EQ: A Different Kind of Smart

CSW Fall Conference 2012
Warning

This workshop is for innovative thinkers who want to create their own success
Plan

- What is emotional intelligence (EQ)?
- Why does EQ matter?
- EQ competencies
- Neuroscience & EQ
- Make it real - action plan
EQ is not about:
Being nice
touchy-feely
emotional
laid back or
too caring
Your personality
EQ is

“effectively blending thinking and feeling to make optimal decisions.”

- Six Seconds
The foundation of EQ is self-awareness.
Exercise: Self-awareness
### Handout 5-1: The Six Families of Emotion

<table>
<thead>
<tr>
<th>Happy</th>
<th>Depressed</th>
<th>Surprised</th>
<th>Anxious</th>
<th>Angry</th>
<th>Creative</th>
</tr>
</thead>
<tbody>
<tr>
<td>Content</td>
<td>Sad</td>
<td>Shocked</td>
<td>Fearful</td>
<td>Enraged</td>
<td>Imaginative</td>
</tr>
<tr>
<td>Ecstatic</td>
<td>Suicidal</td>
<td>Dumbfounded</td>
<td>Worried</td>
<td>Sarcastic</td>
<td>Resourceful</td>
</tr>
<tr>
<td>Joyous</td>
<td>Melancholy</td>
<td>Startled</td>
<td>Concerned</td>
<td>Annoyed</td>
<td>Artistic</td>
</tr>
<tr>
<td>Pleased</td>
<td>Grieving</td>
<td>Astonished</td>
<td>Nervous</td>
<td>Furious</td>
<td>Inspired</td>
</tr>
<tr>
<td>Cheerful</td>
<td>Gloomy</td>
<td>Amazed</td>
<td>Uneasy</td>
<td>Irritated</td>
<td>Innovative</td>
</tr>
<tr>
<td>Blissful</td>
<td>Miserable</td>
<td>Stunned</td>
<td>Restless</td>
<td>Irate</td>
<td>Ingenious</td>
</tr>
<tr>
<td>Exultant</td>
<td>Heartbroken</td>
<td>Flabbergasted</td>
<td>Fretful</td>
<td>Livid</td>
<td>Inquisitive</td>
</tr>
<tr>
<td>Delighted</td>
<td>Distressed</td>
<td>Astounded</td>
<td>Frightened</td>
<td>Incensed</td>
<td>Playful</td>
</tr>
<tr>
<td>Jovial</td>
<td>Apathetic</td>
<td>Taken Aback</td>
<td>Panicky</td>
<td>Cross</td>
<td>Pioneering</td>
</tr>
</tbody>
</table>

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Why EQ at work?

- Higher motivation, creativity and achievement
- Greater safety and less negativity
- More accountability
- Increased lifelong success
- Better relationships
EQ & hiring staff

65%
EQ & hiring leaders
EQ & hiring leaders

75%
EQ is

The ability to
• understand your feelings
• deal successfully with others
• to manage yourself
• motivate other people
• respond appropriately
<table>
<thead>
<tr>
<th></th>
<th>What I see</th>
<th>What I do</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Personal competence</strong></td>
<td>Self-awareness</td>
<td>Self-management &amp; motivation</td>
</tr>
<tr>
<td><strong>Social competence</strong></td>
<td>Social awareness</td>
<td>Relationship management</td>
</tr>
</tbody>
</table>
EQ is practical

It allows you to:
- Read the political and social environment
- Read between the lines
- Sense the strengths and needs of others
The limbic system is very, very skittish!
Brain hijacking

Amygdala hijacking - Joseph LeDoux, *The Emotional Brain*
Has your brain ever been hijacked?
What EQ looks like

**Low EQ**
- Blaming
- Unforgiving
- Defending
- Stonewalling
- Judging
- Excluding

**High EQ**
- Bouncing back
- Listening
- Empathizing
- Risking
- Flexing
- Including
Exercise: Hair triggers and hot buttons
Hair triggers and hot buttons

• I feel angry when…
• I don’t like it when people…
• I feel offended when…
• I think it’s rude to…
• At work, I wish people would…
• Work would be a better place if people would stop…
• I get irritated at work when…
Neuroscience surprise: Maslow was wrong

- Social needs are primary
- Social pain = physical pain
  - Shuts down the brain the same way
  - Aspirin works on social pain
Remember social threat vs. rewards?

- Status
- Certainty
- Autonomy
- Relatedness
- Fairness
Exercise: Social needs
Social needs

Status
Certainty
Autonomy
Relatedness
Fairness
How to Improve Your EQ

• Observe how you react to people
• Look at your work environment
• Do a self-evaluation
• Examine how you react to stressful situations
• Take responsibility for your actions
• Before you act, imagine how your actions will affect others
Five building blocks for EQ

1. Reduce stress quickly
2. Recognize and manage your emotions
3. Connect with others using nonverbal communication
4. Use humor and play to deal with challenges
5. Resolve conflicts positively and with confidence
Skill 1: Rapidly reduce stress

• Realize when you’re stressed
• Identify your stress response
• Discover stress-busting techniques that work for you
One moment meditation

Om
Skill 2: Emotional awareness

- Do you experience feelings that flow?
- Are your emotions accompanied by physical sensations that you experience?
- Do you experience discrete feelings and emotions?
- Can you experience intense feelings?
- Do you pay attention to your emotions?
Developing awareness

Learn mindfulness meditation
For your difficult emotions, see Helpguide’s free *Bring Your Life into Balance* toolkit
Skill 3: Nonverbal communication

- Focus on the other person
- Make eye contact (culture!)
- Pay attention to nonverbal cues
Communication pie

- Words
- Tone
- Nonverbals
Remember:
On the phone = I can’t see you
In email = I can’t hear or see you
Skill 4: Use humor to deal with challenges

- Take hardships in stride
- Smooth over differences
- Simultaneously relax and energize yourself
- Become more creative
Developing humor

- Set aside regular, quality play time
- Find activities that loosen up your playful nature
- Practice with animals, babies, young children, and people who appreciate playful banter
Skill 5: Resolve conflict positively

• Stay focused in the present
• Choose your arguments
• Forgive
• End conflicts that can't be resolved
Exercise: PFAT

- Physical
- Feelings
- Appearance
- Thinking
PFAT test

- Physical: what’s your body telling you?
  - Heart rate, dry mouth, clenched jaw, sweaty palms?

- Feelings: What are you feeling?
  - Anxious, tense, angry, defensive, attached, worried, scared, challenged?

- Appearance: How do you look to others?
  - Lunging forward, glaring, avoiding, yelling, hesitant, stammering?

- Thinking: On what are you focused?
  - Defending self, discrediting others, redeeming myself, winning?
Increase EQ and...

- Remain unruffled by stress
- Be engaging and able to engage others
- Apply *both* common sense *and* logic
- Solve problems through innovation and risk taking
Action planning

- Start doing?
- Do more of?
- Do differently?
- Keep doing?
Nine strategies for promoting EI

- Taking the time for mindfulness
- Recognizing and naming emotions
- Understanding the causes of feelings
- Differentiating between emotion and the need to take action
- Preventing depression through “learned optimism”
- Managing anger through learned behavior or distraction techniques
- Listening for the lessons of feelings
- Using “gut feelings” in decision making
- Developing listening skills
Homework

- Make a contract with yourself to try out at least one EQ action a day
- Track what you do and what happens
- Send cdillon1@asu.edu a progress report in 30 days

“One great advantage of neuroscience is that it provides hard data to vouch for the efficacy and value of so-called soft skills.”

David Rock
Stress Management Links

• Resources for Stress Management
• College Student’s Stressful Events Skills Checklist
• Personal Wellness Profile™ Online Health Assessment – Mental Health Score
• Online Wellness Center ™How Stressed Are You Online Quiz

For more information contact wellness@asu.edu
Related workshops from OHR

• Dealing with Difficult People
• Active Listening
• Negaholics: How to Handle Negative People
• Emotional Intelligence: The Heart of Leadership
• True Colors Awareness
• Communication Styles

Contact Jeff Franco to plan a workshop for your area
Get on our VIP mailing list

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