



EMOTIONAL INTELLIGENCE

Why We React the Way We Do



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LEAD
TO
Inspire
.....



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- We are in the “People Business”
- Business Partners for 10 years
- Our Ah-Hah Moment Our “Why”



What to
Expect

- Dust Collectors
- Actionable
- Defining EI
- Why we react the way we do
- How we better communicate



Emotional Intelligence (EI)

"Life is 10% what
happens to me and 90%
of how I react to it".

– Charles Swindoll



Emotional
Intelligence
(EI)

EMOTIONAL INTELLIGENCE – Why We React the Way We Do



Emotional Intelligence (EI)



90%



of top performers have high EI



Emotional Intelligence (EI)



EI is responsible for
58%
of your job performance



Emotional Intelligence (EI)



\$29,000

People with high EI make
\$29,000 more annually
than their low EI counterparts



Emotional Intelligence (EI)

The ability to recognize your
emotions as well as the emotions of
others



Emotional Intelligence (EI)

- Understand powerful effect of emotions
- Use information to guide thinking and behavior



Emotional Intelligence (EI)

If you have a high degree of EI

- Know what you're feeling
- What your emotions mean
- How they affect other people



Emotional Intelligence (EI)

Signs of High EI

- Handles criticism without
 - Denial
 - Blame
 - Excuses



Emotional Intelligence (EI)

Signs of High EI

- Open minded



Emotional Intelligence (EI)

Signs of High EI

- Good listener



Emotional Intelligence (EI)

Signs of High EI

- Don't "sugarcoat" the truth



Emotional Intelligence (EI)

Signs of High EI

- Apologizes when wrong



Emotional Intelligence (EI)

If you have a low degree of EI?

- No self awareness
- No empathy
- Oblivious to own emotions and emotions of others



Emotional Intelligence (EI)

Signs of low EI

- “Bull in a China Shop”



Emotional Intelligence (EI)

Signs of low EI

- Lashes out



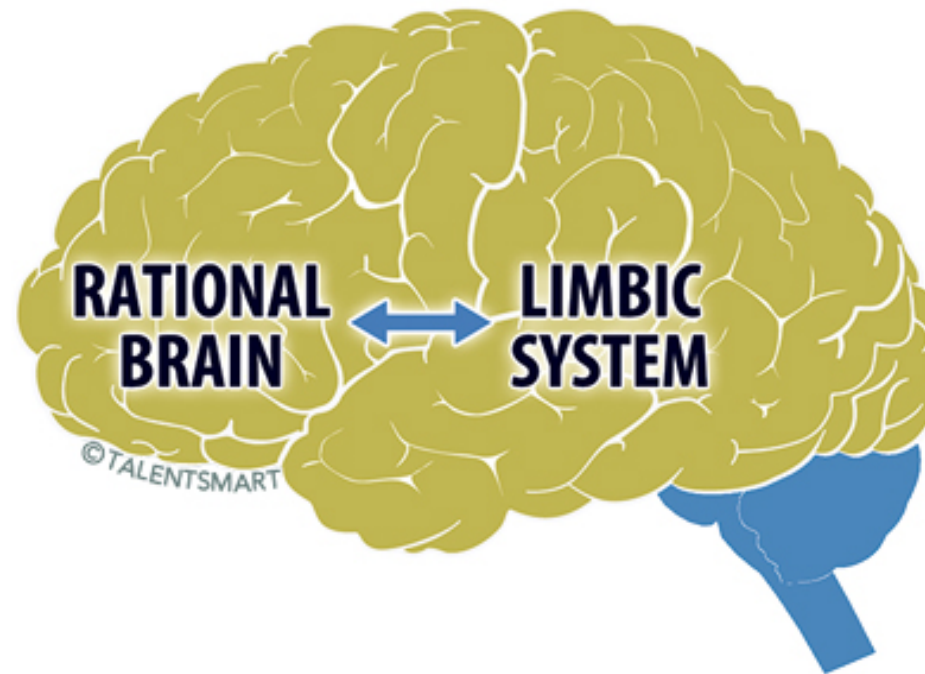
Emotional Intelligence (EI)

Signs of low EI

- Finds others are to blame for most of the issues on his/her team



Emotional Intelligence (EI)



Emotional intelligence is a balance between the rational and emotional brain.



Fight or Flight Response

Reaction to something terrifying

- Triggers release of adrenaline
 - Heart rate increases
 - Sweaty
 - Muscles Tense



LEAD
TO
Inspire
.....

Fight or Flight Response



Daily life or death situations



Fight or Flight Response Today

- Saber tooth tiger of today
 - System crashes
 - Patients health declines
 - Late email from your boss
 - Enraged employee/coworker
 - Road Rage



Emotional Intelligence (EI)

You have to know how to react and respond emotionally





Emotional
Intelligence
(EI)

Being in tune with your
Emotional Intelligence is
essential to your success



Emotional
Intelligence
(EI)

Who is more likely to succeed?

- Leader who screams at his team
- Leader who stays in control and calmly assesses the situation



Emotional Intelligence (EI)

Emotional Intelligence 2.0 – EI Test

- Travis Bradberry (2009)



Emotional Intelligence (EI)

Daniel Goleman, Ph.D.
Helped popularize EI 20 years ago

5 Main Components of EI

- Self-Awareness
- Self-Regulation
- Motivation
- Empathy
- Social Skills



Self- Awareness

The ability to recognize and understand your moods, emotions and drives, as well as their effect on others



Self-Awareness

- Self – Confidence
- Realistic self-assessment
- Sense of humor about own shortcomings



Self-Awareness

How to improve Self-Awareness

- Be intentional
- Journal

A few minutes a day brings you to a higher degree of self-awareness

- Slow Down

When you are quick to anger or have other strong emotions, examine why



Self- Regulation

The ability to control or redirect
disruptive impulses and moods
The ability to think before acting



Self- Regulation

- Trustworthiness and integrity
- Openness to change



Self- Regulation

To improve Self-Regulation

- Know your values
What's most important to you
- Be accountable
Admit your mistakes
- Practice being calm
Be aware of your reaction to a
challenging situation



Self-Motivation

A passion to work for reasons that go beyond money or status

Pursue goals with energy and persistence



Self- Motivation

- Strong drive to achieve
- Optimism even in the face of failure



Self- Motivation

To Improve your Self Motivation

- Be hopeful, find something good
 - If you are motivated, you're probably optimistic no matter what's thrown at you



Empathy

The ability to understand the emotional makeup of other people

Ability to treat people according to their emotional reactions



Empathy

- Ability to put themselves in another person's shoes
 - Co worker
 - Boss
 - Team Member
 - Customer
 - Family Member



Empathy

To improve your Empathy

- Look at situation from other person's point of view
- Listen
- Ask what the other person would do



Social Skills

Ability to manage relationships and build networks

Ability to find common ground and build rapport



Social Skills

- Effective in leading change
- Ability to resolve conflict
- Expertise in building and leading others



Social Skills

To improve Social Skills

- Communication skills
- Collaborate and Cooperate
- Build rapport

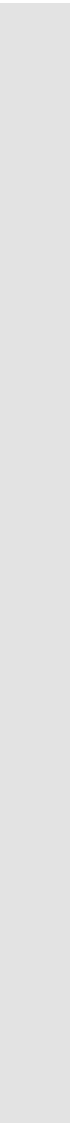
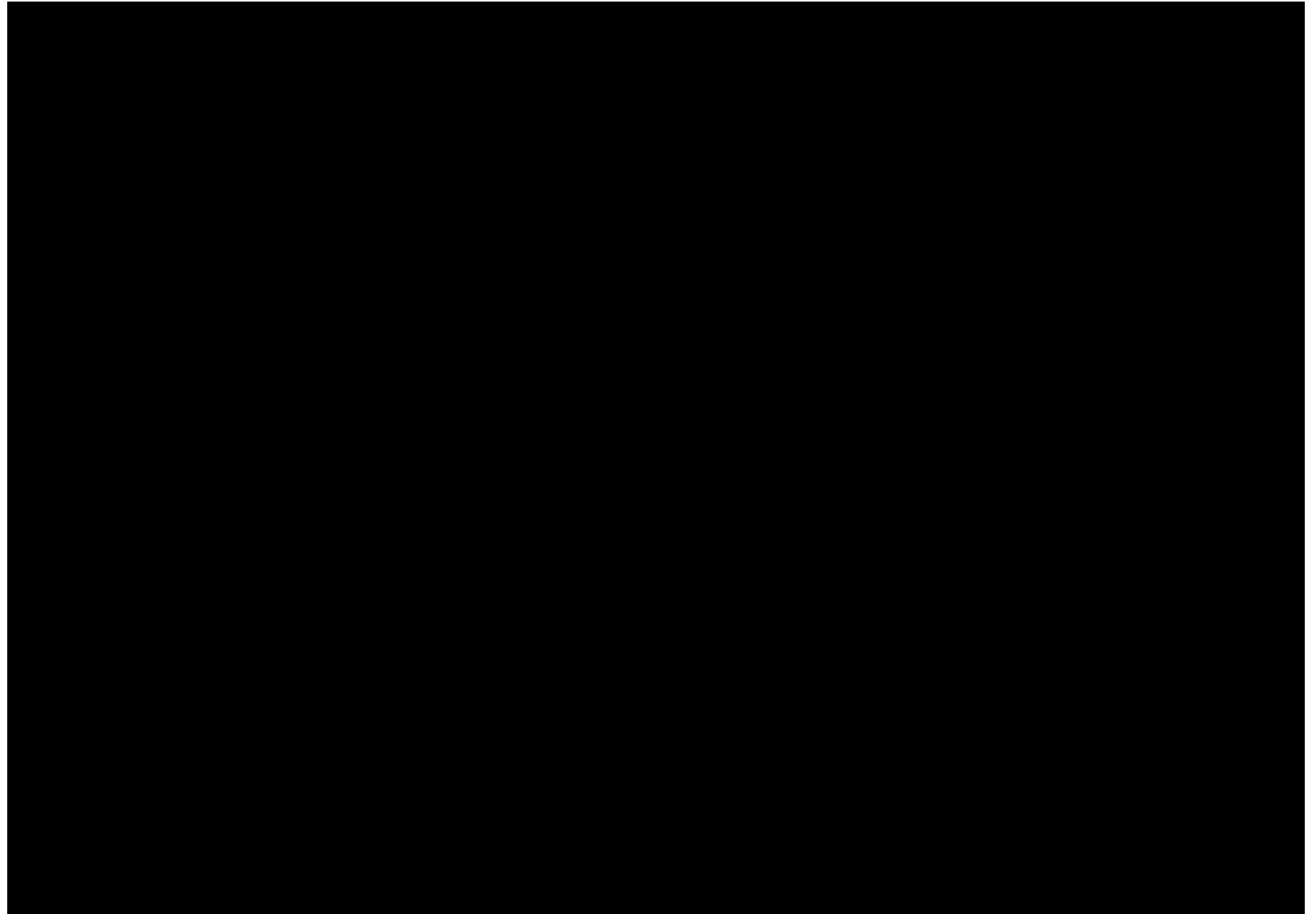


Emotional Intelligence (EI)





People Are
Different





Emotional Intelligence (EI)





Self-Aware - Mindful Leadership

- What are the strengths of your style?
(3-4 adjectives)
- What are the limitations of your style?
(3-4 adjectives)
- What style do you find most difficult to work with and why?
- What do people from the other styles need to know about you so you can work together effectively?
- What do you value about the other three styles?



Emotional Intelligence (EI)

Emotional Intelligence...

- It's more than “just” emotions



Emotional Intelligence (EI)

Emotional Intelligence...

- Affects every decision
- Affects relationships



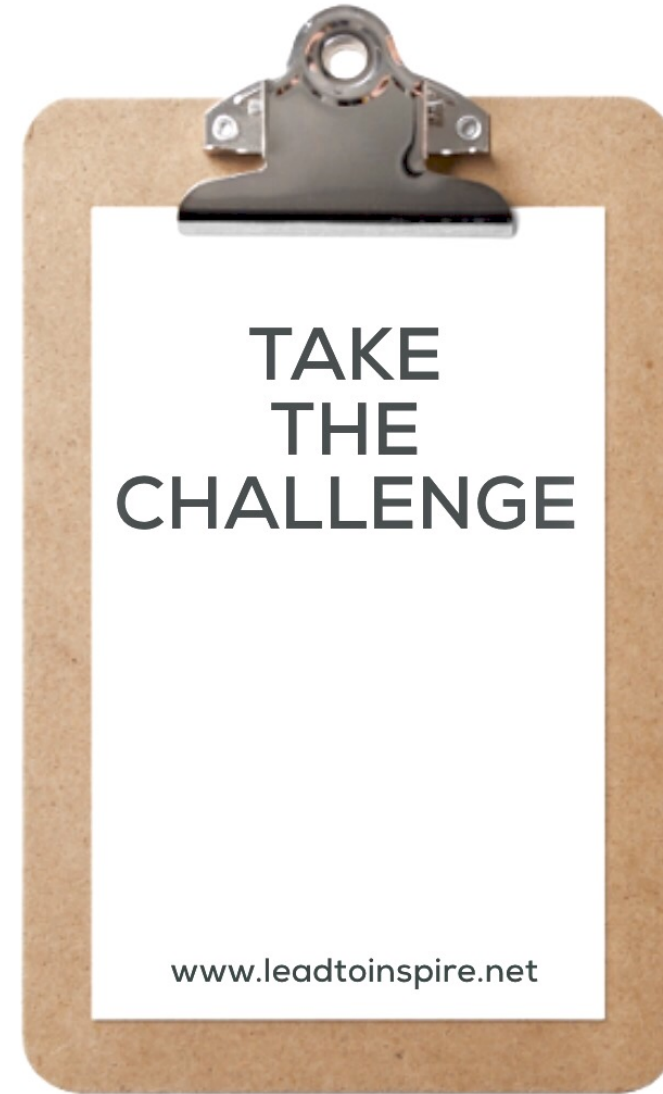
Emotional
Intelligence
(EI)

Emotional Intelligence...

- Better Performance
 - Better Pay
- Overall Success



Emotional Intelligence (EI)





Emotional
Intelligence
(EI)

Questions



Emotional
Intelligence
(EI)

