

EMOTIONAL INTELLIGENCE



How to Use Emotional Intelligence
to Get Results

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Intellectual Intelligence

- Ability to:
 - Learn about
 - Learn from
 - Understand
 - Interact



Intellectual Intelligence

- Adaptability to a new or changing environment
- Capacity for knowledge and the ability to acquire it
- Capacity for reason and abstract thought
- Ability to comprehend relationships
- Ability to evaluate and judge
- Capacity for original and productive thought

Emotional Intelligence

- Defined as...

The ability, capacity, skill or a self-perceived ability to identify, assess, and manage the emotions of one's self, of others, and of groups.

- Self-Awareness
- Self-Management
- Social Awareness
- Relationship Management

Emotional Intelligence 2.0 - Bradberry & Greaves, 2009

What is Emotional Intelligence?



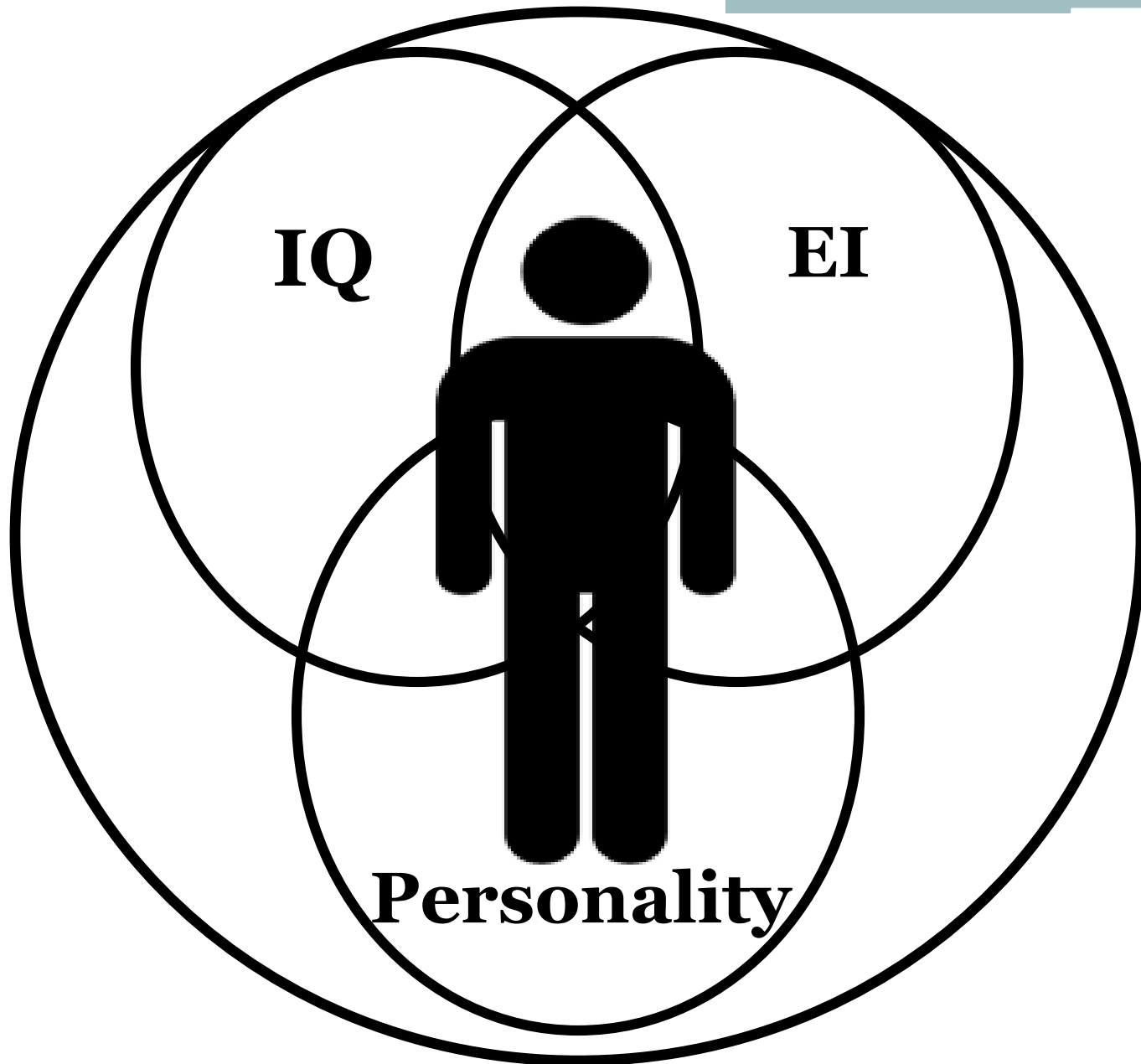
What is Emotional Intelligence?



Personal

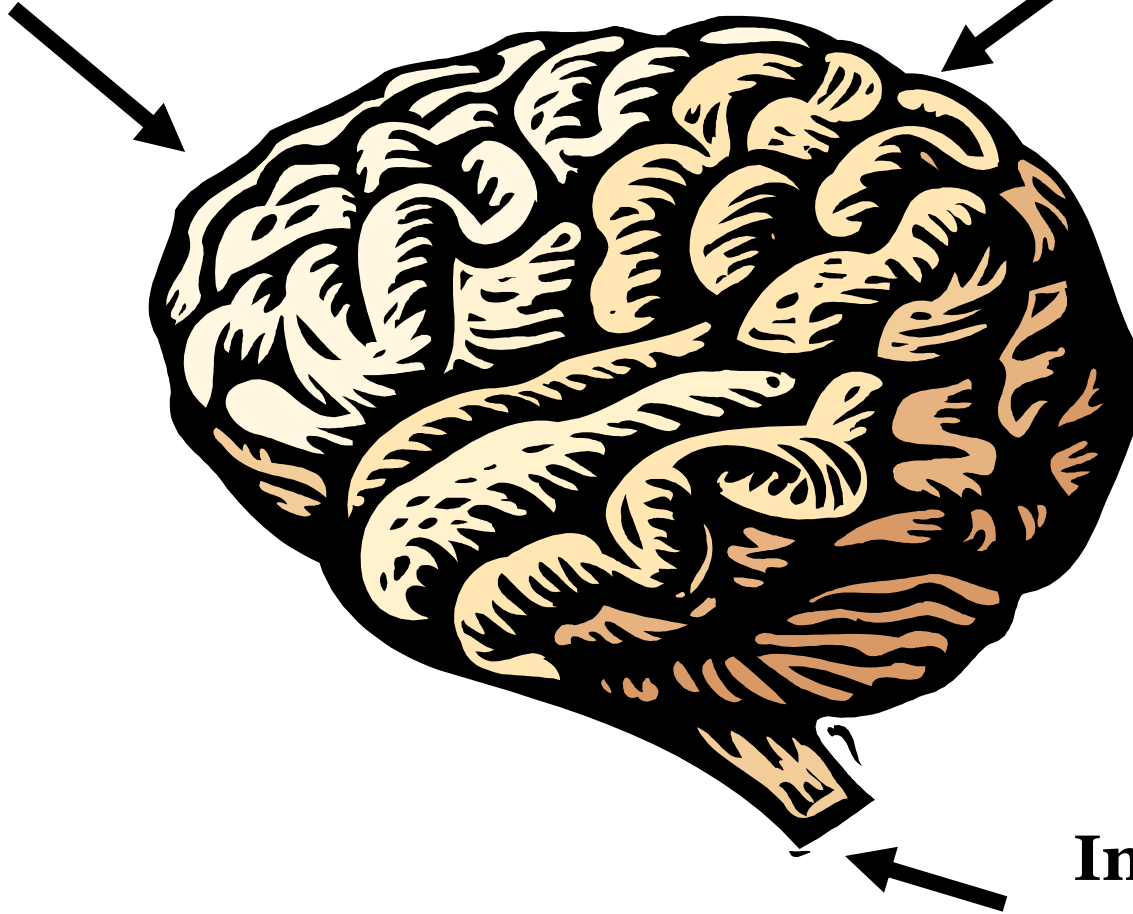


Social



**I think
rationally here**

I “feel” here



**Information
enters here**

Self-Awareness Strategies

- Ask yourself:
 - What am I feeling?
 - Why am I feeling it?
- Keep a journal or log
- Reflect on your behaviors
- Know your triggers
- Seek feedback



Self-Management Strategies

- The ABC's of Life

A – Activating event

B – Belief about the activating event

C – Consequential emotional response



Beliefs

“My director believes in me”

“My director is trying to ruin my life!”



Self-Defeating Beliefs

- Add **D**
 - Dispute our thinking
 - Replace self-defeating, irrational beliefs with rational logical beliefs



Self-Management Strategies

- Choose your battles
- Mix pleasantness with anger
- Realign your expectations
- Speak to someone who is not emotionally invested
- Recognize the irrationality of worry

Self-Management Strategies

- Ask anxiety inventory questions
 - What is going on here?
 - What's the worst thing that could happen?
 - How likely is that?
 - Is it in or out of my control?
 - Is there anything I can do?



Social Awareness Strategies

- Greet people by name
- Notice things about people
- Watch body language and tone
- Listen
- Step into their shoes
- Seek the whole picture
- Pay attention to the mood in the room

Relationship Strategies

- Be open and curious
- Acknowledge other people's feelings
- Have an “open door” policy
- Explain your decisions
- Tackle a tough conversation
- Take feedback & give constructive criticism

Putting People at Ease

- Make everyone feel like they belong
- Portray positive emotions
- Make people feel comfortable



Balance Work and Life



The Johari Window

	Known to Self	Unknown to Self
Known to Others	Public	Blind Spot
Unknown to Others	Private	Unknown, Unconscious, Undiscovered

Difficult Conversations

Personal Inventory

**Self
Awareness**



```
graph TD; A[Self Awareness] --> B[Take an inventory of your state of mind];
```

**Take an inventory of
your state of mind**

**Self
Management**



```
graph TD; C[Self Management] --> D[Plan for your triggers of frustration and anger];
```

**Plan for your triggers of
frustration and anger**

Difficult Conversations

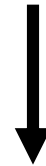
Social Inventory

**Social
Awareness**



**Determine the
emotional level of the
team member**

**Relationship
Management**



**Address problems
directly with an open
ear**

Dealing With People You Can't Stand

1. Do nothing
2. Vote with your feet
3. Change your attitude
4. Change your behavior



Leadership Behaviors & EI

Participative Management

Building and Mending Relationships

Putting People at Ease

Doing Whatever it Takes

Self-Awareness

Decisiveness

Ability to Balance Personal and Work Life

Confronting Problem Employees

Composure and Being Straightforward

Change Management

Are You Emotionally Intelligent?

- You Have a Robust Emotional Vocabulary
 - Irritable, Frustrated, Anxious versus feeling “Bad”
- You’re Curious about People
 - Curiosity is a product of empathy and caring
- You Embrace Change
 - Change is paralyzing and threatens success
- You Know Your Strengths & Weaknesses
 - Self-Awareness of who or what pushes your buttons

By Dr. Travis Bradberry, Feb 2015, TalentSmart.com

Are You Emotionally Intelligent?

- You're a Good Judge of Character
 - Social Awareness—understand others' motivation
- You are Difficult to Offend
 - Mentally draw the line between humor & humiliation
- You know how to say “NO”
 - To be successful, honor existing commitments
- You let go of mistakes
 - Transform failures & mistakes into teaching moments

By Dr. Travis Bradberry, Feb 2015, TalentSmart.com

Are You Emotionally Intelligent?

- You Give and Get Nothing in Return
 - Thinking about others helps build relationships
- You Don't Hold Grudges
 - Holding on to grudges increases stress levels
- You Neutralize Toxic People
 - Don't allow anger or frustration to fuel chaos
- You Don't Seek Perfection
 - Perfection doesn't exist—progress vs. perfection

By Dr. Travis Bradberry, Feb 2015, TalentSmart.com

Are You Emotionally Intelligent?

- You Appreciate What You Have
 - Gratitude improves mood, energy, and happiness
- You Disconnect
 - Disconnecting can lower stress levels – go offline
- You Limit Your Caffeine Intake
 - High octane emotions overrun your behavior
- You Get Enough Sleep
 - Increase self-control, attention, and memory

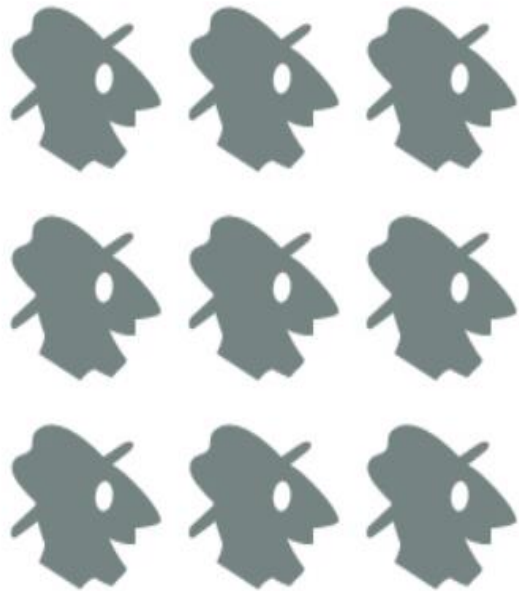
By Dr. Travis Bradberry, Feb 2015, TalentSmart.com

Are You Emotionally Intelligent?

- You Stop Negative Self-Talk in Its Tracks
 - Separate perceived threats and thoughts from facts
- You Won't Let Anyone Limit Your Joy
 - No matter what others think or do, control your self-worth and master your own happiness – stop comparing yourself with others

By Dr. Travis Bradberry, Feb 2015, TalentSmart.com

Advantage: Emotional Intelligence



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*

NO Regrets

Six ethics of life

Before you Pray - Believe
Before you speak - Listen
Before you spend - Earn
Before you write - Think
Before you Quit- try
Before you Die - Live.

www.NoRegrets4u.com



THANK YOU

Please Complete Your Evaluation

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