

EMOTIONAL INTELLIGENCE: HOW TO MULTIPLY YOUR IQ WITH EQ

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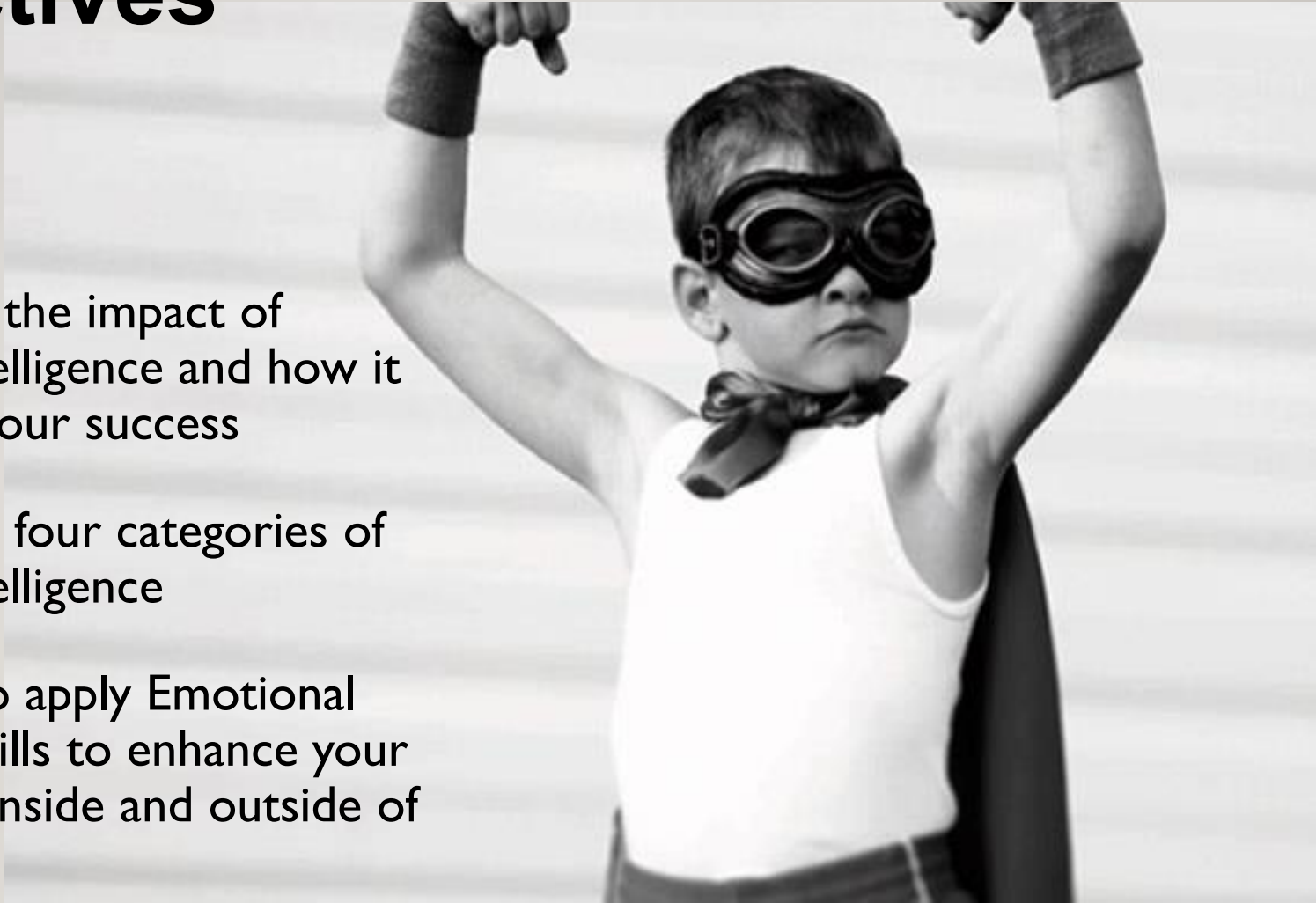
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CERTIFIED PROFESSIONAL COACH

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Objectives

- **Understand** the impact of Emotional Intelligence and how it can increase your success
- **Describe** the four categories of Emotional Intelligence
- **Learn** how to apply Emotional Intelligence skills to enhance your success both inside and outside of work





Emotional Intelligence is the ability to understand and differentiate one's own emotions, to use them in a manner that guides appropriate personal behavior and actions, while fostering positive and meaningful relationships with others.



EQ is at the foundation of almost all critical skills – it can impact everything you say and do



EQ can predict more than 75% of job success – making it the single biggest predictor of performance at work



It is the strongest driver of leadership and personal excellence, explains 67% of a leader's effectiveness

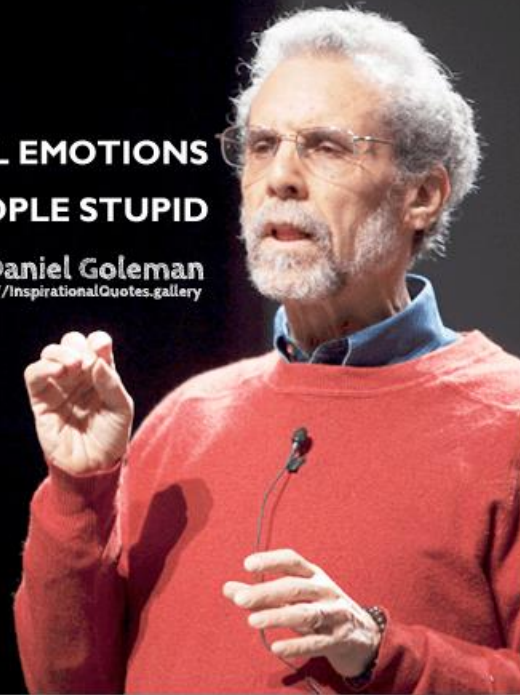


People with high EQs make, on average, \$29,000 more per year than people with low EQs

SO
WHAT'S
THE BIG
DEAL?

**OUT OF CONTROL EMOTIONS
MAKE SMART PEOPLE STUPID**

Daniel Goleman
<http://InspirationalQuotes.gallery>



Low Emotional Intelligence

High Emotional Intelligence

Aggressive
Demanding
Egotistical
Bossy
Confrontational



Assertive
Ambitious
Driving
Strong-Willed
Decisive

Easily Distracted
Glib
Selfish
Poor Listener
Impulsive



Warm
Enthusiastic
Sociable
Charming
Persuasive

Resistant to Change
Passive
Un-Responsive
Slow
Stubborn



Patient
Stable
Predictable
Consistent
Good Listener

Critical
Picky
Fussy
Hard to Please
Perfectionistic



Detailed
Careful
Meticulous
Systematic
Neat

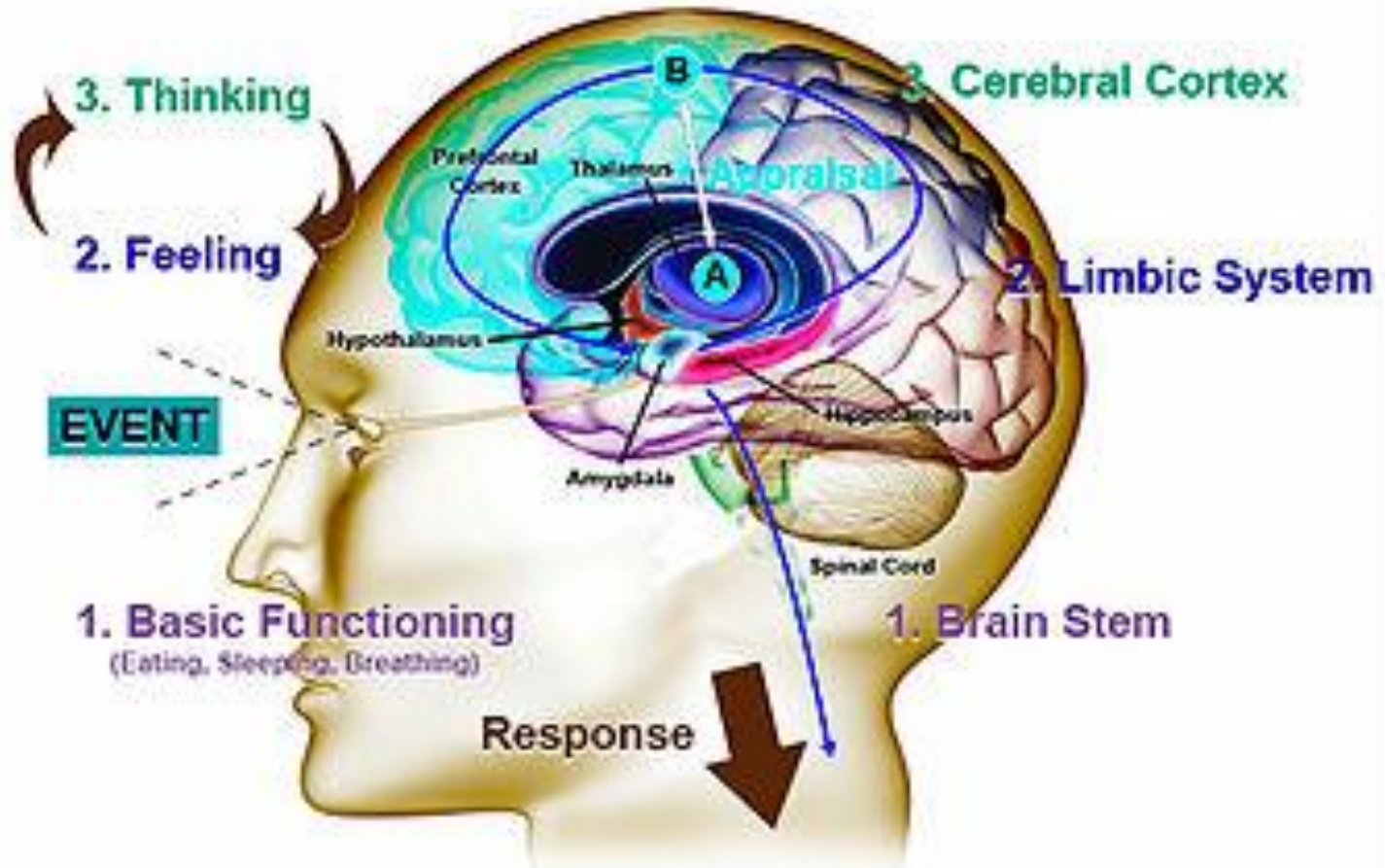
Emotional Intelligence Domains and Competencies

SELF-AWARENESS	SELF-MANAGEMENT	SOCIAL AWARENESS	RELATIONSHIP MANAGEMENT
Emotional self-awareness	Emotional self-control	Empathy	Influence
	Adaptability		Coach and mentor
	Achievement orientation		Conflict management
	Positive outlook	Organizational awareness	Teamwork
			Inspirational leadership

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Emotional Brain

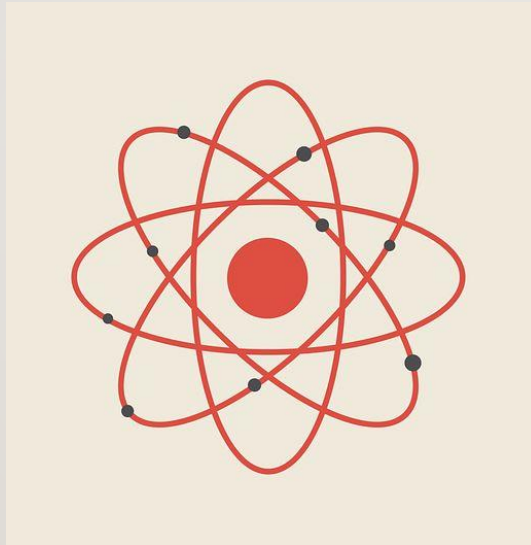


Brain Hormones

TRUST

Feel good chemicals:

Oxytocin
Dopamine
Serotonin
Endorphins



DISTRUST

Amygdala Hijacking:

Cortisol
Catecholamine
Norepinephrine
Testosterone

How Do These Brain Chemicals Impact Relationships?

- The Moment we make eye contact with other people, biochemical reactions are triggered at every level in our bodies.
 - Within 10 feet of a person, we read their energy
- Conversations take place at the chemical level first and fastest.
 - Judgements are made within 0.7 seconds
 - Cortisol or oxytocin may go up
 - Our heart rates change
- It can take up to 2 seconds for a thought to reach the Executive brain for words to form = **GAP**

What Happens in the GAP?



It's the stories in our heads that create the emotions that we feel that impact our actions

**Get a Handle
on your stories!**

Emotional Triggers

A small provocation that can send our emotions spiraling in a direction that we didn't anticipate

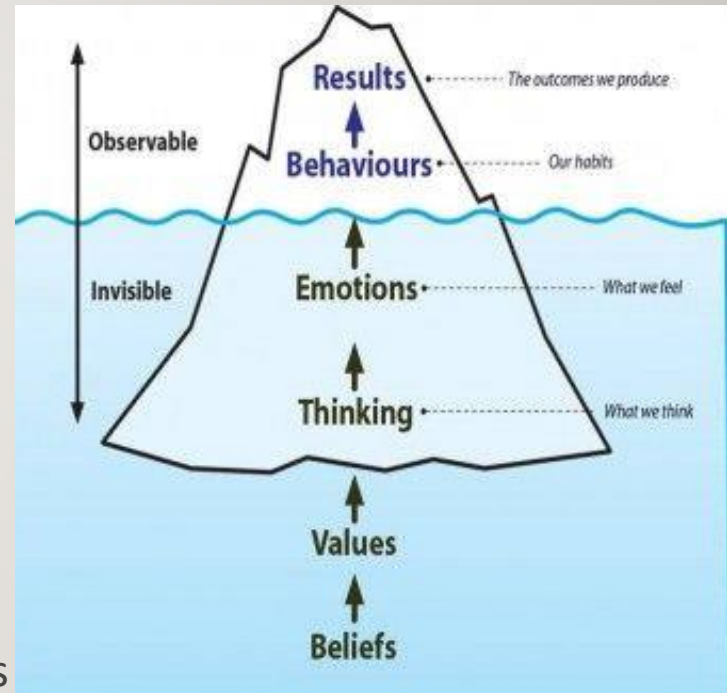
Our beliefs come from external conditioning from the moment of birth

- Generations of family beliefs and traditions
- Societal norms and expectations
- Employer expectations
- Government laws and regulations
- Teachers, religious leaders, friends, and peers

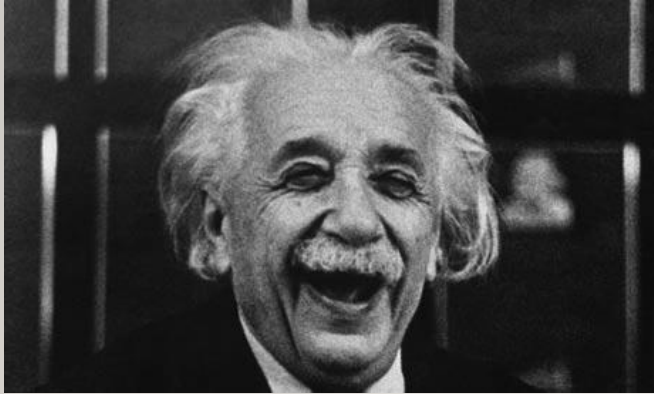
These beliefs turn into values

Values define the way we think with causes our emotions

A triggered emotion can result in behaviors we may regret



The Importance Of Having Solid Core Values



“Try not to become men of success.

Rather, become men of value.”

Albert Einstein

Core Values are like:

- **Anchors** – They hold you steady during rough times
- **Friends** – They stay with you and assure you
- **The North Star** – They are always dependable to guide you
- **A Fresh Wind** – They give you refreshing encouragement

Integrity Scan

- Integrity requires alignment of our values.
- If you behave differently than your core value, you are - **by your own definition** - out of integrity.
- If your behavior contradicts your values – your body knows!
- You can pay the price on a cellular level.
 - **Our bodies manifest the pictures our minds send to them**



Fierce Conversations: Achieving Success at Work & in Live, One Conversation at a time, Susan Scott, 2004 Berkley Book, New York, NY

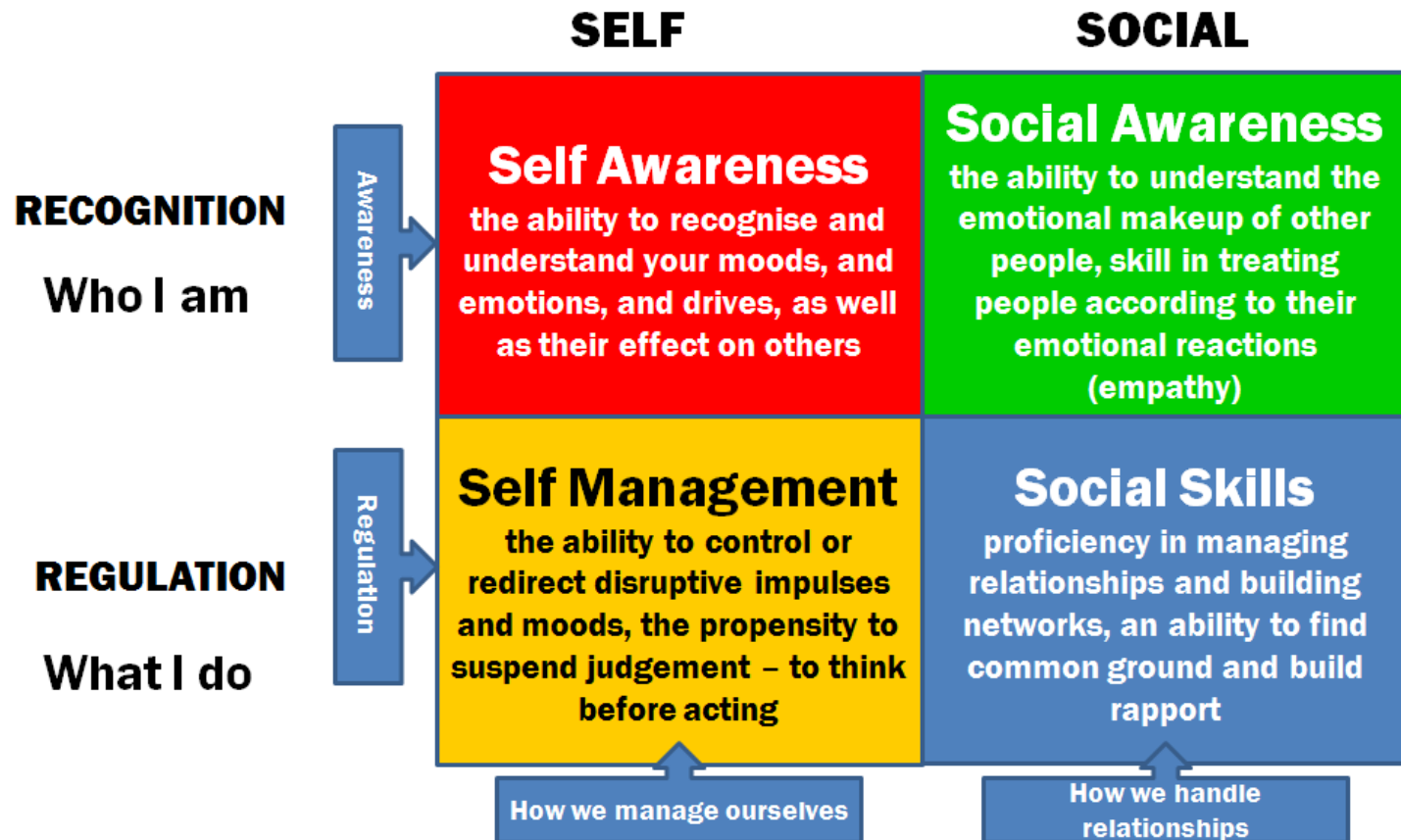
Emotional Intelligence: The Ability To Make Your Emotions Work For You, Not Against You

FEELINGS AND EMOTIONS



EQ: Four Abilities

Emotional Intelligence



Self Awareness



-
- Know thyself! Facing the truth requires honesty and takes courage
 - What are your core values?
 - What makes you happy, angry, sad, etc.
 - Find yourself in movies, books, and music
 - What are your emotional triggers?
 - Ask someone you trust – feedback is a gift
 - How to build more self-awareness
 - Stop believing your emotions are either good or bad
 - Suspend all judgement
 - Keep a journal to track your emotions so you can learn where your triggers are
 - Embrace the pain, don't run away from it. Feel it and ask why?
 - **Spend time in reflection to define your values**

Increase Self-awareness = emotional granularity

This Is How I Feel!

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

Date: _____ Today, the weather was: _____



Today, I felt: _____

I felt this way because: _____

This brought back a memory of: _____

To feel better I will: _____

I am grateful for: _____

Abandoned / Afflicted / Afraid / Aggravated / Aggressive / Amazed / Angry /
Annoyed / Anxious / Appreciative / Apprehensive / Ashamed / Astonished /
Arrogant / Betrayed / Baffled / Bitter / Blue / Bored / Calm / Cheerful / Certain /
Comfortable / Confused / Confident / Content / Compassionate / Cranky / Curious
/ Defensive / Delighted / Depressed / Determined / Disappointed / Disdain /
Disgusted / Displeased / Dissatisfied / Distracted / Distressed / Discouraged /
Disturbed / Eager / Ecstatic / Edgy / Embarrassed / Encouraged / Energetic /
Engaged / Enthusiastic / Envious / Excited / Fascinated / Fearful / Foolish / Fragile /
Friendly / Frustrated / Furious / Glad / Gloomy / Grateful / Great / Grief / Guilty /
Happy / Helpless / Heartbroken / Hopeful / Hungry / Hurt / Inadequate / Insecure /
Inspired / Interested / Intrigued / Irritated / Jealous / Joyful / Lonely / Lost / Loving
/ Lustful / Miserable / Mortified / Motivated / Moved / Negative / Nervous /
Offended / Optimistic / Overwhelmed / Patient / Peaceful / Proud / Rattled /
Regretful / Relaxed / Relieved / Resentful / Sad / Safe / Satisfied / Scared / Secure /
Self-conscious / Self-pity / Shame / Shocked / Sick / Silly / Stressed / Stupid /
Surprised / Suspicious / Sympathetic / Tenacious / Tense / Terrified / Trapped /
Troubled / Trust / Uncomfortable / Unconcerned / Unhappy / Unsettled / Upset /
Victimized / Vital / Vulnerable / Wary / Wistful / Worn out / Worried / Worthless /

Self Management



- You have a choice! Manage your emotions, so they don't manage you
 - What are your emotional triggers?
 - Physical symptoms of emotional hijacking
 - How do you know when someone is violating one of your values?
 - By exercising self-control, you get out of your own way to ensure success
- How to build more self-management
 - Keep a gratitude journal
 - Smile and laugh more
 - Put yourself in time-out
 - Distance recovery
 - Practice good self-care
 - Improve your sleeping, eating habits
 - Breathe more deeply
 - **Visualize success**

The Importance Of Fun And Laughter

“Angels can fly because they take themselves lightly.” ~ G.K. Chesterton

The Nine Benefits of Laughter:

1. Humor combats fear
2. Humor comforts
3. Humor relaxes
4. Humor reduces pain
5. Humor boosts the immune system
6. Humor reduces stress
7. Humor spreads happiness
8. Humor cultivates optimism
9. Humor helps communication

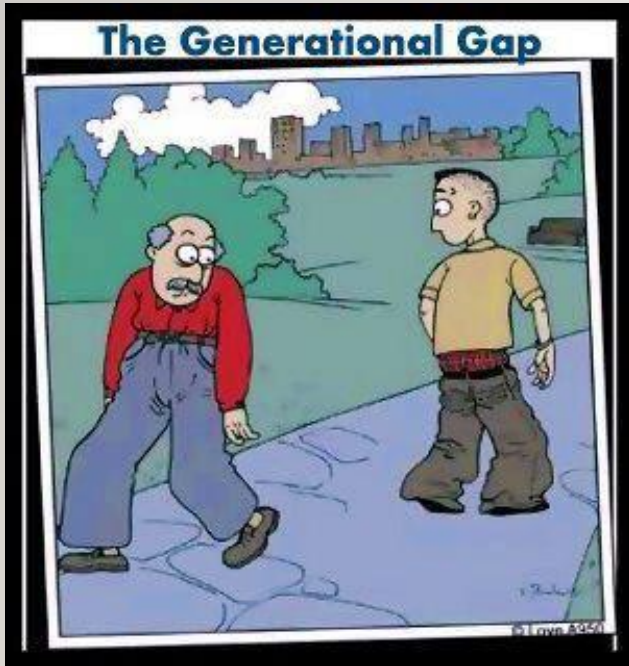


Social Awareness



- Use your “spidy-sense” to read other people, read the room
 - Tune in to the person you are talking with
 - What are they feeling?
 - Tap into your senses
 - Look for body language, facial expressions, posture
 - Listen for tone of voice
 - Trust your intuition
 - What is the temperature of the room (meeting) you just entered?
- How to build more social-awareness
 - Make it a point to remember people’s names
 - Timing is everything
 - Stop taking notes and start observing
 - Not comfortable in social event? – plan ahead
 - **Let go of the past, reserve judgement on the future**
 - Understand the culture

Different People Have Different Needs



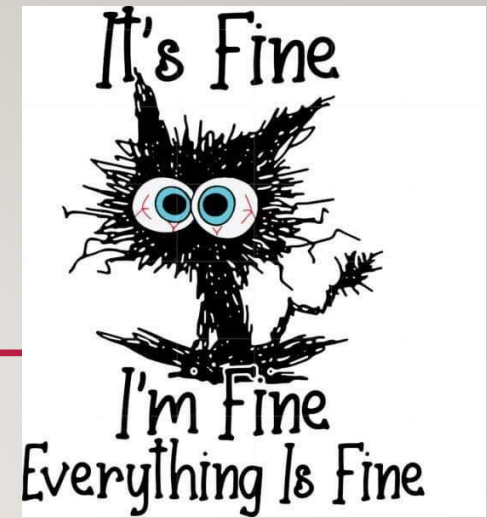
- **Traditionalists:** Need to know their experience and the building blocks they provided are respected.
- **Baby Boomers:** Need to know their experience is valuable and appreciated. They need you to know they are eager to change.
- **Generation X:** Needs to discuss things with you informally. Gen Xers Need to know their resourcefulness and self-reliance are valued.
- **Millennials:** Need you to acknowledge them. Millennials need to know how they're doing and want to know what comes next.
- **Gen 2020 (Z):** Needs your time to listen to them and your time to mentor them.

Social Skills



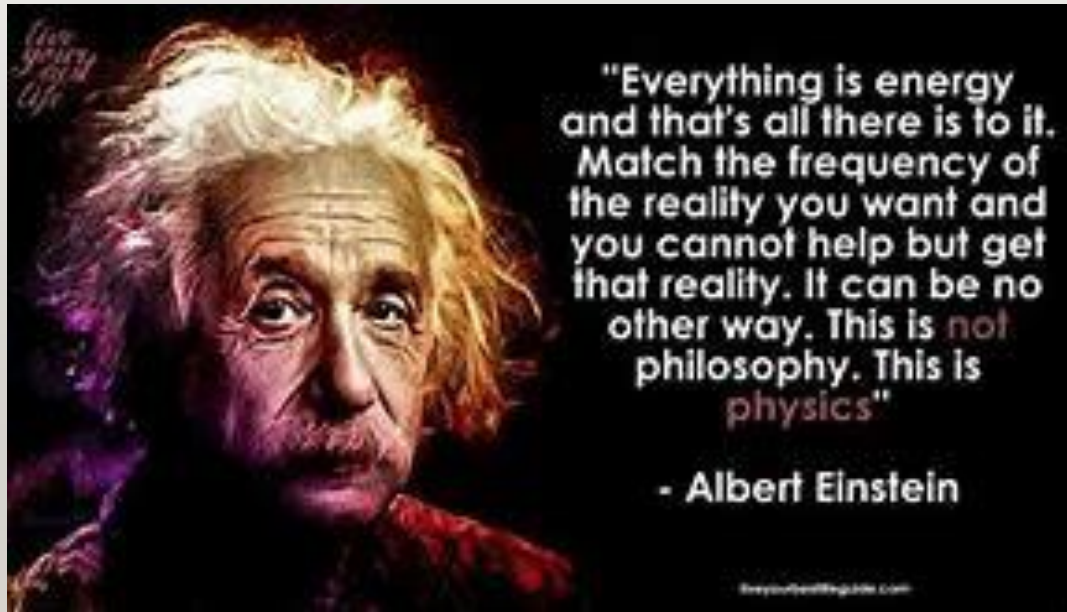
- The outcome of good self-awareness, self-management, and social-awareness
 - All relationships take work including those at work
 - You are 50% of any one-on-one relationship
 - What is your influence on the team?
 - What energy do you bring to the table?
 - Building your reputation/legacy
- How to increase your social skills (improve relationships)
 - Work on your communication styles
 - Crucial conversations
 - Feedback is a gift
 - It is OK to be vulnerable
 - If you care about someone or something – express it
 - **Live true to your values, from a place of integrity**

Eleven Hidden Signs You May Have Low Emotional Intelligence



1. You get overwhelmed easily
2. You struggle to speak up
3. You can't name your emotions
4. You jump to conclusions
5. You hold onto the past
6. You dwell on mistakes
7. You get misunderstood often
8. You don't know your triggers
9. You avoid tough emotions
10. You blame others for your feelings
11. You take things too personally

Increasing Social Skills – Know Your Energy And Feel The Energy Around You



Energy Leadership:

An impactful process that positively influences and changes yourself as a leader, the people you interact with, and the organization you work for.

Two Types Of Energy



Anabolic

Positive
Constructive
Expanding
Fueling
Growth-Oriented
Healing

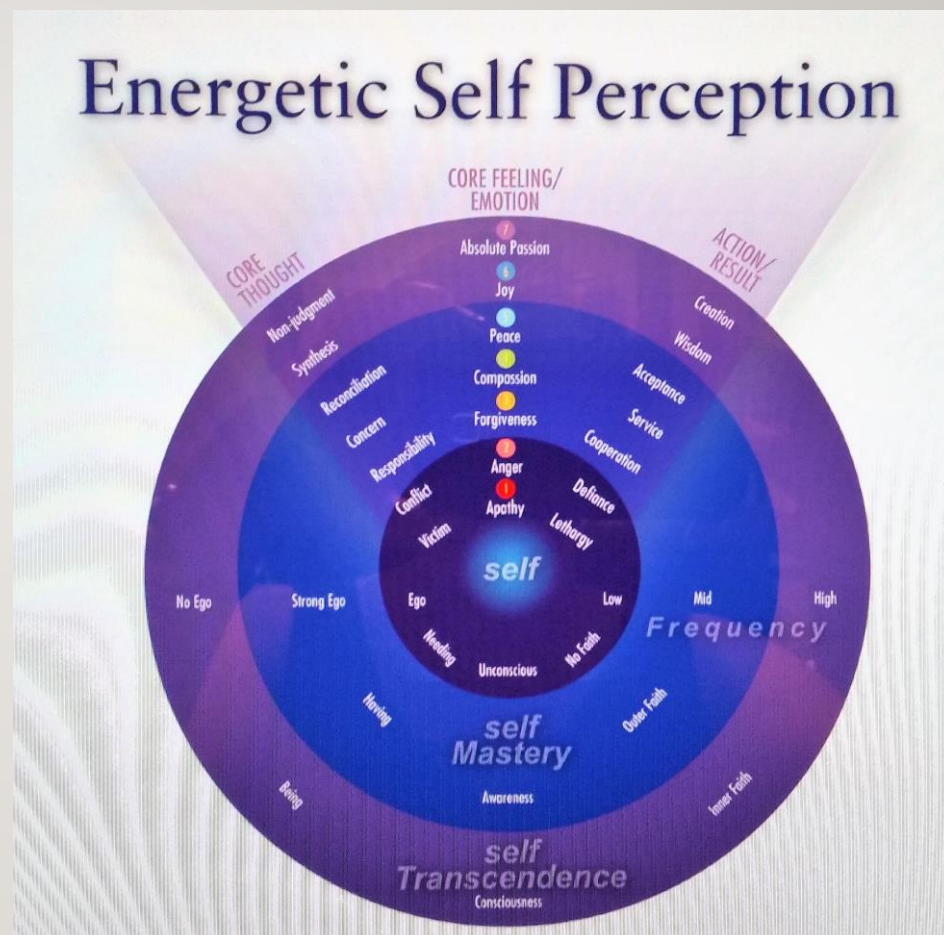


Catabolic

Negative
Destructive
Contracting
Draining
Limiting
Unhealthy

Seven Levels Of Energy From the Two Types

- 1 = Victim = **100%** Catabolic
- 2 = Conflict = **90%** Catabolic
- 3 = Responsibility = Anabolic Begins
- 4 = Concern = **70%** Anabolic
- 5 = Reconciliation = **80%** Anabolic
- 6 = Synthesis = **90%** Anabolic
- 7 = Non-judgment = **100%** Anabolic

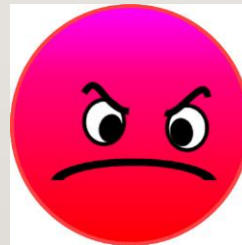


Each Level Of Energy

Level One = Victim Energy

100% Catabolic

- Why does this always happen to me?
 - **Thoughts:** I am not good enough
 - **Feelings:** Worry, doubt, self-defeating, apathy
 - **Actions:** Not following through on tasks/projects, making comparisons with others, complaining, taking things personally



Level Two = Anger

90% Catabolic

- It's all your fault!
 - **Thoughts:** I am better than you!
 - **Feelings:** Anger, frustration
 - **Actions:** Blaming others, acting out in anger, sabotaging others, destruction of work environment

Each Level Of Energy

Level Three = Rationalization

60% Anabolic

- It's all right, it's not as bad as it could be.
- **Thoughts:** Rationalization, it's ok the way it is, don't rock the boat
- **Feelings:** Acceptance, settling
- **Actions:** Doing only what you need to get by, rationalizing away your needs at the expense of others (passive-aggressive behavior).



Level Four = Care/Concern

70% Anabolic

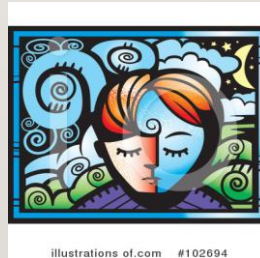
- What can I do to serve?
- **Thoughts:** I put others before myself
- **Feelings:** Empathy, Care, Concern
- **Actions:** Working extra shifts or staying late because the patient needs you, the team needs you, your family needs the extra money

Each Level Of Energy

Level Five = Reconciliation

80% Anabolic

- Thank you for the opportunity!
- **Thoughts:** I know my job well and feel confident in what I do, everything is a learning experience
- **Feelings:** Confidence, self-worth, authenticity
- **Actions:** Efficient and effective work processes, getting along well with others, able to build trusting relationships, goal-driven



Level 6/7 = Synthesis Nonjudgement

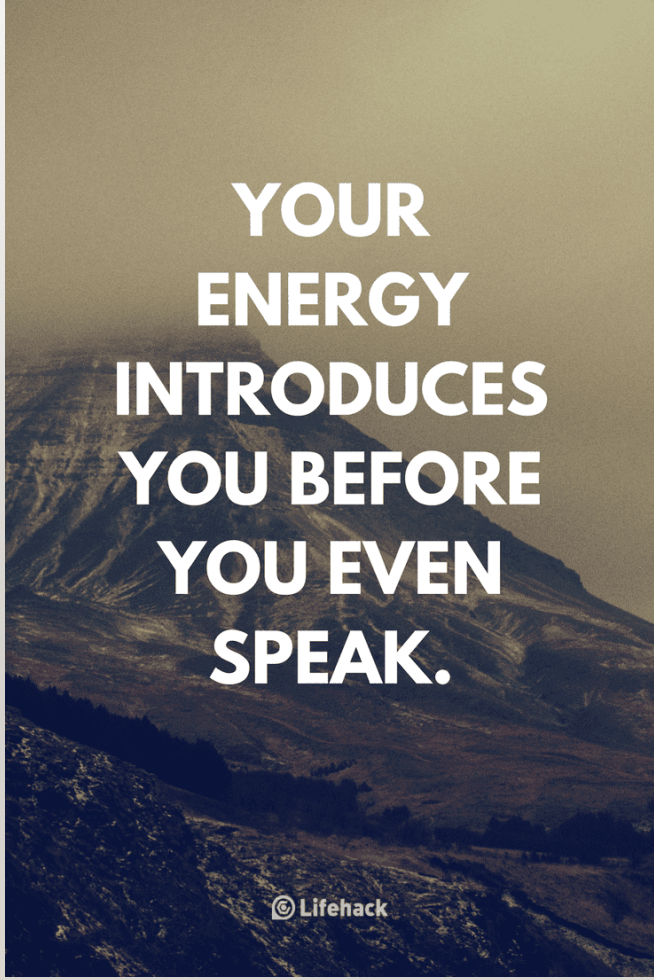
90 – 100% Anabolic

- This happened for a reason!
- **Thoughts:** I have everything I need
- **Feelings:** Joy, happiness, effortlessness
- **Actions:** Often receive inspiration for different ways to achieve results, synergistic partnerships

Will You Work An Extra Shift?

The 7 Levels In Action

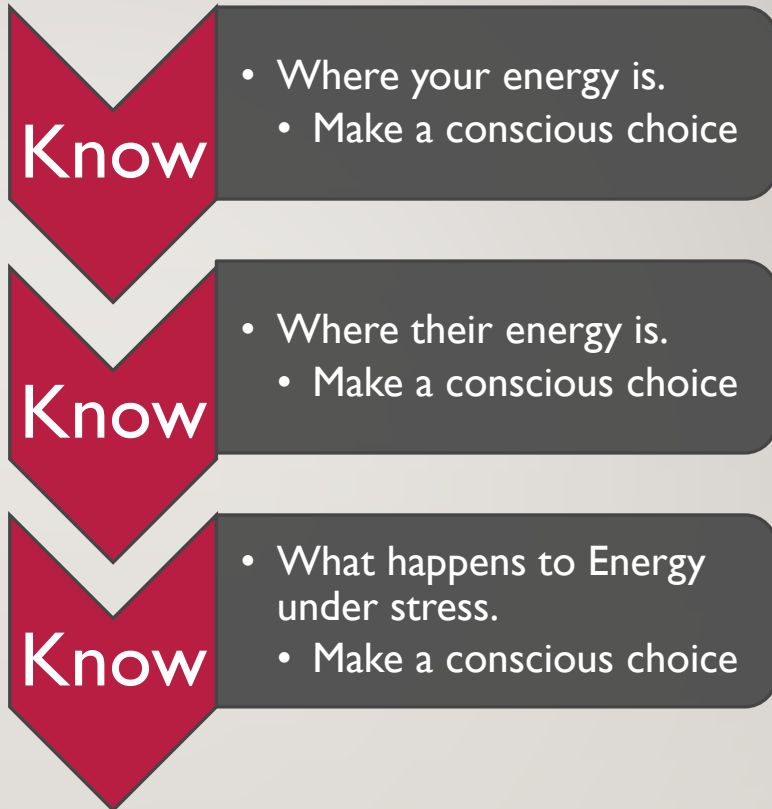
1. Why are you always picking on me?
2. It's Sally's turn to work!
3. I guess it's OK, I don't mind working extra.
4. My patients need me, I'll be there!
5. I enjoy the work and it fulfills me.
6. I experience joy knowing that my work saves lives.
7. What is work?



**YOUR
ENERGY
INTRODUCES
YOU BEFORE
YOU EVEN
SPEAK.**

© Lifehack

How can
Energy
Leadership
make you a
better leader?



Communication That Improves Social Skill

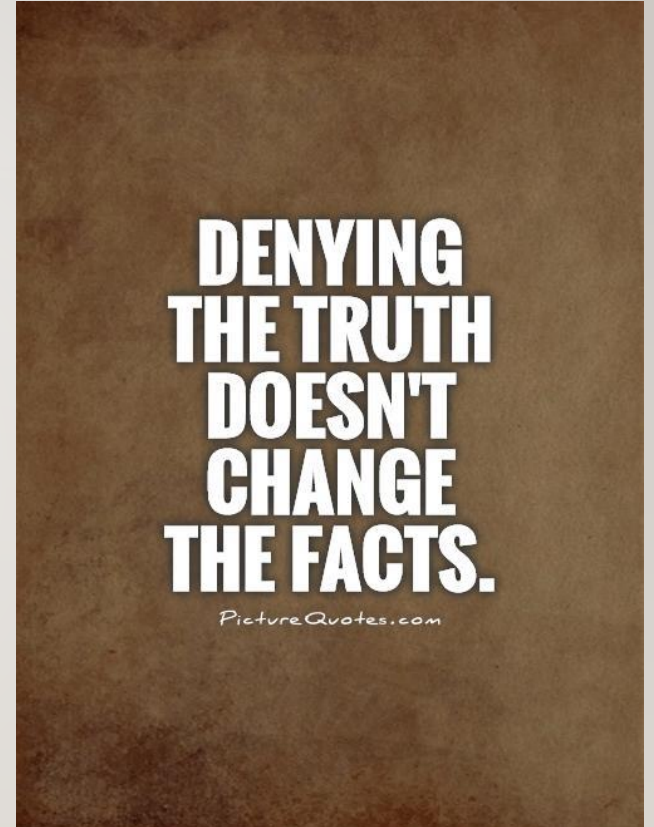
Transparency: Shine a light on fear

Relationship: Connect and engage

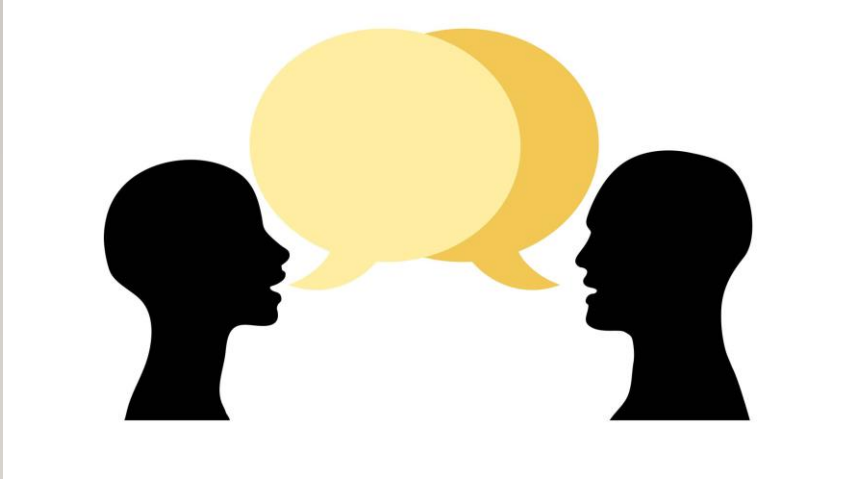
Understanding: Talk openly about needs and aspirations. Be inclusive!

Shared Success: Reduce your attachment to being right. Shift to being curious.

Tell The Truth: Test perceptions and release judgment



Conversational Intelligence



Be mindful of your conversations and the emotional content you bring.

- **Conversations have the ability to trigger emotional reactions.**

Remember the words we use in our conversations are rarely neutral

- **A single word can signal both trust and distrust.**

Speak With Emotional Intelligence

- “We’ll get through this together”
- “How are you feeling?”
- “Here’s what I heard you say”
- “Walk me through what has happened”
- “Let’s up our heads together”
- “I’m sorry”
- “We better change course”
- “Tell me more about your concerns”
- “Let’s take a breather”
- “How can I help?”

Emotionally intelligent language lowers defensiveness before it raises clarity – once people feel assured, they are not getting attacked, they become more open to truth, accountability and collaboration

High-EQ communication often sounds slower than low-EQ communication – Emotional Intelligence often shows up as an intentional slower pace to create emotional space.

Speak With Emotional Intelligence

A lot of trust is built through ordinary, low-drama moments – Some phrases may seem small, like checking on a loved one's birthday, ballgame, or health, but it signals something powerful: I see you as a person, not just a function. That's how relational trust gets built over time.

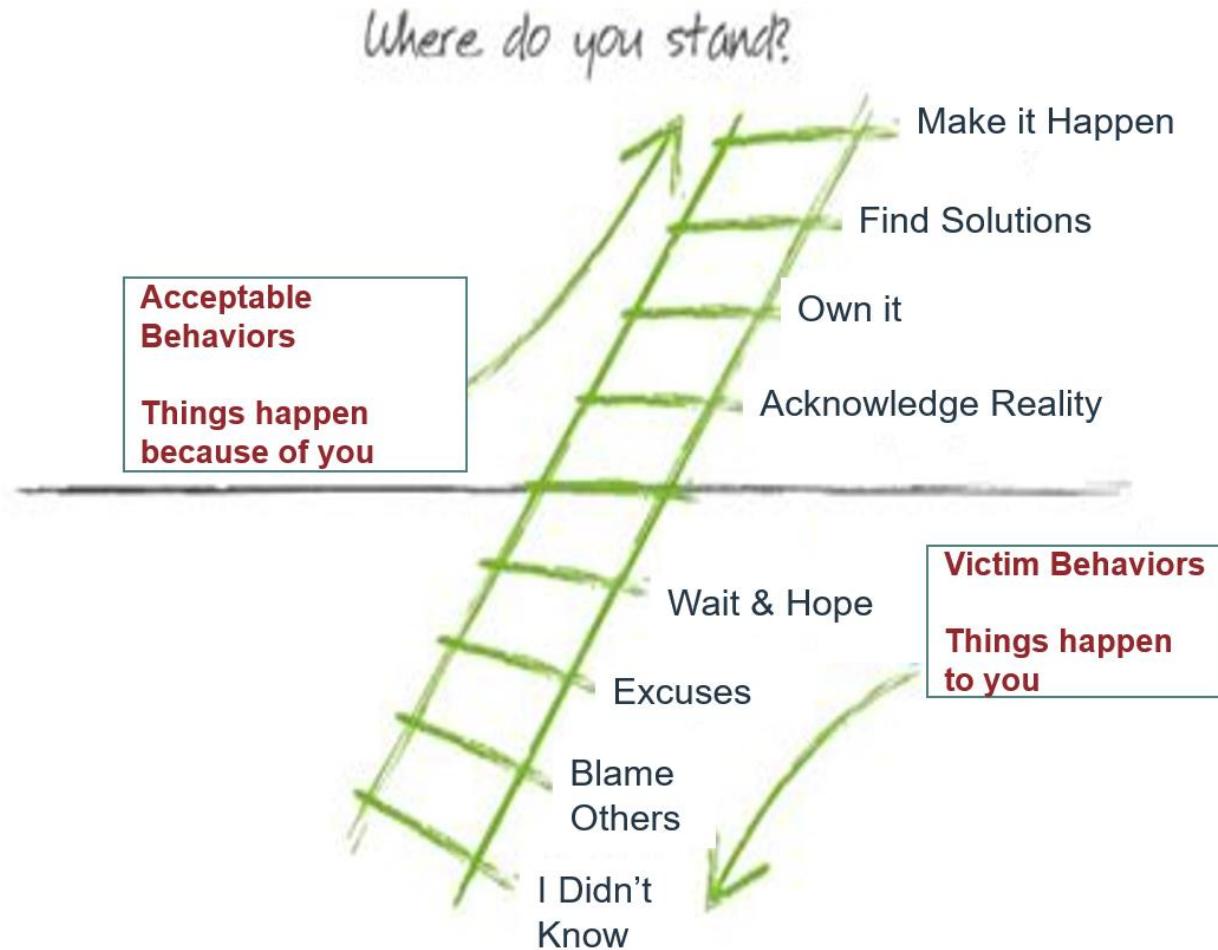
- “Here’s why I made that decision”
- “Let’s talk about this”
- “I’m proud of my effort”
- “How was your kid’s birthday?”
- “I was wrong”
- “Great job!”
- “I feel....”
- “Thank you”
- “I’d love your input”
- “I’m interested in what you think”

Accountability
and
Social Skill

**HOLDING YOUR TEAM
ACCOUNTABLE ISN'T
AN EXERCISE IN
CONTROL.**

**IT'S AN EXERCISE IN
EMPOWERMENT.**

The Accountability Ladder



The Oz Principle: Getting Results Through Individual and Organizational Accountability. Connors, Smith, Hickman, 1994

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Trust and Social Skill ~ The One Thing That Changes Everything



What Exactly is Trust?

Trust is the function of two things: Character and Competence

Character: Is a constant. It is necessary for trust in any circumstance.

Your integrity

Your motive

Your intent with people

Competence: Is situational. It depends upon what the circumstances require.

Your capabilities

Your skills

Your results

Your track record

“The difficult things that we go through with the important people in our lives can become fertile ground for the growth of enduring trust – trust that is actually stronger because it’s been tested and proved through challenge.”

~ Stephen MR Covey *The Speed of Trust: The One Thing That Changes Everything*, 2006

The Tree of Trust

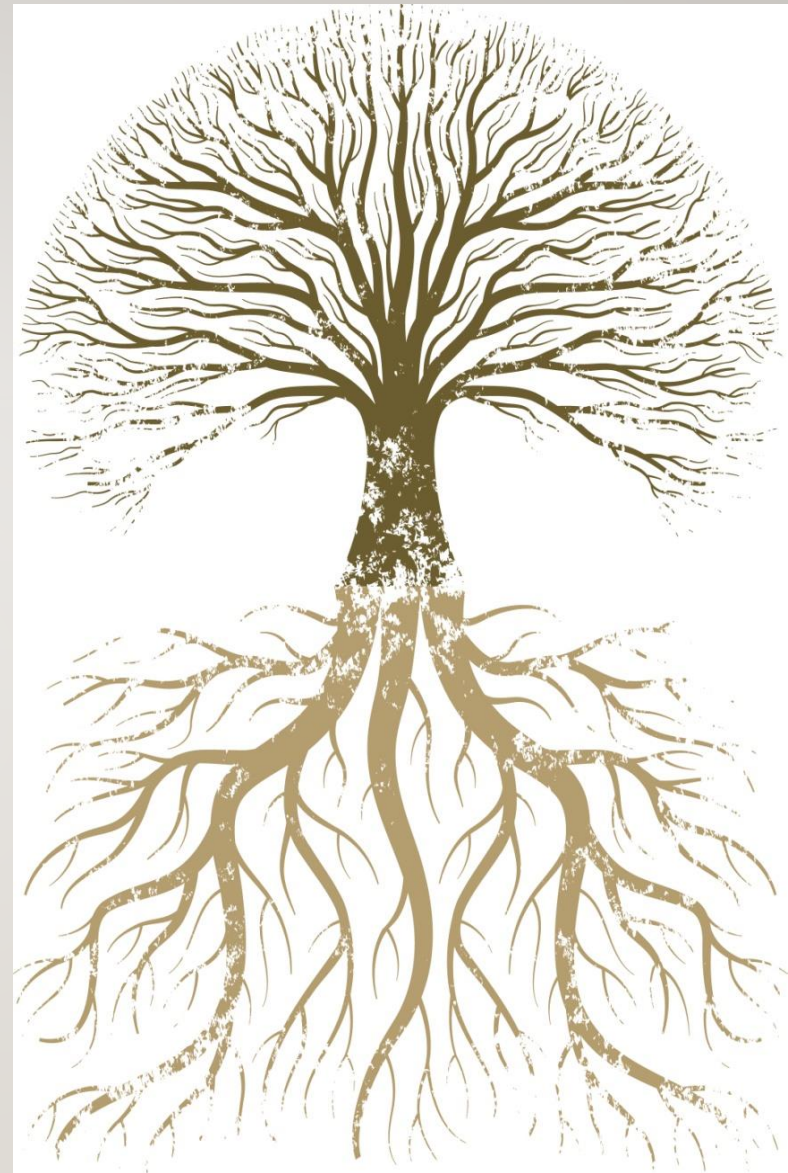
Competence = Branches

- Results
- Capabilities

Intent = trunk

Character = Roots

- Integrity
- Motive



The Speed of Trust. The One Thing That Changes Everything, Stephen M.R. Covey, 2006

13 Behaviors That Build Trust

1. Talk Straight
2. Demonstrate Respect
3. Create Transparency
4. Right wrongs
5. Show Loyalty
6. Deliver Results
7. Get Better
8. Confront Reality
9. Clarify Expectations
10. Practice Accountability
11. Listen First
12. Keep Commitments
13. Extend Trust

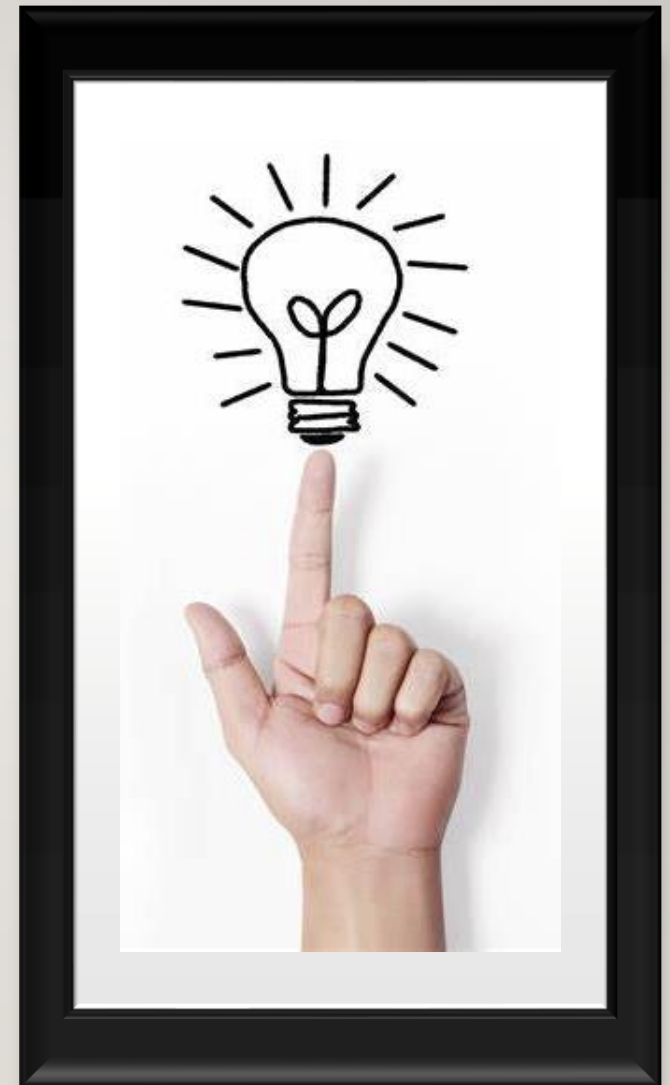
The Good News: You Can Improve Your Emotional Intelligence!



- Focus on one of the four categories and choose which area you want to improve
- Don't give into your moods – both good or bad
- Resolve to under-react to situations
- Make every encounter a learning one

Highlights From Presentation To Improve Emotional Intelligence:

- Get a handle on the stories in you head to minimize emotional triggers
- Identify you Core Values so you can make decisions from a place of integrity
- Become more self-aware by keeping an emotional journal – **“When you get furious, get curious”**



Highlights From Presentation To Improve Emotional Intelligence:



- Improve your self management by not taking yourself or events too seriously
- Increase your social awareness by embracing diversity
- Improve your social skills by:
 - Knowing your energy level and the levels of energy around you

Highlights From Presentation To Improve Emotional Intelligence:

- Improve your social skills by:

 - Being mindful of your communication skills
 - Holding yourself and others accountable
 - Build trust in your relationships and know how to rebuild trust when it has been lost
 - Be the person people like to hang out with by:
 - Having fun and increasing laughter
 - Reducing your stress and practicing gratitude
 - Sometimes it is better to be kind than right



You Are Being Watched!

Your Behavior Is The Culture!



Kindness trumps everything. Kind people are magnets for all of the good things in life.



OBJECTIVES

- **Understand** the impact of Emotional Intelligence and how it can increase your success
- **Describe** the four categories of Emotional Intelligence
- **Learn** how to apply Emotional Intelligence skills to enhance your success both inside and outside of work



**“Success is never final. Failure is never fatal.
It’s courage that counts.” ~ Winston Churchill**



Thank you! patty@thelableadercoach.com