

2015 EEO Academy

Emotional Intelligence at Work

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November 6, 2015



Prevention
Strategies, LLC

Session Strategies:

- Assess
- Action
- Accountable





Mind Full, or Mindful?

Objectives:

- Define
- Benefits
- Tool
- Apply & Practice



Define: Emotional Intelligence

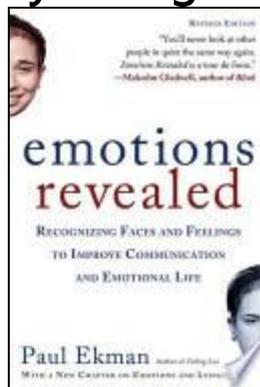


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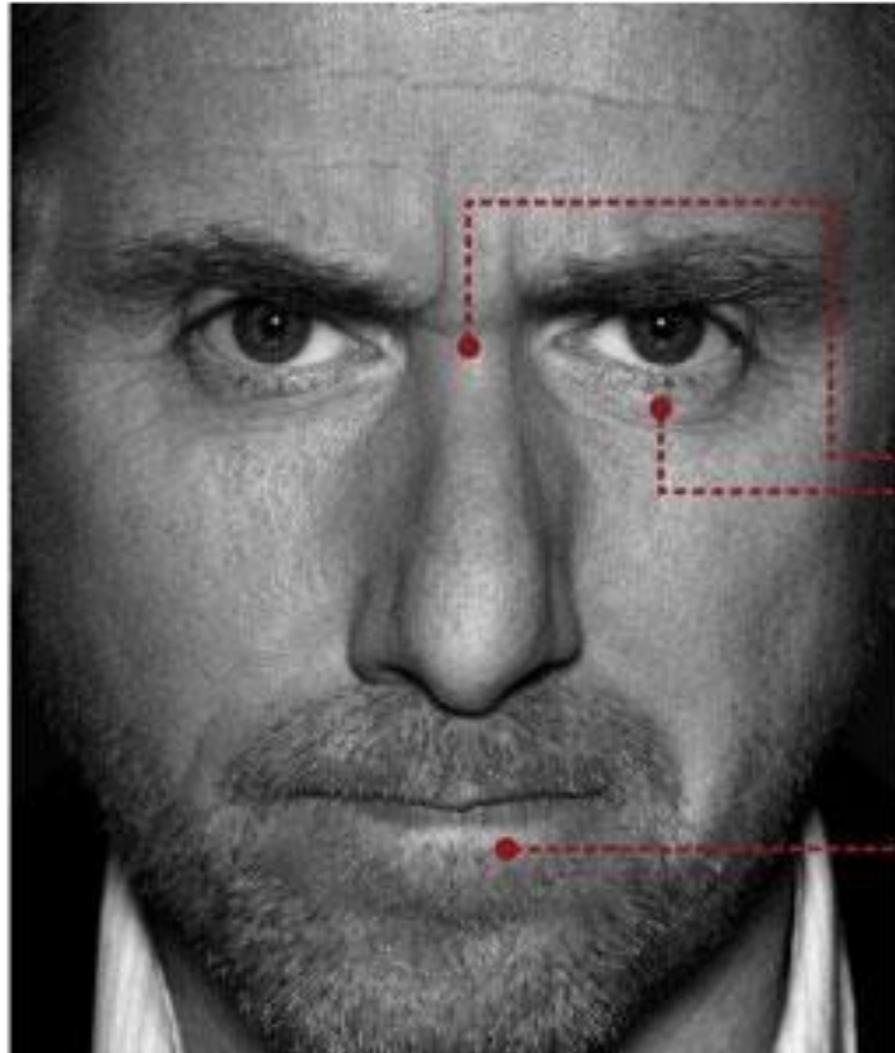
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7 Basic Emotions:

Paul Ekman,
Psychologist



1. Happiness
2. Sadness
3. Disgust
4. Anger
5. Contempt
6. Fear
7. Surprise

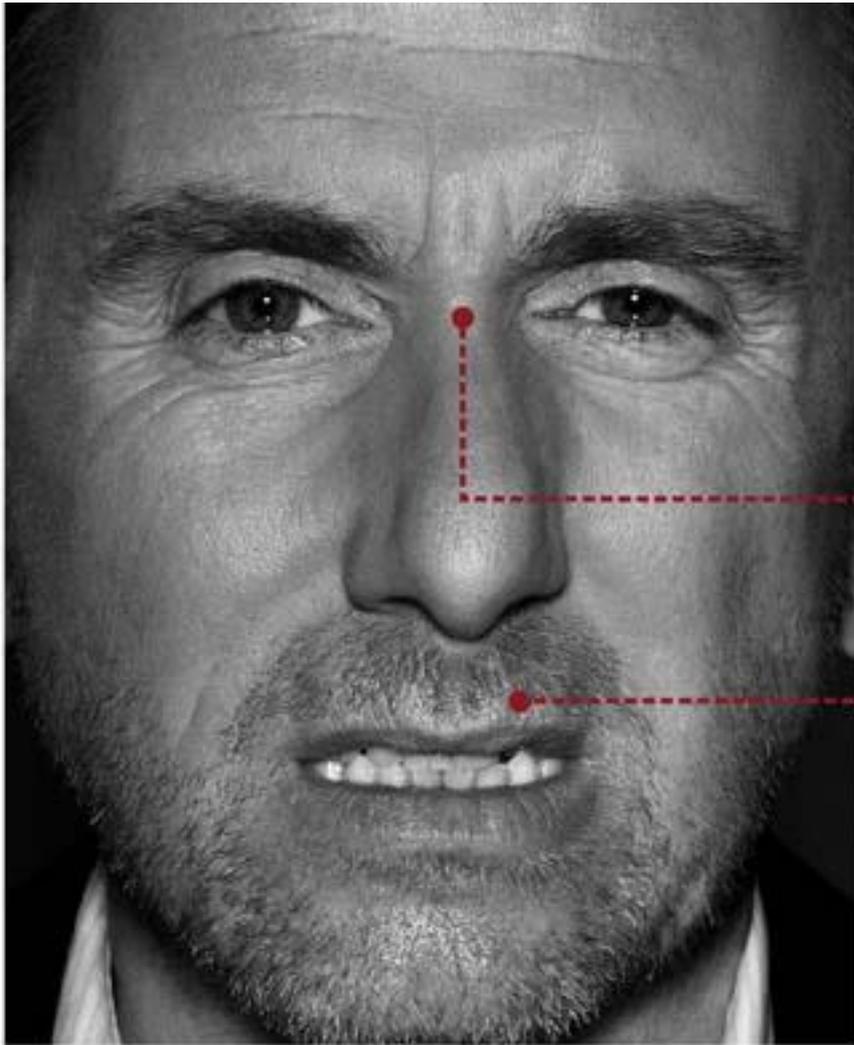


anger

① eyebrows down and together

② eyes glare

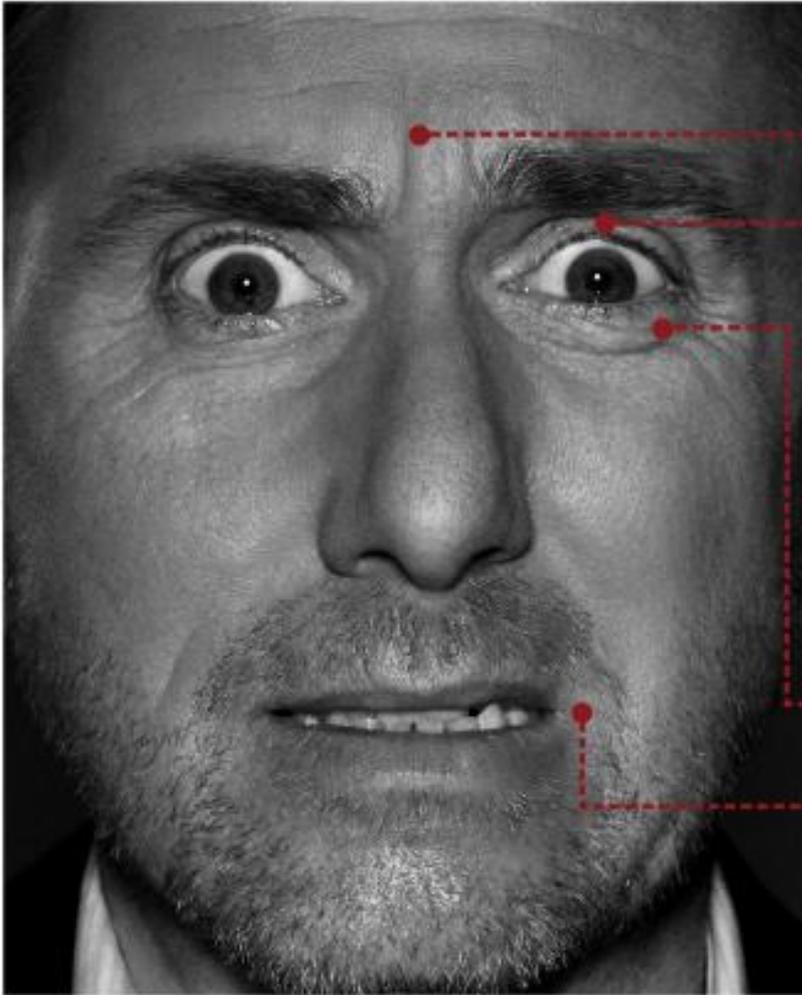
③ narrowing of the lips



disgust

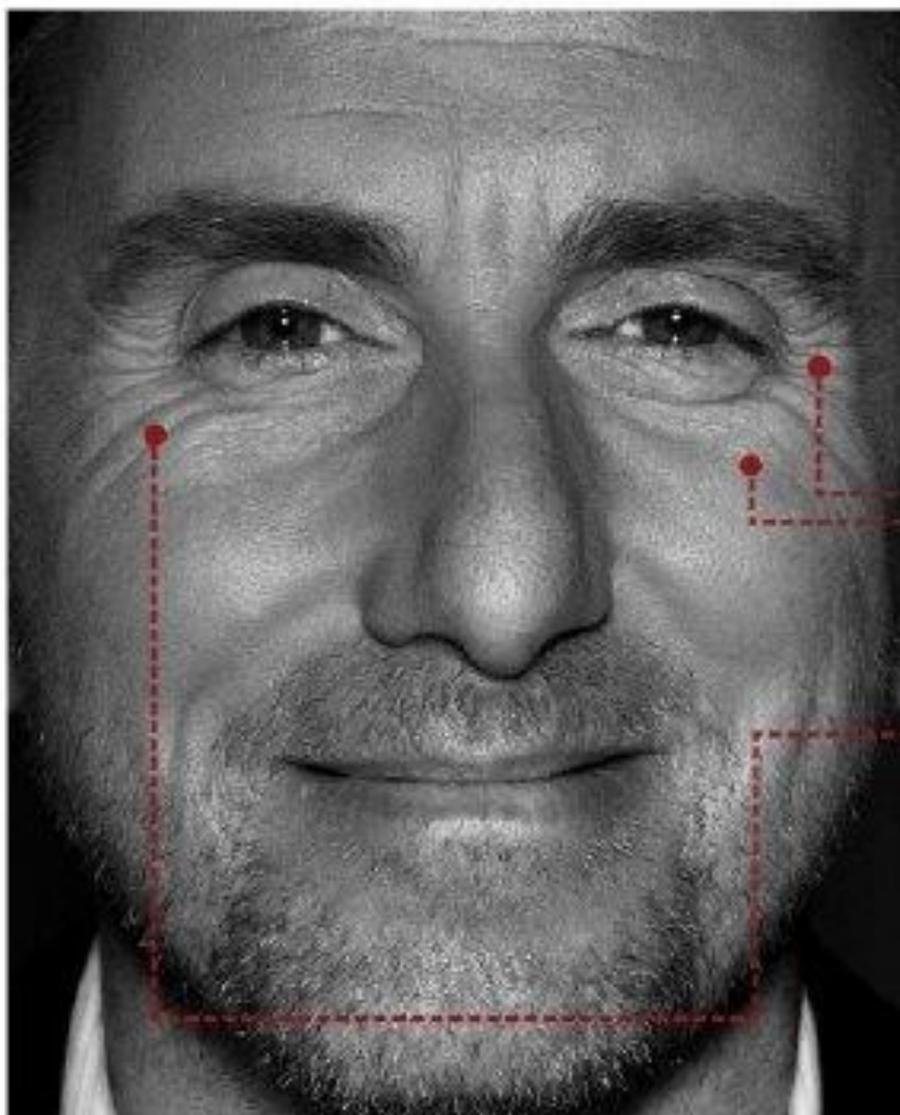
① nose wrinkling

② upper lip raised



fear

- ① eyebrows raised and pulled together
- ② raised upper eyelids
- ③ tensed lower eyelids
- ④ lips slightly stretched horizontally back to ears



happiness

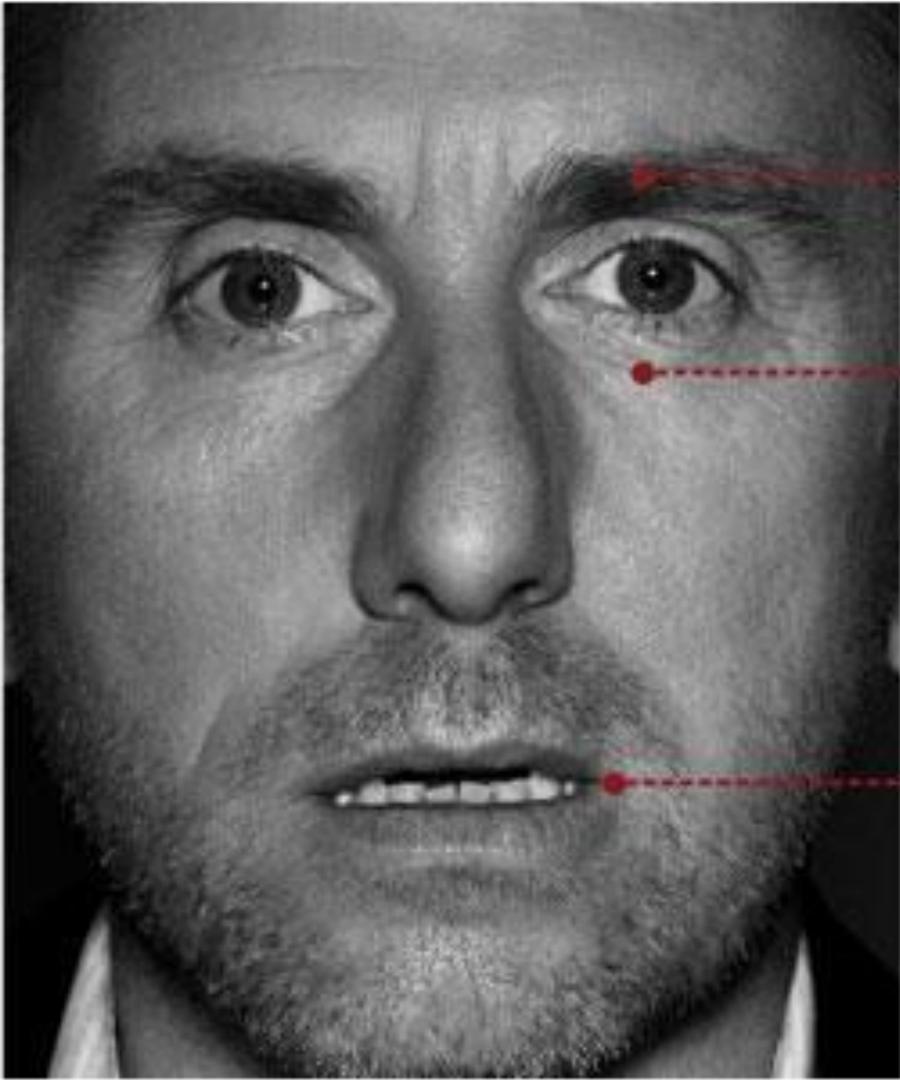
A real smile always includes:

- ① crow's feet wrinkles
- ② pushed up cheeks
- ③ movement from muscle that orbits the eye



sadness

- ① drooping upper eyelids
- ② losing focus in eyes
- ③ slight pulling down of lip corners



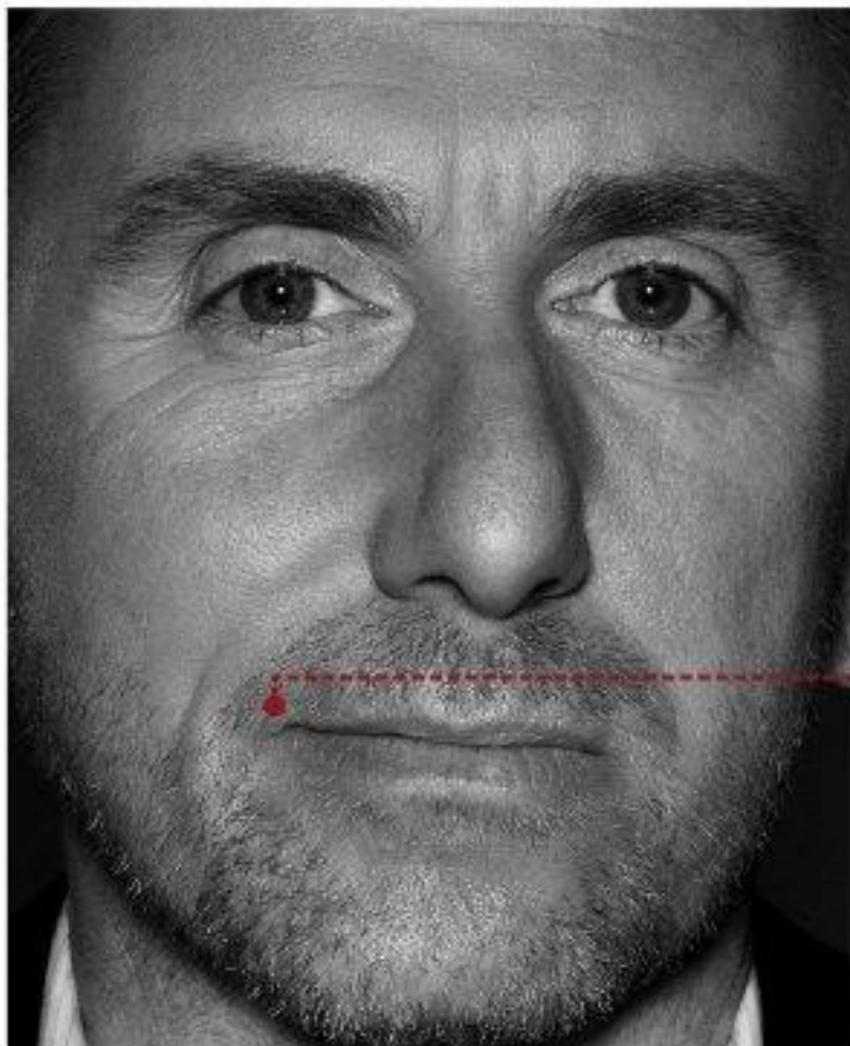
surprise

Lasts for only one second:

① eyebrows raised

② eyes widened

③ mouth open



contempt

① lip corner tightened and raised on only one side of face

Emotional intelligence:

is a set of emotional and social skills that collectively establish how well we:

- Perceive and express ourselves
- Develop and maintain social relationships
- Cope with challenges
- Use emotional information in an effective and meaningful way



Emotional Intelligence Framework:

PERSONAL



perceive
express

SOCIAL



develop
cope

collectively establishes how well we use emotional information in an effective and meaningful way



EI at Work:

(EI) is using your emotions intelligently to gain the performance you wish to see within yourself and to achieve interpersonal effectiveness in others

-Jeff Feldman, Karl Mulle
Authors, *Put Emotional Intelligence to Work*



EI at Work:

Top 6 competencies that distinguish star performers from average performers in the Tech Sector:

1. Strong achievement drive and high achievement standards
2. Ability to influence
3. Conceptual thinking
4. Analytical ability
5. Initiative in taking on challenges
6. Self Confidence

4 out of 6 are EI competencies



Why does Emotional Intelligence matter?



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“ *... All workers, at all levels of government, can benefit from deeper insights into their own emotional intelligence.* ”

Chuck Loehner, CareerBuilder Executive



AT BEST, IQ CONTRIBUTES ABOUT 20% TO THE FACTORS THAT DETERMINE LIFE SUCCESS, WHICH LEAVES 80% TO OTHER FORCES: FORCES GROUPED AS EMOTIONAL INTELLIGENCE.

DANIEL GOLEMAN

EMOTIONAL INTELLIGENCE, MORE THAN ANY OTHER FACTOR, MORE THAN IQ OR EXPERTISE, ACCOUNTS FOR 85% TO 90% OF SUCCESS AT WORK...

WARREN BENNIS



Why does it matter?

70%

8%

LEADERS ARE MISSING WHAT MATTERS MOST

70% of employees are disengaged, leading to lower productivity, innovation, and well-being

Only 8% of people strongly agree that they experience overall well-being because of their work

Gallup, 2013

How does my EI measure up?



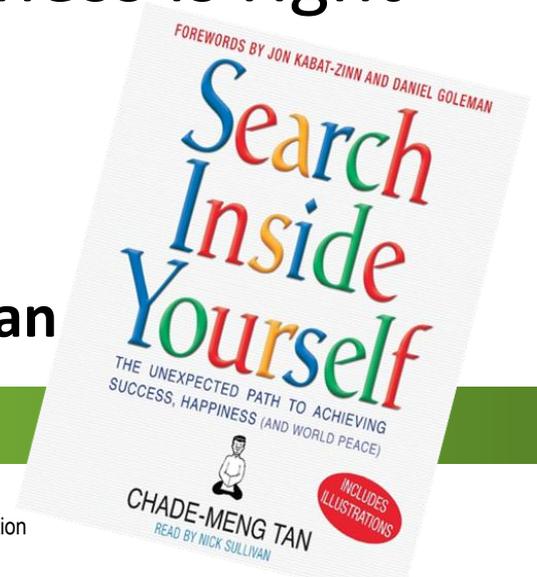
Benefits



Happiness: EI's Side Effect

“ Happiness may be an unavoidable side effect of cultivating emotional intelligence. Other side effects may include resilience, optimism, and kindness. (You may want to call your doctor to determine if happiness is right for you.) ”

Chade-Meng Tan





1. Stellar Work Performance

Emotional competencies are **twice as important** in contributing to excellence as pure intellect and expertise

2. Outstanding Leadership

Nice people who are fun to be around have the ability to create a positive work environment

3. Ability to Create the Conditions for Happiness

EI enables the skills that help us create conditions for our sustained **happiness** – a deep sense of well-being



Harvard Business Review

What are the top issues you face at work?

- **Problem:** 76% said “people/relational”
- **Solution:** 89% said “relational and emotional competencies” as “highly important” or “essential” to meeting top challenges





Horse = Emotional Mind

Rider = Rational Mind



EI Tools



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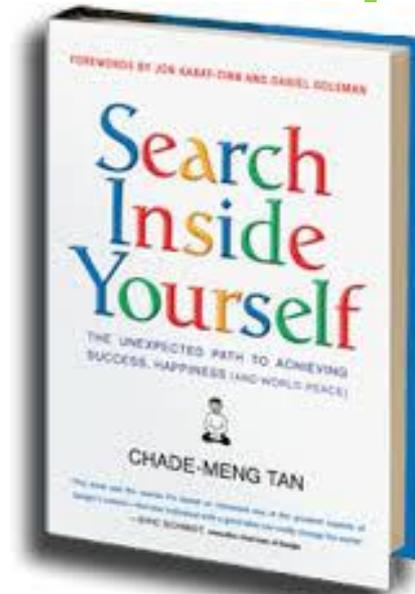
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How do you train EI?

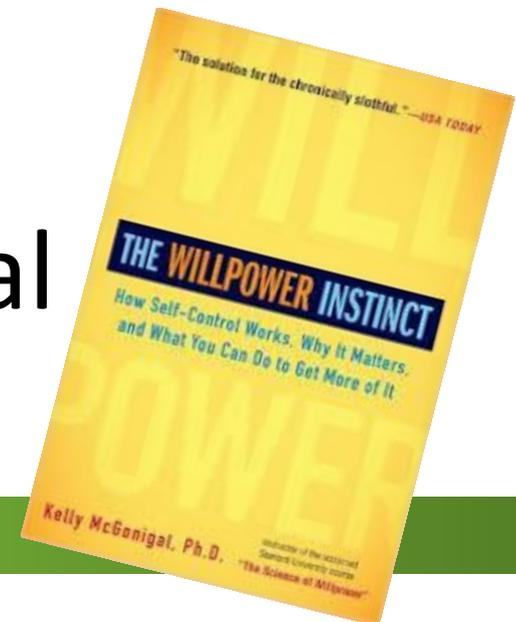
- Attention training
- Self-knowledge & Self-mastery
- Create useful mental habits

Google



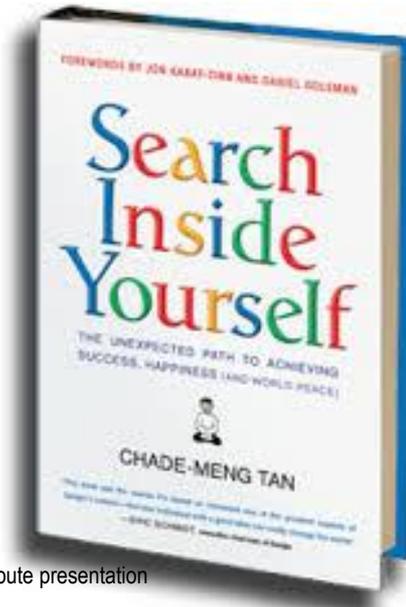
“ The best way to improve your self-control is to see how and why you lose control. ”

Kelly McGonigal



“ Self-awareness is the key domain of Emotional Intelligence that enables all the others. ”

Chade-Meng Tan



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Apply & Practice

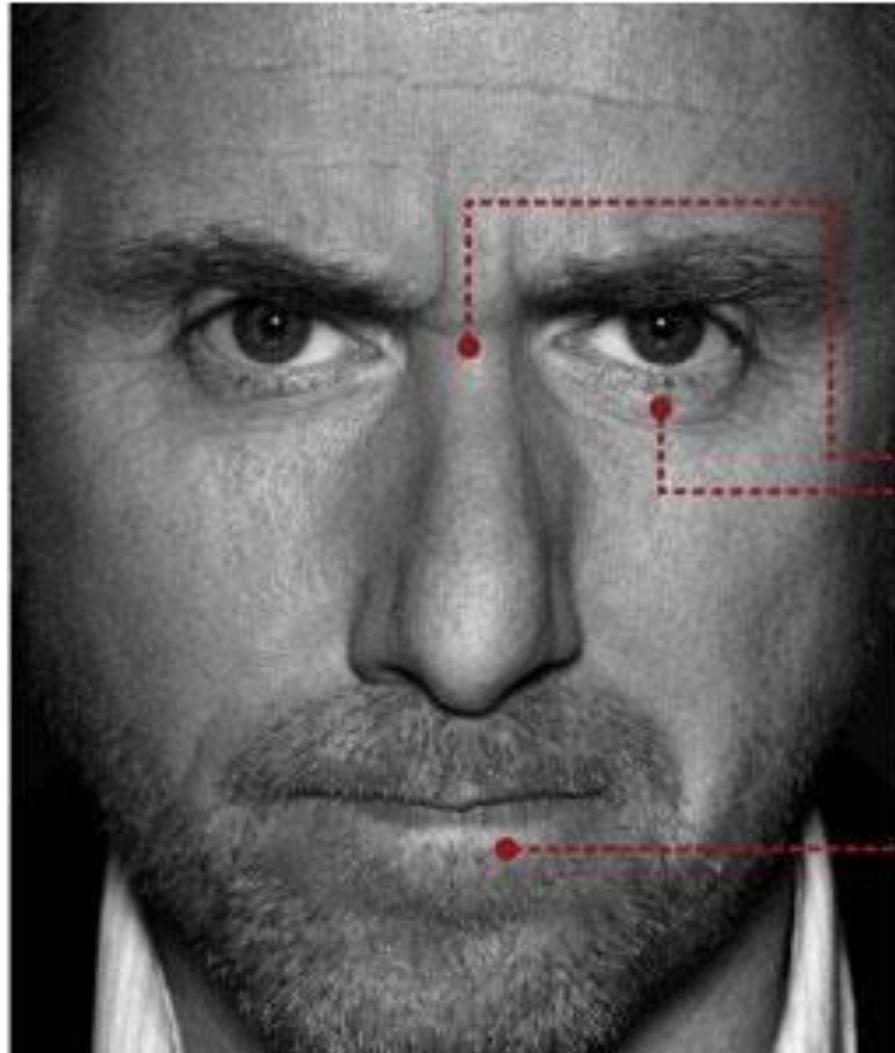


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What makes you %*#!! @work?



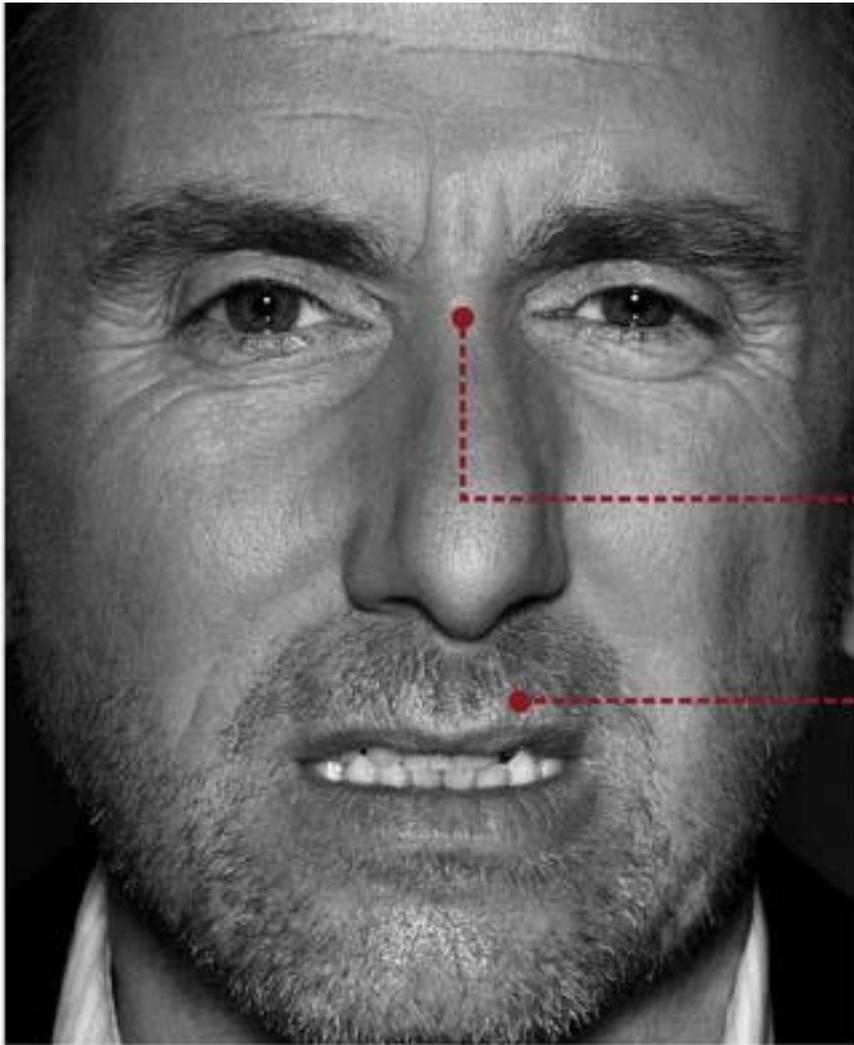


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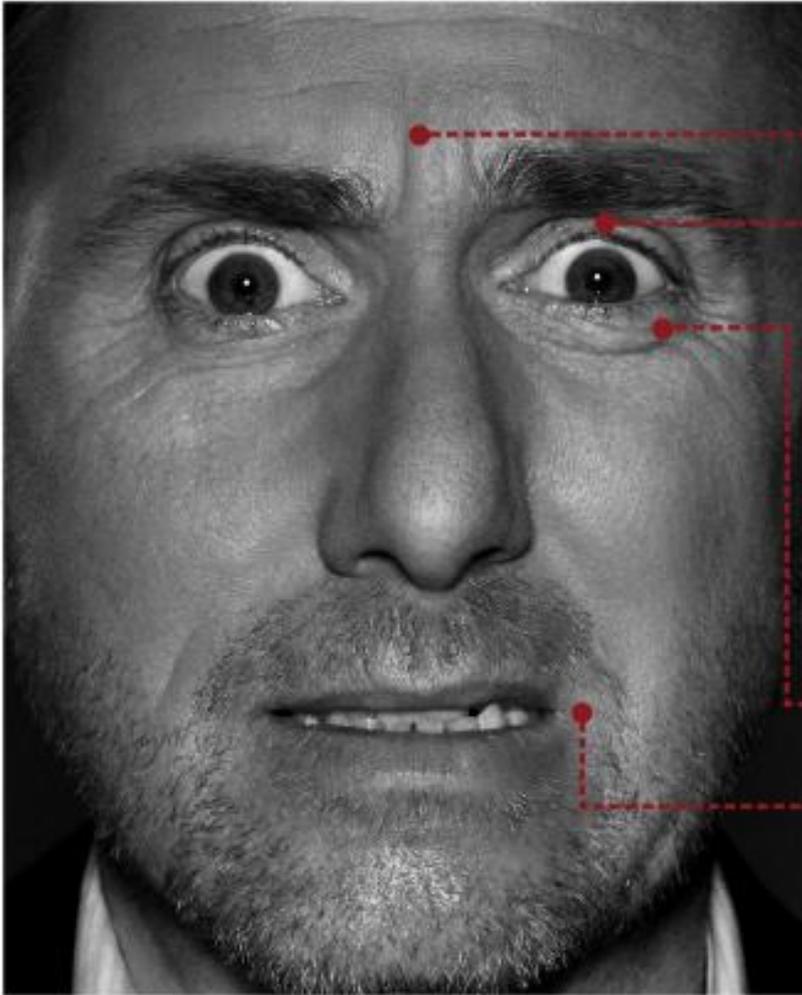
③ narrowing of the lips



disgust

① nose wrinkling

② upper lip raised



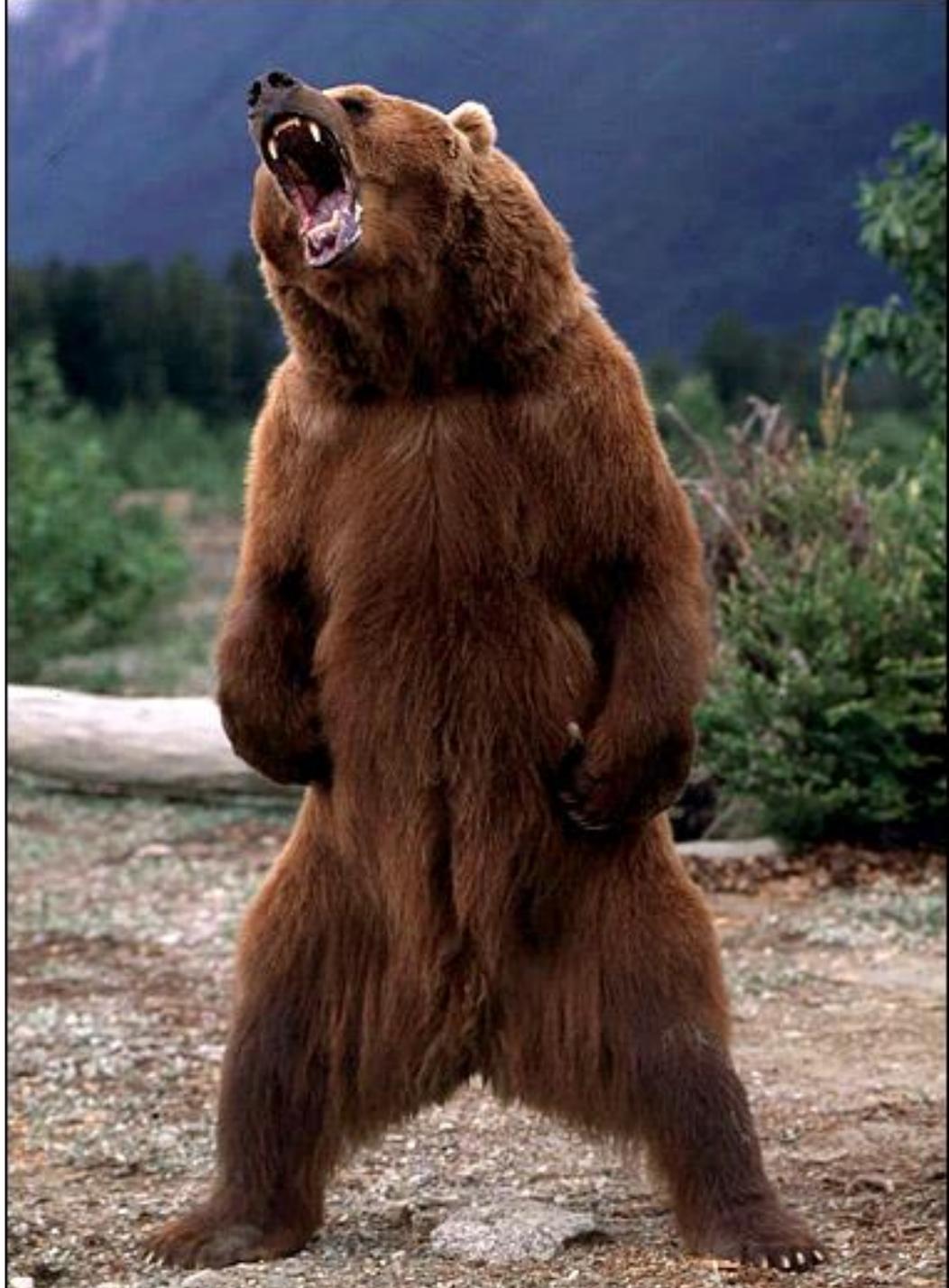
fear

- ① eyebrows raised and pulled together
- ② raised upper eyelids
- ③ tensed lower eyelids
- ④ lips slightly stretched horizontally back to ears

Amygdala hijack



Flight
Fight
Freeze



5 Amygdala Triggers:

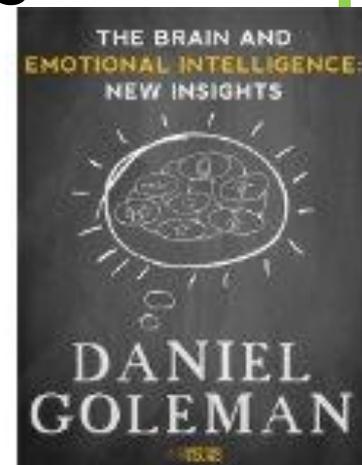
- Condescension and lack of respect
- Being treated unfairly
- Being unappreciated
- Feeling that you're not being listened to or heard
- Being held to unrealistic deadlines



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Competencies of Self-Awareness

- Emotional Awareness
- Accurate self-assessment
- Self-confidence

When You Practice Self-Awareness

Self awareness skills enable you to understand:

- What you do well
- What motivates you
- What satisfies you
- What pushes your buttons



Self-Awareness at Work

Leaders with high self-awareness:

- respond to people and situations – based on sound decisions
- self-reliant and self-motivated



Tips for Building Self-Awareness

Personal Emotional Intelligence

- Learn your hot buttons & triggers
- Make time for self-reflection/journaling
- Meditation
- Acknowledge your true feelings
- Physically feel your emotions
- Identify your values and intentions
- Find a self-aware role model/mentor
- Seek feedback from people you trust



Recap



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What's in EI for me?

- Increasingly we are working in organizations with different
 - Cultures, genders, generations, geographical locations, work pressures
- EI can assist us in our work and personal environments



What's in EI for me?

- EI benefit to you?
 - Think before you speak
 - Develop meaningful long lasting relationships
 - Understand others
 - Enable others to become more productive
 - Improve your communication style
 - Be proactive with situations that create conflict



Ask yourself...

- What am I feeling now?
- What are the non-verbal/verbal cues that I used to assess this emotion?
- What circumstances caused me to have this emotion?
- What kind of energy level does this emotion generate?
- What activities should I engage in while feeling this emotion?
- What impact could there be if this emotion persists?
- What should I do about it, if anything?
- What can I learn from having this emotion?



2 HUGTM



“Do the best you can
until you know better.
Then when you know
better, *do better.*”

Maya Angelou



Thank You!

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Recommended Reading

"Succinctly explains how to deal with emotions creatively & employ our intelligence in a beneficial way."

— THE DALAI LAMA

EMOTIONAL INTELLIGENCE

2.0

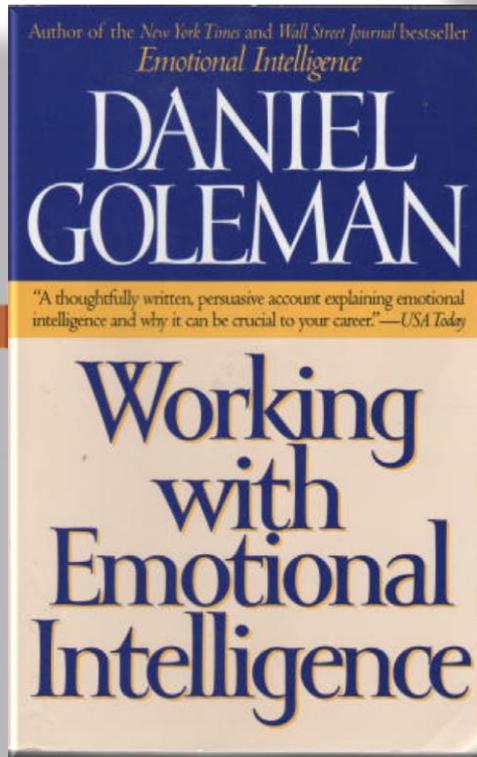


INCLUDES A NEW & ENHANCED ONLINE EDITION OF

THE WORLD'S MOST POPULAR EMOTIONAL INTELLIGENCE TEST

TRAVIS BRADBERRY & JEAN GREAVES

INTERNATIONAL BESTSELLING AUTHORS OF
THE EMOTIONAL INTELLIGENCE QUICK BOOK



FOREWORDS BY JON KABAT-ZINN AND DANIEL GOLEMAN

Search Inside Yourself

THE UNEXPECTED PATH TO ACHIEVING SUCCESS, HAPPINESS (AND WORLD PEACE)



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"This book and the course it's based on represent one of the greatest aspects of Google's culture—that one individual with a great idea can really change the world."
—ERIC SCHMIDT, executive chairman of Google

