



PURPLEiNK
resources, for humans

Enhancing Leadership with Emotional Intelligence

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Learning Objectives

- Understand the concept and components of Emotional Intelligence (EI)
- Learn about the EQ-i 2.0 model and its relevance for you
- Understand how you can leverage the EI skills and target areas for development
- Navigate challenging conversations with EI
- Engage in activities that explore key concepts, spark excitement, and deepen understanding

Understanding Emotional Intelligence

What is Emotional Intelligence?



a set of emotional & social skills that influence the way we...

- perceive and express ourselves
- develop and maintain social relationships
- cope with challenges
- use emotional information in an effective & meaningful way

Daniel Goleman, *Emotional Intelligence: Why It Can Matter More Than IQ*



Understanding the Amygdala Response

- Sensory Information Processing
- Fight, Flight, or Freeze Reaction
- Automatic Response to Danger

What makes you - you? Can you change?



Personality
4-6 years old



Intelligence IQ
15-17 years
old stabilizes



**Emotional
Intelligence**
EQ is not set



In a study of skills that distinguish star performers in every field, Emotional Intelligence was found to be **twice as important as cognitive abilities** in predicting outstanding performance.

Daniel Goleman

Emotional Intelligence: Why It Can Matter More Than IQ



Balancing



Emotion Charades

1. Find a partner
2. One person faces the screen, the other has their back to it.
3. Words will be displayed and the partner facing the screen will act them out.
4. No words!
5. Partner guesses the emotion
6. Switch roles

Act Out

- Excitement
- Fear
- Pride

Act Out

- Exhaustion
- Nervousness
- Surprise

Empathy

Leaders who master empathy
perform more than 40 percent higher
in coaching, engaging others, &
decision-making.

Harvard Business School

Empathy Scenario

Your colleague comes in the office looking frustrated and says,

“Well, it’s already been an amazing start to the day. Susie threw up on my new jacket, the dog ran out the door, and to make it even better, my car has a mysterious dent in it.”

What's the best response?

1. You seem to always have a rough start. Bummer.
2. Well, at least you aren't late; so that's good.
3. You sound frazzled, can I get you a coffee, help with anything?
4. I'm sorry you've had such a morning. I really hope your day turns around for you.
5. You should have seen the traffic on 465.
A semi almost hit me; it's crazy out there!



How do we show up?

How can we help others?

Think of a person you know well



What is one thing that really holds them back from:

- being successful
- working/living to their full potential
- possibly even being happy?



SELF PERCEPTION

Self Regard

Confidence

Self Actualization

Continuous development

Self Awareness

Understanding one's emotions



SELF EXPRESSION

Emotional Expression

Saying how you feel

Assertiveness

Standing up for yourself

Independence

Standing on your own two feet



INTERPERSONAL

Interpersonal Relationships

Developing & maintaining good relationships

Empathy

Recognizing & appreciating how others feel

Social Responsibility

Contributing to society



DECISION MAKING

Problem Solving

Effectively managing emotions when solving problem

Reality Testing

Seeing things as they really are

Impulse Control

Ability to resist or delay impulses



STRESS MANAGEMENT

Flexibility

Adapting to change effectively

Stress Tolerance

Successfully coping with stressful situations

Optimism

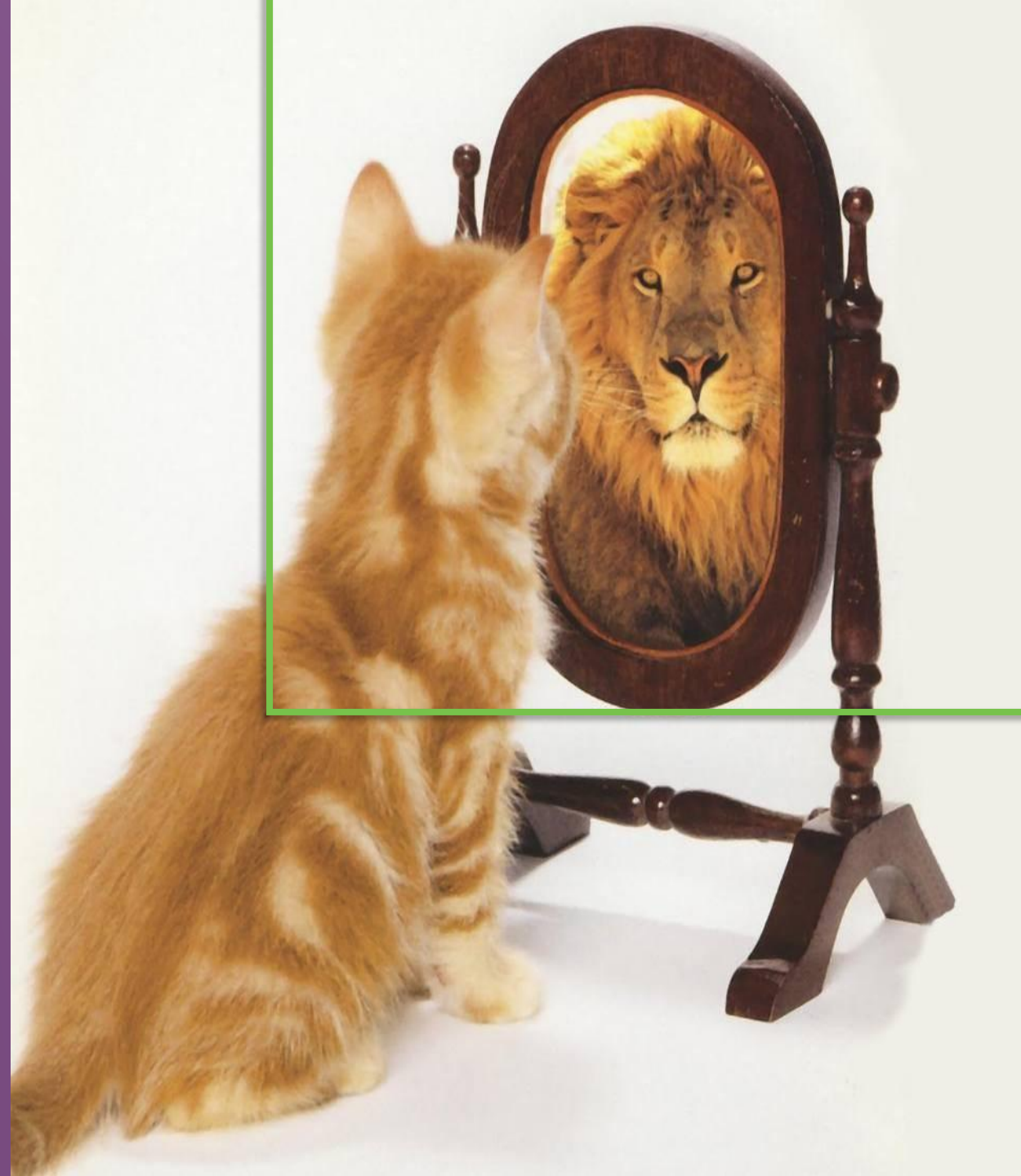
Having a positive outlook

I think they would be more successful if they would only...

- listen more and talk less
- make a decision
- stop the drama
- inspire others with more confidence
- understand what others are going through

Do you need to...

- work harder at relationships
- identify your emotions
- be more assertive
- develop yourself more
- be more optimistic





To be a more effective leader

- Know yourself
- Put your oxygen mask on first
- Bring out the best in yourself
- Model emotional intelligence

Energy Attracts Like Energy



**When you can't change
the direction of the wind –
adjust your sails.**



SELF PERCEPTION Strategies

Self Regard

Check-in on your performance & never check out

Self Actualization

Rethink today's priorities; set smaller digestible goals

Self Awareness

Label emotions and notice when they change



SELF EXPRESSION Strategies

Emotional Expression

Write down how you are feeling, before you express it

Assertiveness

Test drive a tough conversation with a friend

Independence

Post-mortem a recent decision you made



INTERPERSONAL Strategies

Interpersonal Relationships

Swap stories of imperfection; be transparent about your learnings

Empathy

Offer help, including non-work-related tasks

Social Responsibility

Brainstorm activities that you can all engage in



DECISION MAKING Strategies

Problem Solving

Detach emotions from addressing challenges

Reality Testing

Gut-check + fact-check = balance emotions with data

Impulse Control

Test drive your response with a trusted peer



STRESS MANAGEMENT Strategies

Flexibility

Do something outside of your comfort zone

Stress Tolerance

Mountain or molehill?

Contextualize the size of the problem

Optimism

Optimism can be learned



Misfired Email Scenario

You receive an email from a project team member, which was intended for someone else.

They say that they find you difficult to work with, and they don't believe you have a "good attitude" about the project.

They propose a strategy for “managing” you.

Action Steps



- **Self-Regard**
Affirm your strengths
- **Emotional Awareness**
Recognize your emotional reaction
- **Impulse Control**
Take a break and return later
- **Reality Testing**
How are you showing up to meetings, etc.?

Action Steps



- **Self Awareness**
Name the emotion
- **Empathy**
Try to understand the sender's perspective
- **Problem Solving**
Suggest a meeting
- **Stress Tolerance**
Step away before responding

How do you raise your EQ?

ASSESS

- Take an EQ-i 2.0
- Take EQ-i 360
- Read The EQ Edge
- Gather feedback
- Journal emotions
- Identify problems and root causes

SET GOALS

- Pick 1-2 focus areas
- Create action steps
- Find accountability partner
- Make it timebound
- Note changes

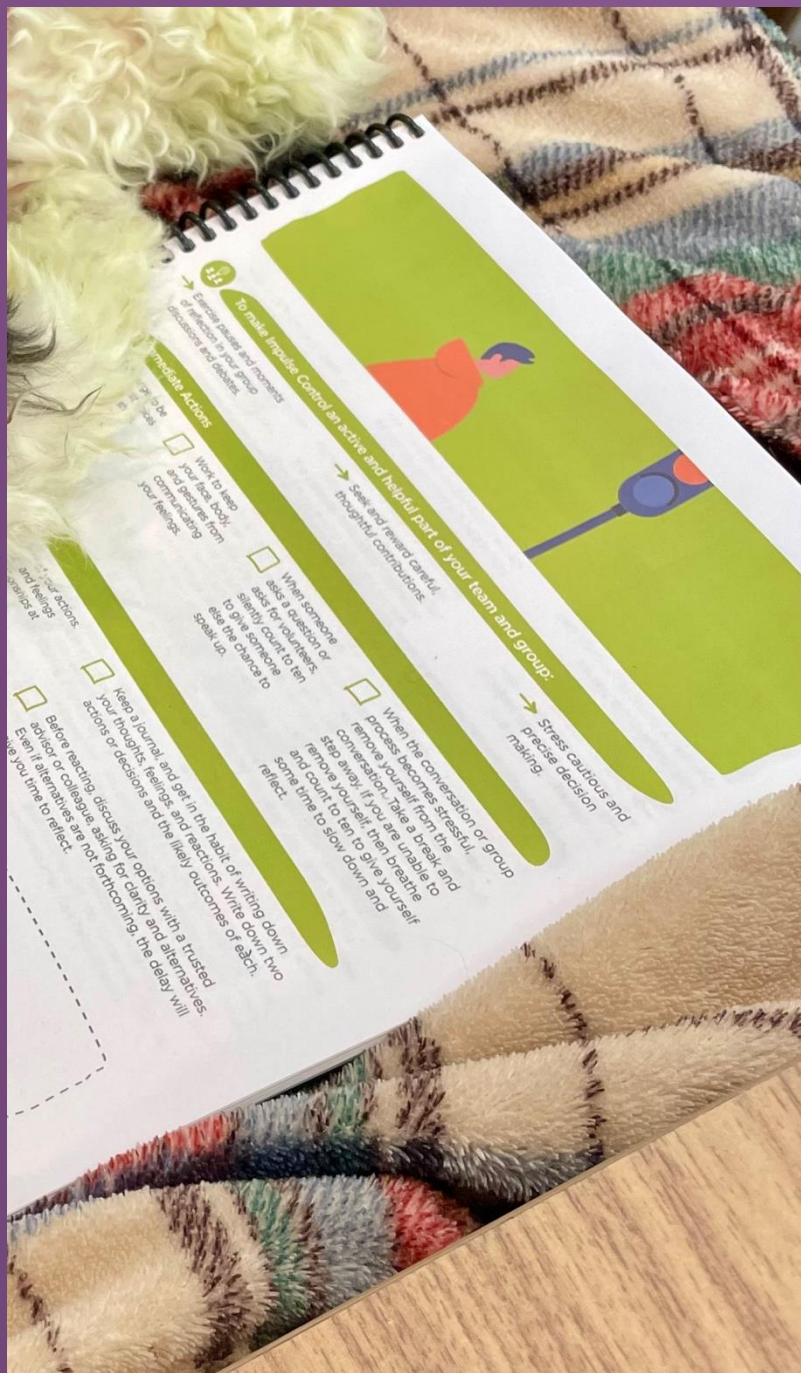
Well-Being & Happiness

- Feeling satisfied, enjoying life
- Indicator of well-being
- Impacts overall EQ-I closely linked to
 - Self regard
 - Optimism
 - Interpersonal relationships
 - Self actualization



Next Steps

- Create a timeline for discovery
- How will you be accountable?
- Which skills will you work to develop?
- How will you know if you are successful?



THE **EQ** EDGE

EMOTIONAL
INTELLIGENCE
PROCESS

Questions?



Recruiting



HR Consulting



Outplacement



**Outsourced/
Fractional HR**



Training



Coaching



Purple Ink E-Newsletter



the JoyPowered[®] WORKSPACE





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Ideation | Woo | Includer | Communication | Adaptability



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