

Emotional Intelligence

The Power to Change

How Emotional Intelligence helped integrate my Bi-polar Career...

WORK EQUALS:

TASK...

PLUS RELATIONSHIPS!

PLUS VALUES!

The Best Gift Ever (exercise)

Turn to a partner at your table and tell him or her the story about the Best Gift you ever received in your life. When you finish switch and listen as they tell their story.

If there is an extra person left over see if you can partner with someone from another table, or one group can have 3 story tellers.

Part One

What is Emotional Intelligence?

Emotional Energy Signals



THAT HUMANS USE
TO COMMUNICATE
VALUE!

Effective Communication Means...

Message Sent =
Message Received
(You're Responsible!)

FOR BOTH THE
MEANING...
AND THE FEELING
(IN OTHER WORDS, TO
COMMUNICATE HOW
YOU VALUE THE
CONTENT)

The Three Moves

The root of both Emotion and Motivation
is to MOVE!

As human beings we basically have three options:

We can move TOWARD the things we like;

We can move AWAY FROM what we fear;

We can move AGAINST the things that block us
from accomplishing our goals and desires.

Nonverbal Communication

_____ % of meaning is communicated by
the WORDS we use

_____ % of the meaning is communicated
through TONALITY

Nonverbal Communication

7 % of meaning is communicated by the
WORDS we use

38 % of the meaning is communicated
through TONALITY

What's the Other 55%???

...PURELY NONVERBAL!!!

Posture

Eye Contact

Gestures / Facial Expressions

Muscular Tension

Skin Color











Neutral



NOT NEUTRAL

















...PURELY NONVERBAL!!!

Posture

Eye Contact

Gestures / Facial Expressions

Muscular Tension

Skin Color

All of these cause invisible
~~~vibrations~~~  
(Good OR Bad)  
That we “read”  
Unconsciously!

These vibrations generate  
strongly correlated :  
Responses,  
Inclinations,  
Preferences,  
That we call...

# EMOTIONS!

Emotions are  
movements that  
follow sensations!



# Too Fast to notice consciously!

# What is the Unconscious?

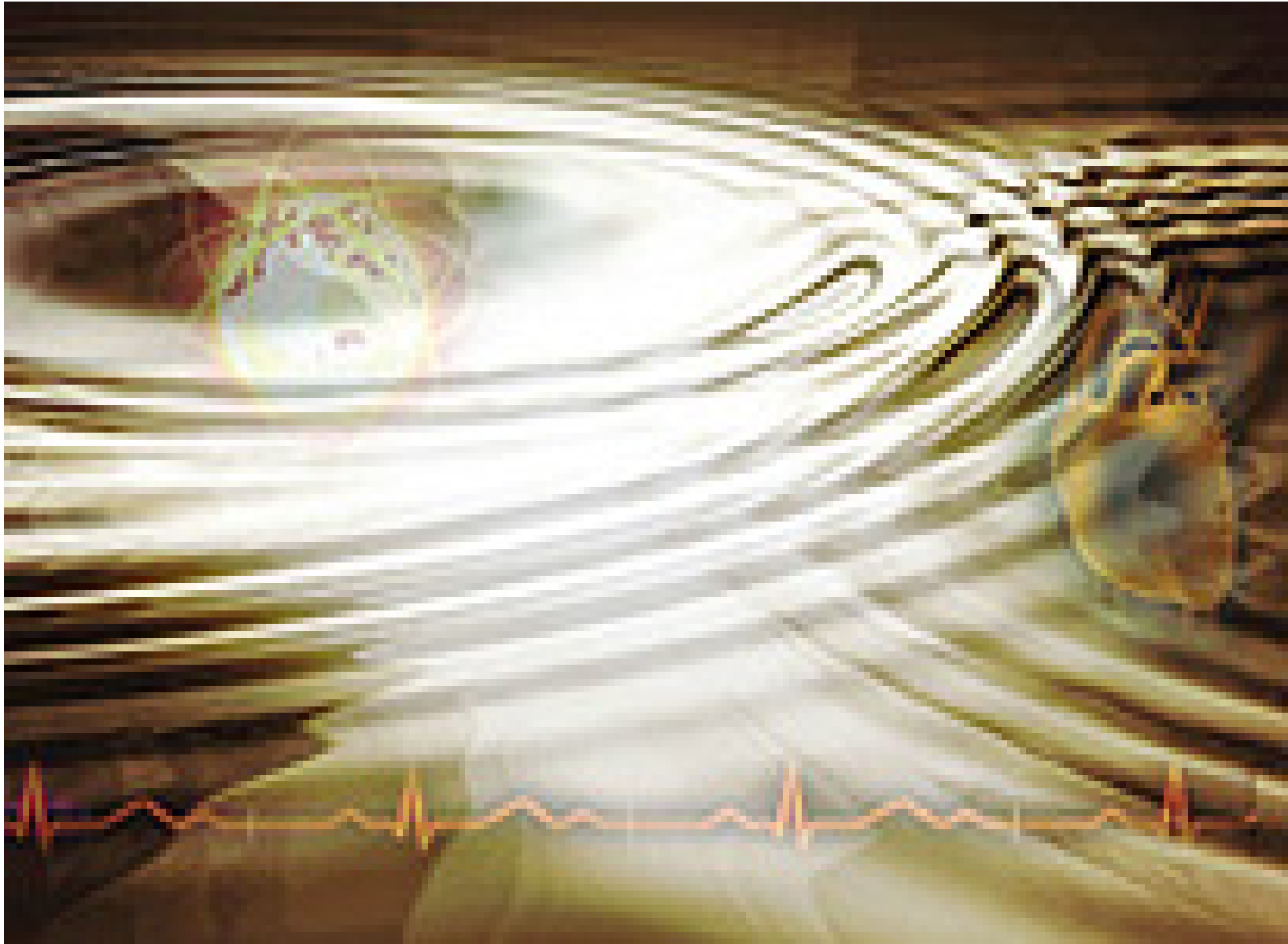
Conscious mind can only hold 7+ or – 2 items in awareness at once.

Increase the amount of serotonin in your brain.

Remember what you were doing on this date 9 years ago.

# Heart Math Institute

Their research measures an electromagnetic field generated by the heart that surrounds your body to the length of your extended arms.



**SENDING GOOD  
VIBES**

**TO YOURSELF...**

**TO OTHERS...**

# EXERCISES

IN YOUR TABLE GROUPS:

THINK OF SOMETHING YOU HAVE DONE IN THE  
LAST DAY OR TWO THAT YOU'RE PLEASED  
WITH YOUR SELF FOR DOING.

LITERALLY PAT YOURSELF ON THE BACK AND SAY  
“GOOD JOB \_\_\_\_\_, I'M PROUD OF YOU!”

THIS INCREASES HAPPINESS!!

# TO OTHERS

WE INTEND TOTAL HEALTH AND  
WELL BEING FOR EVERYONE  
HERE TODAY!

...FOR EVERYONE WHO INTENDS  
THE SAME!

...FOR EVERYONE!

# SENDING CHALLENGING VIBES

SOMETIMES WE NEED TO *SLOW THINGS DOWN* SO PEOPLE ARE RESPONDING INTELLIGENTLY AND EFFECTIVELY, **NOT JUST REACTING!!**

IN YOUR TABLE GROUPS: PRACTICE MODIFYING YOUR TONALITY AND POSTURE WHEN SENDING CHALLENGING VIBES



# EXERCISES

I'M NOT SURE I UNDERSTAND YOU...

COULD YOU BE EVEN MORE  
SPECIFIC...

THAT'S FASCINATING! WHERE COULD  
I FIND MORE (SUPPORTING) DATA  
ON THAT?

**MAKE UP YOUR OWN!**

# SENDING OPPOSING VIBES/SIGNALS

SOMETIMES WE NEED TO STOP THINGS FROM  
GOING IN THE DIRECTION THEY ARE HEADED  
THIS TAKES THE EMOTIONAL SKILL OF  
ASSERTIVENESS

1<sup>ST</sup> NEGATING YOUR WILLINGNESS TO COMPLY

2<sup>ND</sup> ASSERTING ANOTHER DIRECTION/CHOICE AS  
MORE SUITABLE FOR REACHING THE DESIRED  
GOAL

# EXERCISES

I DON'T LIKE IT WHEN...

MAKE UP YOUR OWN WAY  
OF SAYING “NO, *NOT*  
THAT, BUT THIS INSTEAD.”

# The Importance of Metrics

“If we can’t measure it, it’s not  
REAL!”

If we can’t FEEL it, it’s not  
REAL??

**IQ -> 10% job success**  
**versus**  
**EQ -> up to 47%!**

# The Bottom Line in Business

- In jobs of medium complexity (sales clerks, mechanics), a top performer is 12 times more productive than those at the bottom and 85 percent more productive than an average performer. In the most complex jobs (insurance salespeople, account managers), a top performer is 127 percent more productive than an average performer (Hunter, Schmidt, & Judiesch, 1990).

# Top Producers

- Insurance sales agents who were weak in emotional competencies such as self-confidence, initiative, and empathy sold policies with an average premium of \$54,000. Those who were very strong in at least 5 of 8 key emotional competencies sold policies worth \$114,000 (Hay/McBer Research and Innovation Group, 1997).

# Cultural Diversity

- For 515 senior executives analyzed by the search firm Egon Zehnder International, emotional intelligence was a better predictor of success than either relevant previous experience or high IQ. More specifically, the executive was high in emotional intelligence in 74 percent of the successes and only in 24 percent of the failures. The study included executives in Latin America, Germany, and Japan, and the results were almost identical in all three cultures.



# Popularity?      Influence!!

- A study of 130 executives found that how well people handled their own emotions determined how much people around them preferred to deal with them (Walter V. Clarke Associates, 1997).

# So You Want to Lead?

- Competency research in over 200 companies and organizations worldwide suggests that about one-third of this difference is due to technical skill and cognitive ability while two-thirds is due to emotional competence (Goleman, 1998). (In top leadership positions, over four-fifths of the difference is due to emotional competence.)

# Part Two

# Knowing Your Own Emotions

The unexamined life  
is not worth living.

--Socrates

# The 15 Skills

## The 15 Emotional and Social Competencies from the Bar-On EQI

Developed by Dr. Reuven Bar-On

# Intrapersonal

**Self Regard**-how well we like ourselves including both strengths and weaknesses

**Emotional Self Awareness**-understanding how we feel and why

**Assertiveness**-our ability to tell others what we like and dislike

**Independence**-our ability to decide on the objective facts of the situation

**Self Actualization**-how satisfied we are with our ability to reach the goals we set

# Interpersonal

**Empathy**-understanding how others feel and why, and responding appropriately

**Social Responsibility**-our commitment to care for the needs of the group

**Interpersonal Relationships**-how much and what kind of energy we like to invest in friendships

# Stress Management

**Stress Tolerance**-our ability to protect ourselves from the physiological consequences of stress

**Impulse Control**-our ability to choose our behaviors versus reacting impulsively



# Adaptability

**Reality Testing**-our ability to correctly understand the objective reality

**Flexibility**-our ability to respond effectively when reality changes

**Problem Solving**-our ability to make reality change when it does not suit us

# General Mood

**Optimism**-how happy we expect to be in the future

**Happiness**-how happy we are right now in the present

# Emotional Self-Awareness

Leaders have to know what they are feeling and why...

And be able to communicate that clearly and simply to the people who are modeling them.

I feel \_\_\_\_\_, because \_\_\_\_\_.

THIS IS HOW LEADERS REVEAL  
THEIR INNER MOTIVATIONAL  
WORLD TO THE PEOPLE THAT  
ARE FOLLOWING THEM AND/OR  
COLLABORATING WITH THEM.

# Objective-Subjective

Having enough neurons cross-mapped throughout our brain gives us

PERSPECTIVE

The ability to OBSERVE ourselves and the world from a distance

Through that set of lenses we OBJECTIFY reality and determine (to the best of our ability) what kind of *relationship* we will have with it.

# Subjective

But some things are just too close and intrinsic to who we are (or who we identify ourselves to be) to get much perspective on

How we feel when we have a deep need to be comforted and touched

This aspect of who we are is discovered through introspection and the reflections of others.

# Being Congruent

Being yourself, inside and out

The Feeling and the Meaning

The Target/Goal and the Value(s)

# The Three Moves

We can move TOWARD the things we like;

We can move AWAY FROM what we fear;

We can move AGAINST the things that block us from accomplishing our goals and desires.



# 3 Emotional Prototypes

Move Toward = Positive association

**Happiness**

Move Away From = Possible Threat

**Fear**

Move Against = Remove a block to our  
goal

**Anger**

# The Fourth Option

It is also available to us to do one other thing...we can SLOW DOWN further and further until we can finally STOP.

STOP racing our thoughts (and our Heart!)

STOP checking our to-do lists

STOP scaring our selves like: What if I'm really aren't worthy of whatever it is I think I need to be OK

Just STOP  
and BE,  
and notice that we're being...  
Right Now  
And take a deep breath  
And appreciate that  
Because right Now that's as good as it  
gets...

# From *Desiderata*

“Beyond a wholesome discipline, be gentle with yourself.”

# Part Three

# Reading Others

The 3 most important things in Real Estate...

The 3 most important things in communication...

**LISTEN, LISTEN, LISTEN!**

But not just with your ears, listen with your hair and your skin and the inside of your heart

# EMPATHY

Walking in Another's Moccasins

Trying on what their life conditions must be like and seeing how we would *respond* having only those options instead of our own.

Humans are extraordinarily similar

Learning the developmental patterns we follow gives you understanding...

And Influence!

# Moving From No to Yes

The whole purpose of influence and negotiation is to accomplish this!

Authentically Converting Disagreement to Agreement

LISTEN, LISTEN, LISTEN! EQUALS...

RESPECT, RESPECT, RESPECT!



Empathy empowers you to be able to resolve their real concerns, not to outsmart or overpower them and shove your plan down their throat.

The world of 24/7/365 is far too complexly integrated to operate that way anymore.

# The Gift of Reflection

A close friend comes into your office visibly shaken and says “They gave my promotion to someone from the outside.”

What do you do and say next?

Reflect the objective *and*  
subjective

You feel \_\_\_\_\_ because \_\_\_\_\_.

Respond from your listening by  
offering a respectful guess at  
what they're feeling.

If you're wrong, they'll correct  
you.

Then you reflect that back in  
confirmation.

# A Time When I *Received* Empathy (exercise)

In your table groups pair up with someone you haven't worked with today and tell them about a time you received empathy recently.

# Where We've Been...

Today's investigation of Emotional Effectiveness explored how to accurately send and receive the emotional energy signals that will most effectively inspire others to hold themselves accountable for the success of *your* projects.

# Questions??

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# That's all Folks!





# I'm Confident That... (exercise)

- Think of a single simple CHANGE that you are confident you will make in your life based on our exploration of emotional effectiveness today.
- Example: I'm confident I will do a better job of saying "NO!" when I feel "NO!" and mean it.



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# EMOTIONAL INTELLIGENCE

An array of competencies and capabilities that influence one's ability to succeed in coping with environmental demands and pressures

Dr. Reuven Bar-On

# EMOTIONAL INTELLIGENCE

- KEY TO UP TO 45% OF WORKPLACE SUCCESS
- 85-95% of the difference between a “good leader” and an “excellent leader” is due to emotional intelligence (Daniel Goleman)
- 12 hours of EQ training led American Express advisors to a 2% sales increase (Kate Cannon)

# POSITIVE EMOTIONS

SMILE AND THE WORLD SMILES  
WITH YOU!

SCIENCE HAS PROVEN IT!

POSITIVE EMOTIONS PROMOTE BETTER  
HEALTH, HIGHER PRODUCTIVITY AND  
UNDO NEGATIVE EMOTIONS



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MARTIN SELIGMAN – AUTHENTIC  
HAPPINESS;

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A positive mood buoys people into a way of thinking that is creative, tolerant, constructive, generous, undefensive and lateral.

It aims to find what's right, not what's wrong.



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