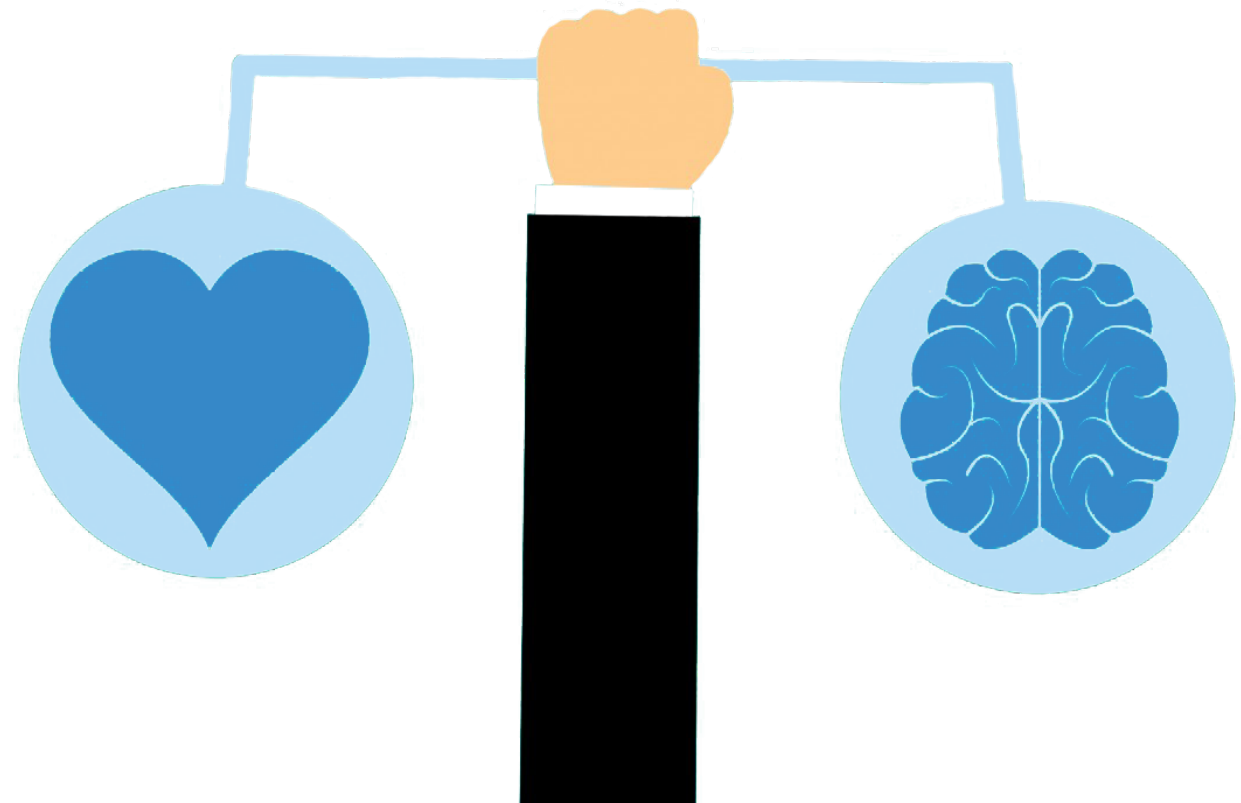


While you are waiting (if you are interested and/or able), enjoy this short emotional intelligence quiz.

[theotherkindofsmart.com/ei-quiz](http://theotherkindofsmart.com/ei-quiz)





# IOWA LEAN CONSORTIUM

• Emotional Intelligence •

April 17, 2020

THE  
BEST

Who has brought out the best in you?  
Who has brought out the worst in you?

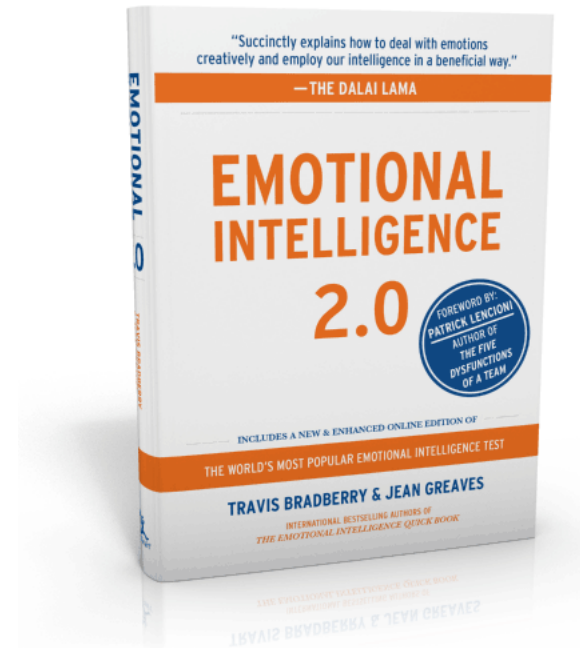
\*Three to five words

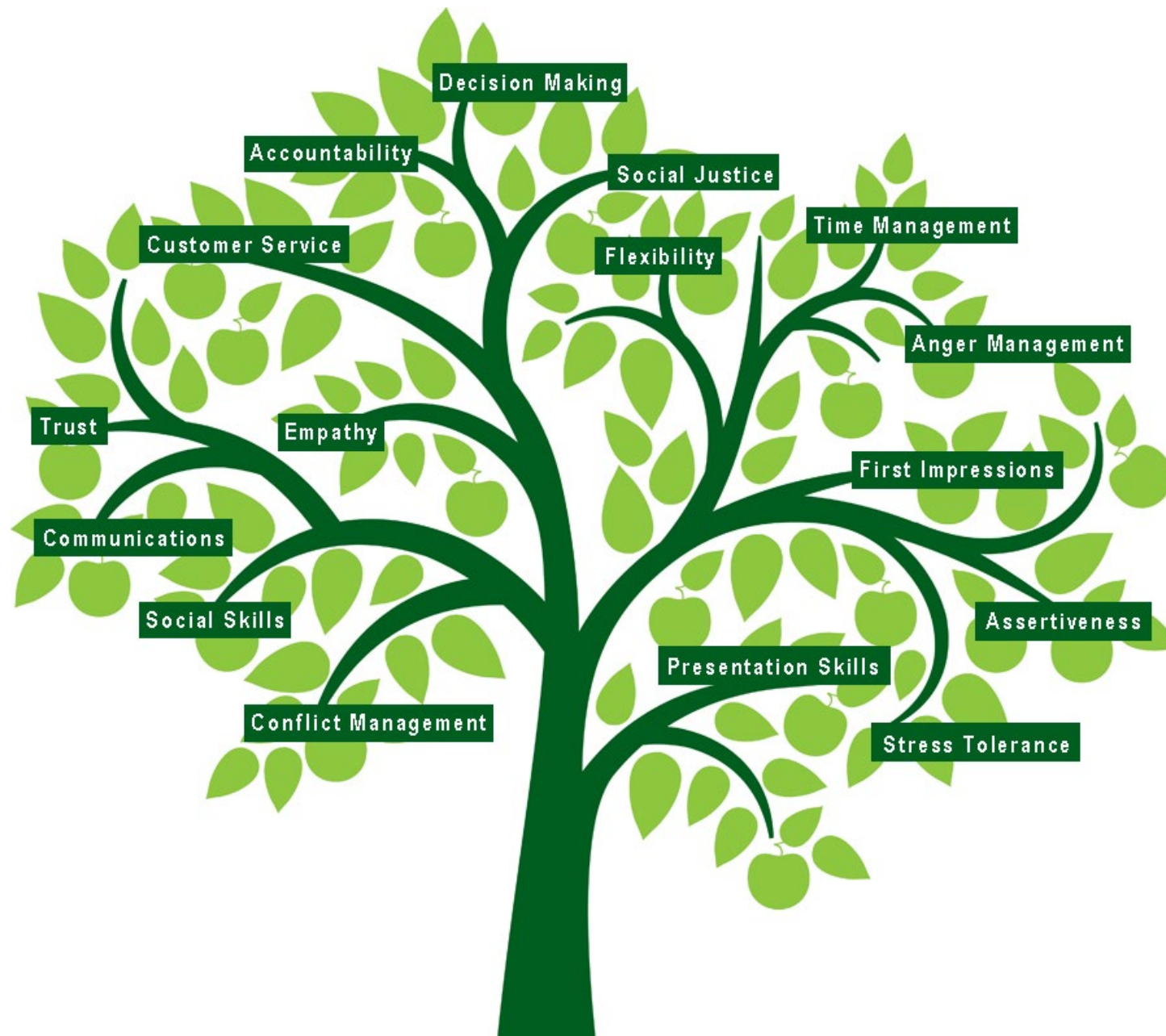
THE  
WORST

# EMOTIONAL INTELLIGENCE IS ...

“Your ability to **recognize** and **understand** emotions, and your skill at using this awareness to **manage** yourself and your relationships with others.”

*Travis Bradberry, Ph.D &  
Jean Greaves, Ph.D*





Emotional Intelligence is the foundation for critical skills.



# EMOTIONAL INTELLIGENCE BY THE NUMBERS

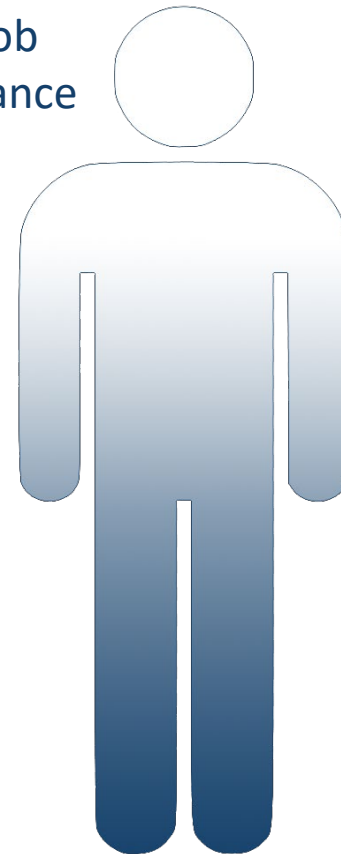


**90%**  
of top performers  
have high EQ

EQ is responsible for

**58%**

of your job  
performance

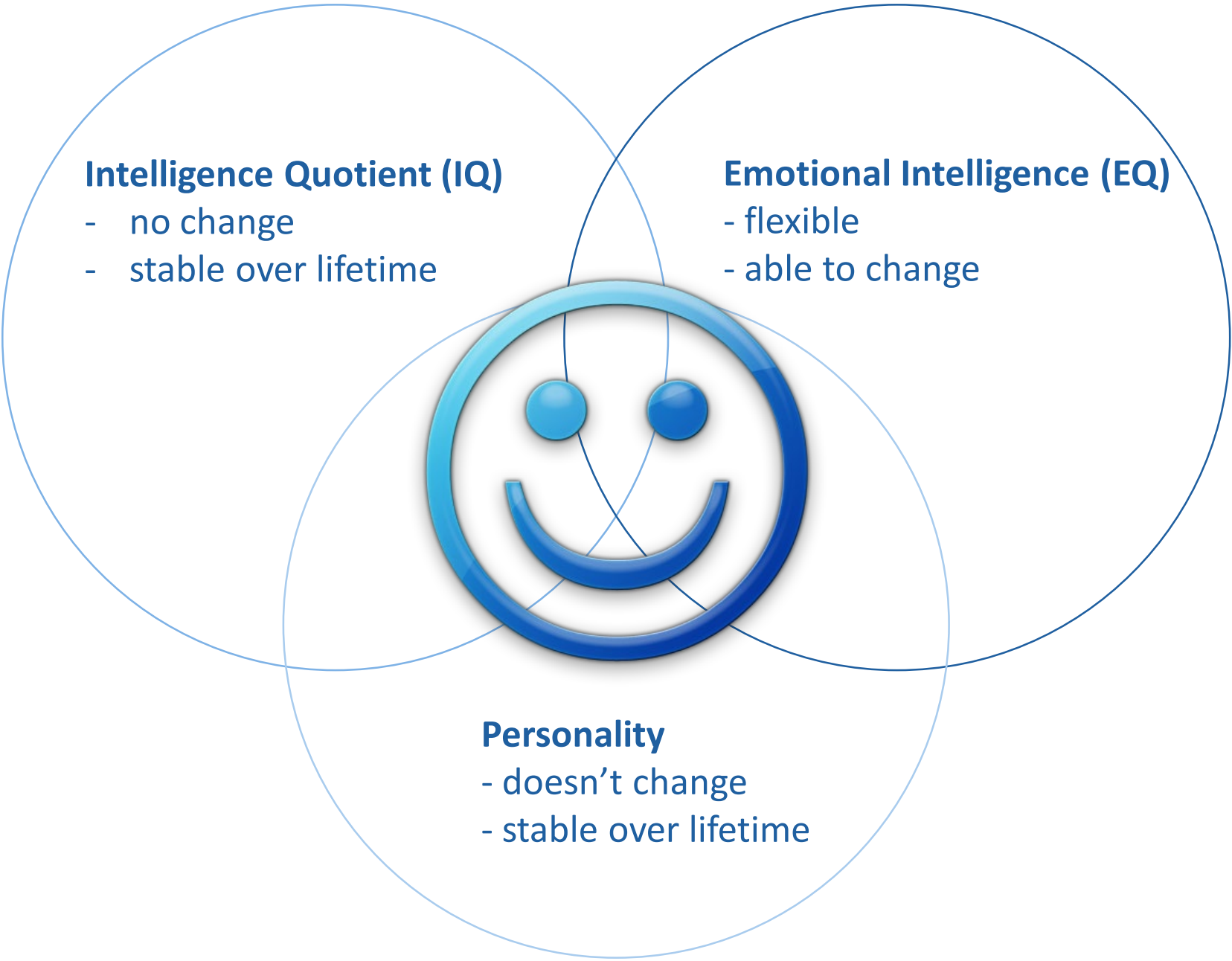


People with high  
EQ make

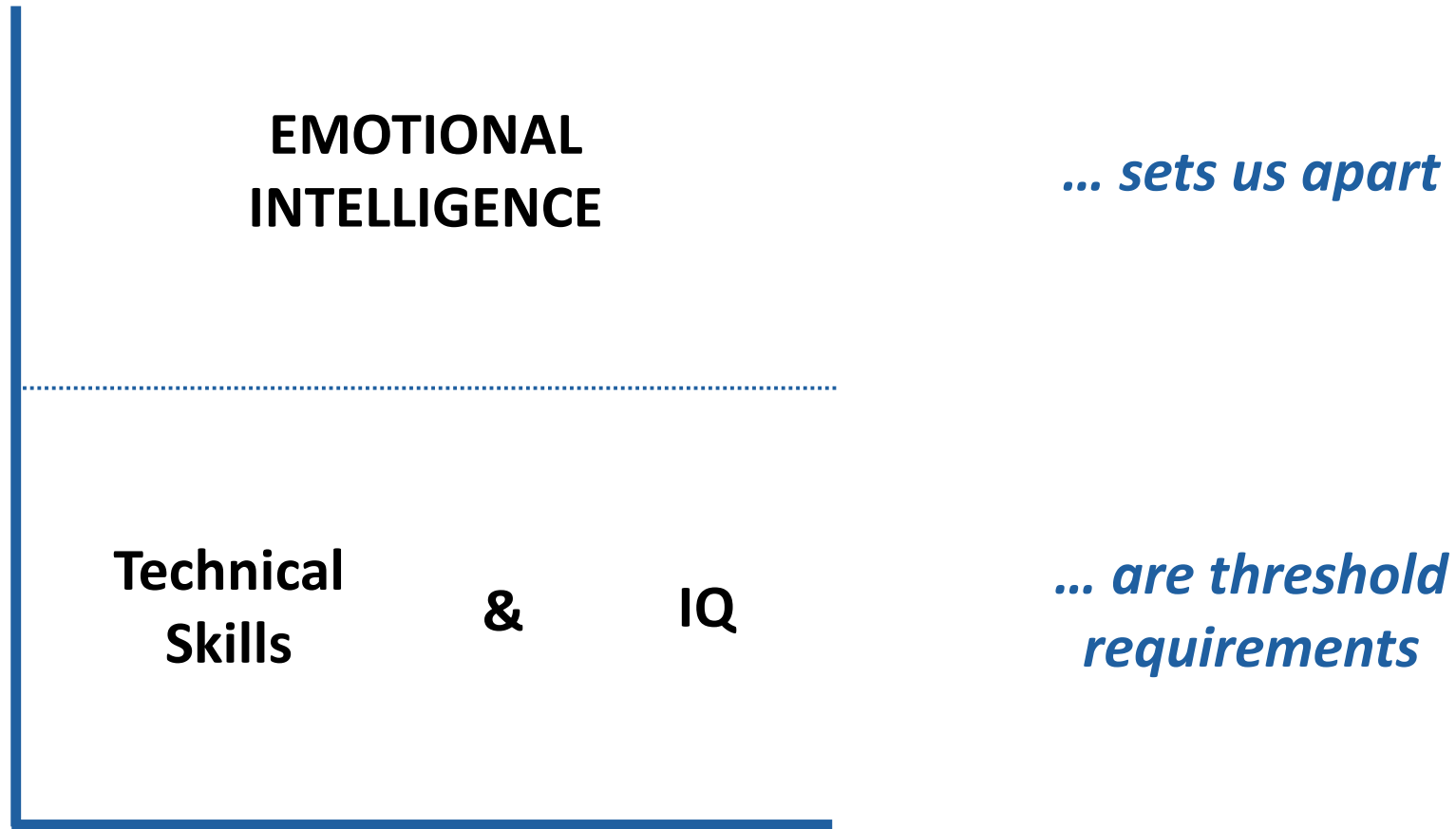
**\$29,000**

more annually  
than their low EQ  
counterparts






# IN PERFORMANCE ...





The primary  
reason that  
people choose  
to leave their  
job is ...



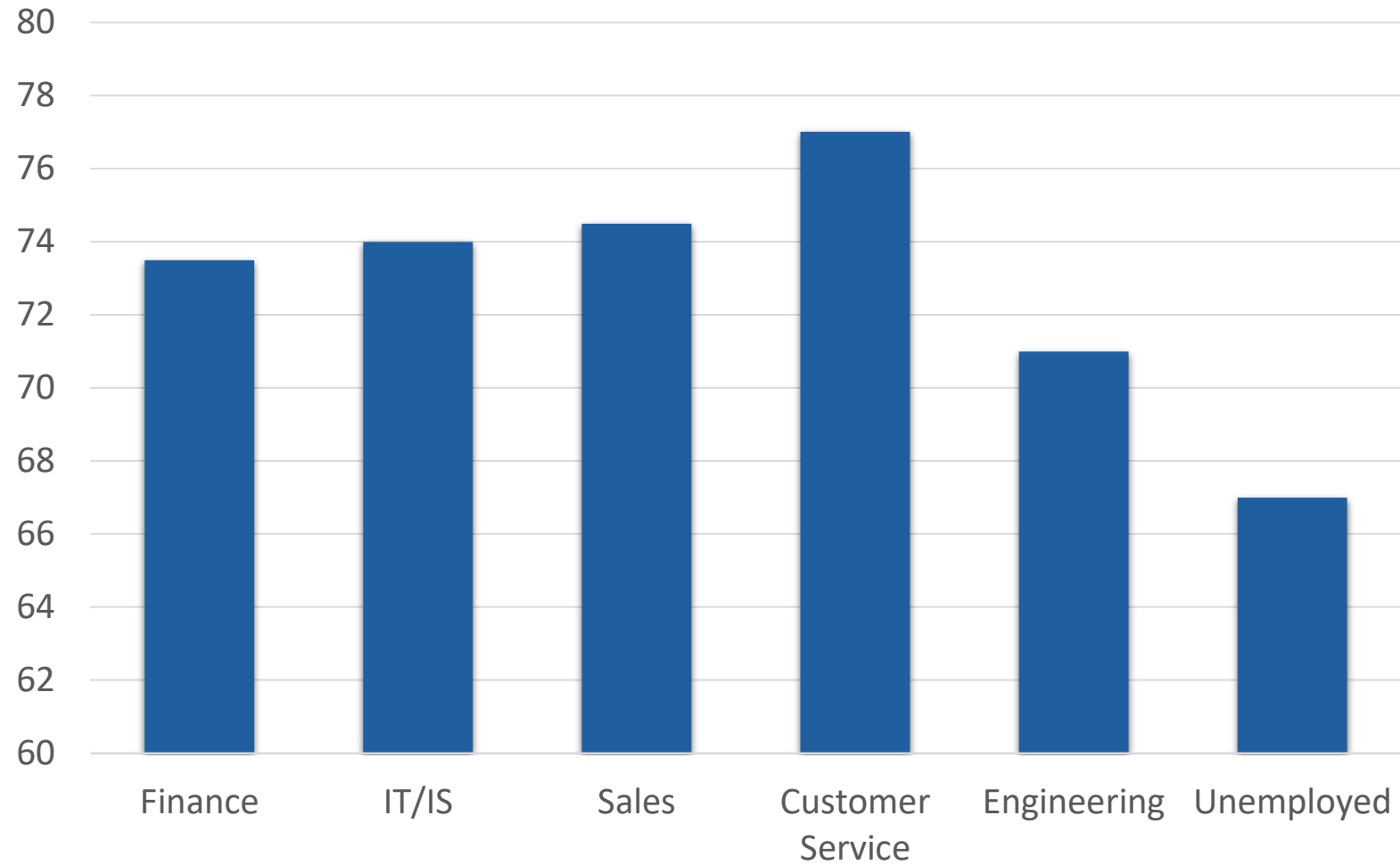


... because they  
have a poor  
relationship  
with their boss.

*Gallup Survey*



## EQ and Job Function

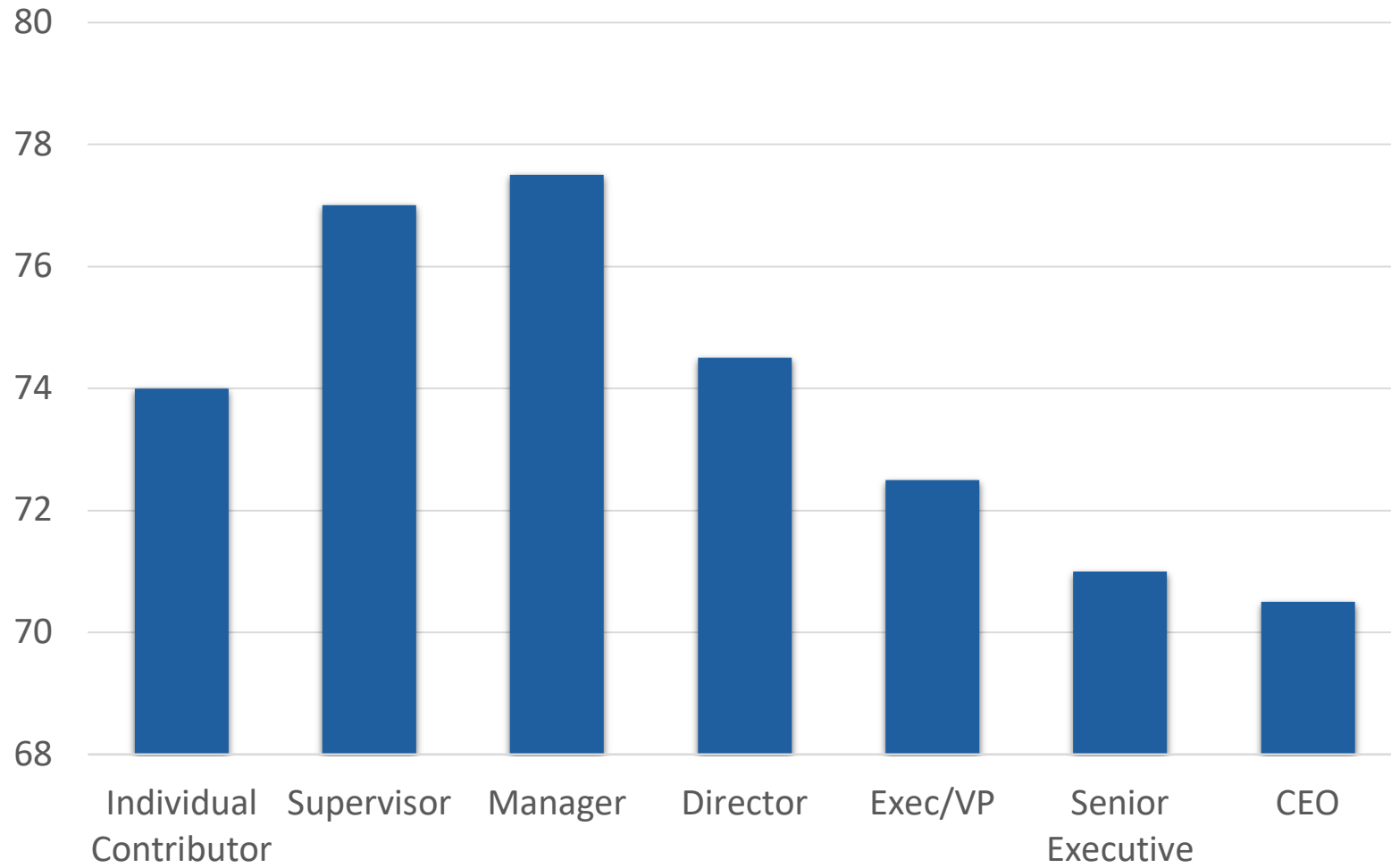


Nearly 2/3 of new managers never receive any leadership training so they don't know how to shift from standing out as an individual to leading a team.

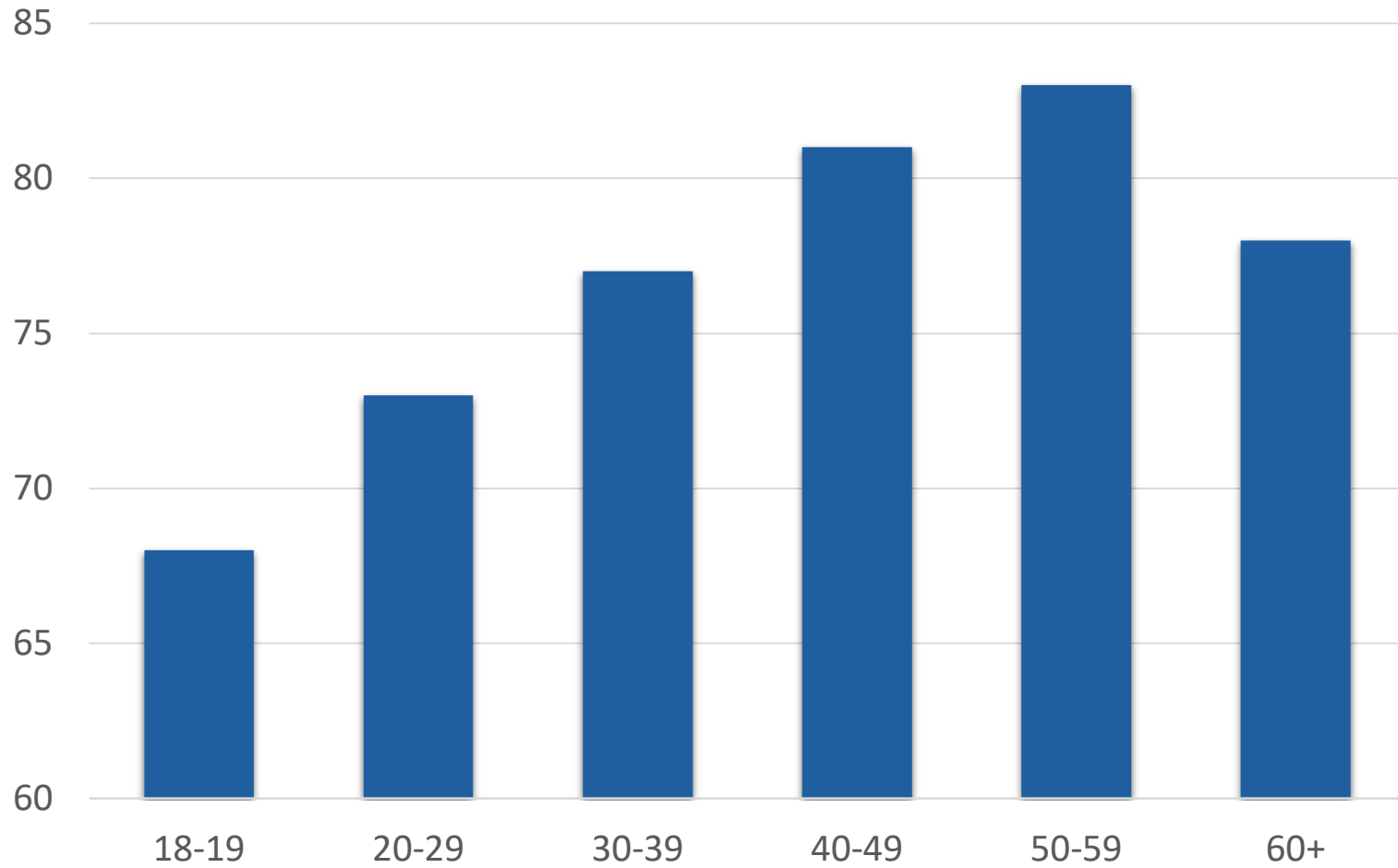
*John Ryan, CCI President & CEO  
Center for Creative Leadership*



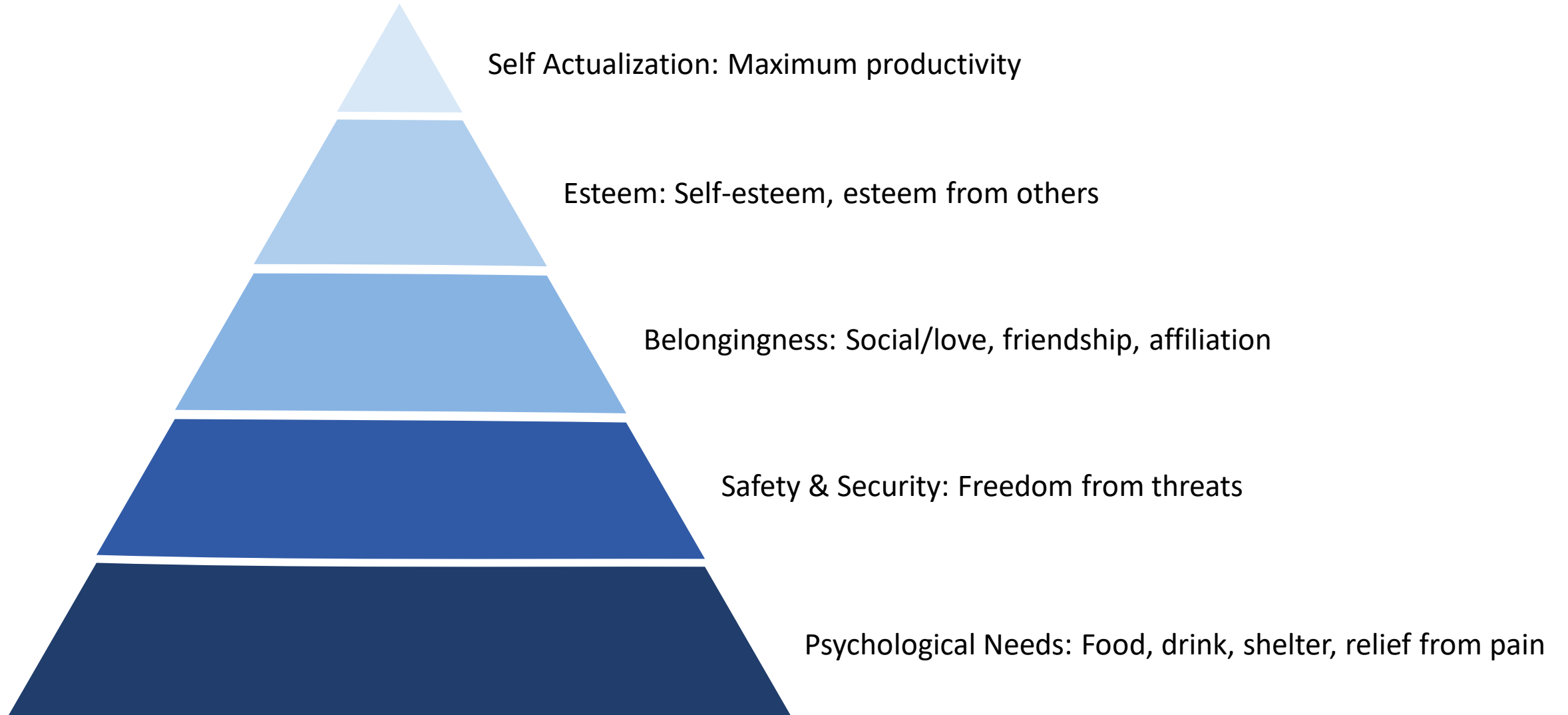
## EQ and Job Title



## EQ and Age



# MASLOW'S HIERARCHY OF NEEDS



# EMOTIONAL & SOCIAL INTELLIGENCE COMPETENCIES



● Emotional Self Awareness



● Emotional Self Control

● Adaptability

● Achievement Orientation

● Positive Outlook



● Empathy

● Organizational Awareness



● Influence

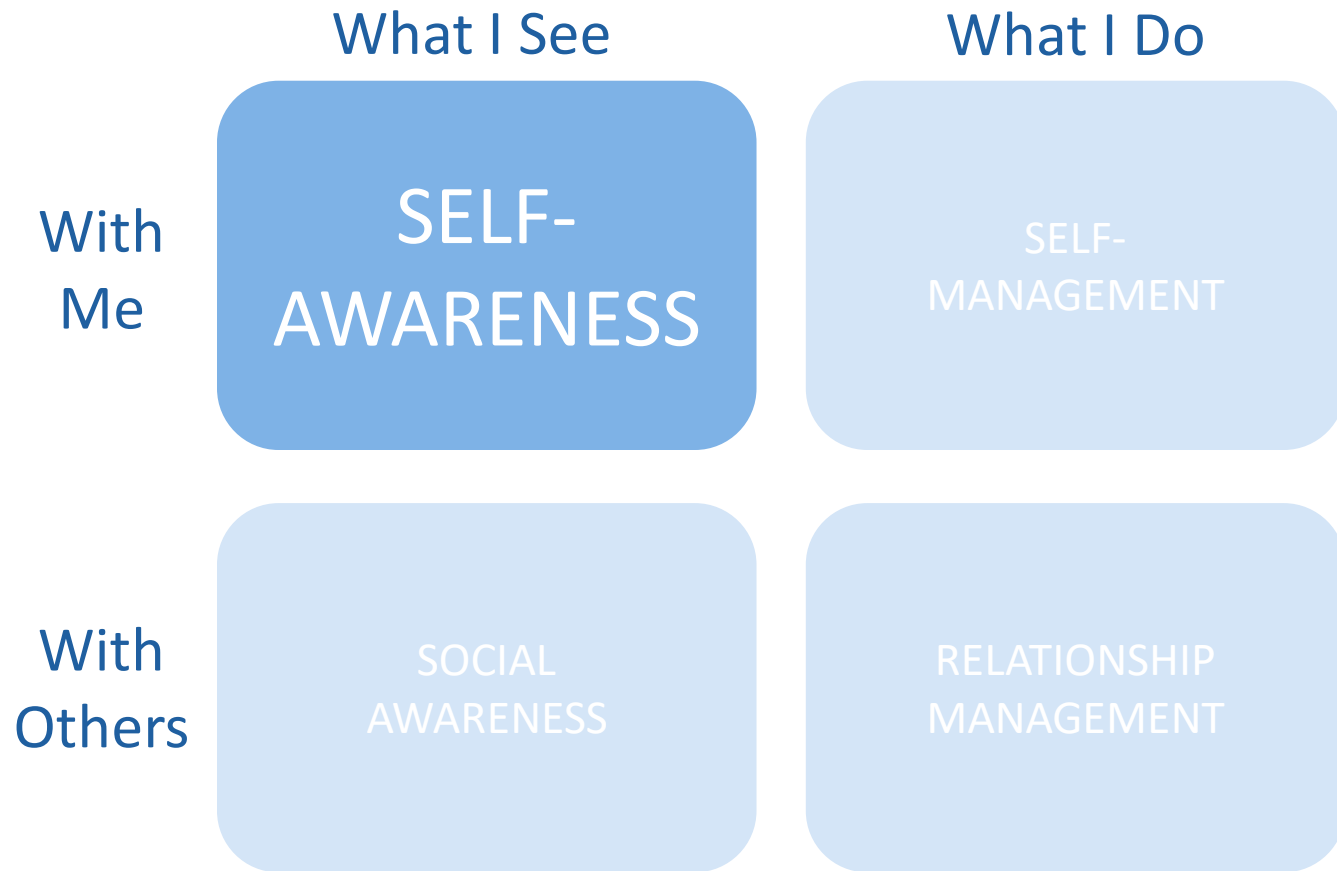
● Coach and Mentor

● Conflict Management

● Teamwork

● Inspirational Leadership





Can I accurately **identify my own emotions** and tendencies as they happen?

What emotions are you feeling right now?

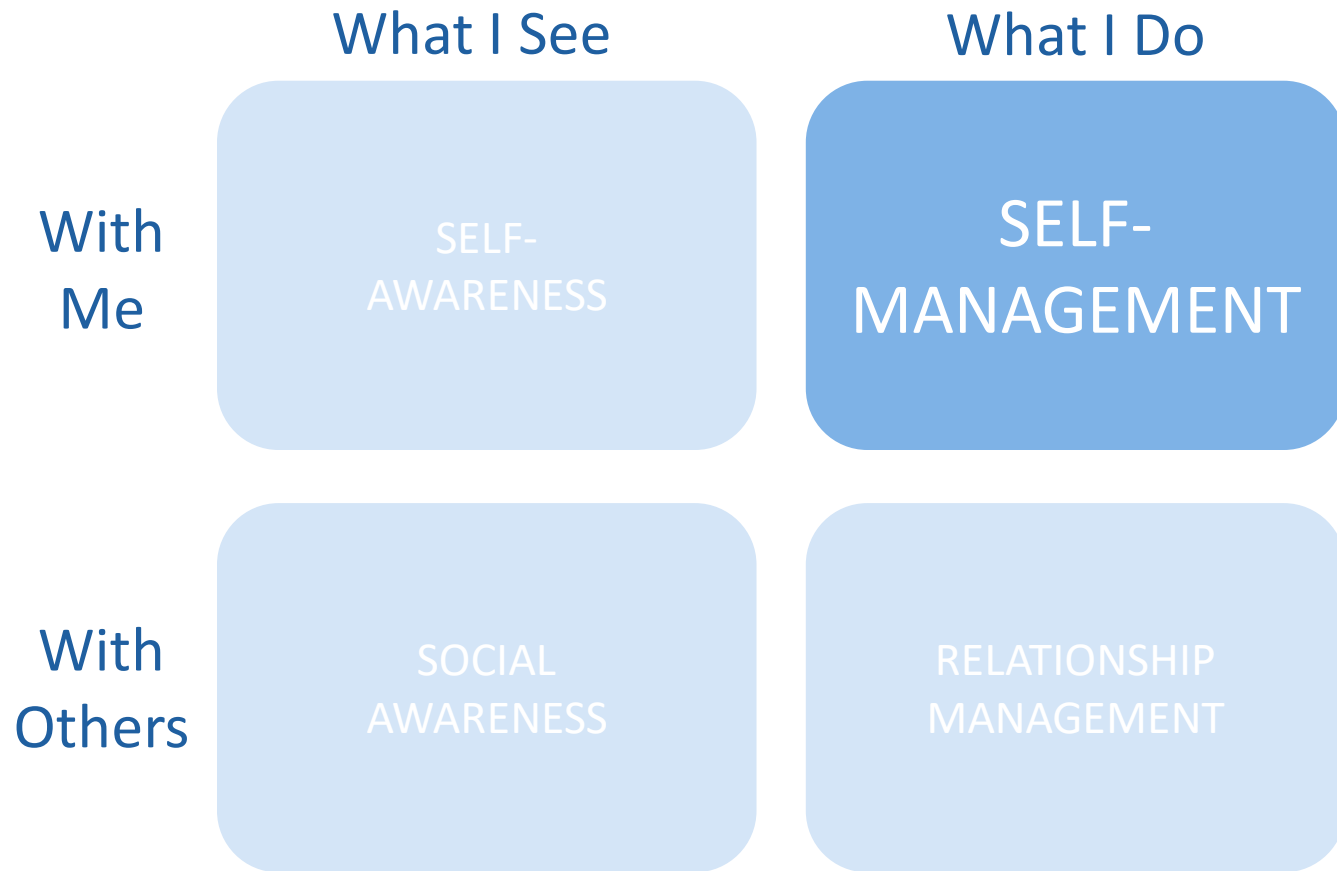


## Exploring the Range of Emotions

Excerpted and Adapted from Emotional Intelligence 2.0

INTENSITY OF FEELINGS	HAPPY	SAD	ANGRY	CONFUSED	AFRAID	WEAK	STRONG	SHAME
<b>HIGH</b>	Elated Excited Overjoyed Thrilled Exuberant Ecstatic Fired up Delighted Inspired Carefree	Depressed Devastated Alone Hurt Dejected Hopeless Sorrowful Crushed Miserable	Furious Enraged Outraged Aggravated Irate Seething Hostile	Bewildered Trapped Troubled Desperate Lost Torn Suspicious	Terrified Horriified Scared stiff Petriified Fearful Panicky Shocked Alarmed	Helpless Beat Overwhelmed Impotent Small Exhausted Drained Defeated	Powerful Aggressive Gung-ho Potent Super Forceful Proud Determined	Admonished Remorseful Ashamed Unworthy Worthless Humiliated
<b>MEDIUM</b>	Cheerful Up Good Relieved Satisfied Content Optimistic Grateful	Heartbroken Low Gloomy Distressed Regretful Melancholy Somber Left Out Disregarded	Upset Mad Annoyed Frustrated Agitated Hot Disgusted Offended	Disorganized Foggy Misplaced Disoriented Mixed up Doubtful Skeptical Dubious	Scared Frightened Threatened Insecure Uneasy Anxious Concerned Distrustful Apprehensive	Dependent Incapable Lifeless Tired Rundown Lazy Inept Shy	Energetic Capable Confident Persuasive Sure Stubborn	Sorry Lowdown Sneaky Guilty
<b>MILD</b>	Glad Warm Touched Pleasant Fine Mellow Pleased	Unhappy Moody Blue Repressed Wistful Bad Dissatisfied Disappointed	Perturbed Uptight Dismayed Put out Irritated Touchy Grumpy	Unsure Puzzled Bothered Uncomfortable Undecided Baffled Perplexed	Preoccupied Nervous Worried Timid Unsure Vulnerable Cautious Hesitant	Unsatisfied Under par Shaky Soft Lethargic Inadequate Powerless	Secure Durable Adequate Able Grounded	Embarrassed Let Down Silly Ridiculous





Can I **manage my emotions** and behavior to a positive outcome?

How are you managing your current emotions?



# FROM IMPULSE TO ACTION

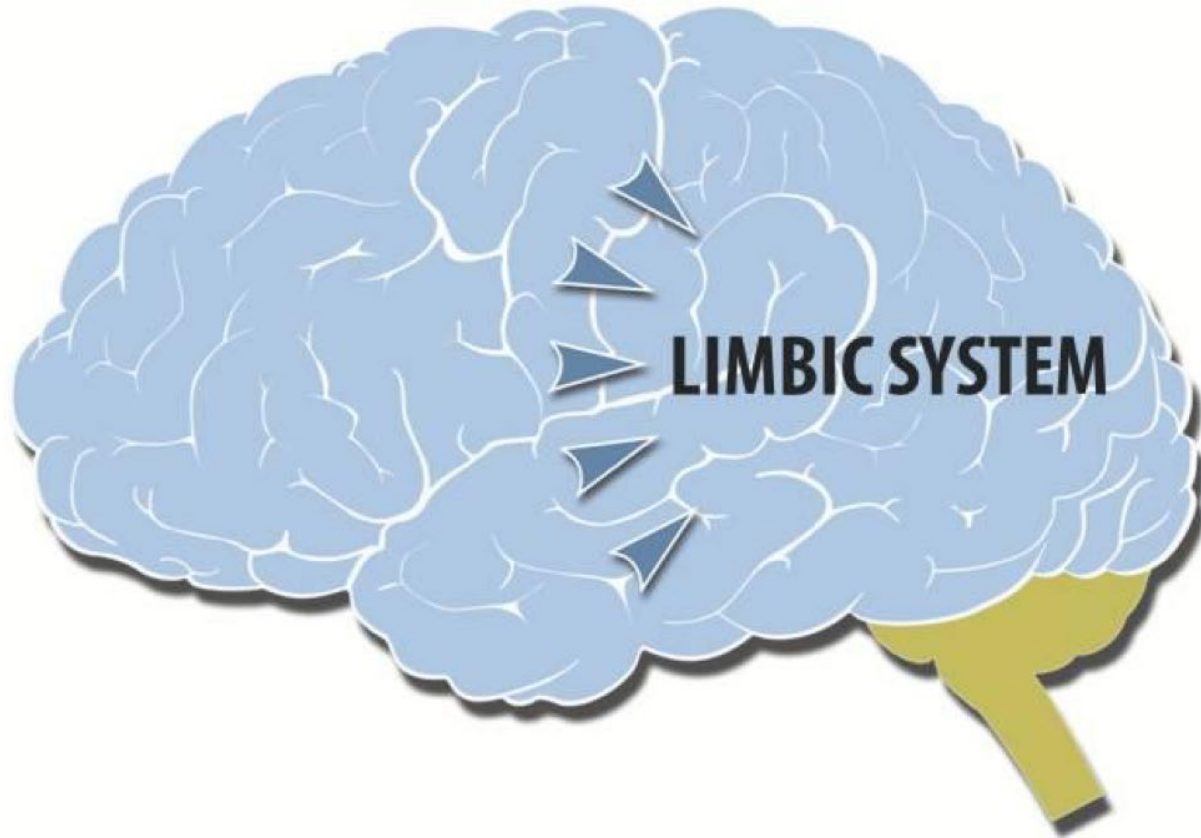


Stimulus

What happened this morning before you arrived?



# FROM IMPULSE TO ACTION

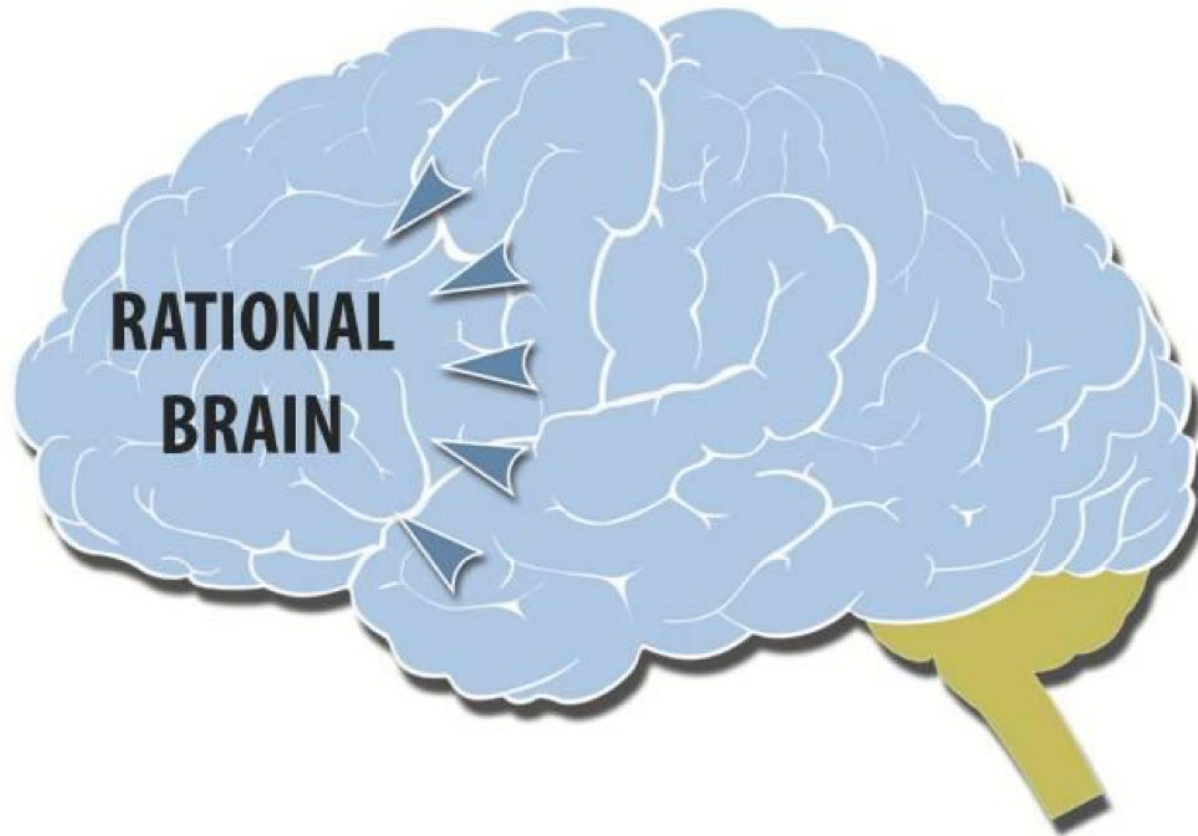


We feel it first...

Did you react?



# FROM IMPULSE TO ACTION

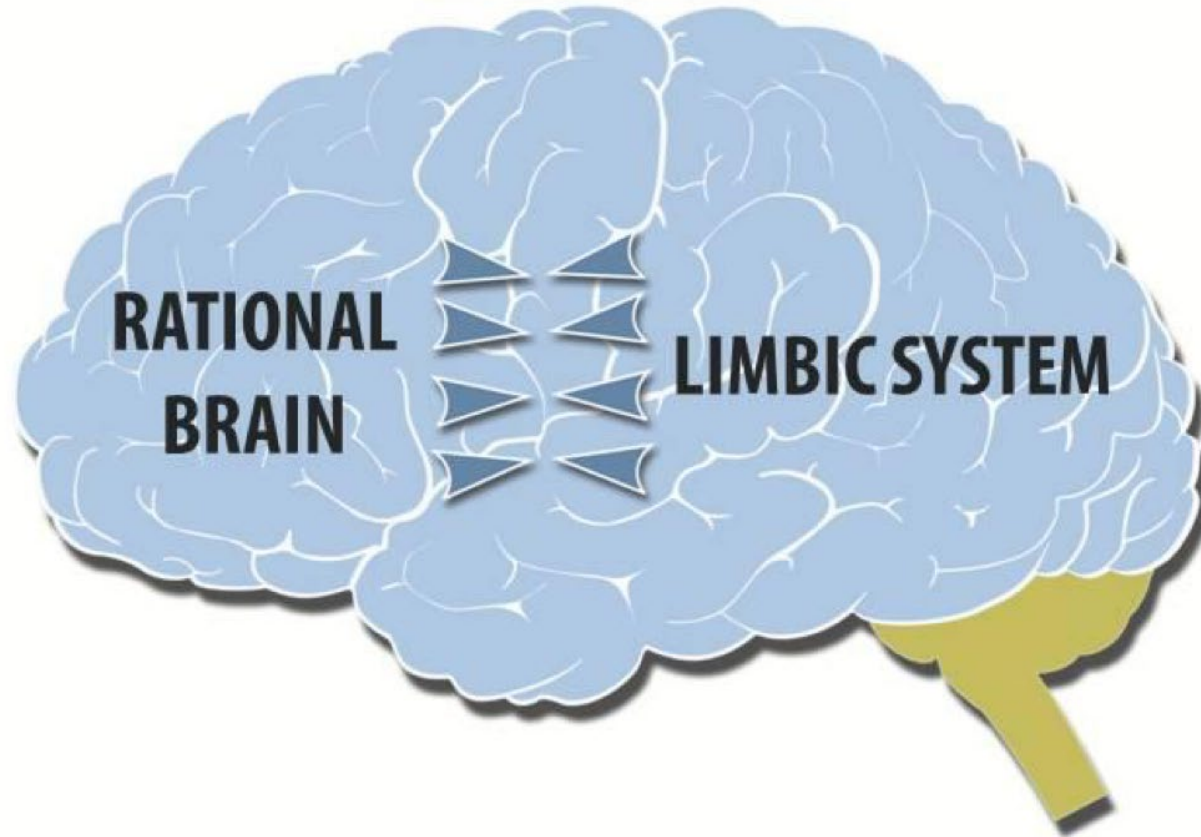


Then we assign meaning...

Did you respond?



# FROM IMPULSE TO ACTION



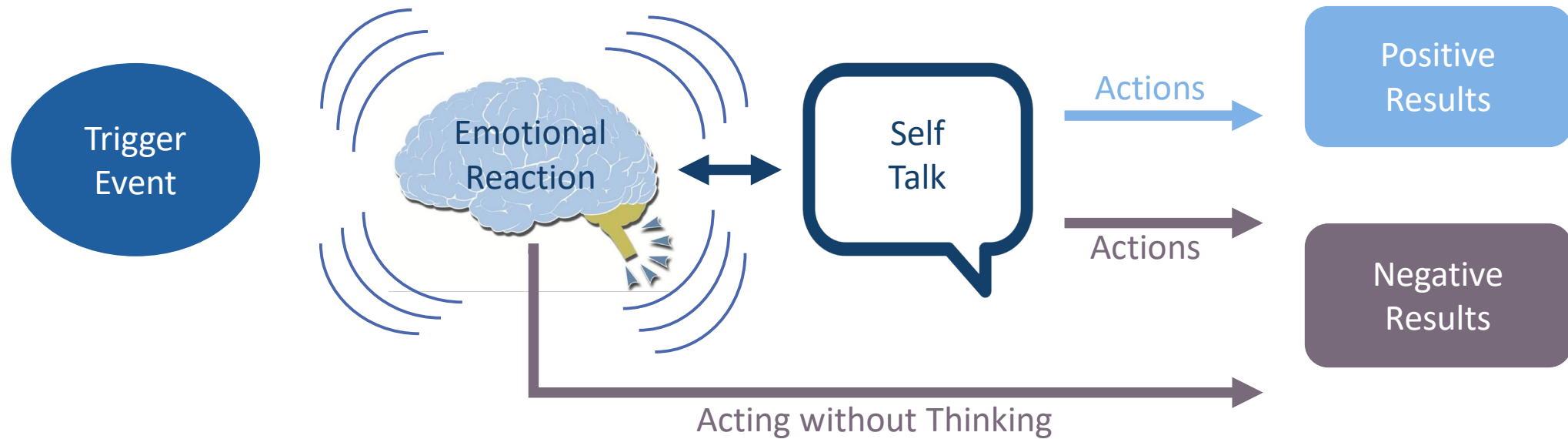
EQ Combines  
the Two

What conversation did you have with yourself?





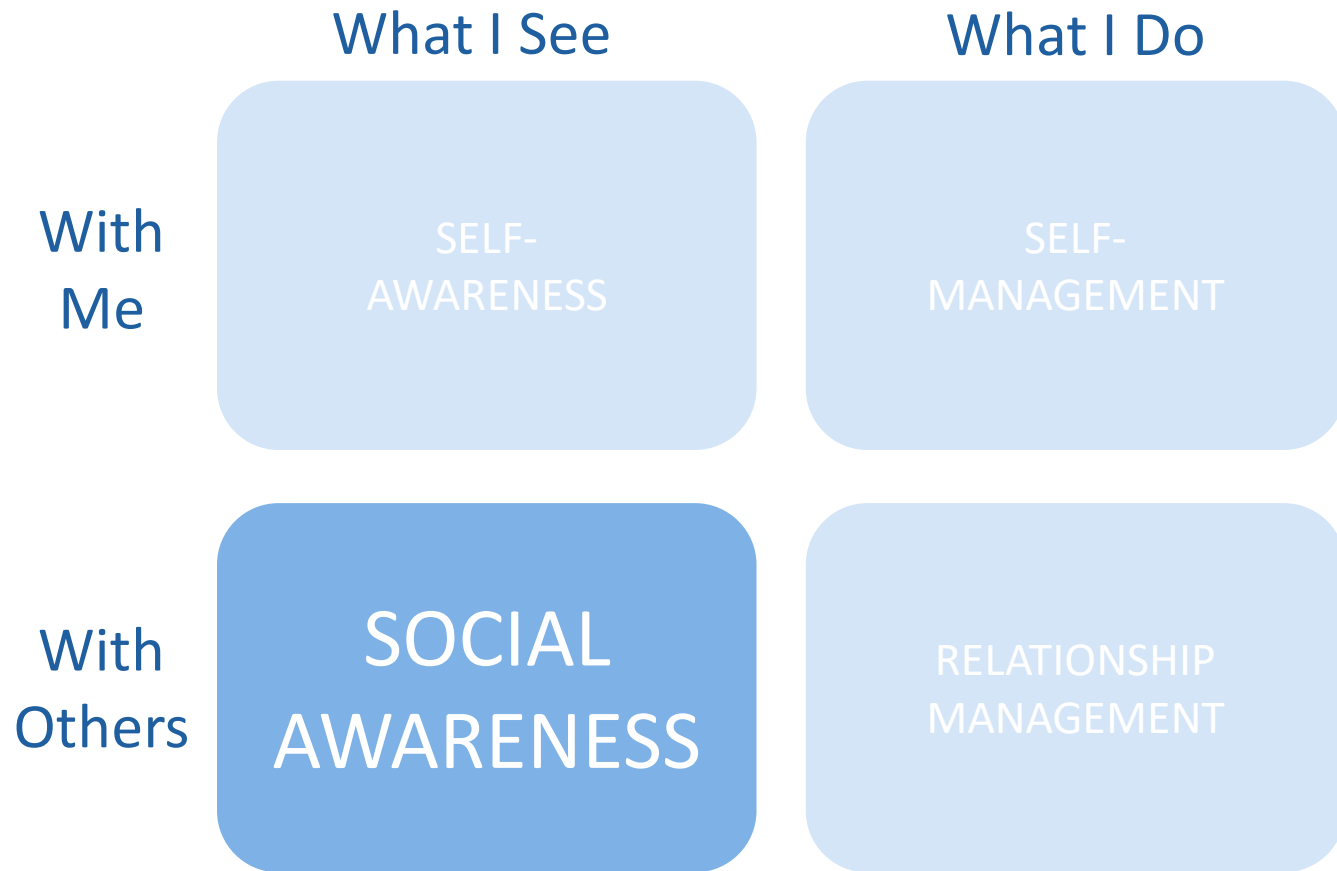
# HOW EMOTIONS AFFECT OUR ACTIONS



It's all about self-talk.







Can I accurately **identify YOUR emotions** and tendencies as I interact with you or a group?

What emotions around you have you tuned into this morning?



## Connect with friends and the world around you on Facebook.



**See photos and updates** from friends in News Feed.



**Share what's new** in your life on your Timeline.



**Find more** of what you're looking for with Facebook Search.

## Sign Up

It's quick and easy.

### Birthday

Apr ▾ 10 ▾ 1995 ▾ ?

### Gender

Female  Male  Custom ?

By clicking Sign Up, you agree to our [Terms](#), [Data Policy](#) and [Cookies Policy](#). You may receive SMS Notifications from us and can opt out any time.

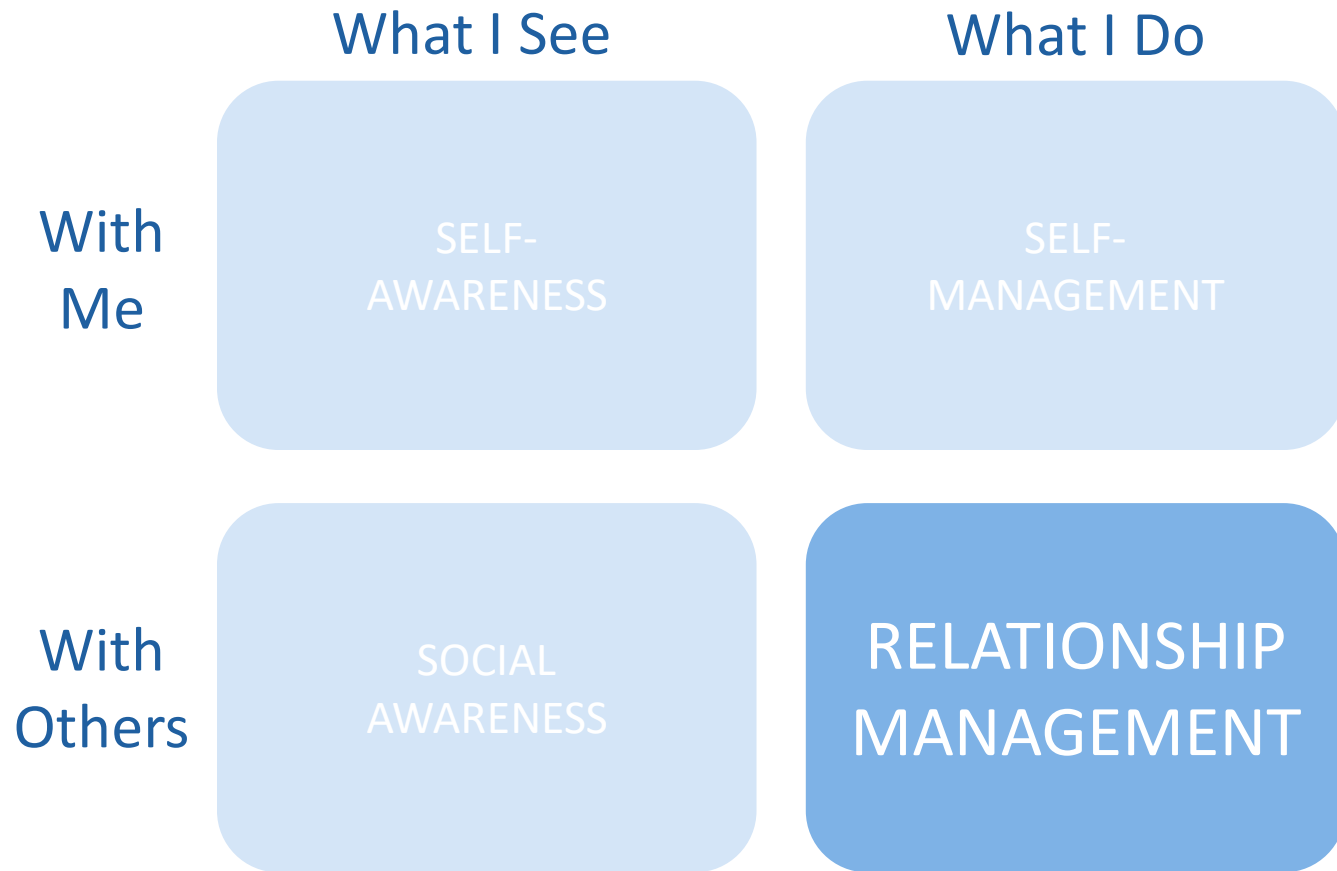
Sign Up

[Create a Page for a celebrity, band or business.](#)



# Under the surface?





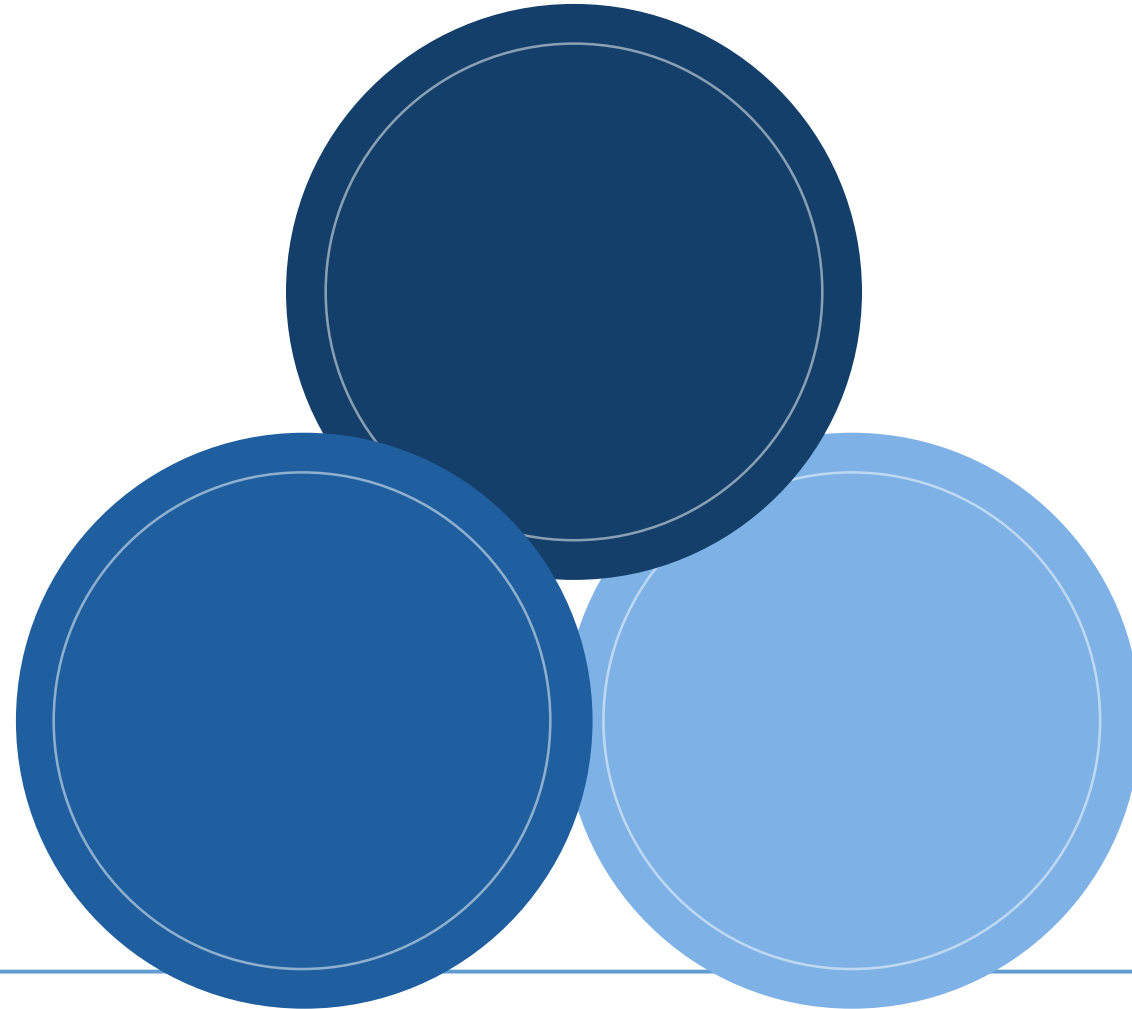
Can I **manage the interactions** I have with others **constructively** and to a positive outcome?

What have you done this morning to help the outcome of an interaction?



# ANATOMY OF RELATIONSHIPS

Managing relationships means I meet...

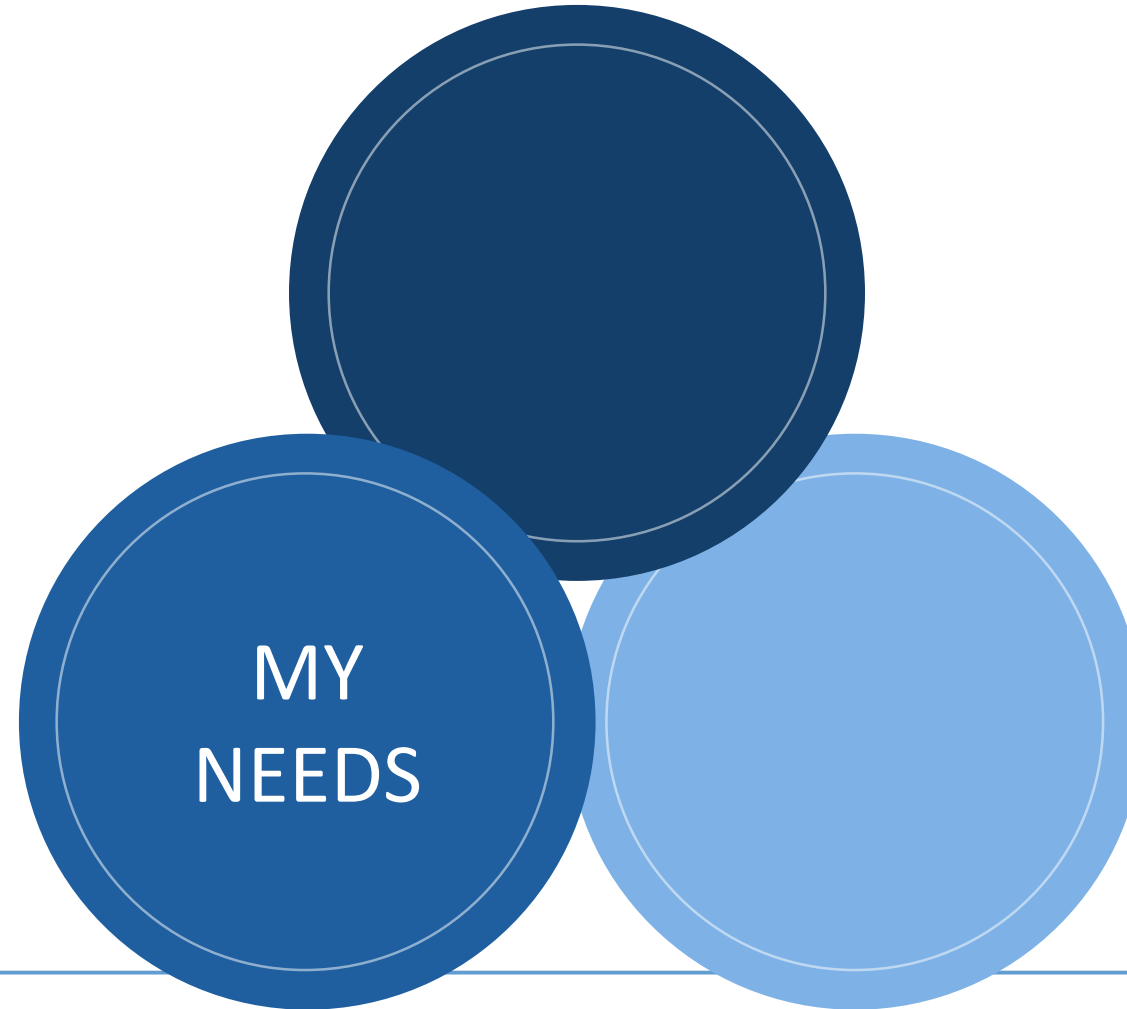


It's not all  
about "ME!"



# ANATOMY OF RELATIONSHIPS

Managing relationships means I meet...



My needs are  
1/3 of the EI  
outcome.



# ANATOMY OF RELATIONSHIPS

Managing relationships means I meet...

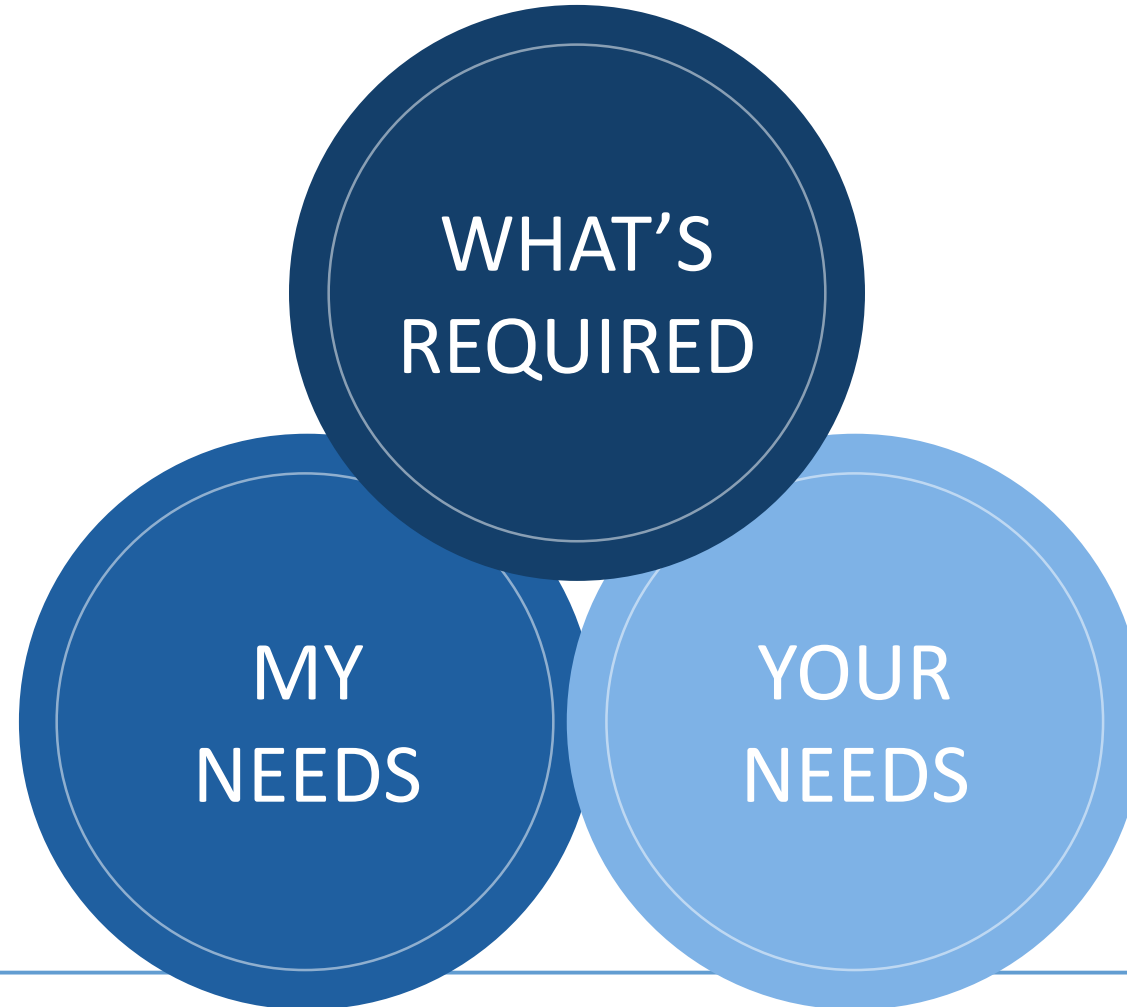


Your needs  
are 1/3 of the  
EI outcome.



# ANATOMY OF RELATIONSHIPS

Managing relationships means I meet...

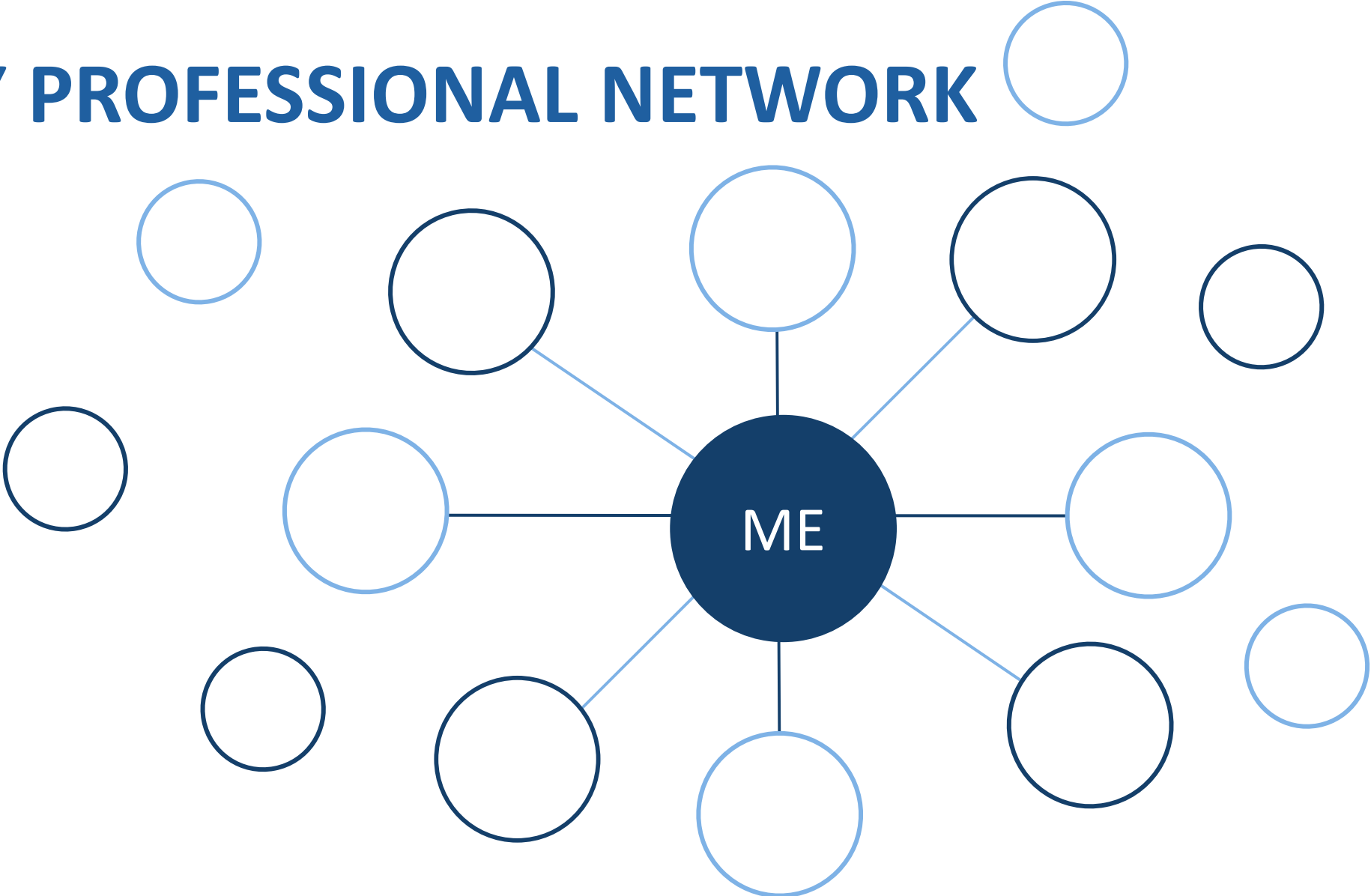


What's  
required is  
the final 1/3  
of the EI  
outcome.





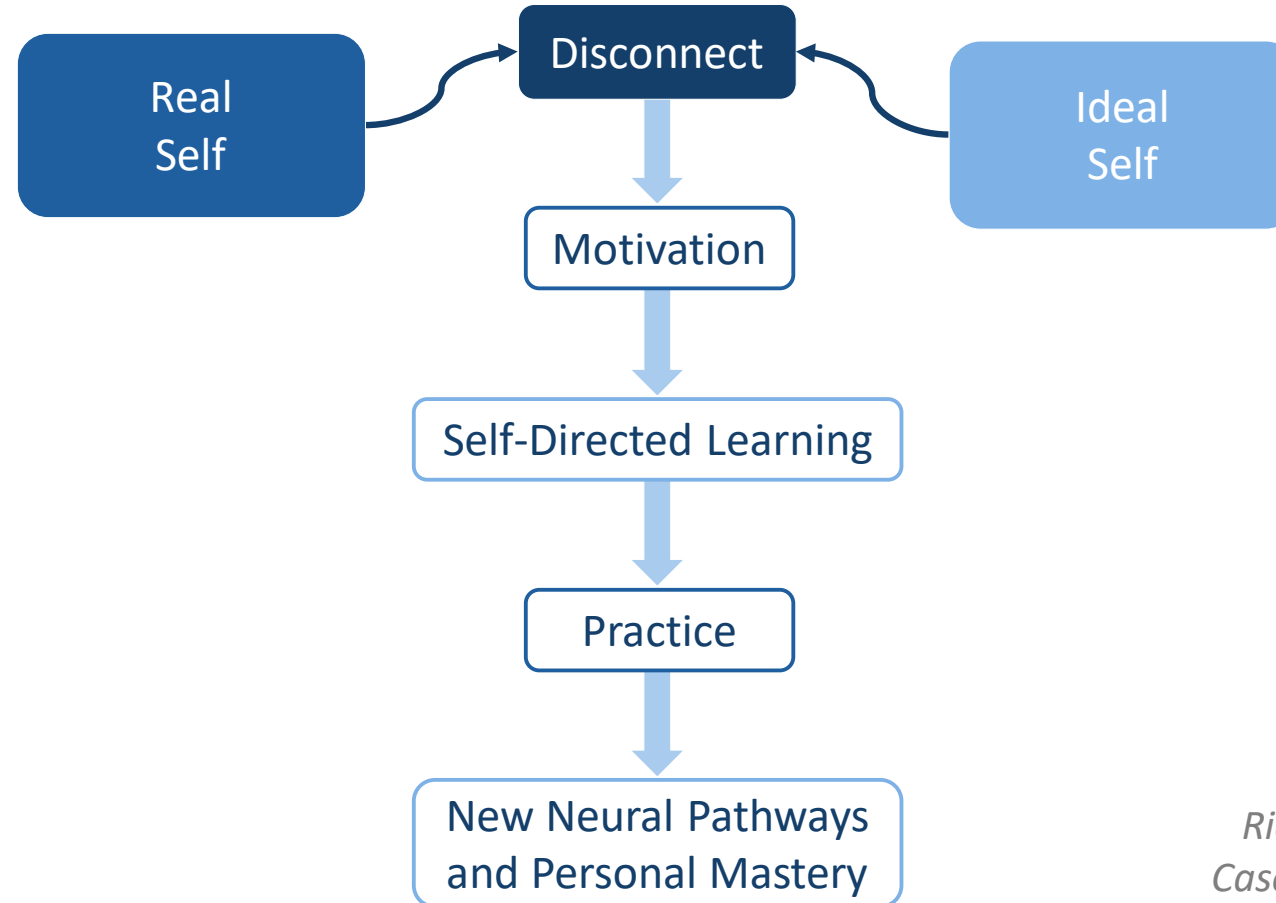
# MY PROFESSIONAL NETWORK



Who and what influence you the most?



# PRACTICE MAKES PERMANENT



*Richard Boyatzis, Ph.D  
Case Western University*

What is your burning platform?



# IMPROVING EMOTIONAL INTELLIGENCE

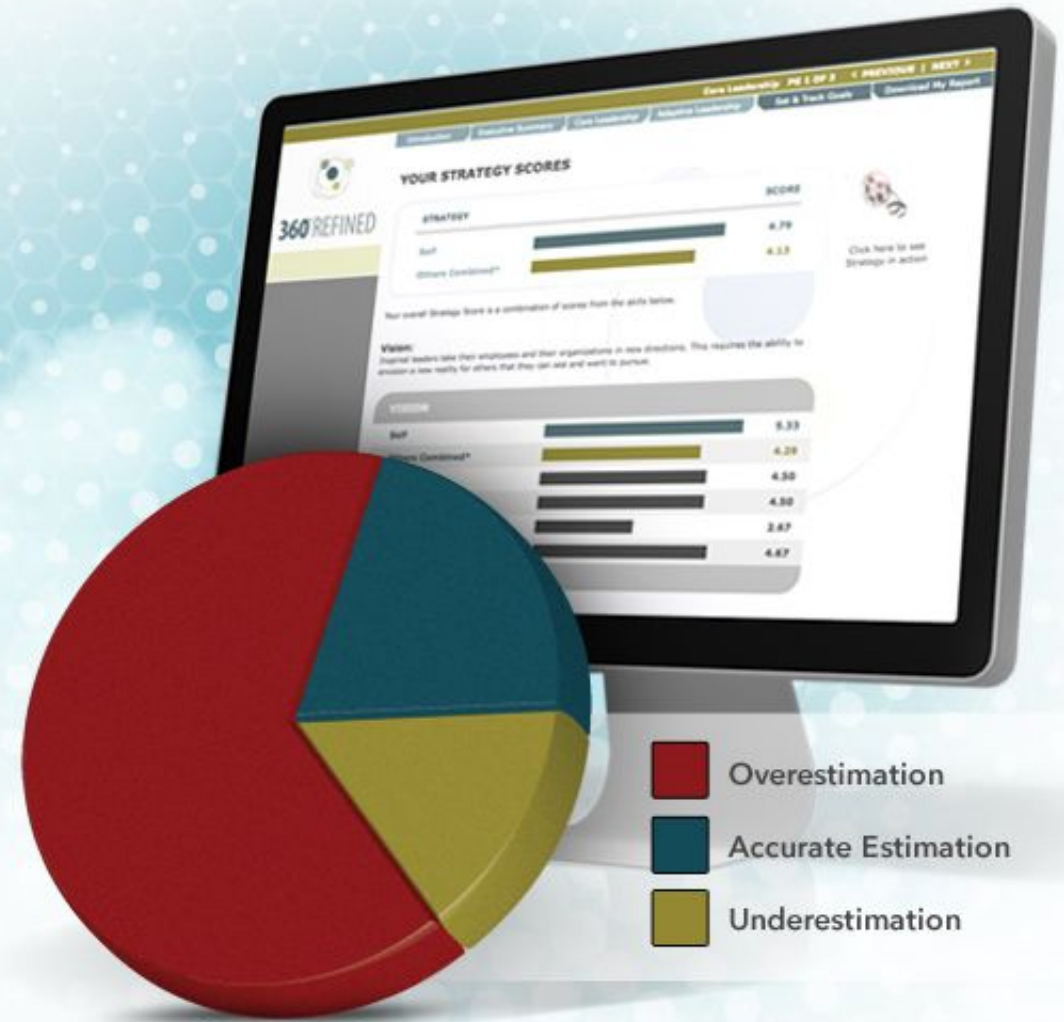
- **Get data on yourself (360)**
- Increase awareness: read/listen
- Manage stress
- Connect with others
- Use humor and play to deal with challenges
- Resolve conflicts positively and with confidence





# 360° REFINED

Delivers feedback on the 22 skills critical to leadership performance.



# IMPROVING EMOTIONAL INTELLIGENCE

- Get data on yourself (360)
- **Increase awareness: read/listen**
- Manage stress
- Connect with others
- Use humor and play to deal with challenges
- Resolve conflicts positively and with confidence



# READ/LISTEN



*Emotional Intelligence 2.0*-Jean Greaves and Travis Bradberry



*The Power of Moments*-Chip & Dan Heath



*Feel the Fear and Do it Anyway*—Susan Jeffers



*Marching Off the Map*—Tim Elmore



*Upstream*-Dan Heath



*When Likes Aren't Enough*-Tim Bono



*TalentSmart* (website)



FOLLOW

Daniel Goleman

Travis Bradberry

Brene' Brown



# IMPROVING EMOTIONAL INTELLIGENCE

- Get data on yourself (360)
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- **Manage stress**
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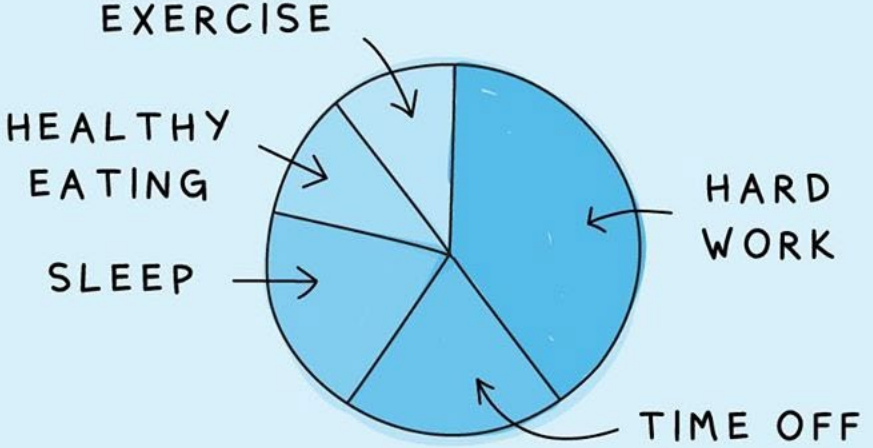




WHAT I THOUGHT WOULD  
MAKE ME PRODUCTIVE



WHAT ACTUALLY DOES





Average person has about  
12,000 – 60,000 thoughts per day:

- 80% are negative
- 95% are exactly the same as the day before

- NSF, 2005; University of Maryland, 1985

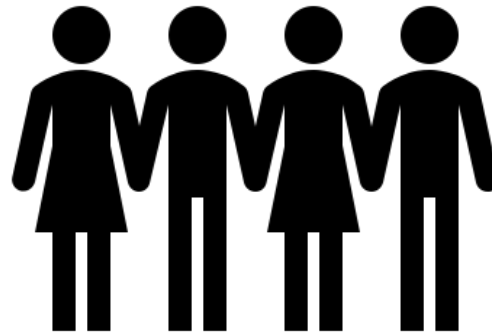


# IMPROVING EMOTIONAL INTELLIGENCE

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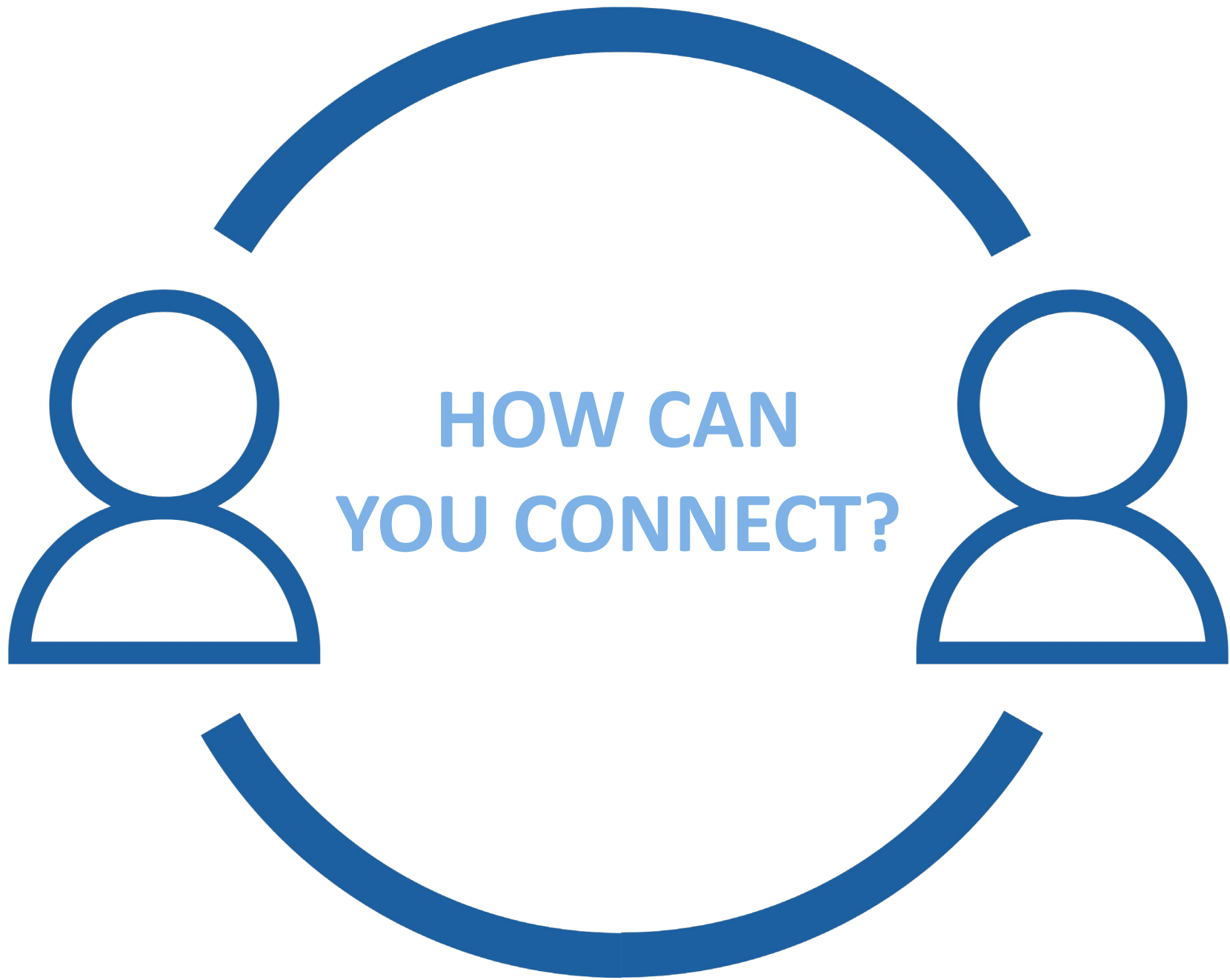


# HOW I CONNECT



# HOW I CONNECT RIGHT NOW









## WHAT HAPPENED?

- Yesterday?
- Last week?
- Since January 1?
- 2019?







## PEAK END RULE

- Highs
- Lows
- Ending









# ICE BUCKET CHALLENGE





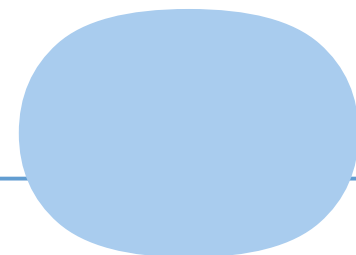
## QUESTION #1

Given the choice of anyone in the world, whom would you want as a dinner guest?



## QUESTION #2

What would  
constitute a  
“perfect” day  
for you?





## QUESTION #3

What are three things the two of you appear to have in common?



Across 46 years of an employee motivation survey, what was cited in the top two every time?

**FULL APPRECIATION OF WORK DONE**

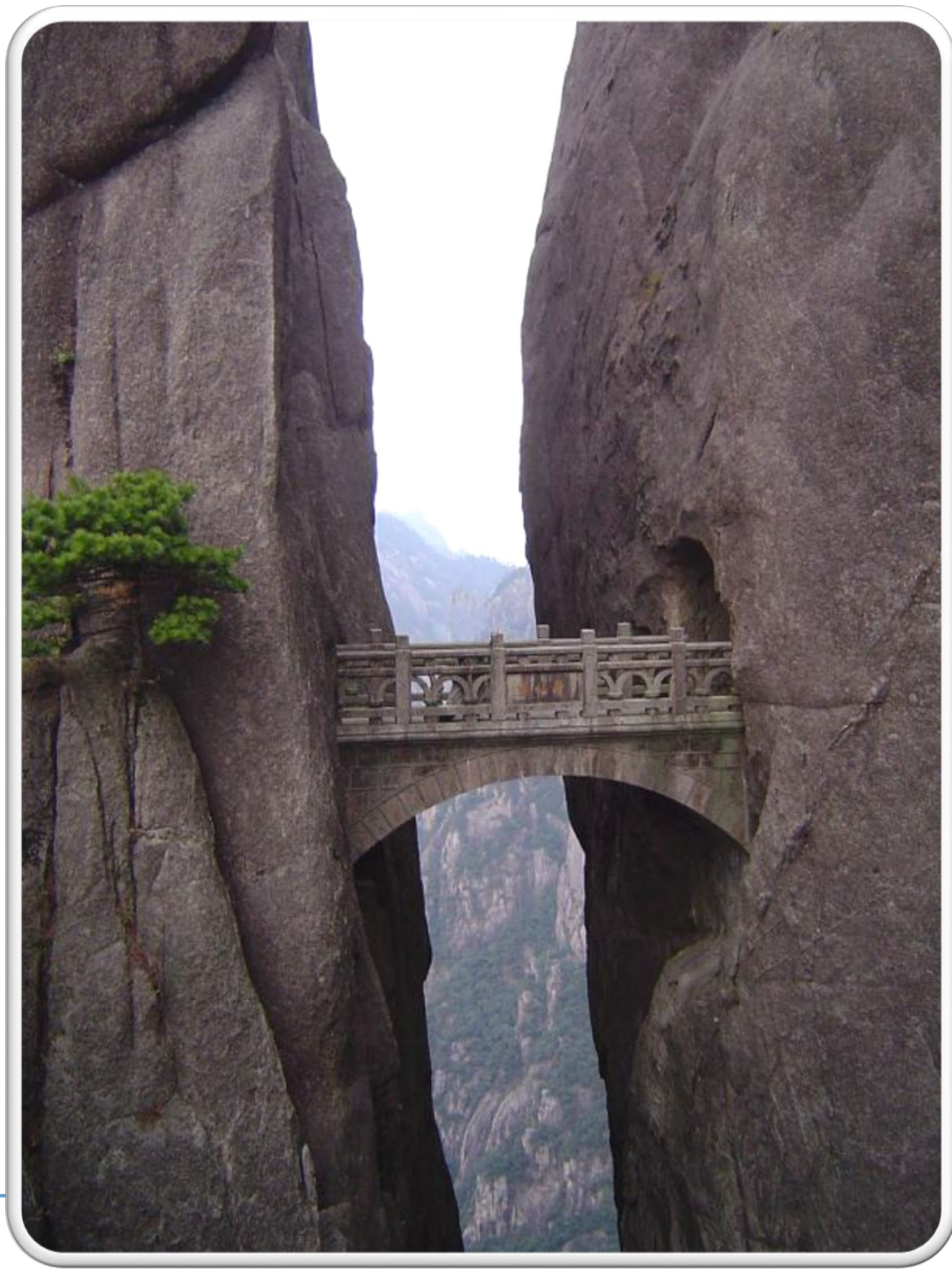


**80% of supervisors  
claim they frequently  
express appreciation.**

Less than 20% of  
employees say they  
receive appreciation  
more than occasionally.







## “RECOGNITION GAP”

One of the **top reasons** people leave their jobs.



# IMPROVING EMOTIONAL INTELLIGENCE

- Get data on yourself (360)
- Increase awareness: read/listen
- Manage stress
- Connect with others
- **Use humor and play to deal with challenges**
- Resolve conflicts positively and with confidence



**Laughter  
is 30 times  
more common  
in social  
situations.**



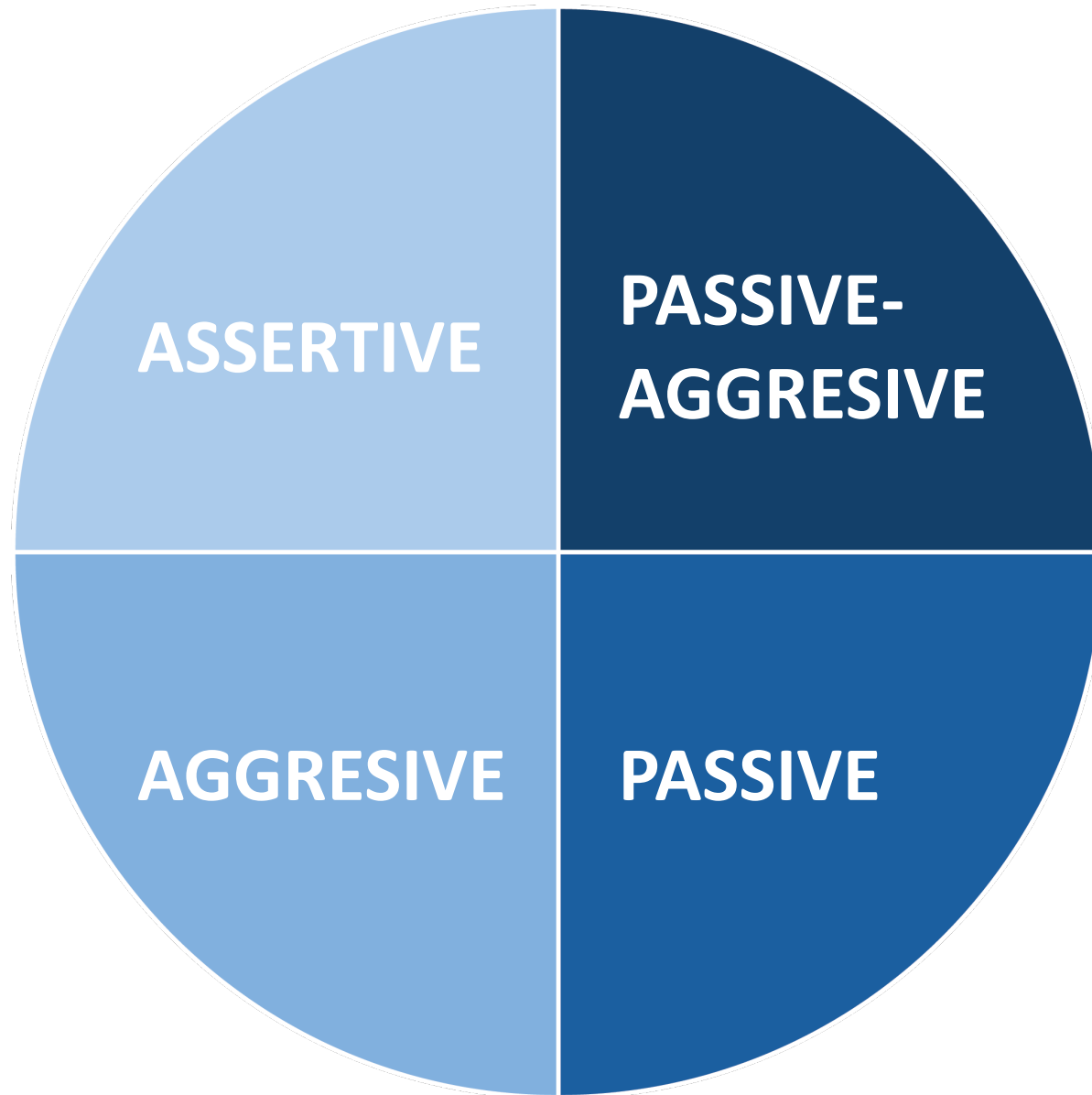
# IMPROVING EMOTIONAL INTELLIGENCE

- Get data on yourself (360)
- Increase awareness: read/listen
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- Connect with others
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- **Resolve conflicts positively and with confidence**



**I WIN/YOU WIN**

**I LOSE/YOU LOSE**



**I WIN/YOU LOSE**

**I LOSE/YOU LOSE**



Action leads  
to insight  
more than  
insight leads  
to action.



# EMOTIONAL & SOCIAL INTELLIGENCE COMPETENCIES



● Emotional Self Awareness



● Emotional Self Control

● Adaptability

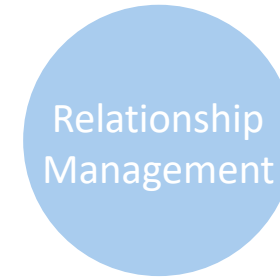
● Achievement Orientation

● Positive Outlook



● Empathy

● Organizational Awareness



● Influence

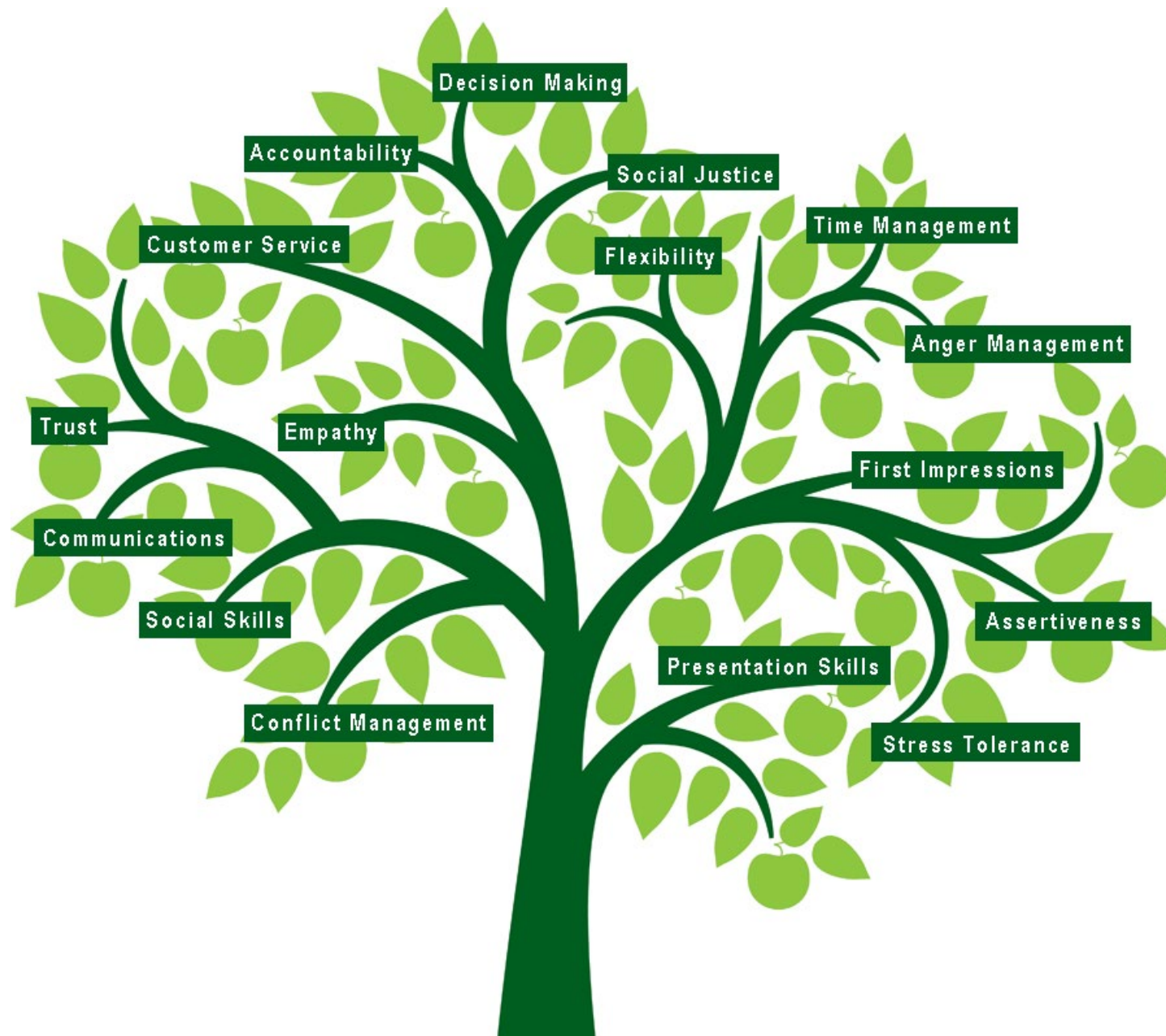
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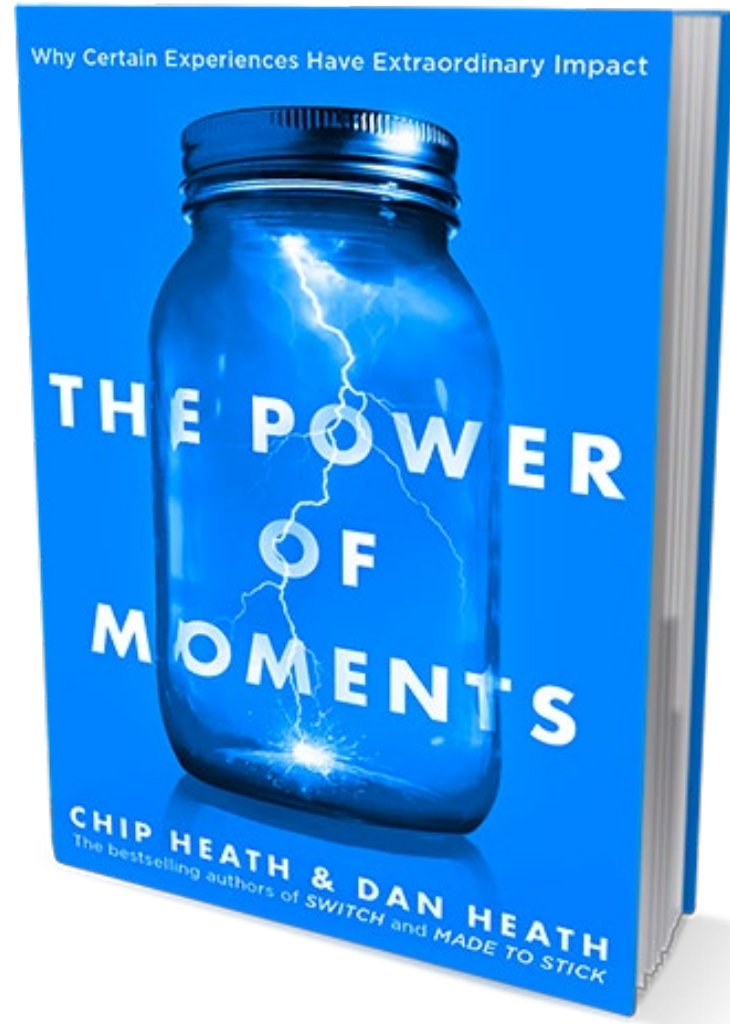
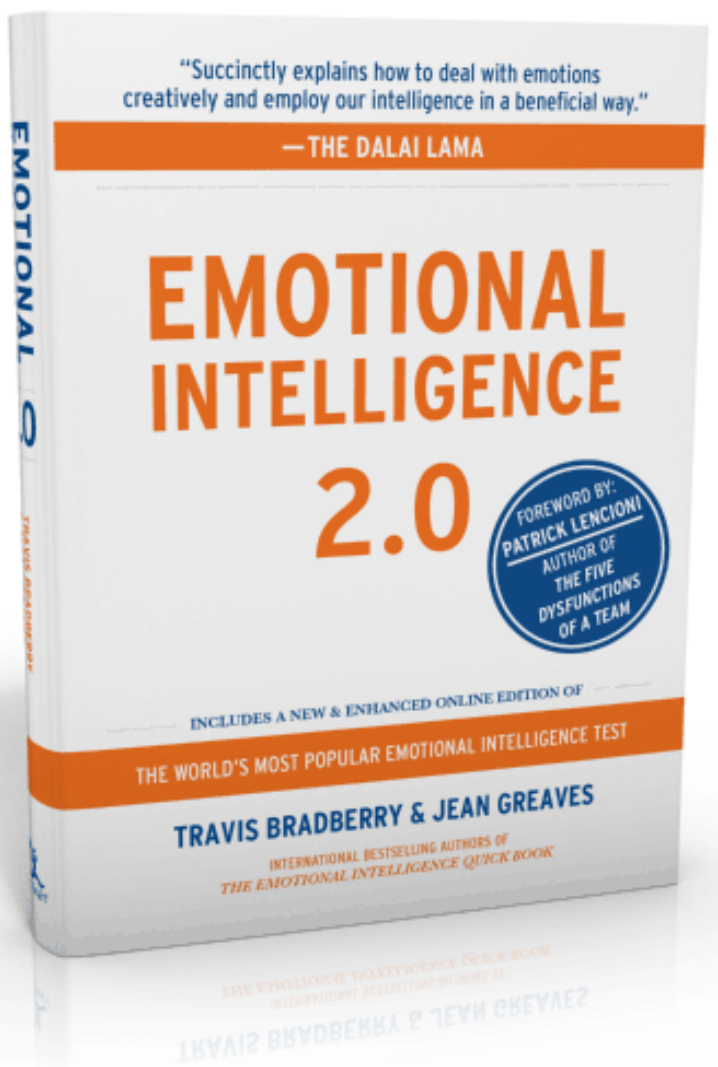


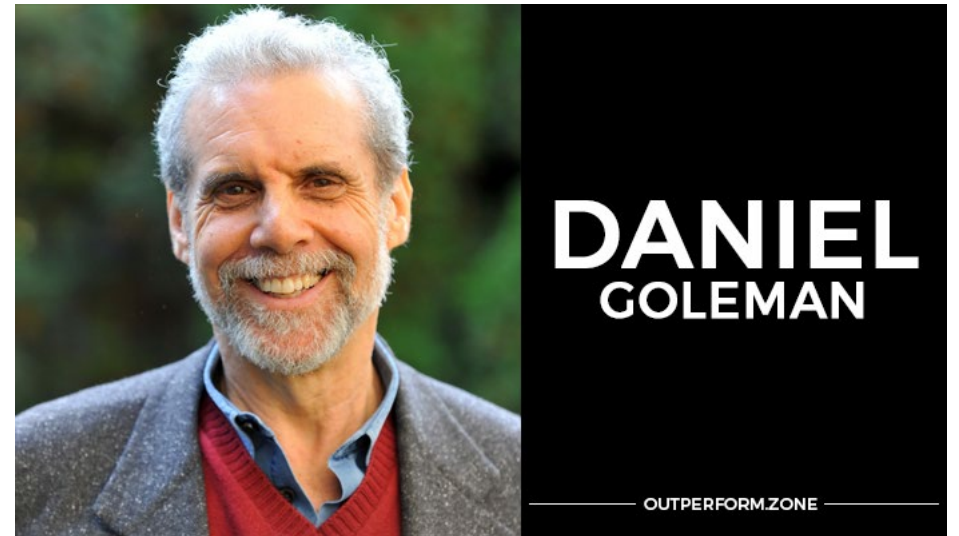


Emotional Intelligence is the foundation for critical skills.









I'VE LEARNED THAT PEOPLE  
WILL FORGET **WHAT YOU SAID,**  
PEOPLE WILL FORGET **WHAT YOU DID,**  
BUT PEOPLE WILL NEVER FORGET  
**HOW YOU MADE THEM FEEL.**

- MAYA ANGELOU

Stephanie Salasek  
Speaker • Trainer • Coach  
Look Up Communications

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lookup@stephaniesalasek.com



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