

Emotional Intelligence Demystified

THE COMPETITIVE EDGE FOR
LEADERS

Our speaker: Paula Friedland

Credentials/education:

LCSW, CPCC – “coachapist”

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Services I offer:

Individual sessions – phone, face-to-face, zoom,
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Public speaking training – speaker training,
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– Keynotes, trainings, workshops, presentations

Objectives

Defining emotional intelligence and why it is important

Review key principles and competencies of emotional intelligence

Learn tips and tools for cultivating emotional intelligence

Understand the importance of soft skills in leadership and essential differences between management and leadership

Create a plan for strengthening your muscle as an emotionally intelligent leader

IQ vs. EI

IQ test look at cognitive intelligence

EQ tests look at emotional intelligence

EQ ≠ IQ

In a group of people with similar IQs, the competitive edge is emotional intelligence.

Success = 80% EQ, 20% IQ (Goleman, 1998)

The ability to cope with daily situations and get along in the world includes BOTH your cognitive and emotional intelligence.

What is Emotional Intelligence?

“Emotional intelligence is your ability to recognize and understand emotions in yourself and others, and your ability to use this awareness to manage your behavior and relationships.”

Bradberry and Greaves, “Emotional Intelligence 2.0”

Now more than ever...

Bringing humanity to work

Working remotely:

Reading the room and individuals is more difficult

More barriers to communication

Feelings of disconnection

Thinner boundary between work and personal life

People are burnt out, afraid, feeling unsafe, and looking for leaders and coworkers who see them and care about their wellbeing

Societal dissention and conflict:

Tensions are high

People are polarized

Communication is challenging

High EQ vs. Low EQ...

People with high EQ

Make better decisions and solve problems

Keep cool under pressure

Resolve conflicts

Have greater empathy

Listen, reflect, and respond to constructive criticism

People with low EQ

Play the role of the victim or avoid taking responsibility for errors

Have passive or aggressive communication styles

Refuse to work as a team

Have difficulty receiving constructive feedback

Are overly critical of others or dismiss others' opinions

Two Key Areas of Focus

There are two aspects of intelligence in the Emotional Intelligence arena:

Understanding yourself, your goals, intentions, responses, behavior, etc.

Understanding others, and their feelings

5 Domains of Emotional Intelligence

Self Awareness – knowing your emotions

Self Regulation - managing your own emotions.

Self Motivation – recognizing how to motivate ourselves

Social Awareness - recognizing and understanding other people's emotions.

Social Skills - managing relationships, i.e. managing the emotions of others.

Common ways of controlling or avoiding uncomfortable emotions

Distracting yourself

Sticking with one emotional response

Shutting down or shutting out intense emotions

Consequences of avoiding your emotions

You don't know yourself

You lose the good along with the bad

It damages your relationships

Top Contributors to being an Ineffective Leader

Poor interpersonal relationships – the single most common factor – being too harshly critical, insensitive or demanding, alienating co-workers and direct-reports.

Rigidity – inability to accept feedback about traits they need to change or improve. Inability to listen, learn and change.

Inability to work with a team – being disrespectful, uncooperative, not sharing information, plans or credit.

(Center for Creative Leadership, 1996)

Suggestions for developing EQ

Become emotionally literate. Label your feelings rather than labeling people or situations.

Distinguish between thoughts and feelings

Take responsibility for your feelings and behaviors

Manage your emotions

Don't command, control, criticize, judge, or lecture to others

Learn to express yourself in a calm, clear way

Relationship Management for Leaders

Build trust

Enhance communication skills

Learn conflict management tools

Show respect for, and validate, other people's feelings

Bring empathy

Develop others

Focus on influence vs. control

Foster teamwork & collaboration

What NOT to say to an emotional employee:

Calm down

Stop crying

You're overreacting

What's the big deal

You're too intense

There's too much drama

Just let it go

I can't talk to you

Others

Other considerations

Listening

Compassion

Gratitude

Humor

Patience

Mindfulness

Breathing

Managing technology

Difference between being a Leader and a Manager

Leaders are vision centered; managers are goal centered

Leaders embrace change; managers maintain the status quo

Leaders are willing to be themselves; managers copy others

Leaders take risks; managers control risk

Leaders see the long game; managers think short term

Leaders value personal growth; managers stick with existing skills and behaviors

Leaders build relationships; managers focus on systems and processes

Leaders coach; managers direct

Quote

“We have very little morally persuasive power with those who can feel our underlying contempt.” Reverend Martin Luther King, Jr.

Your plan for building your emotional intelligence

Start doing

Stop doing

Do more of

Do less of

What else

Make a commitment to make a change. It will help everyone; but first and foremost
YOU!

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Free initial consultation/coaching session

Decide what kind of life you actually want.

Then say no to anything that isn't that.

Your Employee Assistance Program

Call toll-free or visit us on the web

24 hours a day/7 days a week

Thank you!

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