

Introduction to Emotional Intelligence



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Flow of Session

- Why so important
- Emotions and our results and processing
- What is Emotional Intelligence and defining it
- 15 Skills of Emotional Intelligence and strategies to improve
- Personally and Professionally:
 - Leadership potential and Detailers, Happiness and Wellbeing
- Eqi Assessment and Next Steps



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Why are we here?

- What can lead to success or failure? What can lead to fulfillment?
- DISC and Motivators – EQ influences – modifies
- Which parts of self come most? Where live emotionally? Different mode, different person
 - Resourceful state or unresourceful?
- Understanding yourself and your emotions: Clarity is power/decide, a confused mind doesn't...
- Not only manage/cope but lead self...
 - (Survive to thrive, learn, integrate) – Emotional Resources – what grateful for?
- At the effect or in control?
 - Triggers? Unresolved negative emotion? Likes, Dislike, Fear, Insecurities, loss of...
- So can experience life on your terms
- Our experience of life is how we experience it emotionally - Determines how we feel
- So you can experience more of what want everyday.



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Why are we here?

- No unresourceful people just unresourceful states
- Emotions one of most valuable resources have
- One of most important skill in life
- Learning how to cope, manage emotions is very important
- Want to also learn how to lead ourselves emotional
- So we control emotions not them control us!
- Getting yourself to act even when don't feel like it
- Want to be rich, start rich
- Difference in living in state of gratitude or carrying emotional baggage/landfill/toxicity around with us.
- Hurt people hurt people, Happy people make people happy
- Pattern of emotions influences our pattern of results

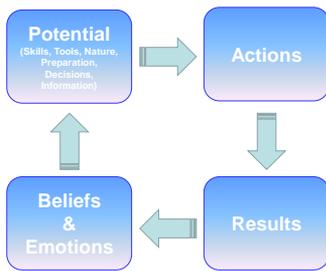
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Pattern of Results



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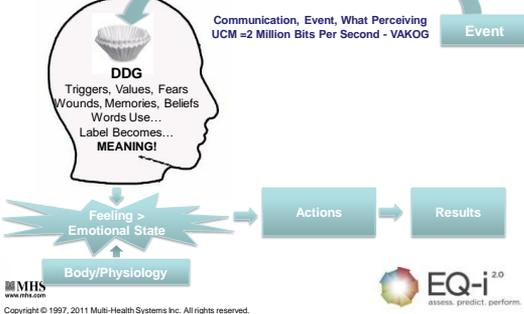
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Emotional Processing

CM = 134 BPS
7 (+/-) 2



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What is Emotional Intelligence?



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What is Emotional Intelligence?

Emotional intelligence is ...

- Understand your own emotions
- Perceive and express ourselves
- Stay attuned to the emotions of others
- Demonstrate empathy
- Develop and maintain social relationships
- Cope with challenges / Turn into opportunity / Breakthrough
- Differentiate between emotions
- Use emotional information in an effective and meaningful way

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Emotional Intelligence Defined

- **Identify**
- **Manage/Lead**
- **Focus**



- Emotional information in oneself and others,
- Channel energy through required actions for desired results

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Emotions and Life



It is a predictor of success in life and work

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EI is Not Cognitive Intelligence (IQ)

- EQ and IQ are not highly correlated
- Meaning that there is nothing to suggest that if...
 - IQ is high then EQ will be high or inversely,
 - If IQ is low, EQ will be low
- IQ is set and peaks around 17 years of age,
- EQ is not fixed and rises steadily with age, peaking in the late 40's.
- Emotional Quotient (EQ) is estimated to account for 27 to 45% of job success

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The EQ-i^{2.0} Model



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15 Elements of EQ

5 Elements of Emotional and Social Functioning

- **Self-Perception** – understanding your emotions
- **Self-Expression** – expressing your emotions
- **Interpersonal** – develop and maintain relationships
- **Decision Making** – use emotions to make better decisions
- **Stress Management** – cope with challenges

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EQ-i^{2.0}
assess. predict. perform.

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Emotions and Performance

E[mot]ion

[Mot]ivation



From the root Latin verb
motere - "to move"

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EQ-i^{2.0}
assess. predict. perform.

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Self-Perception Composite Scale

- The "inner-self"
- Designed to assess feelings of inner strength and confidence,
- Persistence in the pursuit of personally relevant and meaningful goals
- While understanding what, when, why, and how different emotions impact thoughts and actions
- **Self-Regard** – respecting oneself, confidence
Strategy/Tool:
Acknowledgement Journal
- **Self-Actualization** – continuous development, pursuit of meaning, self-improvement
Strategy/Tool: Goals, Reading, Continuing learning & Education
- **Emotional Self-Awareness** – understanding my emotions
Strategy/Tool: Journal, Coaching, What am I making this mean? Peers



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EQ-i^{2.0}
assess. predict. perform.

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Self-Expression Composite Scale

- Is an extension of the Self-Perception Composite scale
 - Addresses the outward expression or the action component of one's internal perception
 - Assesses one's propensity to remain self-directed and openly expressive of thoughts and feelings, while communicating these feelings in a constructive and socially acceptable way
- 
- **Emotional Expression** – saying how you feel, constructive expression of emotion
Strategy/Tool: What else could this mean? How Can I communicate in a way they can hear it, that is good for them & me?
 - **Assertiveness** – standing up for yourself effectively, constructive, expression of emotions
Strategy/Tool: Step up, speak up, share what feel. WIFLE, helpful not harmful
 - **Independence** – standing on your own two feet, self-directed, free from emotional dependency
Strategy/Tool: Acknowledgement Journal

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Interpersonal Composite Scale

- Ability to:
- Develop and maintain relationships based on trust and compassion
 - Articulate an understanding of another's perspective
 - Act responsibly while showing concern for others, their team, or their greater community/organization
- 
- **Interpersonal Relationships** – developing and maintaining good/mutually satisfying relationships
Strategy/Tool: Meet them where they are at, understand your communication, communicate with care
 - **Empathy** – recognizing and appreciating how others feel, understanding, appreciating how others feel
Strategy/Tool: What is great about this person? What can I appreciate about them?
 - **Social Responsibility** – contributing to society, social consciousness; helpful
Strategy/Tool: How can I serve/add value? People that can directly impact you or can't. Action reflects caring!

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Decision Making Composite Scale

- The way in which one uses emotional information
 - How well one understands the impact emotions have on decision-making, including the ability to resist or delay impulses and remain objective so to avoid rash behaviors and ineffective problem solving
- 
- **Problem Solving** – effectively managing emotions when solving problems, find solutions when emotions involved
 - **Reality Testing** – seeing things as they really are, objective; see things AS they are
 - **Impulse Control** – ability to resist or delay impulses

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Strategy/Tool: Make a list of options, S.W.O.T Analysis

Strategy/Tool: Remove hype, drama. Listen. Be still/silent. Listen for signal not noise/ What really is? Remove worse then, better then, over optimistic, over Pessimistic. Remove/isolate anger, Fear, guilt, sadness, hurt



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Decision Making Composite Scale

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- How well one understands the impact emotions have on decision-making, including the ability to resist or delay impulses and remain objective so to avoid rash behaviors and ineffective problem solving
- **Impulse Control** – ability to resist or delay impulses



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Strategy/Tool:
Breath first?
What is this I feel?
Anger, Fear, Wounds, Uncertainty?
Over what?
Is that really true.
Listen.. Feel, feel, feel
Choose to respond last.
Wait X time before speaking or acting...
Interrupt the pattern – MOVE!



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Stress Management Composite Scale

How well one can cope with the emotions associated with change, and unfamiliar and unpredictable circumstances, while remaining hopeful about the future and resilient in the face of setbacks and obstacles.



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Flexibility – adapting emotions, thoughts and behaviors, to change effectively

Stress Tolerance – successfully coping with stressful situations

Optimism – having a positive attitude and outlook on life.



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Stress Management Composite Scale

How well one can cope with the emotions associated with change, and unfamiliar and unpredictable circumstances, while remaining hopeful about the future and resilient in the face of setbacks and obstacles.



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Flexibility – adapting emotions, thoughts and behaviors, to change effectively

Strategy/Tool: Incantations, Rituals

Stress Tolerance – successfully coping with stressful situations

Strategy/Tool: Rituals, Taking care of physiology

Optimism – having a positive attitude and outlook on life.



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Stress Management Composite Scale

How well one can cope with the emotions associated with change, and unfamiliar and unpredictable circumstances, while remaining hopeful about the future and resilient in the face of setbacks and obstacles.



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Stress Tolerance – successfully coping with stressful situations

Strategy/Tool: Rituals

Stress

Moderate Stress

Extreme Stress

S.E.E. Significant Emotional Event



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Stress Management Composite Scale

How well one can cope with the emotions associated with change, and unfamiliar and unpredictable circumstances, while remaining hopeful about the future and resilient in the face of setbacks and obstacles.



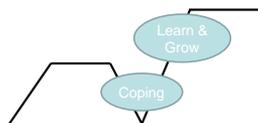
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Stress Tolerance – successfully coping with stressful situations

Strategy/Tool: Rituals



Coping = Stressful, Manage Stress
Growth = Next Time easy, 10 lbs, 2+2
Successful in spite of



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Stress Management Composite Scale

How well one can cope with the emotions associated with change, and unfamiliar and unpredictable circumstances, while remaining hopeful about the future and resilient in the face of setbacks and obstacles.



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Optimism – having a positive attitude and outlook on life.

Strategy/Tool:

Gratitude Journal

What is great about this?
How could this be a possibility instead, or opportunity?
Positive about self, future, others.
What can I learn from this.
How can I turn this around? Where is the good in this?
What can I learn from this?
How can I be better from this?\

"Don't wish life were easier, wish you were better!"

~Jim Rohn

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Leadership Potential & Derails

Leadership Potential

- An indicator of Leadership Potential is made up of 4 Key Factors – consisting of certain sub-scales.
- 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
- 4 Elements of Leadership Potential
 - Authenticity
 - Coaching
 - Insight
 - Innovation

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Leadership Potential

Authenticity
An authentic leader serves as a role model for moral and fair behavior. A transparent approach increases others' trust and confidence in an employee.



Coaching
A leader who coaches effectively is seen as a mentor who supports employee growth. Employees are inspired to reach their highest levels of performance.



Insight
A leader provides insight for others to explore and find a path for colleagues to follow. Employees are motivated and inspired to exceed goals.



Innovation
An innovative leader focuses on solving risks. Seeking colleague's input and advice through knowledge is valued and challenges are viewed as learning opportunities.



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Leadership Potential & Derails

Derails

- An indicator of Leadership Derailment consists of 4 key sub-scales.
- Does not directly contribute to your Total EQ-i^{2.0} score
- 4 subscales most often associated with Leadership Derailment
 - Impulse Control
 - Stress Tolerance
 - Problem Solving
 - Independence

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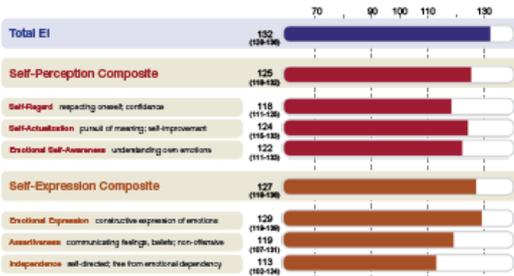


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Leadership Derails

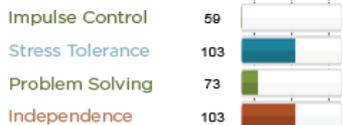
Overview of Results

Name: Michael Haedt • Age: 54 • Gender: M



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Leadership Derails



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Applying EQ-i^{2.0}

There are many ways the EQ-i^{2.0} can be used

- Selection
- Self-Awareness
- Succession Planning
- Leadership Development
- Executive Coaching
- Team Effectiveness

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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

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Happiness

- Feeling satisfied, enjoying life
- An indicator of overall well-being
- Not included in overall EQ-i^{2.0} results
- Impacts overall EQ-i^{2.0}, closely linked to:
 - Self-Regard
 - Optimism
 - Interpersonal Relationships
 - Self-Actualization



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Pleasure, Happiness or Joy

- Pleasure is in the body
- Happiness is in the mind
- Joy is in the spirit –
 - Growth, Giving and passion
 - Focus on something greater than self



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You and EQ



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You and EQ

- The average EQ is 100; a high EQ is 110 and above
- 90% of top performers have high EQ
- One Total EQ-i^{2.0} Score
 - Measures success in coping with environmental demands
 - “Snapshot in time” of overall emotional and social functioning
 - Made up of 5 Composite scales and 15 subscales

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EQ-i^{2.0} Model

- The total EI is at the core/center of the model
- The subscales are the building blocks of EI
- The composite scales are the high-level categories containing the subscales
- And all these work together to impact
 - Emotional and social functioning and
 - Overall performance,
 - Which includes well-being, or happiness.

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Emotions and Decision Making

“Don’t let the noise of other’s opinions drown out your own inner voice. And most important, have the **courage to follow your heart and intuition**. They somehow already know what you truly want to become. Everything else is secondary.”

– Steve Jobs, American businessman, designer and inventor

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Call to Action

- Where do you live emotionally?
- List all emotions feel in a day or week?
- What ideas did you think will be most impactful for you?
- How will you feel, by doing that?
- When and How will you start?
- Self Mastery Skill Session!

“Want to be rich, start rich!”

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