

THE EQ EDGE

Resilience & Results Through Emotional Intelligence



Tim Arnold, President – Leaders for Leaders
www.leadersforleaders.ca

Emotional Intelligence Impact

Research That Supports The Importance of Emotional Intelligence

Harvard Business Review

Emotional Intelligence accounts for 90% of what moves people up the corporate ladder.

Hay and McBer

81% of the competencies that distinguish outstanding performers are related to Emotional Intelligence.



Center for Creative Leadership

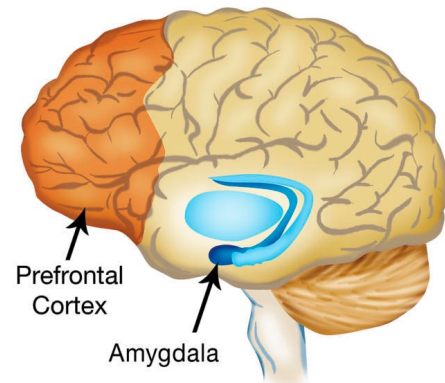
75% of careers are derailed for reasons linked to a lack of Emotional Intelligence.

Yale University (Bradberry)

People with high Emotional Intelligence make an average of \$29k more than people with low EQ.

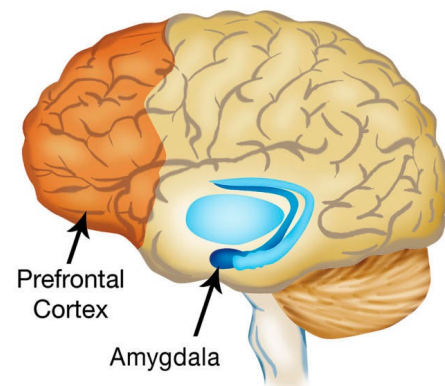
THE AMYGDALA HIJACK

- The amygdala hijack is an immediate, overwhelming emotional response **that is out of proportion** to the situation

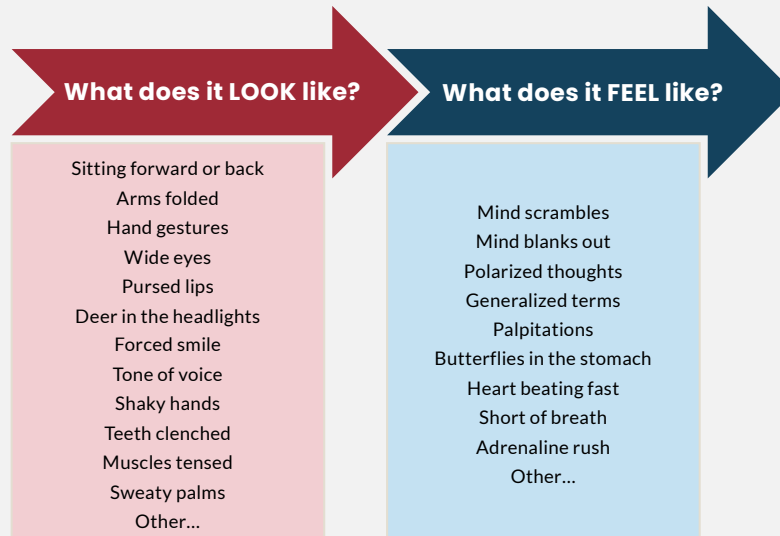


REFLECTION #1

- Can you think of a time when you experienced an amygdala hijack recently?
- What does it LOOK like?
- What does it FEEL like?
- **Bonus:** What strategies have helped you regain control?



AMYGDALA HIJACK



HIJACK STRATEGY

1. INTERRUPT

- Wake up the “logical brain”
- Take 3 deep breaths, count backwards from 10, etc.

2. GET CURIOUS

- How do you feel? What is the emotion? (scared, angry, hurt...)
- About what? What event or behaviour caused it?
- Why? Why did that event/behaviour cause that emotion?

3. CHOOSE

- How do I want to behave/show up?
- Respond (emotion + logic) instead of React (100% emotion)

Foundations of Emotional Intelligence

Thanks to Reuven Bar-On, MHS Inc.

 <p>Self- Perception</p> <ul style="list-style-type: none"> • Self-regard • Self-actualization • Emotional Self-Awareness 	 <p>Self- Expression</p> <ul style="list-style-type: none"> • Emotional Expression • Assertiveness • Independence 	 <p>Interpersonal</p> <ul style="list-style-type: none"> • Interpersonal Relationships • Empathy • Social Responsibility 	 <p>Decision Making</p> <ul style="list-style-type: none"> • Problem Solving • Reality Testing • Impulse Control 	 <p>Stress Management</p> <ul style="list-style-type: none"> • Flexibility • Stress Tolerance • Optimism
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Self- Perception

Self-Regard - The ability to accept yourself just the way you are and have self-confidence

Self-Actualization - The ability to live a life of meaning, purpose and fulfillment

Emotional Self-Awareness - The ability to be "in touch" with your emotions

Self- Expression

Emotional Expression - Openly expressing one's feelings verbally and non-verbally

Assertiveness - The ability to say what you need to say in a non-destructive manner

Independence - To be self-directed and free from emotional dependency on others

Interpersonal

Interpersonal Relationships - The ability to have meaningful connections with others

Empathy - The ability to notice, understand, and 'be present' with the feelings of others

Social Responsibility - Willingly care and contribute to the welfare of others

Decision Making

Problem Solving - The ability to include emotions in solving problems

Reality Testing - The ability to remain objective and see things the way they are

Impulse Control - The ability to be patient and delay gratification

Stress Management

Flexibility - The ability to adapt to unfamiliar and unpredictable circumstances or ideas

Stress Tolerance - Coping with difficult situations and believing that you can manage in a positive manner

Optimism - Remaining hopeful and resilient, despite occasional setbacks

REFLECTION #2

What do you see as your top EQ strengths?

What areas of EQ do you feel are opportunities for development?

“We cannot tell what may happen to us in the strange medley of life. But we can decide what happens in us – how we can take it, what we do with it – and that is what really counts in the end.”

Joseph Fort Newton

