

Exploring Emotional Intelligence & The New Levels of Performance It Can Open For You



People Stretch Solutions

Emotional Intelligence in action?



Desired Outcomes

- Increase your knowledge about Emotional Intelligence
- Increase your self awareness
- Increase your empathy
- Open a new door of greater performance



Personal Journey

- Who I am and who I want to be
- Preservation versus Adaption
- Decision to Change (Logical)
- Decision to Act (Emotion)

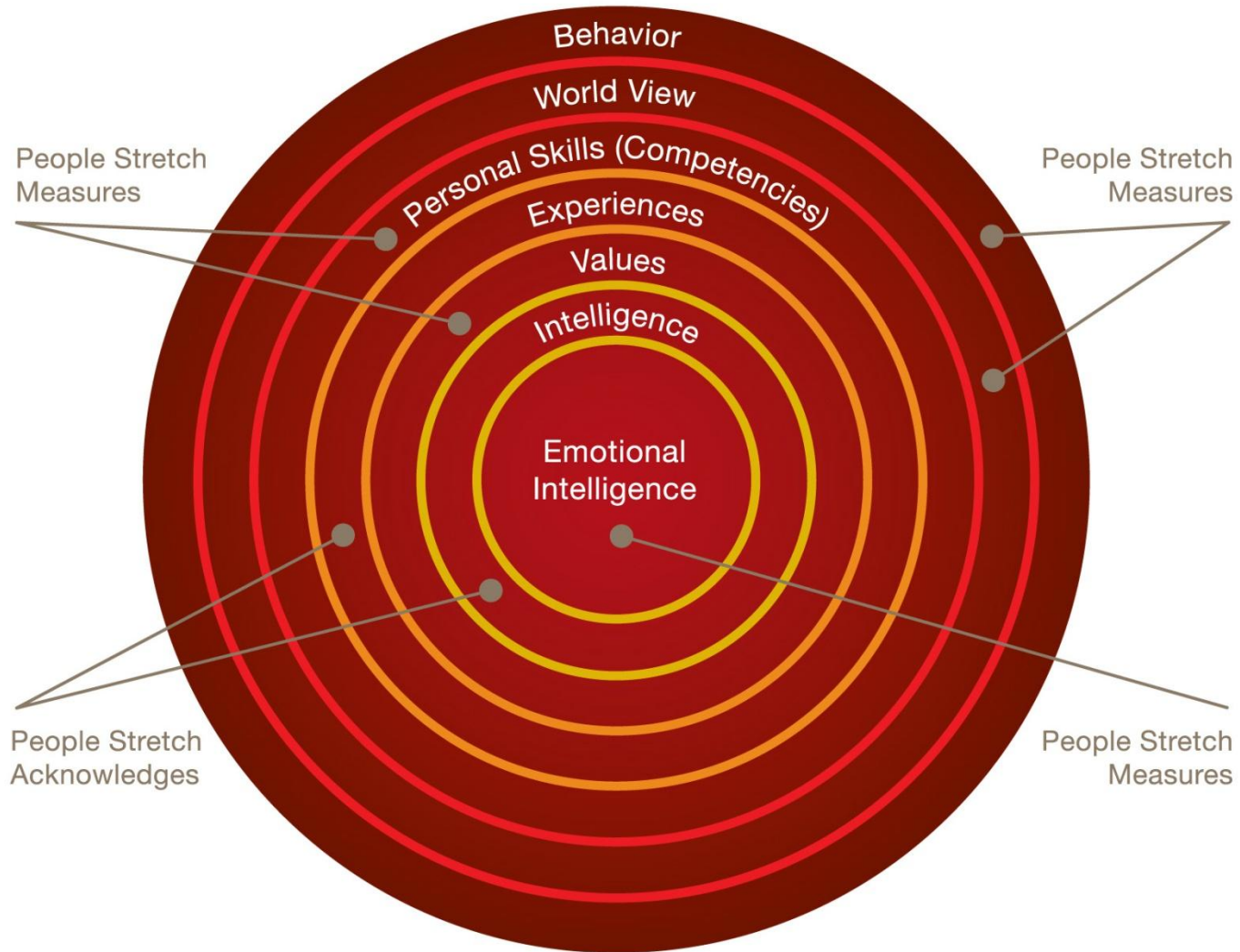


Why Improve Emotional Intelligence

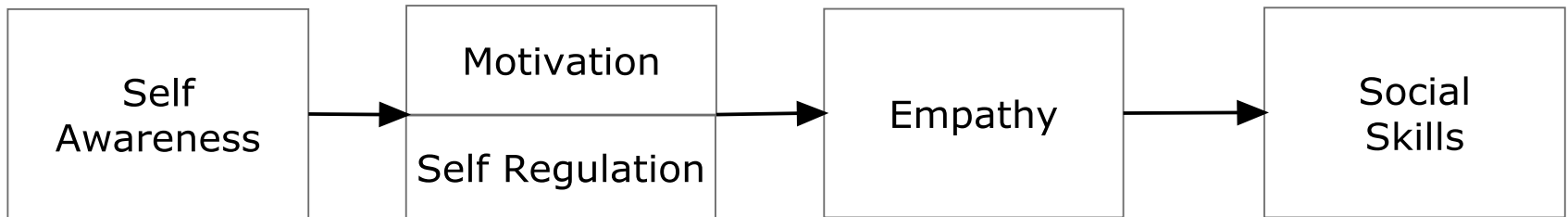
- 1999 Richard Boyatzis study Large financial services company (Profit produced by Partners)
 - Higher in Self Awareness, you generate 78% incremental profit
 - Higher in Self-Regulation/Motivation, you generate 390% more in profit
 - Higher in Social Skills, you generate 110% more in profit
- AEFA in the 90's on Regional VP's and direct reports
 - Over a decade study, the first 15 month effect was an improved average of 11% year over year growth



Total Person Analysis



What is Emotional Intelligence

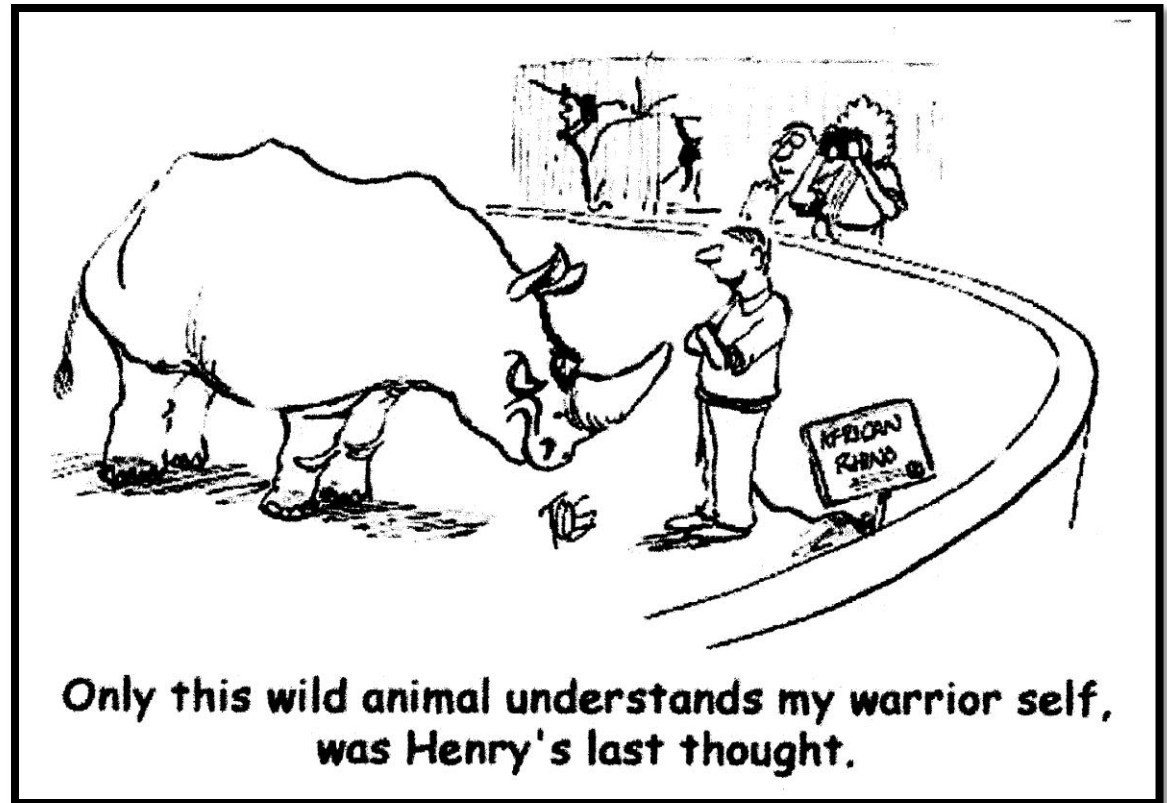


**** Emotional Intelligence Model
(Boyatzis, Goleman, Rhee, 2000)**



Self Awareness

- Emotional Awareness – Recognizing one's emotions and their effects
- Accurate Self-Assessment – Knowing one's strength and limits
- Self-Confidence – A strong sense of one's self-worth and capabilities



Identifying Emotions

- Can you tell me what you are feeling now?
- Feeling versus Thinking



Identifying Emotions Part 2

Positive

- Love: acceptance, friendliness, trust, kindness, affinity, devotion, adoration, infatuation
- Joy: Happiness, enjoyment, bliss, delight, satisfaction, gratification, euphoria, ecstasy, and the far edge, mania

Positive or Negative

- Surprise: shock, astonishment, amazement, wonder



Identifying Emotions Part 3

Aggressive

- Anger: Fury, outrage, animosity, annoyance, irritability
- Hate(Disgust): Contempt, disdain, scorn, abhorrence, aversion, humiliation, distaste, revulsion

Passive

- Envy: discontent or covetousness with regards to another's advantage, success, possessions, etc.
- Shame: Guilt, embarrassment, chagrin, remorse, humiliation, regret, and mortification
- Sadness: grief, sorrow, melancholy, self-pity, loneliness and when extreme, depression
- Fear: anxiety, nervousness, concern, dread, terror, and extreme, panic



Motivation

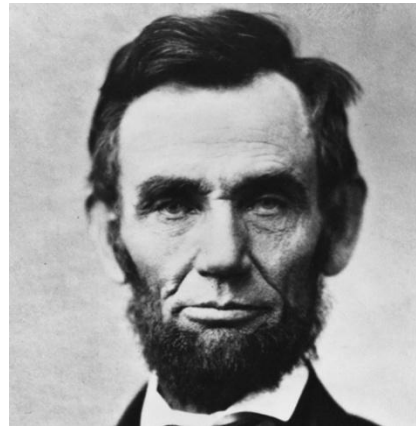
- Emotional Tendencies that guide or facilitate reaching goals
 - Achievement Orientation (aka drive, commitment)
 - Initiative
- Motivation 2.0
 - Purpose
 - People w/ Same Purpose
 - Autonomy
 - Skills Mastery



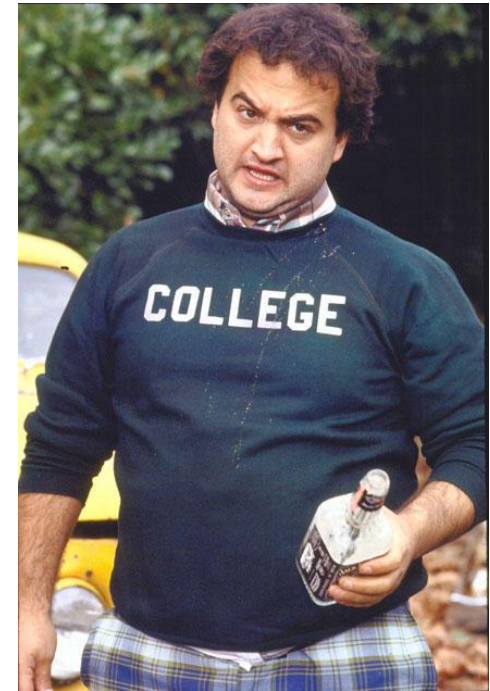
Self Regulation



Self-Control



Trustworthiness



Conscientiousness



Adaptability

Emotional Triggers



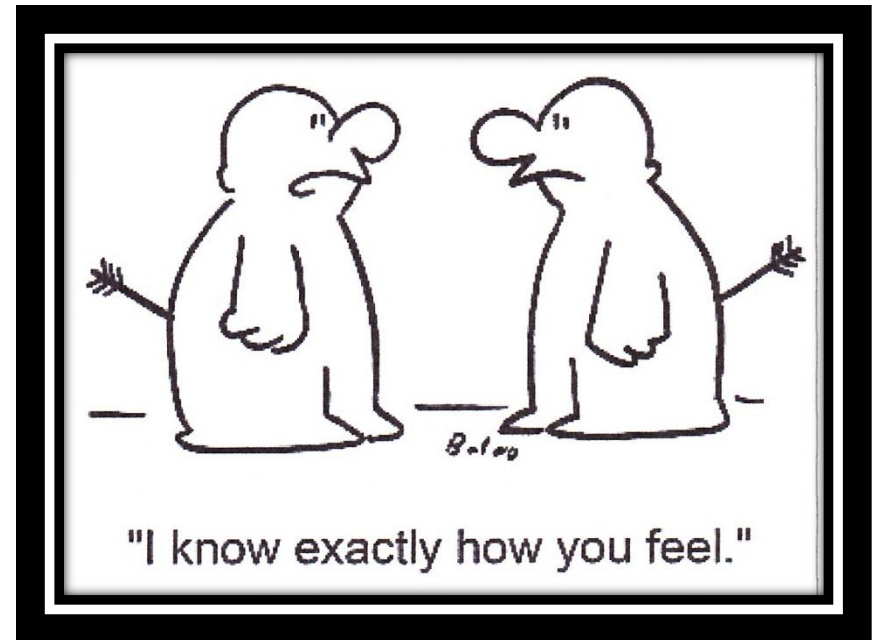
Nails on a chalkboard

What
sets
you
off?



Empathy

- Understanding others, and taking an active interest in their concerns
- Organizational Awareness – empathizing at the organizational level



Social Skills Part 1 “Sales Leader”



Richard Branson

- Service Orientation
- Influence
- Communication
- Developing Others
- Building Bonds



Social Skills Part 2

- Leadership
- Conflict Management
- Change Catalyst
- Teamwork and Collaboration



Roger Goodell, Commision of the NFL

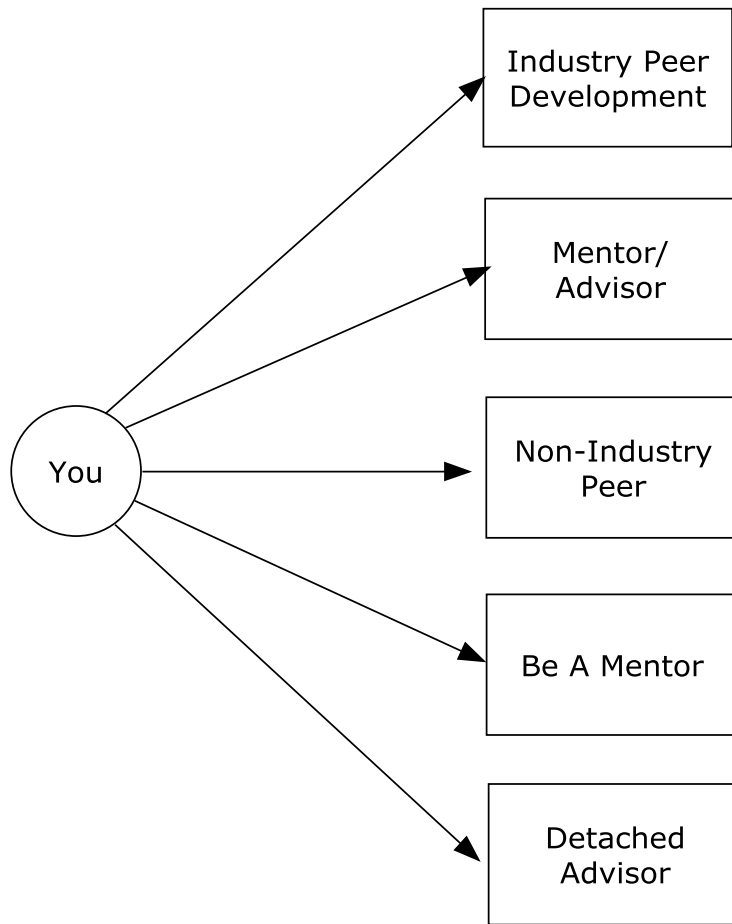


EI Performance Equation

- Performance = (Experience + IQ) x (EI)
- Emotional Intelligence is as important as the sum of Experience and IQ!



How to develop Emotional Intelligence



What is the right frequency of interaction?



My Gift to You

- The first step is self awareness
- If you send an email to: advisor@peplestretch.com
- I will send you a complimentary link to take a self awareness assessment that focuses on behaviors and values. In addition I will give a free 30 min phone debrief.



Thank you for letting me speak.



Good luck in your journey!

