THE POWER OF EMOTIONAL INTELLIGENCE
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SPEED NETWORKING
Your Name
Company/Position
Have you heard of Emotional Intelligence…Yes or No?
One Word Check In

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WHAT IS EMOTIONAL INTELLIGENCE?

EI has been described as “the ability to perceive and express emotion, assimilate emotion in thought, understand and reason with emotion, and regulate emotion in the self and others.”


EI KEY POINTS

- EI has been said to matter twice as much as IQ.
- EI is more than twice as predictive of business performance than purely cognitive intelligence.
- 80% – 90% of the competencies that differentiate top performance are in the domain of EI.
PERSONAL PERSPECTIVE
- Healthier relationships
- Less drug/alcohol use
- Less violence
- Better health
- Higher quality of life
- Longer life

EMPLOYEE PERSPECTIVE
- Improved job satisfaction
- Productivity
- Retention
- Performance
- Teamwork
- Negotiation
- Conflict resolution

BUSINESS PERSPECTIVE
- Improved work climate
- Customer satisfaction
- Market share
- Revenue growth
- Sales performance
- Competitiveness
- Higher profits

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LEADERSHIP PERSPECTIVE

“EI is much more powerful than IQ in determining who emerges as a leader. IQ is a threshold competence. You need it, but it doesn’t make you a star. EI can.”

Warren Bennis, author of On Becoming a Leader

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CAN WE IMPROVE OUR EI?

YES, IF...

WE CAN CHANGE OUR BEHAVIOR

7 Steps to Behaviour Change

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“We change our behavior when the pain of staying the same becomes greater than the pain of changing. Consequences give us the pain that motivates us to change.”

Henry Cloud

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The EQ-i 2.0 Model

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The EQ-i 2.0 Model

- The total EI is at the core, or center of the model
- The subscales are the building blocks of EI
- The composite scales are the high-level categories that contain the subscales
- All of these work together to impact emotional and social functioning and overall performance, which includes well-being, or happiness

Self-Perception

- 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-Expression

- 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
Interpersonal

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

Decision Making

- 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

Stress Management

- 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
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

INDIVIDUAL EXERCISE

- Recall a recent incident that you would describe as stressful.
- Visualize yourself as an observer not a participant.
- As you shift from participant to observer, notice your corresponding state.

**Emotional Intelligence**

**Business Examples:**
- Boeing
- Toyota
- Sheraton
- Metlife
- Pepsico
- Microsoft
- US Air Force
- BMW
- Google
- Hilton
US Air Force

Assertiveness, self-actualization, stress tolerance, flexibility, problem solving, and happiness.

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WHAT IS THE IMPACT OF EI?

http://youtu.be/w1fHkX6c0s

FIVE KEY EI SKILLS

That you can start working on today!
SKILL 1 – THE ABILITY TO QUICKLY REDUCE STRESS

- Realize when you’re stressed
- Identify your stress response
- Discover the stress-busting techniques that work for you
  - Visual person - Relieve stress with uplifting images
  - Auditory person – Listen to a favorite piece of music

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SKILL 2 – THE ABILITY TO RECOGNIZE AND MANAGE YOUR EMOTIONS

- Are your emotions accompanied by physical sensations?
- Do you experience discrete feelings and emotions, such as anger, sadness, fear, joy, each of which is evident in subtle facial expressions?
- Do you pay attention to your emotions? Do they factor into your decision making? Purchases?

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SKILL 3 – THE ABILITY TO CONNECT WITH OTHERS NON-VERBALLY

- Focus on the other person
- Make eye contact
- Pay attention to nonverbal cues

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SKILL 4 – THE ABILITY TO USE HUMOR AND PLAY TO DEAL WITH CHALLENGES

- Take hardships in stride
- Smooth over differences
- Become more creative – use storytelling to attract customers and employees

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SKILL 5 – THE ABILITY TO RESOLVE CONFLICTS POSITIVELY

- Stay focused in the present
- Choose your arguments
- Forgive
- End conflicts that can't be resolved

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HOME EXERCISE

- Pick one of the 5 EI skills
- Identify how YOU could use the EI skill in the workplace
- Practice every day until it becomes routine!
BOTTOM LINE

• Understand that we are emotional creatures FIRST
• We are triggered by past events that might not have anything to do with the present – TAGS.
• To be an EI leader, be aware of these tags for yourself and those around you.

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