

**Using Emotional Intelligence to  
Achieve Workplace Success**  
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**This session is eligible for  
1.5 Continuing Education Hours.**

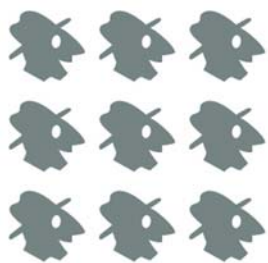
To earn these hours you must:

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- Attend 90% of this presentation
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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](http://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

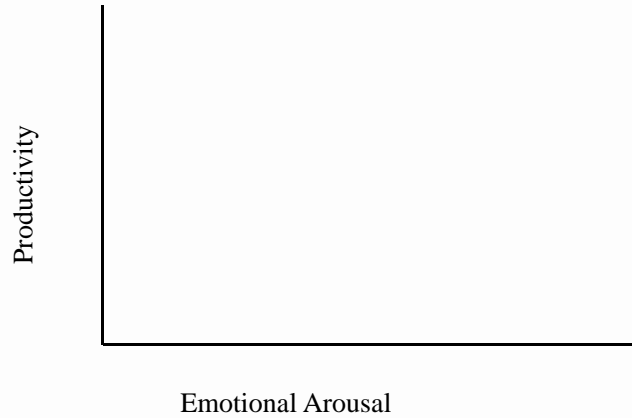
List some ways someone with high EQ impacts others:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

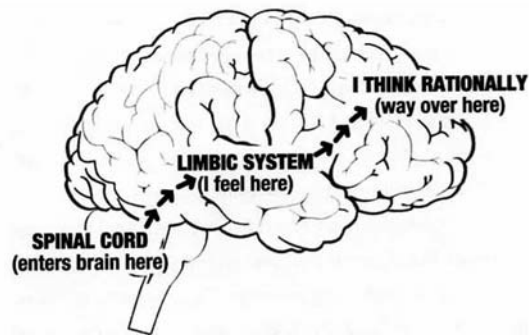
List some ways someone with low EQ impacts others:

- \_\_\_\_\_
- \_\_\_\_\_
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- \_\_\_\_\_

## Emotions and Productivity



## Anatomy of the Brain

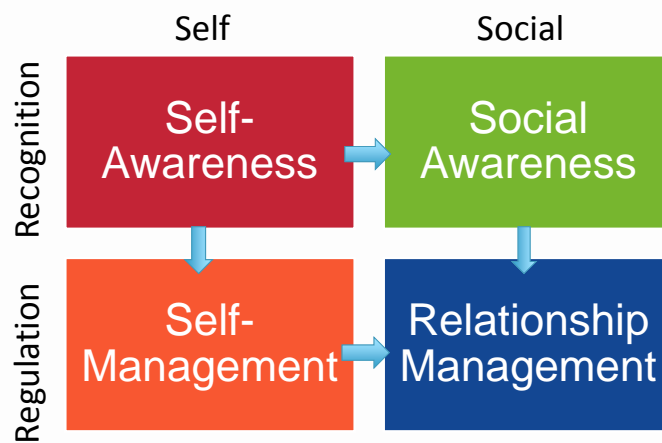


The physical pathway for emotional intelligence starts in the brain, at the spinal cord. Your primary senses enter here and must travel to the front of your brain before you can think rationally about your experience. But first they travel through the limbic system, the place where emotions are experienced.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

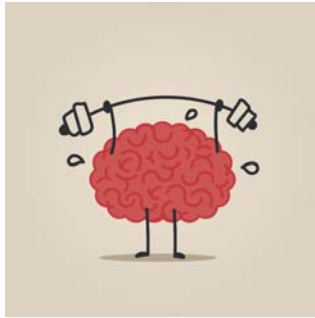
## “Emotional Hijacking”

- 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

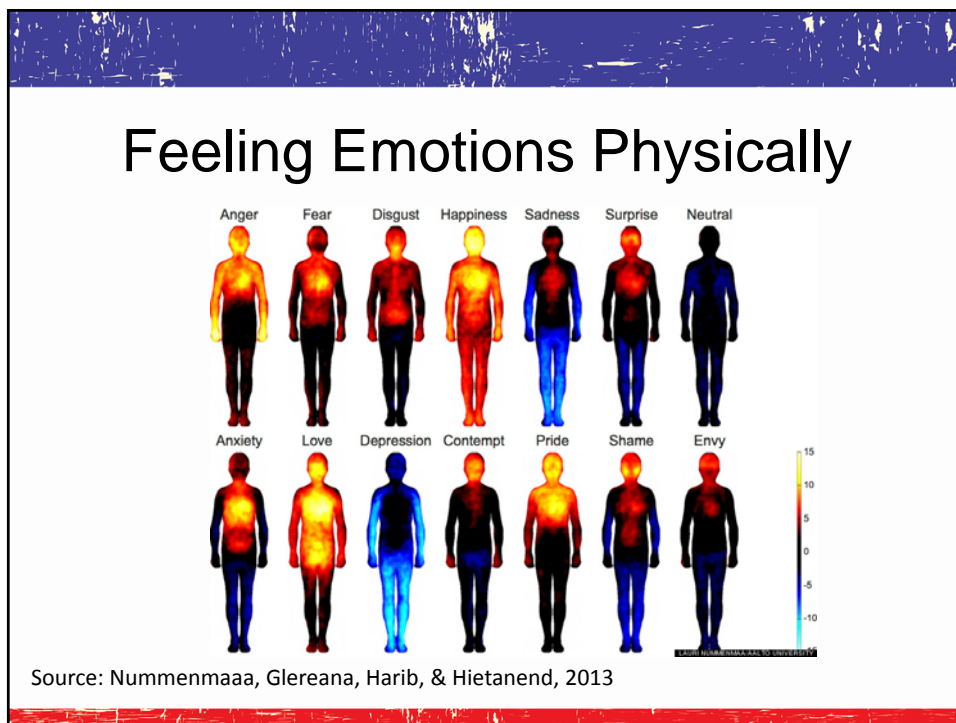
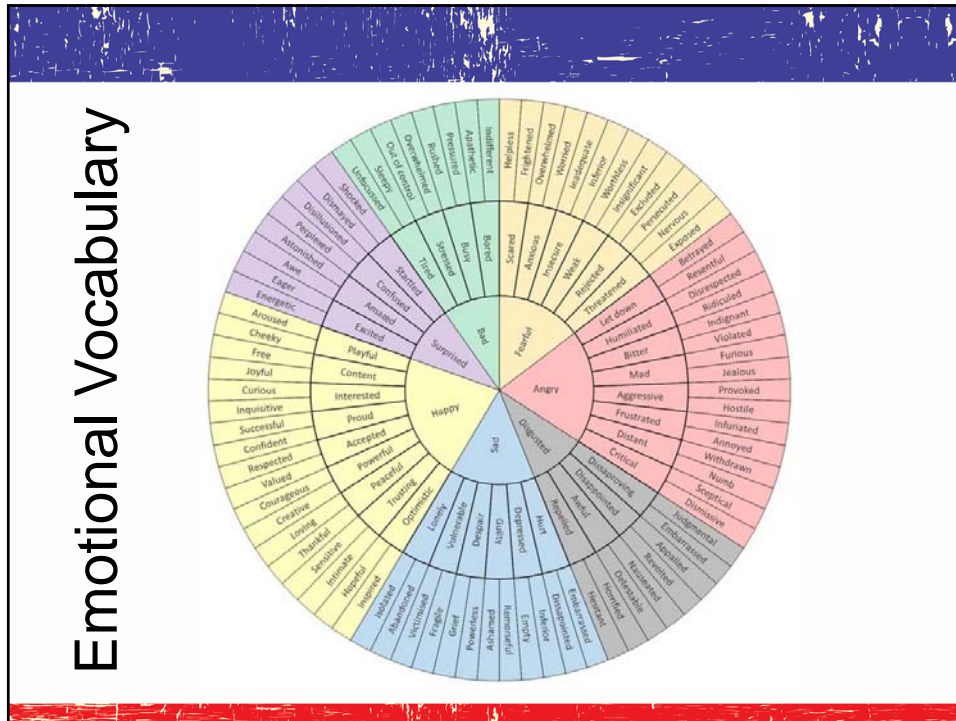
I won't work as hard, because I'm not valued.  
I will explode (or cry) when I see the boss next.

**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

Don't forget to fill out the online evaluation at  
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