

Leveraging the Power of Emotional Intelligence



Presented By:
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Most often, success or failure
in a job comes down to *how*
we manage ourselves and
how well we *manage*
relationships with
coworkers...
...not how much we *know*.

Emotional Intelligence (EQ)



Championship Teams Have Engaged Members

Engagement is employees' willingness and ability to contribute to the company's success; people's desire to give discretionary effort in their jobs.



Why Is Engagement Challenging?

- Requires continuous attention
- Cultural and generational variances
- Discomfort with “soft” or abstract concept
- Paradigm shift – no longer just pay for performance
- Requires **emotionally engaging** leadership

The EQ Edge



HIGHER EARNINGS

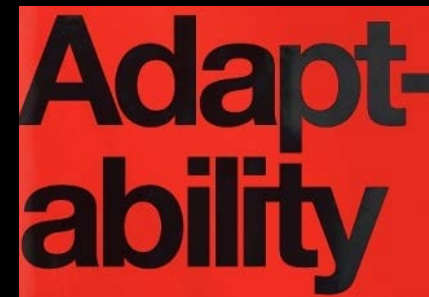
Employees with high EQ earn an average of **\$29,000** more per year.



EXCELLENT PERFORMANCE

When compared the ratio of technical skills, IQ and emotional intelligence as ingredients of excellent performance, **emotional intelligence proved to be twice as important as the others for jobs at all levels.**

Key EQ Skills



Self Awareness



5 Characteristics of People Who Are Self-Aware:

1. Comfortable with Themselves
2. Transparent
3. Self-Assured
4. Open to Feedback
5. Self-Reflective

Self-Awareness and EQ

Without EQ:

- “This is who I am. Take it or leave it.”
- “I’m in a bad mood but it’s justified because the other person is being rude.”
- “I have a lot of leadership strengths and my success proves it.”

With EQ:

- “This is who I am but I can make temporary adjustments to adapt to others.”
- “The other person is being rude but that does not give me permission to have a bad attitude.”
- “I have to work hard to earn respect of each person I interact with regardless of my past success.”

The Enemy of EQ?



Empathy



5 Characteristics of People Who Use Empathy:

1. Understanding
2. Humble
3. Listens to Understand
4. Curious
5. Considerate

Empathy and EQ

Without EQ:

- “I don’t want to encourage this person to complain more so I will avoid them.”
- “I’m so worried about giving this person bad feedback. I can’t sleep tonight and might need to take a PTO day tomorrow.”
- “I am so sorry. I feel terrible I did that. It’s all my fault. I am so sorry. I feel terrible...”

With EQ:

- “I will listen but with boundaries.”
- “I must not put my discomfort above what is in their best interest.”
- “I made a mistake and have apologized. I need to move on.”

Self Control



5 Characteristics of People Who Use Self-Control:

1. Diplomatic
2. Influential
3. Composed
4. Intentioned
5. Mature

Self-Control and EQ

Without EQ:

- “Blah, blah, blah, blah.”
- “I’m always calm, cool and composed no matter how upset the person is. The more upset they are the more collected I stay.”
- “I am swamped this week, this is a meeting with my team so I can wing it.”

With EQ:

- “I will wait to give my opinion and force myself to stop and read my audience before proceeding.”
- “I work hard to show expression on my face even though it doesn’t come naturally.”
- “I have preplanned my meeting, organized an agenda and am prepared.”

Adaptability



5 Characteristics of People Who Are Adaptable:

1. Open Minded
2. Handle Change Well
3. Proactive
4. Learner
5. Resilient

Adaptability and EQ

Without EQ:

- “I am very good in the role I am in, why mess with a good thing and risk failure?”
- “I will go along to get along even if I don’t agree.”
- “I love doing new things and bringing new ideas to my team. Change is good.”

With EQ:

- “Staying in my comfort zone does me and my company a disservice.”
- “I will say no when I need to in a non-offensive way.”
- “Even though I love new ideas I need to respect the current demands on my team before implementing change.”

Optimism



5 Characteristics of People Who Are Optimistic:

1. Happy
2. Encouraging
3. Accountable
4. Peaceful
5. Grateful

Optimism and EQ

Without EQ:

- “Stop focusing on the problem and let’s just fix it.”
- “I can’t stand complaining. Venting is too negative.”
- “I like everyone I meet. I never have bad days. Life is always good.”

With EQ:

- “When problems are mis-diagnosed it leads to bigger problems.”
- “I will use my patience to allow people time to process in their own way.”
- “Life has setbacks. Not everyone is good. People face real struggle.”

EGO



Ego Triggers

- Type “A” Personality
- Workload Stress
- Overly Concerned with Image or Reputation Concerns

Leverage THE POWER OF EQ:



Recognizing
your own
emotions and
moods
(Self-
Awareness)

Leverage THE POWER OF EQ:



Reading how others
feel and view the
world
(Empathy)

Leverage THE POWER OF EQ:



Responding
with good
judgment and
consideration
for the situation
(Self-Control)


Free Resources:



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CHOOSE RESILIENCE

Break Out of Your Comfort Zone
Using the Power of **Emotional Intelligence**



JEN SHIRKANI

AUTHOR OF EGO vs. EQ

Happiness

*Most of us want to be happy and comfortable in life,
but what if staying comfortable was the very thing
keeping us from our happiness?*

*In **Choose Resilience**, speaker and emotional
intelligence speaker, Jen Shirkani challenges the
notion that comfort always equals good and she
inspires readers to break out of their safe spaces to
achieve the personal and professional lives of their
dreams.*

