

**Using Emotional Intelligence to
Achieve Workplace Success**
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Today you will learn...

- What Emotional Intelligence (EQ) is
- How to identify high and low EQ in others
- What skills EQ is comprised of
- How the brain process emotions
- Strategies for developing greater self-awareness

The Case for EQ



90%
of top performers
have high EQ

EQ is responsible for

58%
of your job
performance



\$29,000

People with high EQ
make \$29,000 more
annually than their
low EQ counterparts

Source: www.emotionalintelligence.net

Emotional Intelligence is...

The ability to...

- 1) Identify
- 2) Use
- 3) Understand, and
- 4) Manage

...our emotions in positive and constructive ways.

- Daniel Goleman

Identifying EQ in Others

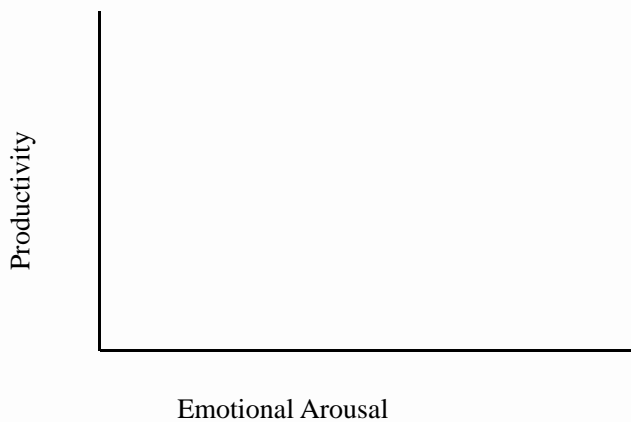
List some ways someone with high EQ impacts others:

- _____
- _____
- _____
- _____

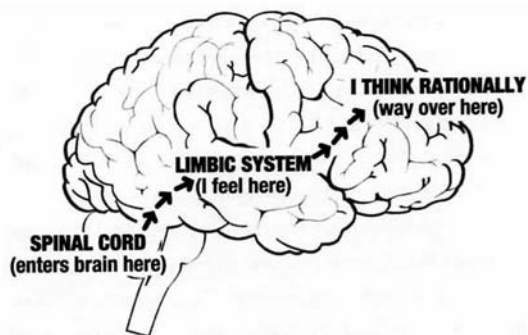
List some ways someone with low EQ impacts others:

- _____
- _____
- _____
- _____

Emotions and Productivity



Anatomy of the Brain

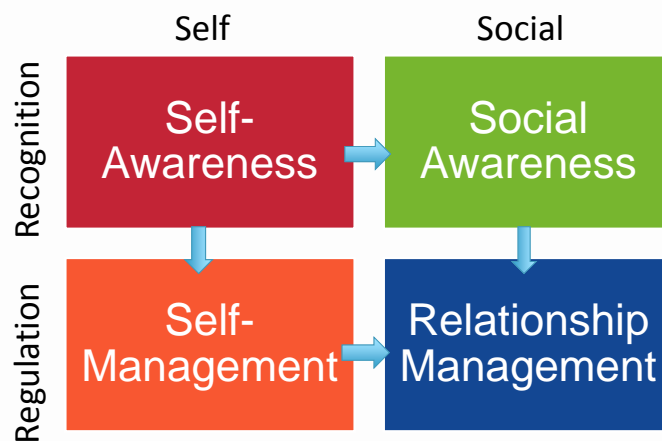


The physical pathway for emotional intelligence starts in the brain, at the spinal cord. Your primary senses enter here and must travel to the front of your brain before you can think rationally about your experience. But first they travel through the limbic system, the place where emotions are experienced. Emotional intelligence requires effective communication between the rational and emotional centers of the brain.

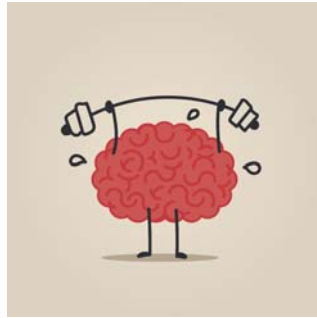
“Emotional Hijacking”

- A hijacking occurs in an instant before the “thinking brain” has a chance to decide if this emotional reaction is a good idea.
- These reactions are the result of our fight/flight/freeze response, which we have adapted to survive.
 - In an instant, our body physiologically adjusts in order to best prepare us to flee, fight, or freeze.
 - The problem is that we sometimes inappropriately interpret stimuli as threats.

Four Core Components



Strategies for Developing EQ



- Cognitive Behavioral Model (ABCD)
- Emotional Vocabulary
- Mind Body Awareness
- Self-Compassion
- Mindfulness

Changing Dysfunctional Beliefs



Activating event Belief Systems Consequent Emotions Dependent Behavior

Example:

I was passed up for a promotion I think I deserve and heard about it through the grapevine, not from my boss.

My boss doesn't care about me as a person or about my professional development.

Hurt
Frustration
Shock
Disappointment
Fear

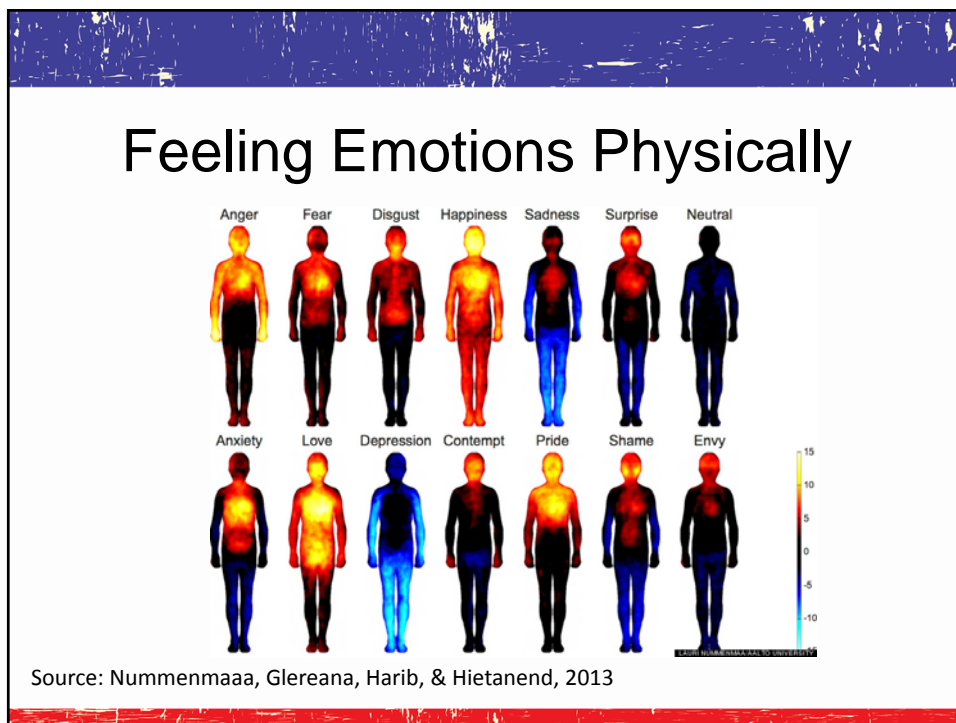
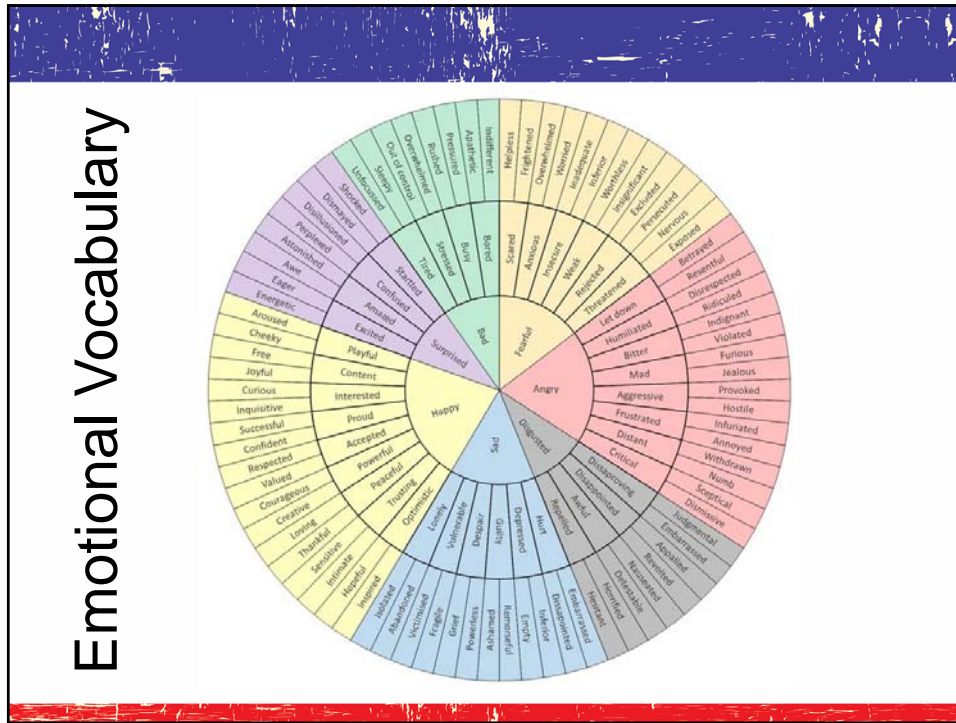
I won't work as hard, because I'm not valued.
I will explode (or cry) when I see the boss next.

New Belief:

The person who got the job may have more experience than me.

Confused
Hopeful
Curious

Will confront boss about why I didn't hear it from him.
Will ask how I can improve.





Mindfulness

Mindfulness is awareness that arises through paying attention, on purpose, in the present moment, non-judgementally.

Jon Kabat-Zinn

Mind Full, or Mindful?

Resources

Emotional Intelligence by Daniel Goleman

The EQ Difference: A Powerful Plan for Putting Emotional Intelligence to Work
by Adele B. Lynn

Emotional Intelligence 2.0 by Travis Bradberry and Jean Greaves

Self-Compassion: The Proven Power of Being Kind to Yourself by Kristin Neff

*Full Catastrophe Living: Using the Wisdom of Your Body and Mind to Face
Stress, Pain, and Illness* by Jon Kabat-Zinn

Mindful Leadership: A Brain-Based Framework by Michael H. Dickmann Nancy
Stanford-Blair

Your Brain at Work by David Rock

Questions

Up Next: Lunch on Event Lawn 1

Breakouts resume at 1:30

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