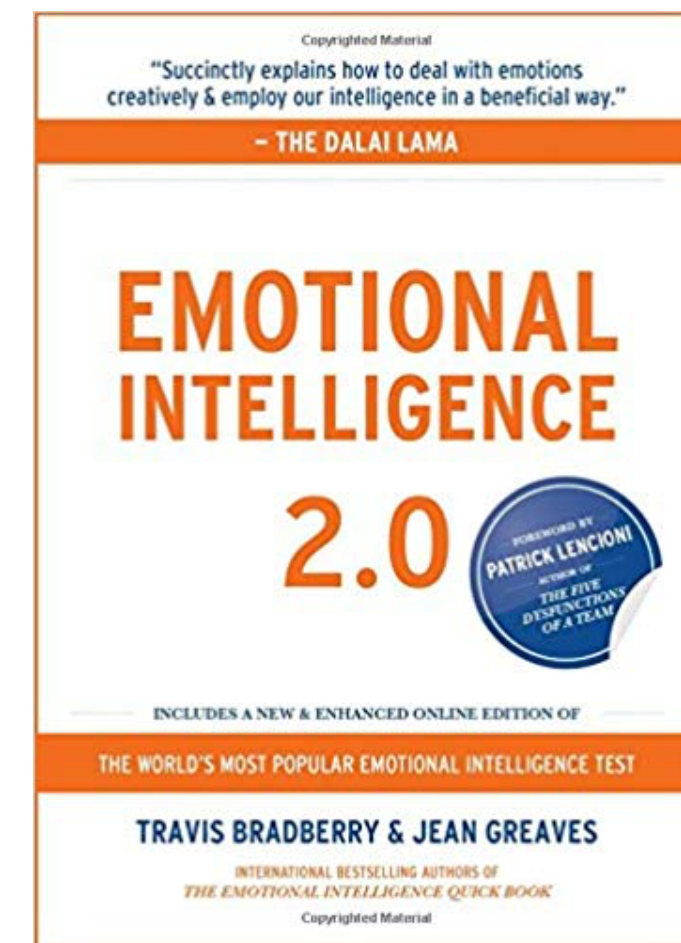
- Think deeply about emotions' impact
- Feel gratitude for constructive feedback
- Express deeper levels of empathy
- Deliver more appreciation, recognition, and praise
- Display your most authentic self
- Second in a 6-part workshop series; foundation of an online course

What relationship-based challenges are experienced at work?



- Two minds in the human brain - rational (cortex), emotional (limbic)
- IQ accounts for only 20% of performance/success, EQ accounts for 80%
- Women are more empathetic than men
- Men have a rosier view of personal relationships than women
- Emotional instability is passed from parents to children
- Low EQ persons tend to start many tasks and leave them unfinished
- High EQ persons mitigate stress faster and become healthier physically
- Correlation between negative emotions and physical disease
- EQ is not innate, it is a learned behavior

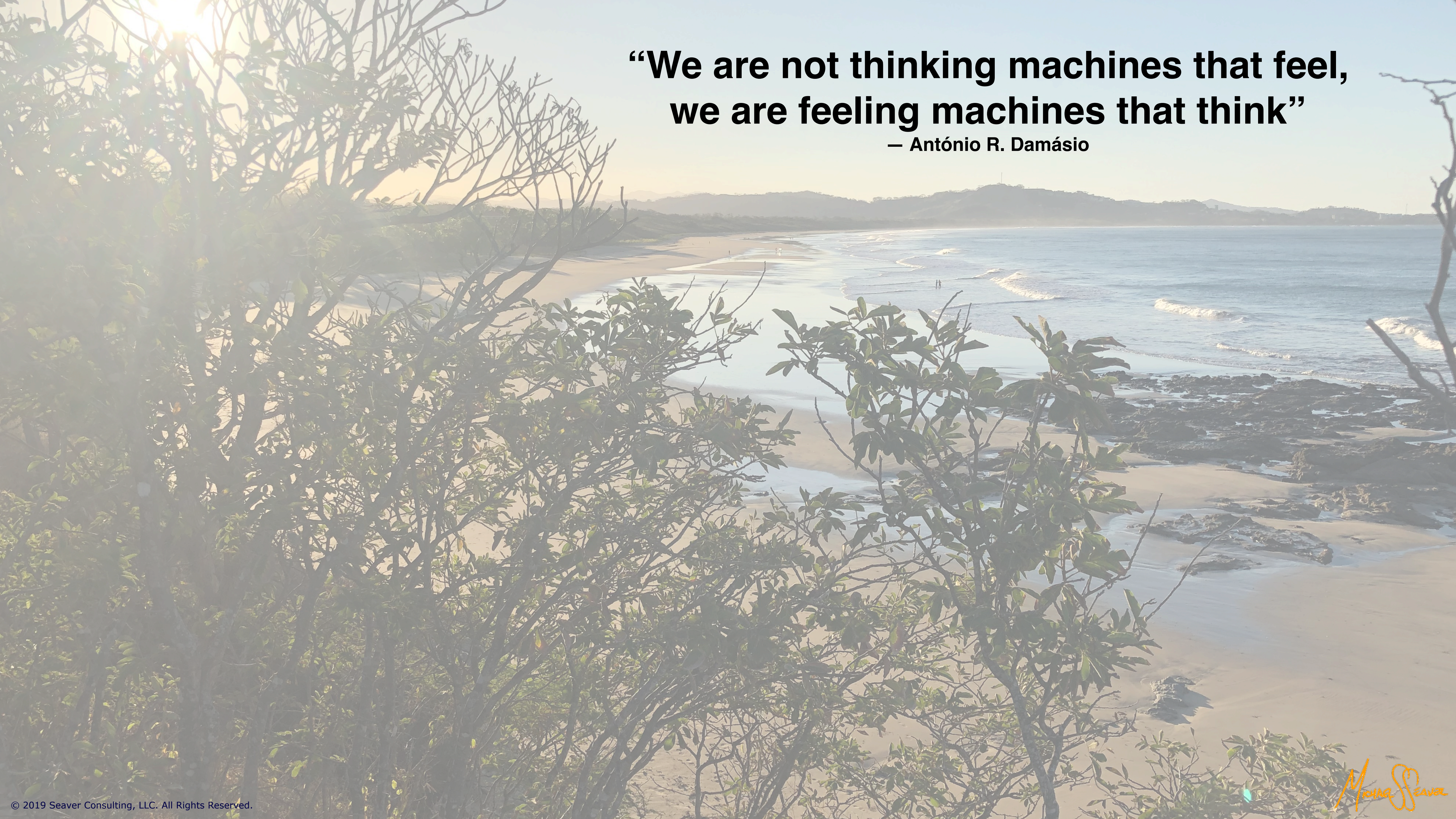
- Experiencing happiness, sadness, anger, fear, and shame is natural, acceptable, and unavoidable
- Emotions cannot be trained, but our reaction can be
- only 36% of people understand emotions as they occur
- only 15% of people feel respected and valued by their employers
- 90% of top performers have high EQ
- Every point increase in EQ adds \$1,300 to an annual salary
- People with high EQ are 10 times more productive



Additional Research

- Center for Creative Leadership - failure stems from difficulty in handling change, inability to work well in a team, and poor interpersonal relations
- Carnegie Institute of Technology - 85% of financial success due to skills in "human engineering"
- Daniel Kahneman - people do business with people they like and trust rather than someone they don't, even if that person offers a better product at a lower price
- Hay/McBer Research and Innovation Group - insurance company sales agents with weak EQ sold policies with average \$54,000 premium, strong EQ agents sold policies worth \$114,000 premium
- McClelland - manufacturing plant lost-time accidents decreased 50% and grievances dropped from 15 per year to three

<https://www.fastcompany.com/3047455/why-emotionally-intelligent-people-are-more-successful>



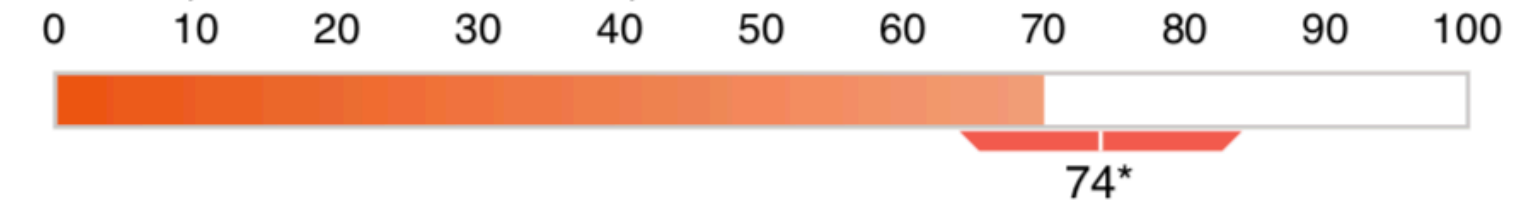
**“We are not thinking machines that feel,
we are feeling machines that think”**

— António R. Damásio

Key Sections

- Emotional Intelligence is the ability to sense, understand and effectively apply the power and acumen of emotions to facilitate higher levels of collaboration and productivity.
- General Characteristics
- Assessment Results
- The 5 Components
 - bullet-pointed suggestions

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



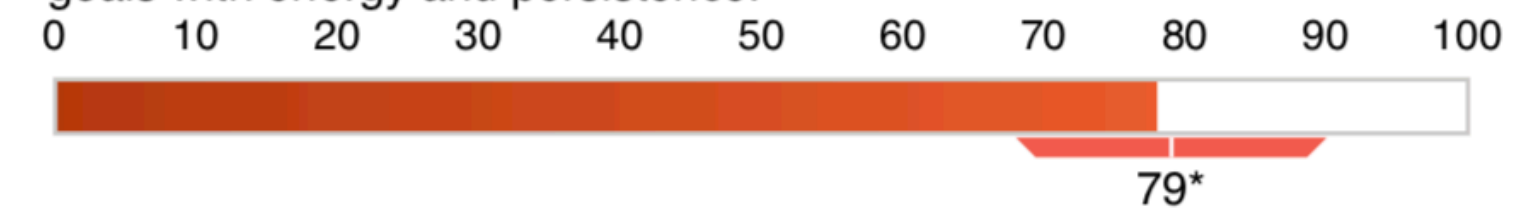
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2. SELF-REGULATION - The ability to control or redirect disruptive impulses and moods and the propensity to suspend judgement and think before acting.



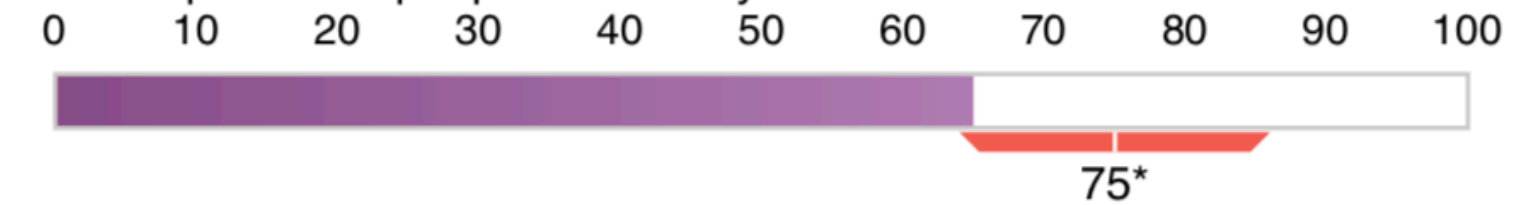
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3. MOTIVATION - A passion to work for reasons that go beyond the external drive for knowledge, utility, surroundings, others, power or methodology and are based on an internal drive or propensity to pursue goals with energy and persistence.



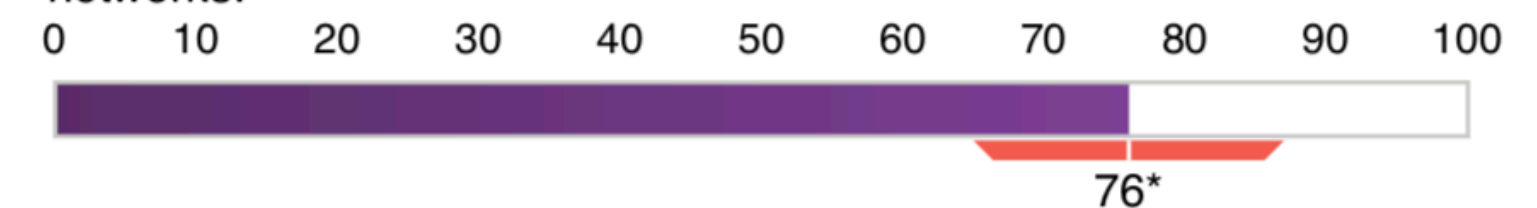
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4. SOCIAL AWARENESS - The ability to understand the emotional makeup of other people and how your words and actions affect others.



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5. SOCIAL REGULATION - The ability to influence the emotional clarity of others through a proficiency in managing relationships and building networks.



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Self-Awareness

- The ability to recognize and understand your moods, emotions and drives, as well as their effect on others.
- Activity - in last two weeks, write down the initials of three people who have caused you sadness, anger, fear, or shame.
 - What was the situation?
 - Why did this trigger your emotion?
 - When have you done this same thing to another person?
 - What did you learn from this scenario?
 - Who have you helped as a result of this experience?
- Implementation - pain journal, journal, request feedback, accountability partner

Self-Regulation

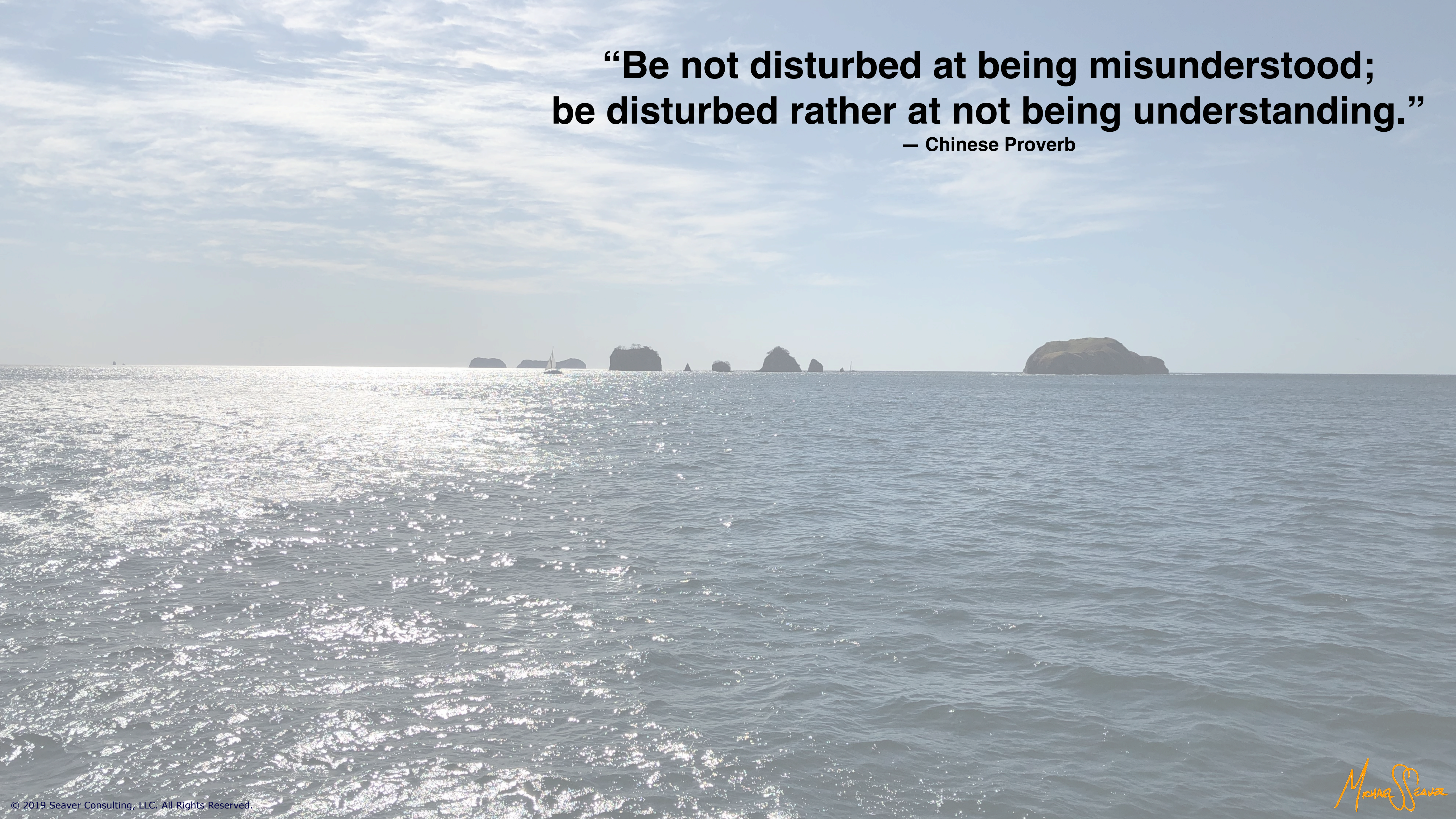
- The ability to control or redirect disruptive impulses and moods and the propensity to suspend judgement and think before acting.
- Activity - visualize yourself 15 years from today.
 - What do you look like?
 - Where are you?
 - How are you investing time?
 - Who is around you?
 - What advice does your future self have for today's self?
- Implementation - state goals publicly, 5-second rule, breathing techniques, walk, exercise, visualization of success, practice active listening

Motivation

- A passion to work for reasons that go beyond the external drive for knowledge, utility, surroundings, others, power or methodology and are based on an internal drive or propensity to pursue goals with energy and persistence.
- Activity - draft your personal mission statement, your why, your purpose.
 - What recurring challenges, feelings, emotions, experiences occurred repeatedly?
 - How did you overcome the challenge?
 - Who do you love to help, be in the service of, and generate value for?
 - How will you be the person you needed when you were younger?
- Implementation - share with loved ones, create physical reminder, celebrate your wins

**“Be not disturbed at being misunderstood;
be disturbed rather at not being understanding.”**

— Chinese Proverb

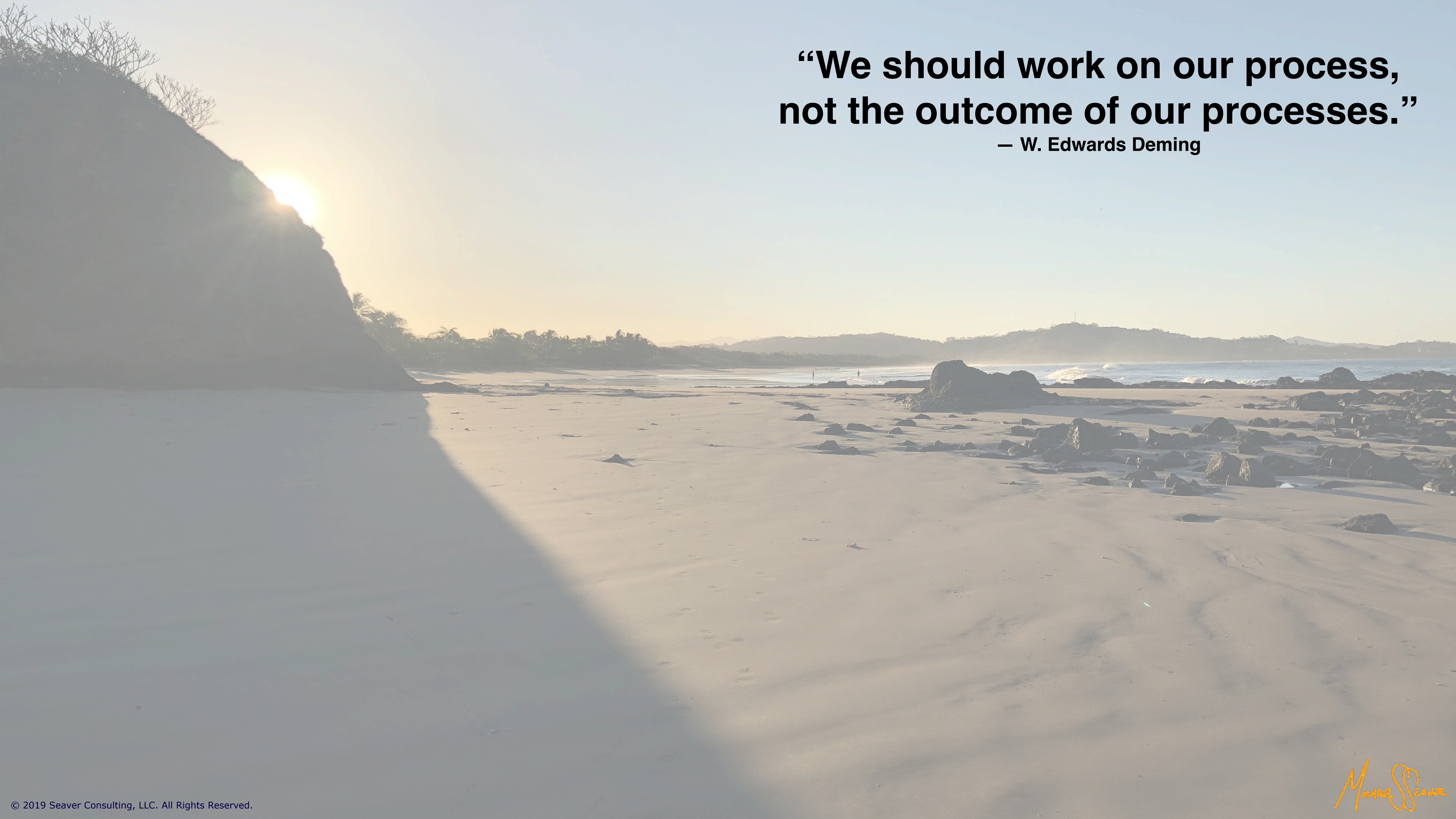


Social Awareness

- The ability to understand the emotional makeup of other people and how your words and actions affect others.
- Activity - anticipating someone's reaction to change.
 - How would you tell a colleague you've been promoted to be his boss?
 - What would you say to someone who is behaving inappropriately at an offsite retreat?
 - How would you inform a colleague that your company is moving to a new office?
- Implementation - anticipate behavior, ask how, what, and why questions to uncover personal information, practice paraphrasing

Social Regulation

- The ability to influence the emotional clarity of others through a proficiency in managing relationships and building networks.
- Activity - a process for deepening long-lasting relationships.
 - Through what channels will you follow up with her?
 - What personal things will you reference in your communication?
 - How will you remind yourself to follow up?
 - What will you share about your life's journey?
- Implementation - tailor communication, celebrate wins, calendar management, build trust through consistent action



**“We should work on our process,
not the outcome of our processes.”**

— W. Edwards Deming

Implementation Plan

- Choose one Emotional Intelligence component
- Commit to 1-3 strategies
- Be patiently persistent for 2+ weeks while learning
- Invest time in weekly reflection

Review

- Why This Is Important
- Research
- Self - awareness, regulation, motivation
- Others - awareness, regulation
- Implementation Plan
- Intention
- Testimonials
- Parking is complimentary
- Friday, May 10th workshop



**EQUAL CHANCE
TO BE UNEQUAL**



PODCAST

