

Personal Leadership

with Emotional Intelligence

Day 1 of 2

Mariaelena Welch, PCC, BSME, CEQC

Executive and Leadership Development Coach
UCSB and SBCC Instructor
Management Consultant
menawelch@gmail.com
(805) 570-7125

Introduction



Set Your Intention



What is your Goal or Intention today?



Our Objectives

- Understand 'What, Why, and How' of EQ
- Learn the 8 Core Competencies of EQ
- Create Self-Awareness
- A Plan to Implement EQ more intentionally

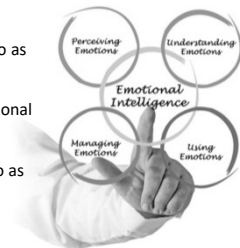


Scientific Definition

Emotional intelligence is the ability to:

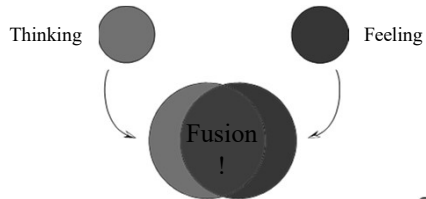
- perceive emotions;
- access and generate emotions so as to assist thought;
- understand emotions and emotional knowledge; and
- reflectively regulate emotions so as to promote emotional and intellectual growth

- Salovey & Mayer, 1999



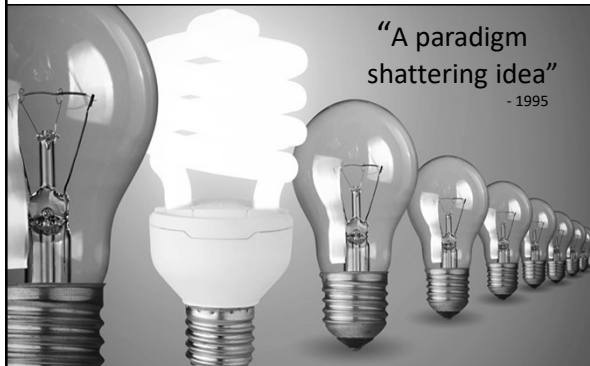
Daily-Life Definition

"Emotional intelligence is effectively blending thinking and feeling to make optimal decisions and develop optimal relationships with yourself and others."



Source:  sixseconds

Harvard Business Review on EQ



Why is EQ Important?

Performance Success Factors:

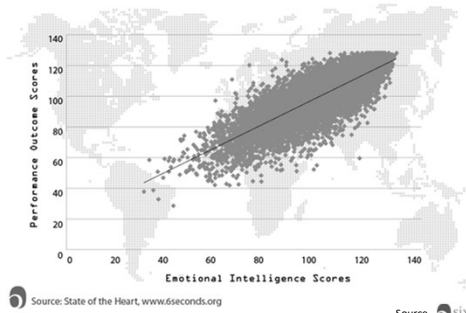
- Influence
- Decision Making
- Effectiveness
- Relationships
- Quality of Life
- Health

"Emotional Intelligence is more than twice as predictive of business performance than purely cognitive intelligence and is more predictive of business performance than are employee skill, knowledge and expertise."

-Gerald Mount, 2006
Consortium for Research on Emotional Intelligence

Source ©:  sixseconds

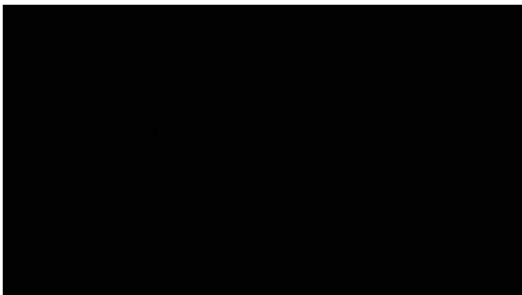
EQ is highly correlated with Success



Emotions Drive People



The Social Brain



1:42


<https://www.youtube.com/watch?v=J0XmZW6xYSg>

Emotional Contagion

How we effect one another...

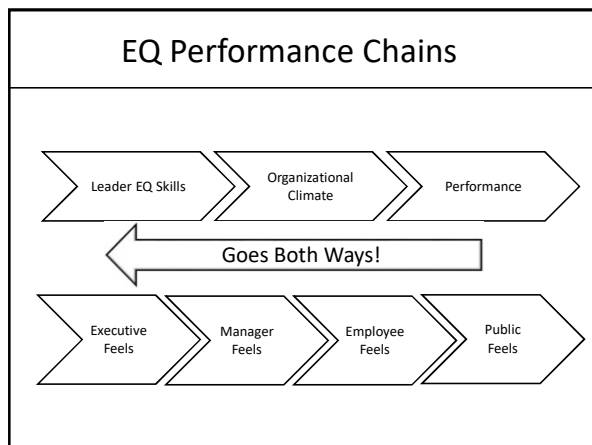
2 people having a good conversation:

Will have similar physiological profiles within 15 minutes!



3 people in a room, facing each other, without speaking:


The person who is the most emotionally expressive will transmit his mood onto others *without* any words exchanged within a couple of minutes.



EQ Behaviors

EQ is visible in behaviors:

| High EQ | Low EQ |
|---------------|--------------|
| Bouncing-back | Attacking |
| Listening | Resenting |
| Empathizing | Defending |
| Risking | Stonewalling |
| Flexing | Judging |
| Including | Excluding |
| Improving | Blaming |
| Navigating | Gossiping |

Source ©:  sixseconds
THE HUMANITY AND LEADERSHIP INSTITUTE

Six Seconds EQ Model

Notice **WHAT**
you Do.
Self-Awareness

What Am
I Feeling?

Do what you
MEAN to Do.
Self-Management

What Options
Do I have?

Do it for a **REASON**.
Self-Direction

What do I Truly Want?

Source: sixseconds
THE SIX SECONDS EMOTIONAL INTELLIGENCE CENTER

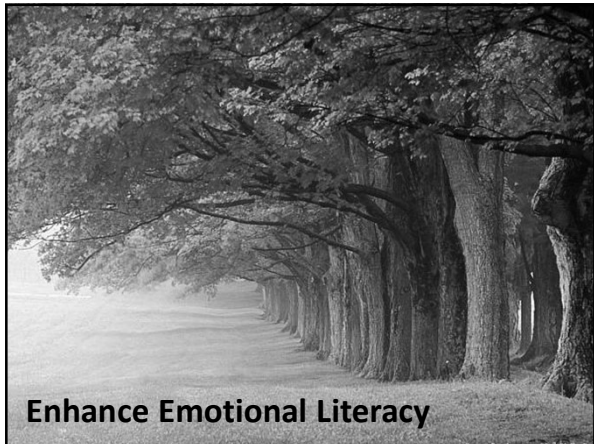
Harvard Business Review (Dec, 2001)

“Leadership’s first
commandment –
Know Thyself!”

EQ In Action

Notice **WHAT**
you Do.
Self-Awareness



Source: sixseconds
THE SIX SECONDS EMOTIONAL INTELLIGENCE CENTER





Enhance Emotional Literacy

Enhance Emotional Literacy


• Exercise

Do you hold this to be True?

There are...
"Positive" and "Negative" Emotions



An Alternative perspective...
Comfortable Vs. Uncomfortable

Emotions are...

Messages,
Signals,
Data,
Clues...

About ourselves,
About others,
About our environment




Enhance Emotional Literacy

Accurately identifying and interpreting both simple and compound feelings

- Name and understand feelings
- Peeling back the onion, nuance
- “Name It to Tame It”
- Feelings are Data, Not something to be Judged

Wisdom Exercise



Enhance Emotional Literacy



Plutchik's
Model of Emotions

Wisdom lies within Emotions

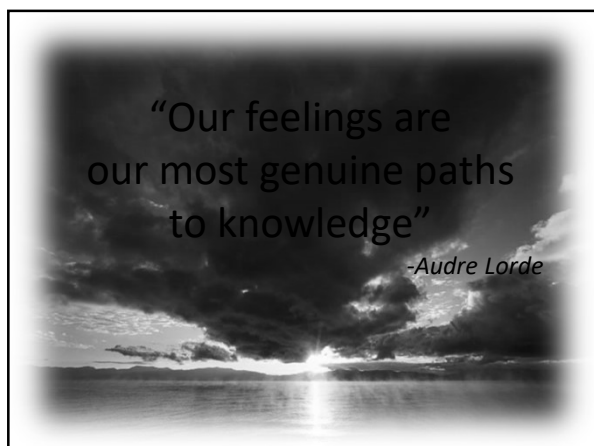
| Emotion | Question | How it can help & influence us |
|--------------|---|---|
| Joy | What do I want more of or want to maintain? | Energize us to flourish; innovate; risk; approach |
| Fear | What is at risk? | Protects us, hides us |
| Anger | What is in the way? | Energy to break through obstacles |
| Sadness | What (that I love) is going away? | Reminds us who/what is important Clarifies what to hold onto |
| Trust | How can I support? | Allows us to be open and approach |
| Anticipation | What is coming? | Helps us look beyond the current situation |
| Disgust | What is being violated? | Maintain boundaries, principles, values |
| Surprise | What unexpected event is happening? | Serves to keep us alert |

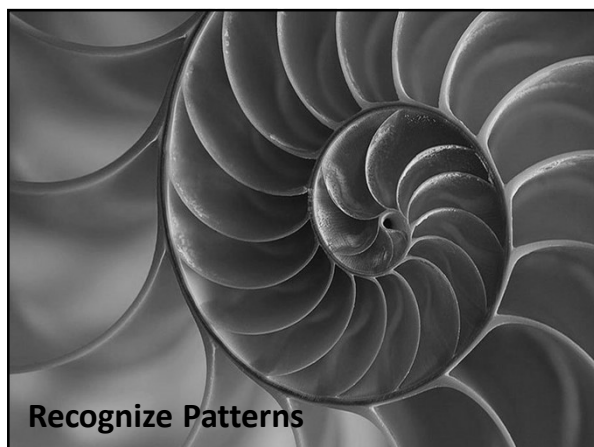
Source ©: sixseconds

Developing Enhance Emotional Literacy

- Emotion Lists and Models
- Tune-In and Name It to Tame It
- BMH Scan (Body, Mind, Heart)
- Ask about Feelings, they have a purpose
- Emotoscope:
— 6seconds.org/feel









Recognize Patterns

Consciously identifying our ***habitual reactions***

When I think _____,
When I feel _____,
When I do _____,

I typically _____.

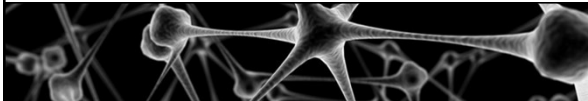


Source ©:  sixseconds
THE SIX SECONDS HABITUAL REACTION TOOL

Common Emotional Patterns

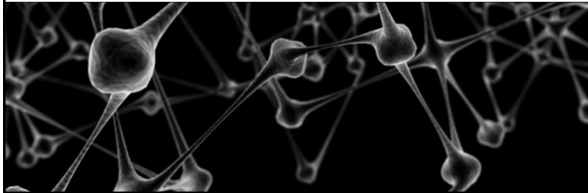
- People Pleasers
- Victims
- Blamers
- Always Right
- Poor Listening Skills
- Hiding Behind Masks
- Bullying
- Control
- Denial
- Avoidance
- Lying
- Advice givers
- Defensive
- Competitive
- Angry
- Bitter
- Impatient
- Unforgiving

Behavioral Change



Equals

Energy & Intention towards **Practice of NEW Behavior**



Think, Feel, Act Exercise

Think of a recent situation that did not work out in an optimal way or where you wish you had reacted differently. In this situation, you had a mixture of...

- Thoughts
- Feelings
- Actions



T.F.A. Exercise

STEP 1: What actually happened?

Think

Feel

Act

STEP 2: What if I changed one?

How would it impact the other 2?

Think

Feel

Act

T, F,A Reflections

A New Pattern:


- In the future...
- When I notice....

Thought, Feeling, or Action

I now will New Response


Unhook from the patterns

that are not allowing you to be your higher self.



Developing
Recognize Patterns

- Reflect: Think, Feel, Act
 - Can I change one?
- Get An Ally
 - “How do I usually respond to...?”
- Create a Framework
 - Noticing other’s patterns



Recognizing Patterns



1:33

"Between stimulus and response, there is a space. In that space lies our freedom and power to choose our response. In our response lies our growth and freedom"


-Victor Frankl

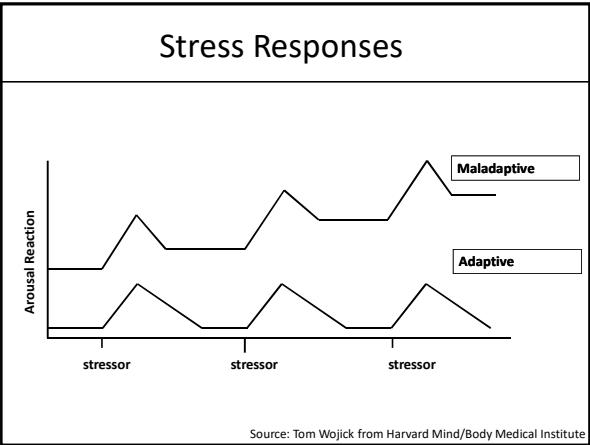
How will you apply KNOW YOURSELF?



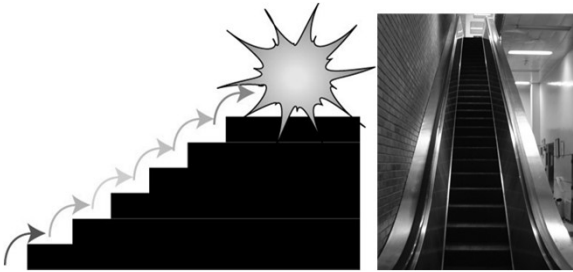
How will it apply
to Your Leadership?

What gets in the way of EQ?

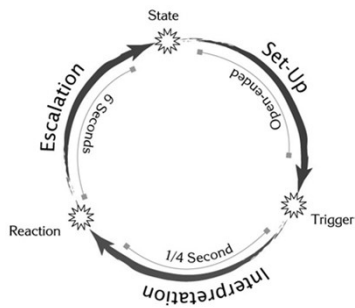




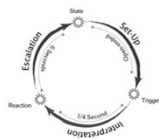
Riding the Escalator



The "Reaction" Cycle



Source ©: sixseconds
THE SIX SECONDS REACTION CYCLE



The REACTION CYCLE

Source ©: sixseconds
THE SIX SECONDS REACTION CYCLE

SET-UP

Thoughts

- He's defying me
- I can't solve it

Feelings

- Frustration, Disrespect
- Helpless, Fear

Actions

- Lack of sleep
- Caffeine, junk food

INTERPRETATION

Thoughts

- Memory – is this like previous time?
- Judgment (e.g. disrespect)

Feelings

- Detect danger – anger, fear

Actions

- Flood of chemicals
- Increased tension

ESCALATION

Thoughts

- Forever, Always, Never
- More judgment

Feelings

- Anger
- Fear, guilt

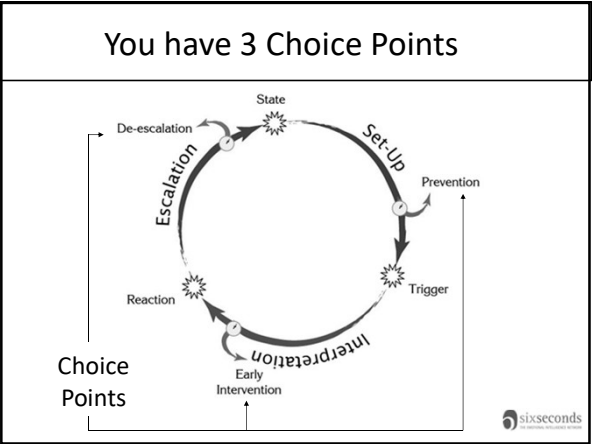
Actions

- Fight, Flight, Freeze
- Cascade of chemicals
- + cortisol (interferes with serotonin) + adrenalin

The Opposite of Reactive: RESPONSE



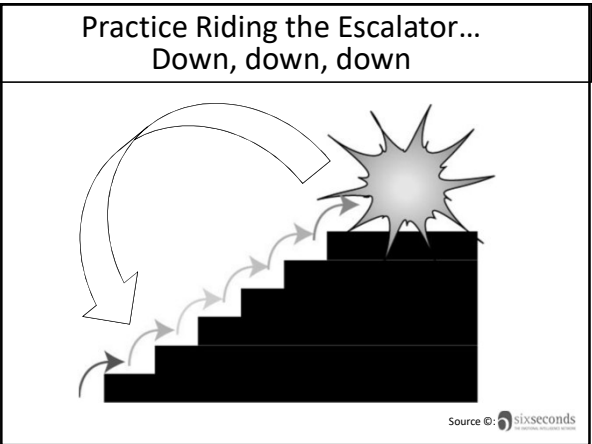
Source ©: sixseconds
THE SIX SECONDS REACTION CYCLE



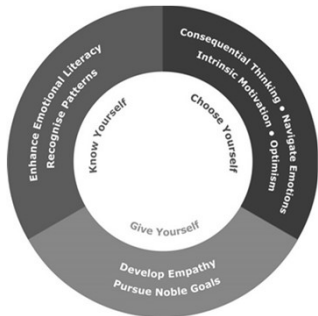
Source ©: sixseconds

Return to BALANCE and RESPONSE

| | | |
|--|--|--|
| <p>1. <u>Prevention:</u> State change</p> <p>Notice the warning signs. Make a shift:</p> <ul style="list-style-type: none"> • Breathe • Move • Reframe • Play • Appreciate | <p>2. <u>Early Intervention:</u> Alternate habits</p> <ul style="list-style-type: none"> • Rehearse new responses • Evaluate / change beliefs • Be an observer | <p>3. <u>De-escalation:</u> 6 Second Pause</p> <ul style="list-style-type: none"> • Slow down cycle • Reconnect thinking & feeling • Distract • Reframe • Shift emotions |
|--|--|--|



Six Seconds Emotional Intelligence Model



Source ©: sixseconds

How did we do?



Thomas a Kempis (1380-1471)



"First keep the peace
within yourself,
then you
can also bring peace
to others."
