

Leading With Emotional Intelligence

Indiana Chamber of Commerce
HR Conference

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Overview

- Define emotional intelligence (EQ).
- Identify the benefits of emotional intelligence.
- Learn the four core skills required to practice emotional intelligence.
- Interpret and manage your emotions while effectively impacting others.



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IT'S TIME
to check-in



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Reflection

- Why do say we are fine, even though we are not?
- Do you find it easy to talk about your feelings?
- What makes it hard to talk about your feelings?
- Can you consciously shift your feelings from one to another?



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Exercise



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Exercise



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What is Emotional Intelligence?

- The ability to be aware of, name, and manage one's emotions.
- The ability to be aware of, name, and understand other's emotions.
- The ability to relate to others in effective ways both personally and professionally.

Also referred to as EI or EQ



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Emotional Intelligence

Why do we react the way that we do?



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Emotional Intelligence

LIFE IS 10%
WHAT HAPPENS TO YOU

AND 90%
HOW YOU REACT TO IT



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Emotional Intelligence



of top performers have high EQ



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Emotional Intelligence



EQ is responsible for
58%
of your job performance



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Emotional Intelligence

- Requires reasoning about emotions.
- Impacts intuition, integrity and motivation.
- Includes relationships and communication skills.



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How can you benefit from being emotionally intelligent?



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EQ

Emotional intelligence is the foundation for critical skills.



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Emotional Intelligence

- **Two thirds** of people are controlled by emotions.
- There are **five core feelings** in which all other emotions are rooted: happiness, sadness, anger, fear and shame.
- **Emotional hijacking** takes place when feelings override reason, leading to reactions – often illogical or irrational – stemming purely from emotion.
- **Triggers** are events leading to emotional reactions, often due to history and experience.



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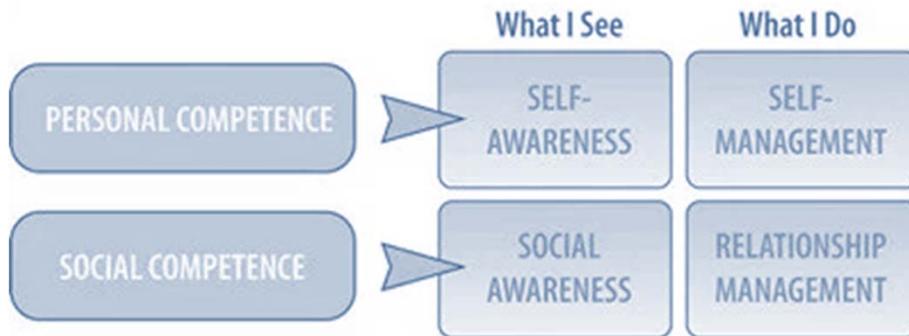
Benefits of Emotional Intelligence

- Greater understanding.
- Compassion and empathy.
- Stronger relationships.
- Open to criticism.
- Better decision making.
- Controlled behavior.
- Positive interactions.



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4 Core Emotional Intelligence Skills



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Self-Awareness

The ability to fully understand myself and use that information to manage emotions productively.

The key to understanding others is to understand oneself.

Skills

- Self confident
- Valued oriented
- Realistic self-assessment
- Self-deprecating sense of humor



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How to Improve Self-Awareness

- Be intentional
- Journal
 - A few minutes a day brings you to a higher degree of self-awareness.
- Slow Down
 - When you are quick to anger or have other strong emotions, examine why.



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Self-Regulation

- The ability to control or redirect disruptive impulses and moods.
- The ability to think before acting.

Be yourself, but be your best self.

Skills

- Trustworthiness
- Integrity
- Openness to change
- Comfort with ambiguity



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How to improve Self-Regulation

- Know your values.
 - What's most important to you.
- Be accountable.
 - Admit your mistakes.
- Practice being calm.
 - Be aware of your reaction to a challenging situation



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Self Motivation

- A passion to work for reasons that go beyond money or status.
- Pursue goals with energy and persistence.

Push yourself because no one is going to do it for you.

Skills

- Strong drive to achieve.
- Optimistic
- Commitment



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How to improve Self Motivation

- Be hopeful, find something good.
- If you are motivated, you're probably optimistic no matter what's thrown at you.



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Empathy

- The ability to understand the emotional makeup of other people.
- Ability to treat people according to their emotional reactions.

Instead of putting others in their place, put yourself in their place.

Skills

- Understands service to others.
- Cultural awareness.



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How to improve Empathy

- Look at situation from other person's point of view.
- Listen.
- Ask what the other person would do.



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Social Skills

- Ability to manage relationships and build networks.
- Ability to find common ground and build rapport.

Be genuine. Be remarkable. Be worth connecting with.

Skills

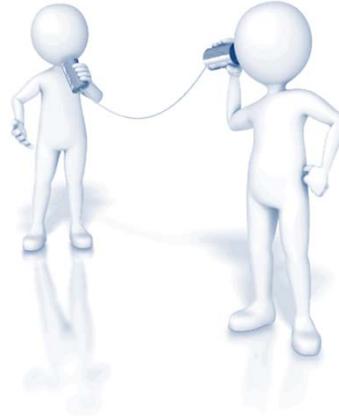
- Effective in leading change.
- Ability to solve conflict.
- Ability to lead others.



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How to improve Social Skills

- Communication skills.
- Collaborate and Cooperate.
- Build rapport.



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Emotional Intelligence



- Affects every decision.
- Affects relationships.
- Better performance.
- Overall success.



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Questions?

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