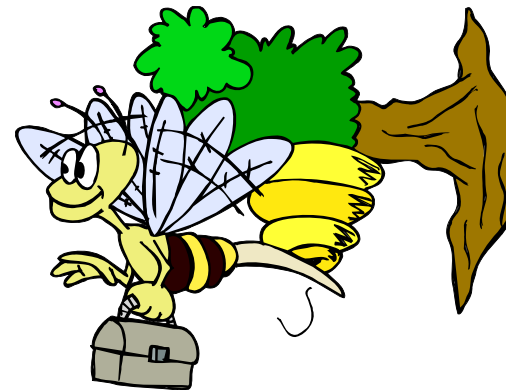




Presents

Raise Your Emotional Intelligence (EQ)

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Brain References



Emotional Intelligence

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EQ is short for Emotional Intelligence Quotient

Sometimes you'll see just EI—I prefer to use EQ

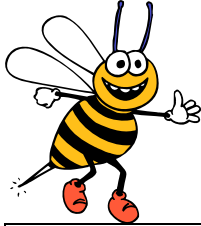


When Goleman's book on this topic was released in the mid '90s, many people had never even heard of the term much less had any idea of what it really meant

EQ Continuum

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And fewer still had any concept of a metaphorical EQ Continuum on which individuals could be plotted based on their developed level of EQ



**High
EQ**

**Moderate
EQ**

**Low
EQ**

EQ – Nothing New...

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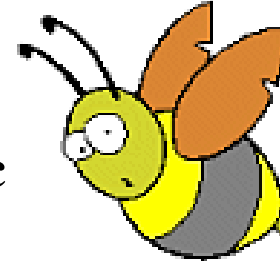
In all likelihood, behaviors related to levels of EQ have been exhibited as long as humans have inhabited this planet — plotted across this EQ Continuum

EQ terminology, characteristics, studies related to its importance, and assessments are all coming into their own in this 21 Century . . .



EQ Definitions

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EQ is a learnable intelligence that involves the ability to use the Information provided by both reason and emotions in a healthy, appropriate, and effective manner

Working Definition: *the ability to know what feels good, what feels bad, and how to get from bad to good in a way that results in positive outcomes*

$$\mathbf{IQ + EQ = SQ}$$

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- **IQ describes potential inherited abilities with which you were born**
- **EQ describes learned abilities distinct from, but complementary to, academic intelligence as measured by IQ**

**Used in synergistic combination
IQ and EQ make up your SQ
or Success Quotient**



Estimates

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In terms of estimates of contribution to your overall success in life:

- **IQ contributes about 20%**
- **EQ contributes about 80%**

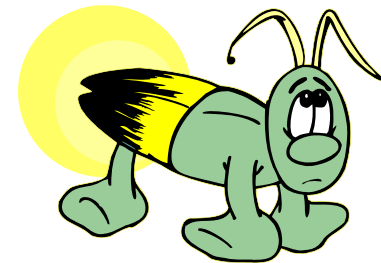
**EQ can be synergistic with IQ —
top performers in life use both in harmony**



Success Definitions Vary

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Success is the achievement of something desired, planned, or attempted that results in with favorable outcomes



Society sometimes portrays a somewhat warped perception of success—but also Society usually has some generally recognized standards or descriptors

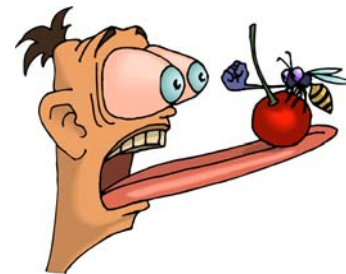
What did You Learn?

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Most educational systems stress IQ and reason (reading, writing, math, science)

You are expected to learn EQ from your care providers, role models (if they had high EQ they could teach it to you), peer groups, and life experiences

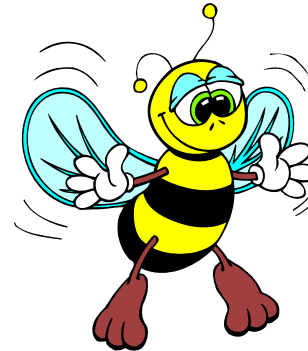
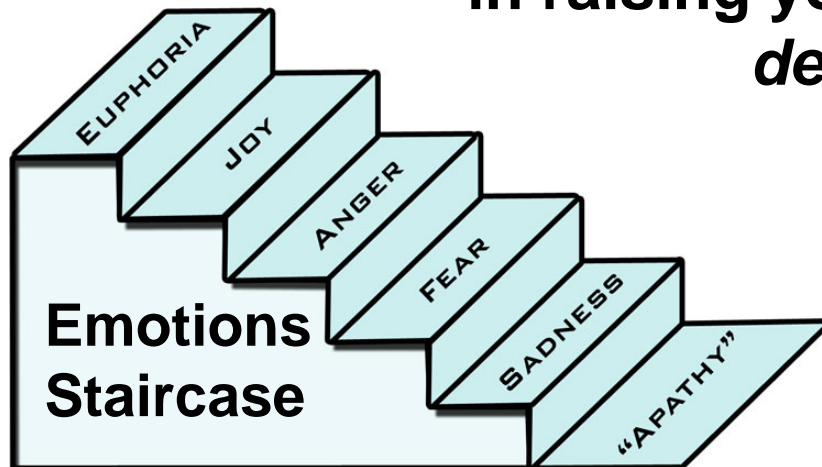
You can develop and/or raise your EQ at any age . . .



Emotions Staircase Model

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Understanding the difference between emotions and feelings can be key in raising your EQ—by *design*



High EQ Is Essential

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Because there can be a HUGE difference in life between persons with low levels of EQ versus those with high levels

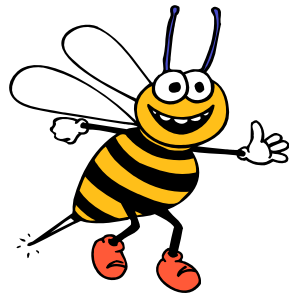
Typically, people with high EQ tend to be happier, healthier, and more successful—both personally and professionally



Characteristics of High vs Low

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↑
EQ



Satisfied
Aware
Balanced
Peaceful
High self-esteem
Happy (even appreciative)

Frustrated
Unaware
Unstable
Restless
Low self-worth
Unhappy (even depressed)

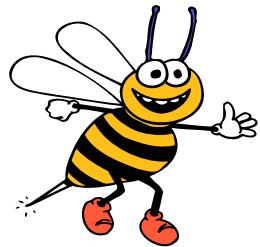
↓
EQ



Characteristics, Cont'd

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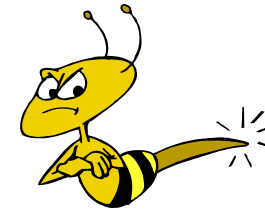
↑
EQ



Motivated
Contented
Connected
Calm
Interdependent
Energetic
Perceive
success

Dejected
Angry
Lonely
Stressed
Dependent
Tired
Perceive
failure

↓
EQ



Marshmallow Experiment

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**Stanford researcher,
Walter Mischel, gave
one marshmallow to
each four-year-old child**



**He promised a second marshmallow to
any child who could postpone eating
their marshmallow until the researcher
returned to the room in 15-20 minutes**

Experiment Results

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**Some ate the marshmallow right away
or after a very few minutes**

**Other children waited—
but with great difficulty**

**Some thought differently
while they waited (e.g., sang
songs, tapped feet, told stories, played
games, walked around the room, fell
asleep holding the marshmallow in hand)**



12-14 Years Later

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Children who had not waited had grown into more indecisive, stressed, and stubborn adolescents . . .

Children who had won the 2nd marshmallow had grown into more socially competent and self-assertive adolescents

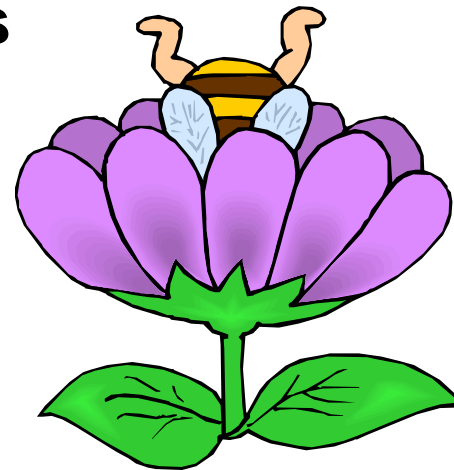
They exhibited more resilience in dealing with life's frustrations and had applied delayed gratification in pursuit of their goals



Conclusion

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The quality of self-control at age four — defined as the capacity to delay gratification as a single skill — is twice as powerful a predictor of latter success in life, as compared to the person's IQ



Common Behaviors of High EQ

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Individuals with high EQ tend to exhibit the following eight behaviors:

1. Able to identify, accurately label, assess the level of intensity, and express emotions appropriately



Metaphorically don't need to be *hit over the head* with the emotion to recognize it

Common Behaviors of High EQ

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2. Able to recognize what the emotion is trying to communicate

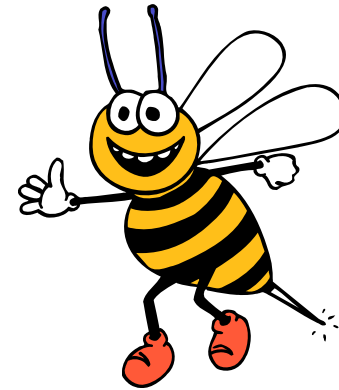
Each emotion is designed to provide you with information related to a specific type of situation



Behaviors, Cont'd

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3. **Able to delay gratification and exhibit good impulse control**

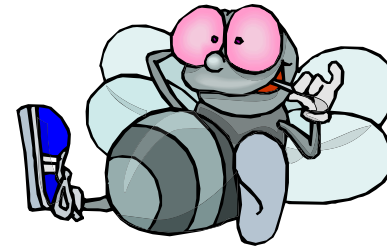


Think about the Marshmallow Experiment . . . What do you think you would have done at age four?

Behaviors, Cont'd

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4. **Able to articulate the difference between recognizing and identifying a specific emotion and taking action based on that emotion**



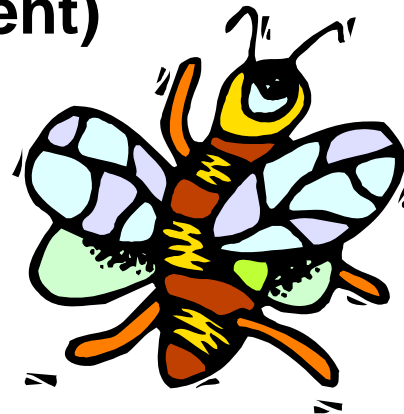
Sometimes the preferred action is no action at all

Characteristics, Cont'd

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5. Listen, read and interpret social cues, and are able to understand the perspective of others (whether or not there is agreement)

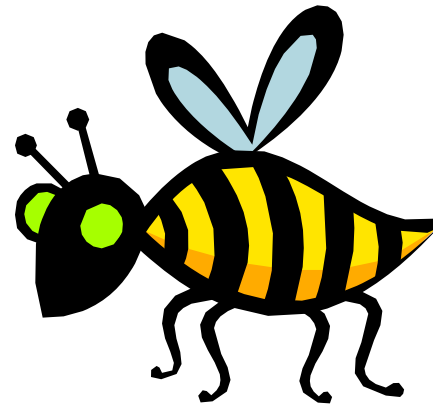
Each brain is unique
and only has its
own opinion . . .



Characteristics, Cont'd

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6. Exhibit effective verbal and nonverbal skills along with empathy and compassion



You can exhibit empathy and *still get the job done*, maintaining appropriate boundaries

Behaviors, Cont'd

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7. **Able to manage own feelings and moods effectively**

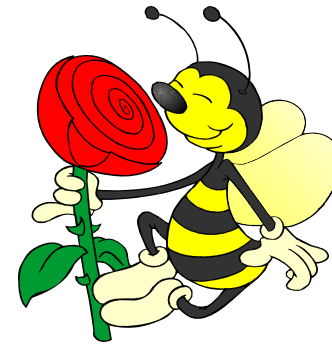


A mood is simply a feeling that hangs around for a time (sometimes for a very long time)

Behaviors, Cont'd

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8. **Able to handle relationships effectively, minimizing any tendency to take things personally, to jump to conclusions, or to overreact**

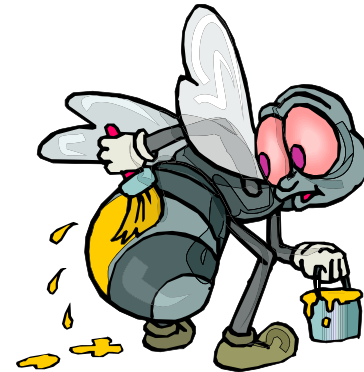


Think back to the last time you took something personally, jumped to conclusions, or overreacted . . .

It Matters!

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EQ does not show up in IQ tests and yet your level of EQ matters more than anything else in determining your overall success in life—in your personal life and in your work life



High EQ – Personal Life

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- **Can help you build and maintain stable, rewarding, interpersonal relationships**
- **Can reduce your stress**
- **Can role model EQ skills**
- **Can increase your health, happiness, and success—maybe your longevity, as well**



High EQ – Work Life

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- ❖ **Allows you to have a different opinion and still communicate in affirming ways that minimize conflict**
- ❖ **Attain high levels of success**

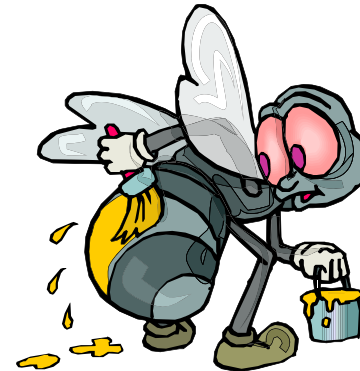
Note: Successful managers typically have high EQ while less successful managers typically have low EQ — but often a high IQ



EQ Myths

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1. EQ equates with being “nice”
2. EQ is higher in women
3. EQ means giving free reign to feelings
4. EQ is fixed genetically
5. EQ is developed only in childhood



One: Highest EQ?

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While arguing, if you “lose,” you:

- 1. Feel totally put down**
- 2. Analyze reasons for loss**
- 3. Figure winning and losing are all part of the game**
- 4. Wait for the next opportunity to beat your opponent**



Two: Highest EQ?

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When classmates comment you are not smart and don't know the lingo, you:

- 1. Ignore them**
- 2. Ask them to keep their opinions to themselves**
- 3. Transfer to another course**
- 4. Evaluate their comments, accept the challenge, and prove you can improve**



Three: Highest EQ?

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Explain your current life in one sentence:

- 1. Okay – life is a 50:50 mixed experience**
- 2. Successful – a contented person who has what could make you happy**
- 3. Comfortable – but basically just a puppet in life**
- 4. Uncomfortable – a person who deserves better but can't get it**



Four: Highest EQ?

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When a hearing-impaired person in your group misunderstands a phrase, you:

- 1. Laugh with the others**
- 2. Ignore the incident**
- 3. Repeat the phrase so the person gets it**
- 4. Help the person and comment about the need to be sensitive to impairments**



Five: Highest EQ?

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After involuntary transfer to a project with a new boss in a remote area (albeit with a pay hike and promotion possibility), you:

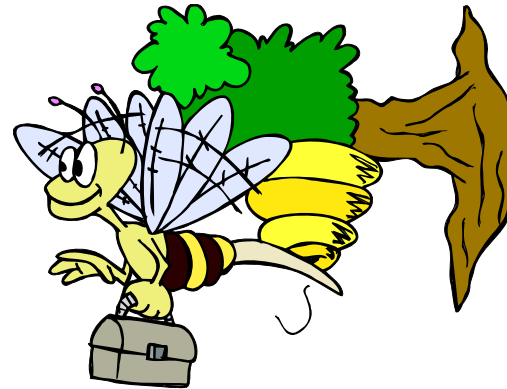
- 1. Mark time waiting for a promotion**
- 2. Enjoy the challenge and pay raise**
- 3. Complain or whine and ask “Why me?”**
- 4. Jump the gun and think of resigning and looking for a new job**



To Be Successful . . .

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Emotional Intelligence is a required course in the School of Life, but the homework is challenging and the exams are usually tough to pass, so some fail to finish...



You can!