

EMOTIONAL INTELLIGENCE



IT DOESN'T
MAKE YOU SOFT,
IT MAKES YOU
SMART

HARD DATA ON SOFT SKILLS

Only 11% of employees fail at work
because they lack technical
competence for the job.

The other 89% of the time, it's a lack
of "soft skills." Topping the list:

- Alienating coworkers,
- Unwillingness to accept feedback,
- Lack of ability to manage emotions,
- Low motivation or drive, and
- Poor interpersonal skills

LOOK BEYOND "THE WHAT"

Knowledge
Skills
Experience
Credentials
Title
Job Responsibilities
Resume / CV





**Remember: all emotions are
not Hallmark emotions.**

CORNERSTONE OF EMOTIONAL INTELLIGENCE



**RECOGNIZING
A FEELING
AS IT
HAPPENS**

WHY?

**IF YOU CAN'T RECOGNIZE IT,
YOU'RE AT THE MERCY OF IT**



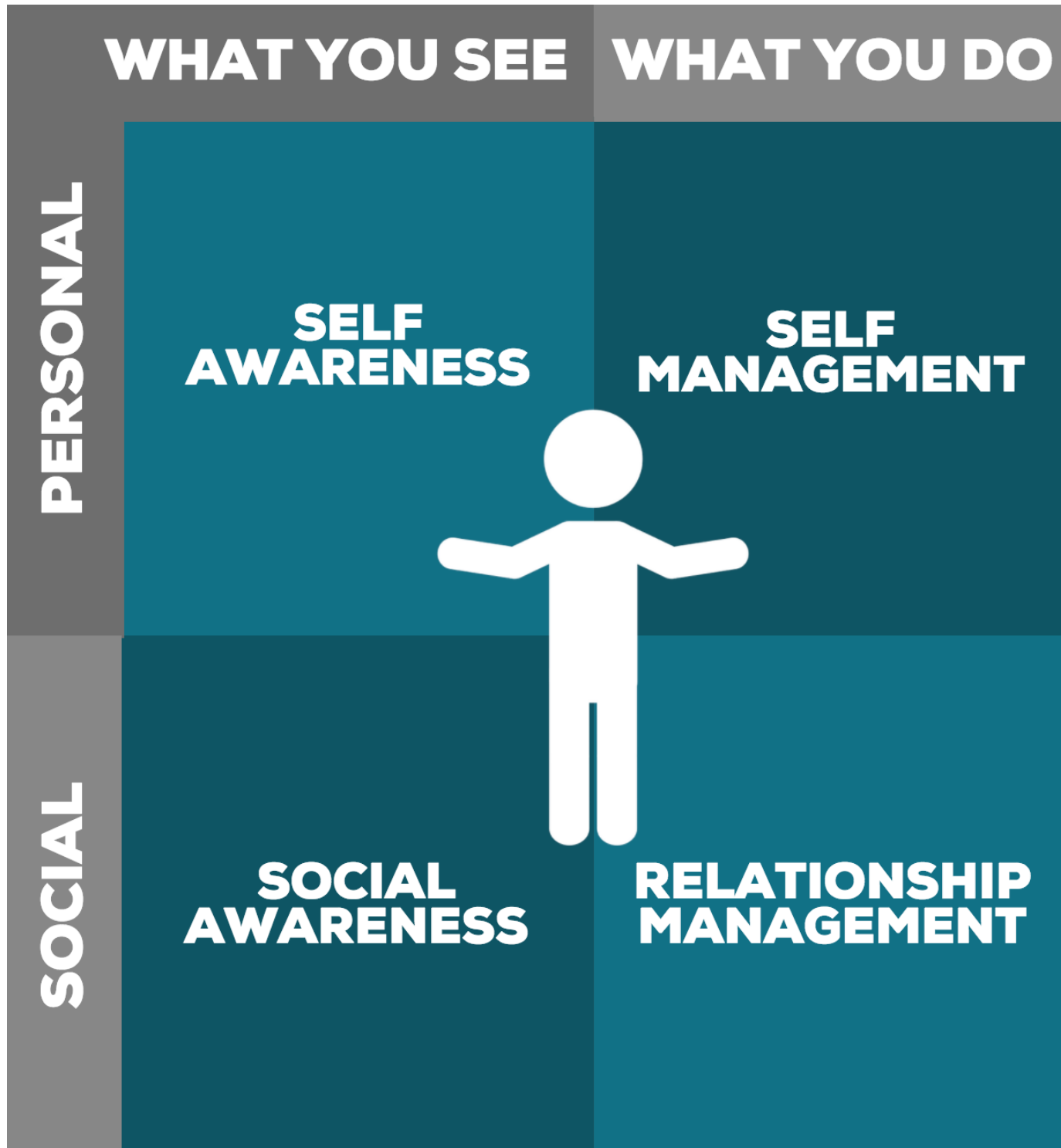
SO...

**RECOGNIZE IT.
THEN WHAT?**



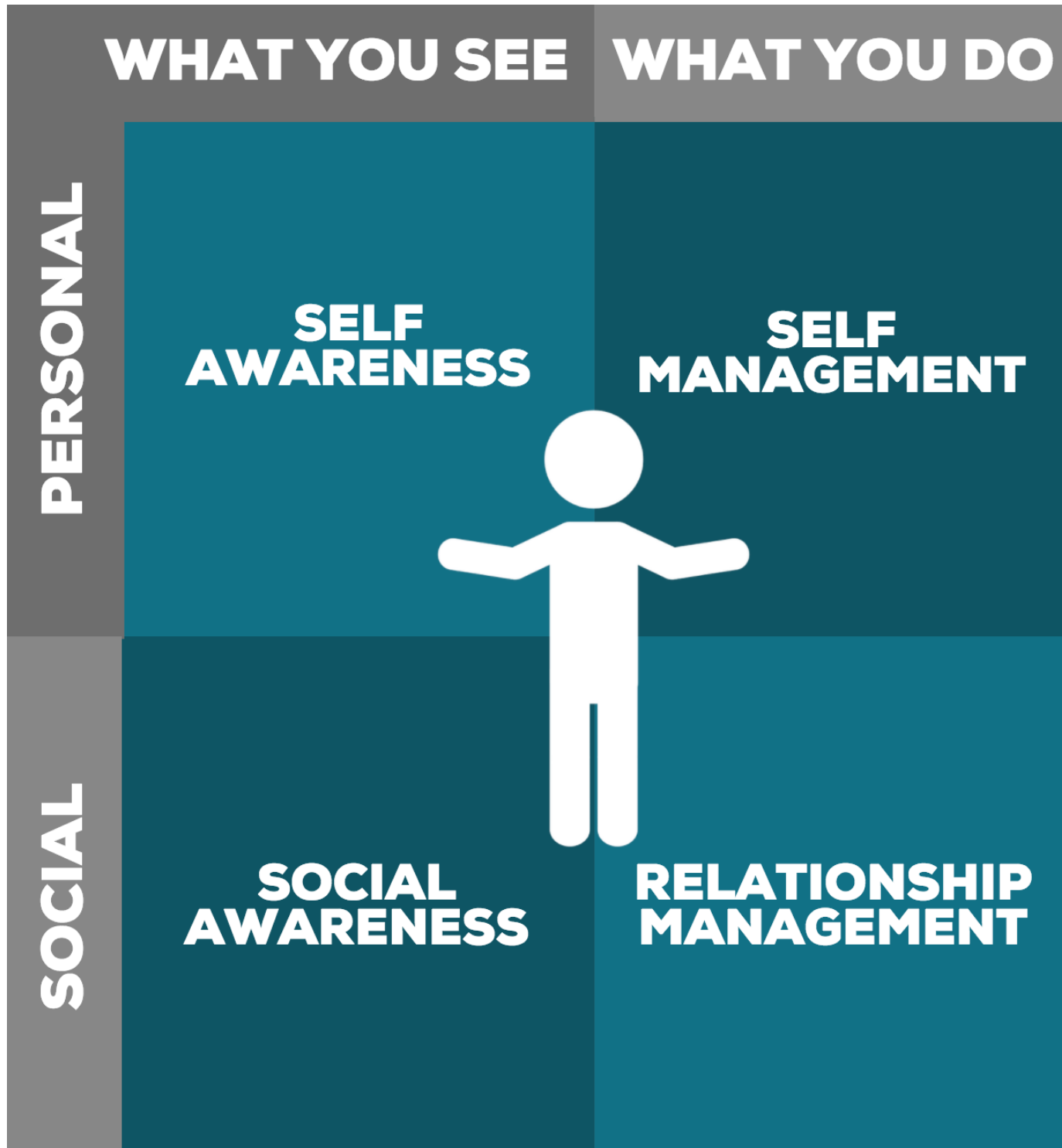
**INCREASE THE TIME
BETWEEN STIMULUS
AND RESPONSE**

EMOTIONAL INTELLIGENCE





**DON'T BE
NORMAL
AND STOP
OVER HERE**



EMOTIONS AS DATA

F.A.T. CHECK



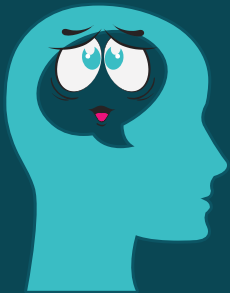
FEEL

Which emotion?
Where in the body?



ACT

What do you say or do?
What visual cues do you show?



THINK

What are your thought patterns?
What lives rent-free in your head?

PAUSE & CHOOSE

GIVE IT A NAME

What can you call it?
(code phrase to self)

INTENTION

What's the goal you both share?

RESPONSE 1 - default

RESPONSE 2 - subtle

RESPONSE 3 - direct

DECIDE

Which one will you choose?
(select it in advance)

They may not be
fully honest with you
(feels too risky).

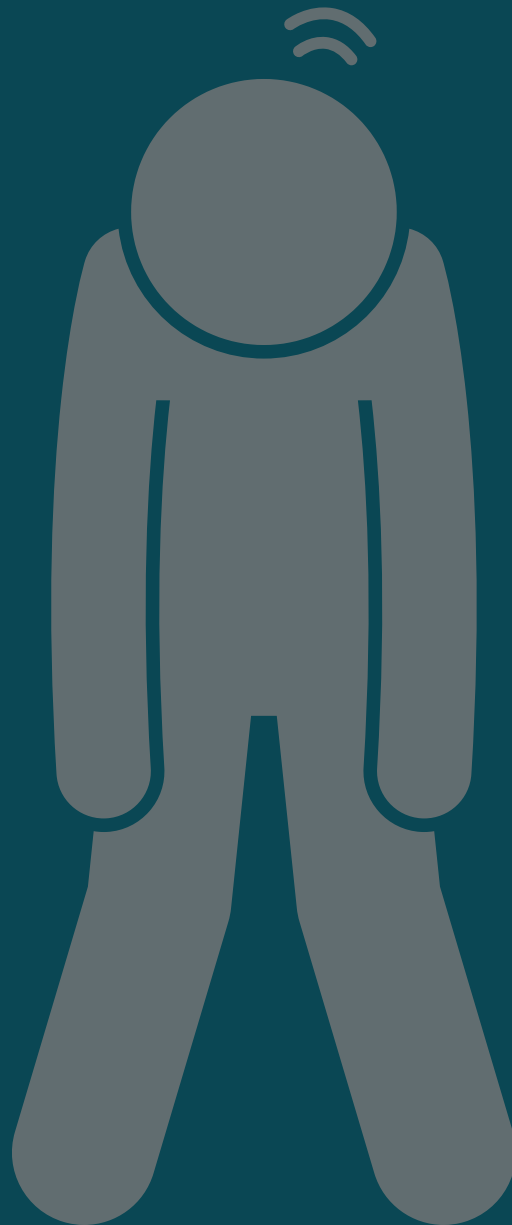
The more senior you
are, the more risk
they anticipate.

THINK OF SOMEONE WITH LOW EQ

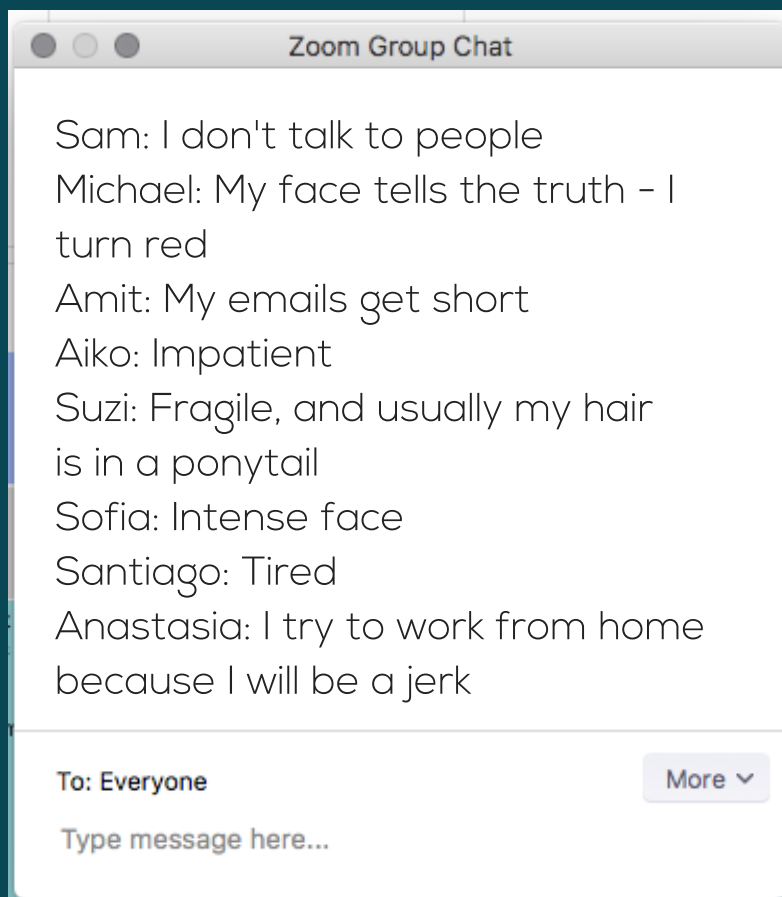


**What do they say
or do to come
across that way?**

YOUR MOJO KILLERS?



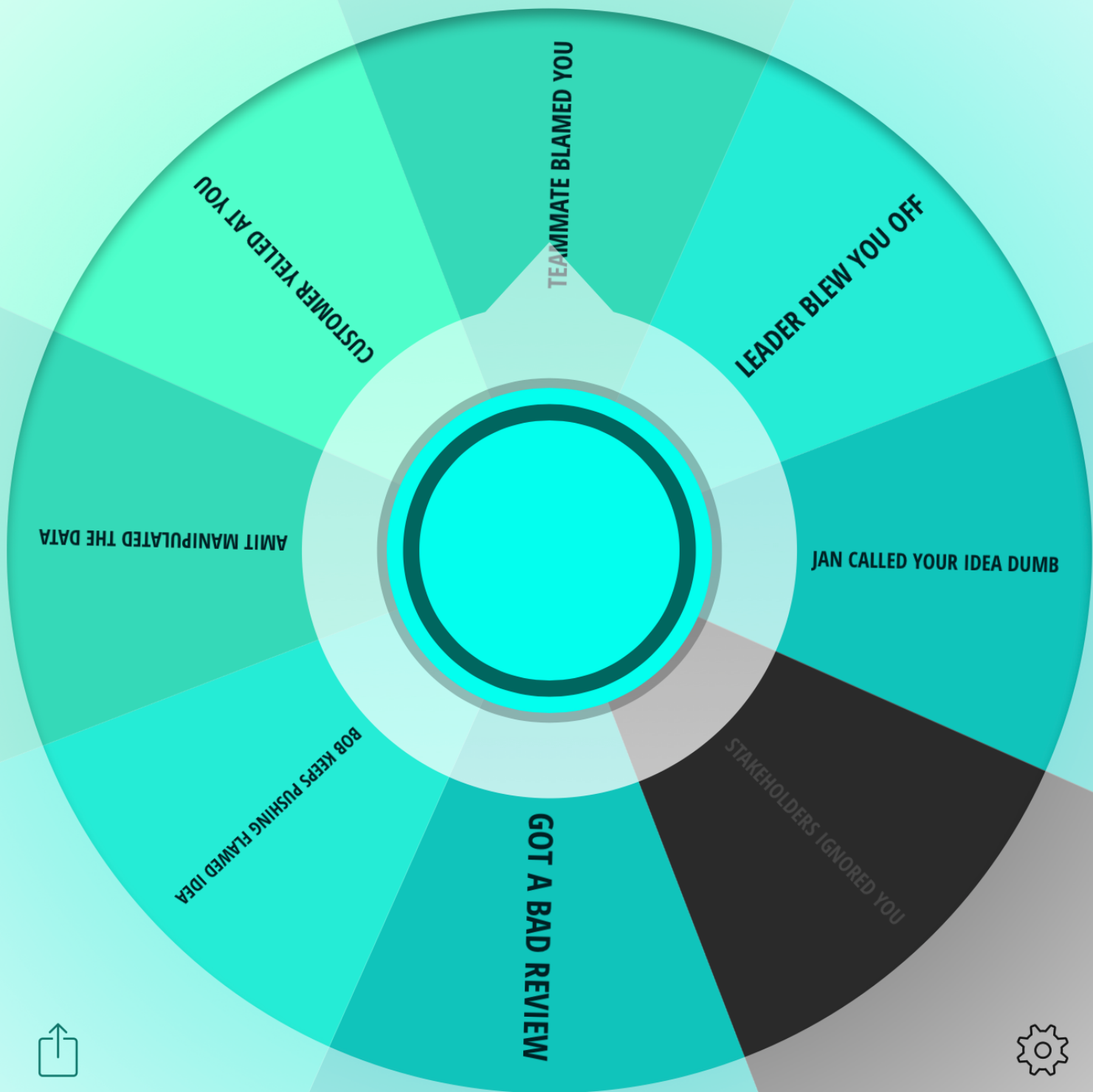
WHAT DO YOU LOOK LIKE OR ACT LIKE UNDER STRESS?



Teammate Blamed You

DEACTIVATE

RESET ALL



TEAM ACTIVITY



1.



**Wildcard!
Pick Any
Real-Life
Challenge.**

2.

**Someone
Missed A
Deadline
And
Didn't
Warn You.**

3.

**You're
Overwhelmed
By
Distractions.**

4.

**Project
Is
Stuck
And You
Don't Know
What To Do.**

5.

**Someone
Imposed
ASAP
On You,
Yet You
Need 2
Months For It.**

6.

**Your
Colleague
Or
Stakeholder
Is Chronically
Rude.**

THINK OF SOMEONE WITH HIGH EQ



**What do they say
or do to come
across that way?**

**YOUR MOJO
MAKERS?**



**THINK
OF ONE OF
YOUR TOP 5**



**WHAT'S
SOMETHING IT
LEADS YOU TO
BE OR DO?**