

Emotional Intelligence

Emotional Intelligence

The ability to

- Recognize, understand, manage our own emotions
- Recognize, understand, influence the emotions of others

RECOGNITION

SELF

SELF
AWARENESS

SOCIAL

SOCIAL
AWARENESS

REGULATION

SELF
MANAGEMENT

RELATIONSHIP
MANAGEMENT

Agenda

- Emotional Intelligence - Overview
- The Brain
- Emotions
- Self Awareness / Self Management



EMOTION = SITUATION * INTERPRETATION

if the interpretation is negative,
the emotion is negative!



Technical know-how

Analytical skills

High concentration

Intense focus

Styles and patterns

Excellent memory

Motivational

Reflective & Self aware

Relationship management

Organizational Dynamics

Socially aware

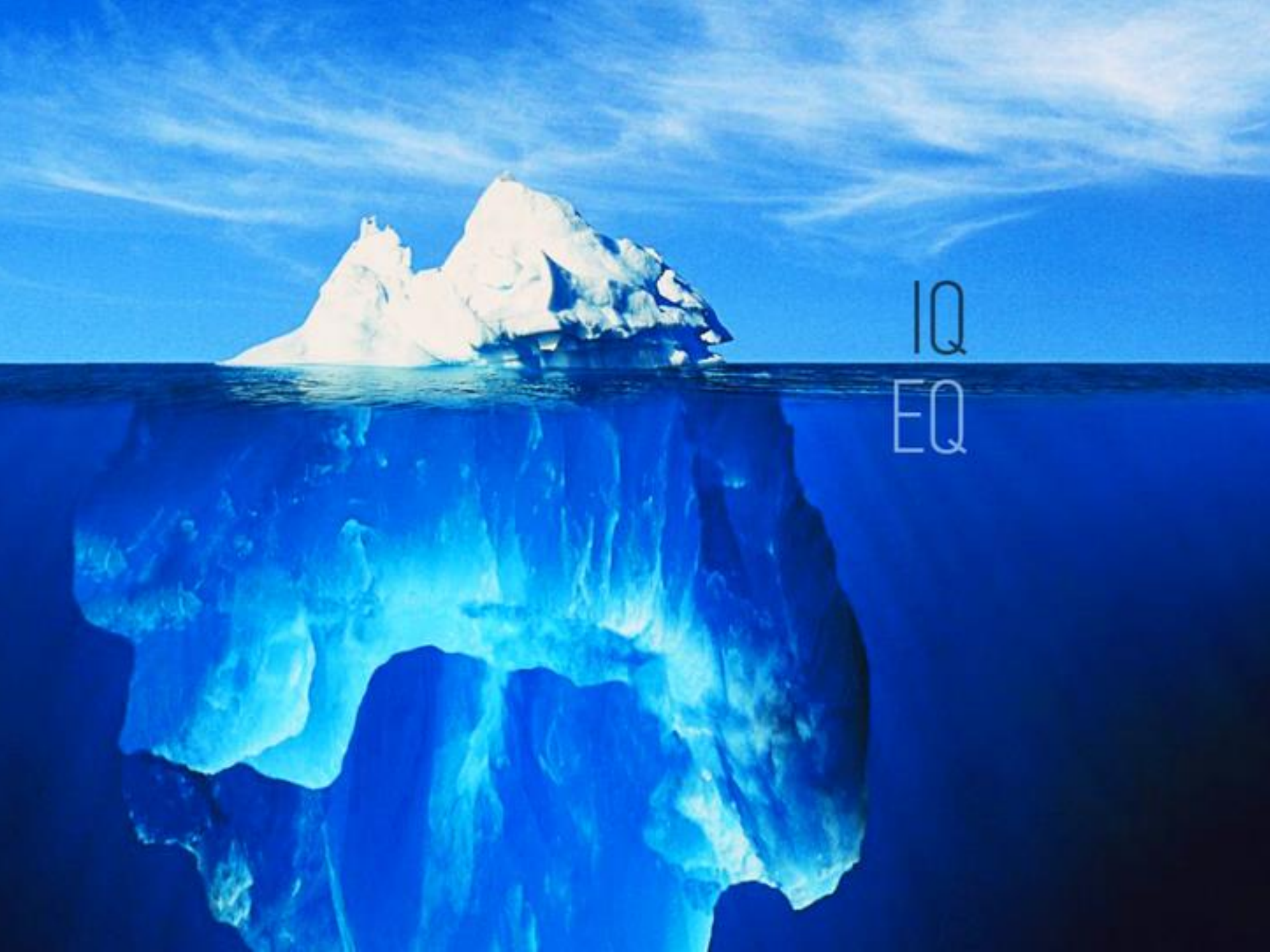
Empathetic

What Predicts Success?

1. Persistence /
Continually improve performance
2. Persuasion
3. Proactivity / Self-confidence
4. Conceptual thinking
5. Analysis/Logic

EQ

IQ



IQ

EQ



90%

*of top performers
have high EQ*



EQ is responsible for

58%

*of your job
performance*



Neocortex

The part of the brain most recent in evolution is associated with complex thought

Prefrontal Lobes

The brain's executive center: integrates information from all parts of the brain and makes decisions to act

Brain Stem

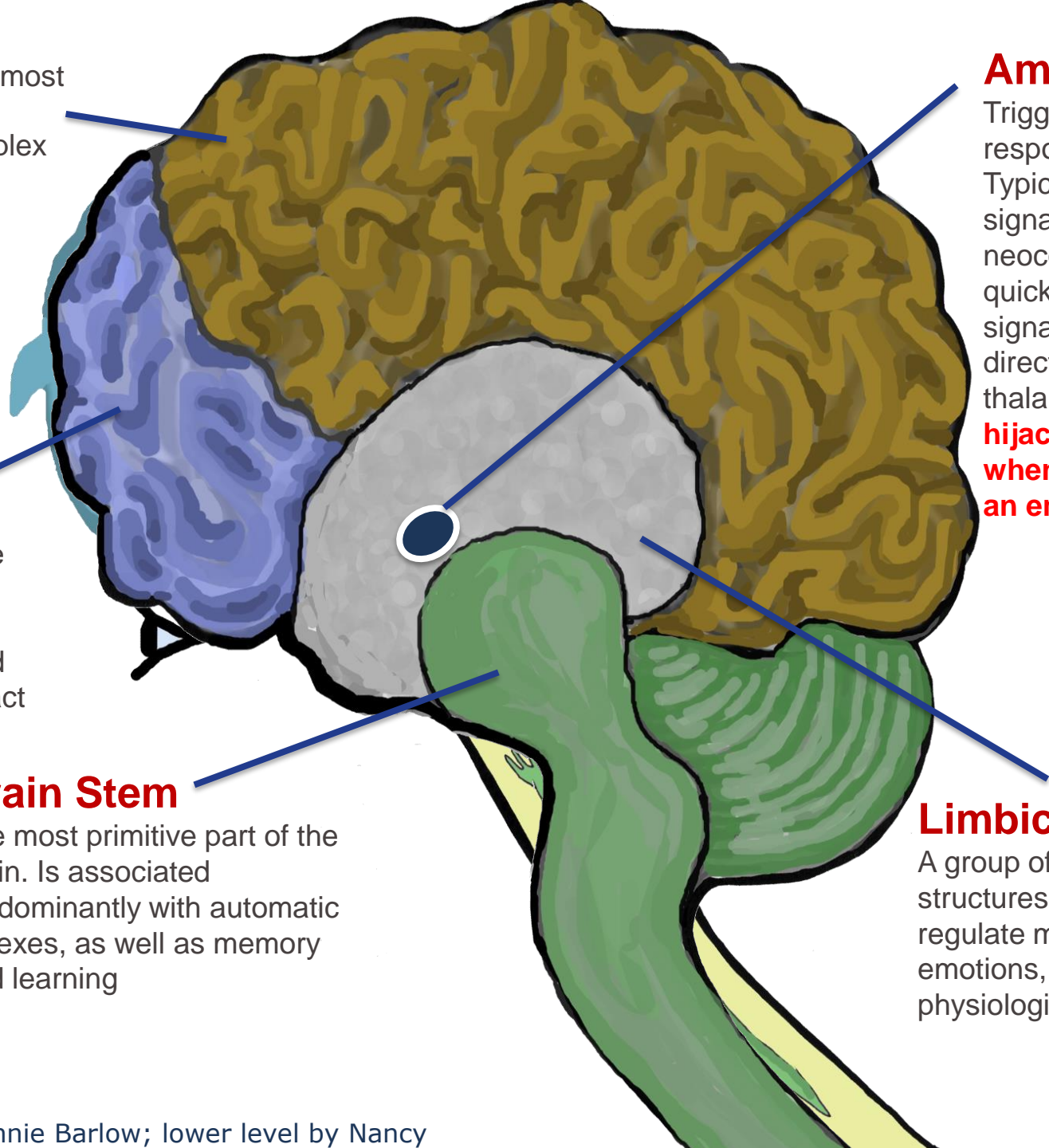
The most primitive part of the brain. Is associated predominantly with automatic reflexes, as well as memory and learning

Amygdala

Triggers emotional responses. Typically gets signals from the neocortex, but a quicker and fuzzier signal comes directly from the thalamus. **Can hijack the brain when it perceives an emergency**

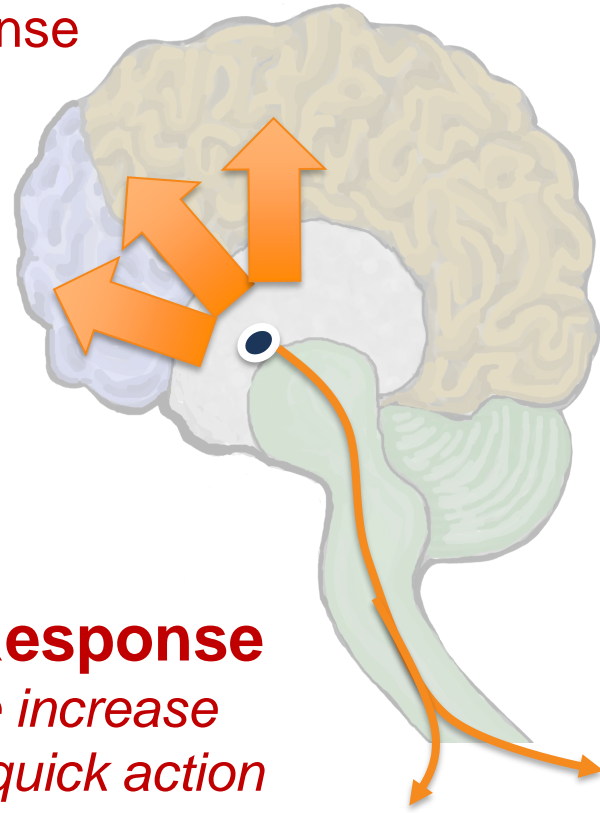
Limbic System

A group of brain structures that together regulate motives, emotions, memory, and physiological processes.



Results of an Amygdala Hijack

- Heightens sensory acuity
- Stop complex thought
- Triggers knee-jerk automatic response



Fight, Flight or Freeze Response

- *Heart rate & blood pressure increase*
- *Large muscles prepare for quick action*

perfect reaction for situations like this:



powerful

SURVIVAL MECHANISM

21st Century Saber Tooth Tigers

A man in a dark suit, white shirt, and red tie is riding a large, orange-brown saber-toothed tiger. The tiger is in a pouncing or running pose, with its front paws raised and its mouth open, showing sharp teeth. The background is a light, hazy blue with some faint, darker blue shapes that could be rocks or trees. The overall image has a soft, painterly quality.

- Condescension
- Feeling Unappreciated
- Feeling Unheard
- Unfair Treatment
- Unfair Blaming

HOUSE
[HTTPS://WWW.ETSY.COM/SHOP/SH](https://www.etsy.com/shop/SH)

Results of an Amygdala Hijack

Decrease in working
memory

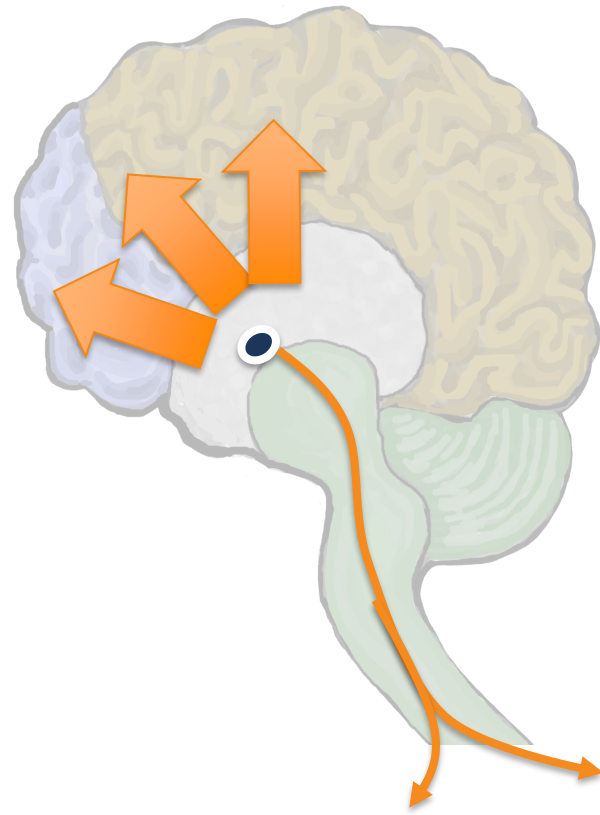
***..and it lasts for 18
minutes!***

Toxicity

Chemicals released
into bloodstream.

***It takes 3 to 4 hours for the
blood to clear!***

Brain neurons erode



You know you've been triggered when...

- Feels sudden or “unexpected”
- Feel a “loss of control”—Fight, flight or freeze
- Blaming, judgmental thoughts
- Shallow breathing, rapid heartbeat
- Some sense of regret may occur later
- The “adult version” of you has left the room!

Rational thinking

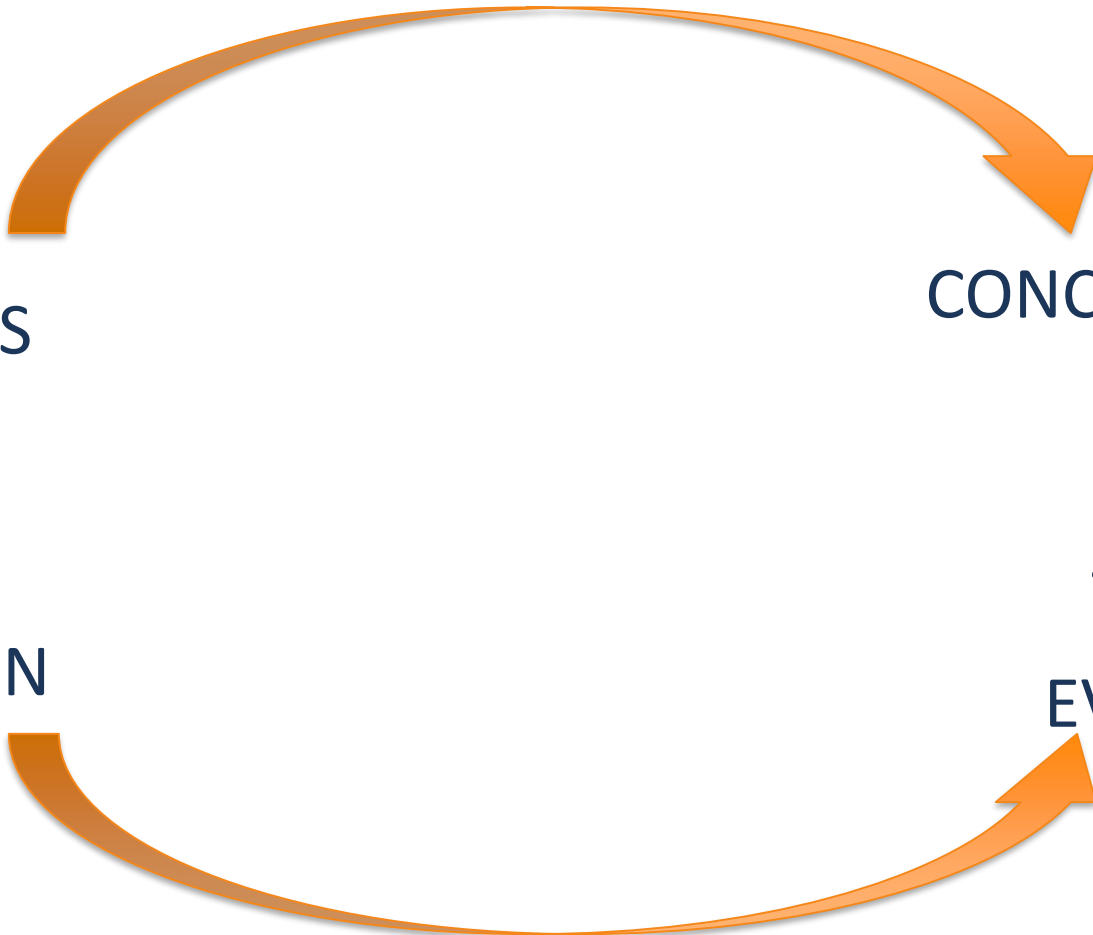
TRUTHS
EVIDENCES
FACTS

CONCLUSION

CONCLUSION

TRUTHS
EVIDENCES
FACTS

Emotional thinking



The bird flu epidemic is expected to hit your town and it is estimated that 600 people will die. Which if the following two drugs, A or B, will you recommend to combat the epidemic, given the following information?

 If Drug A is used: 200 will be saved

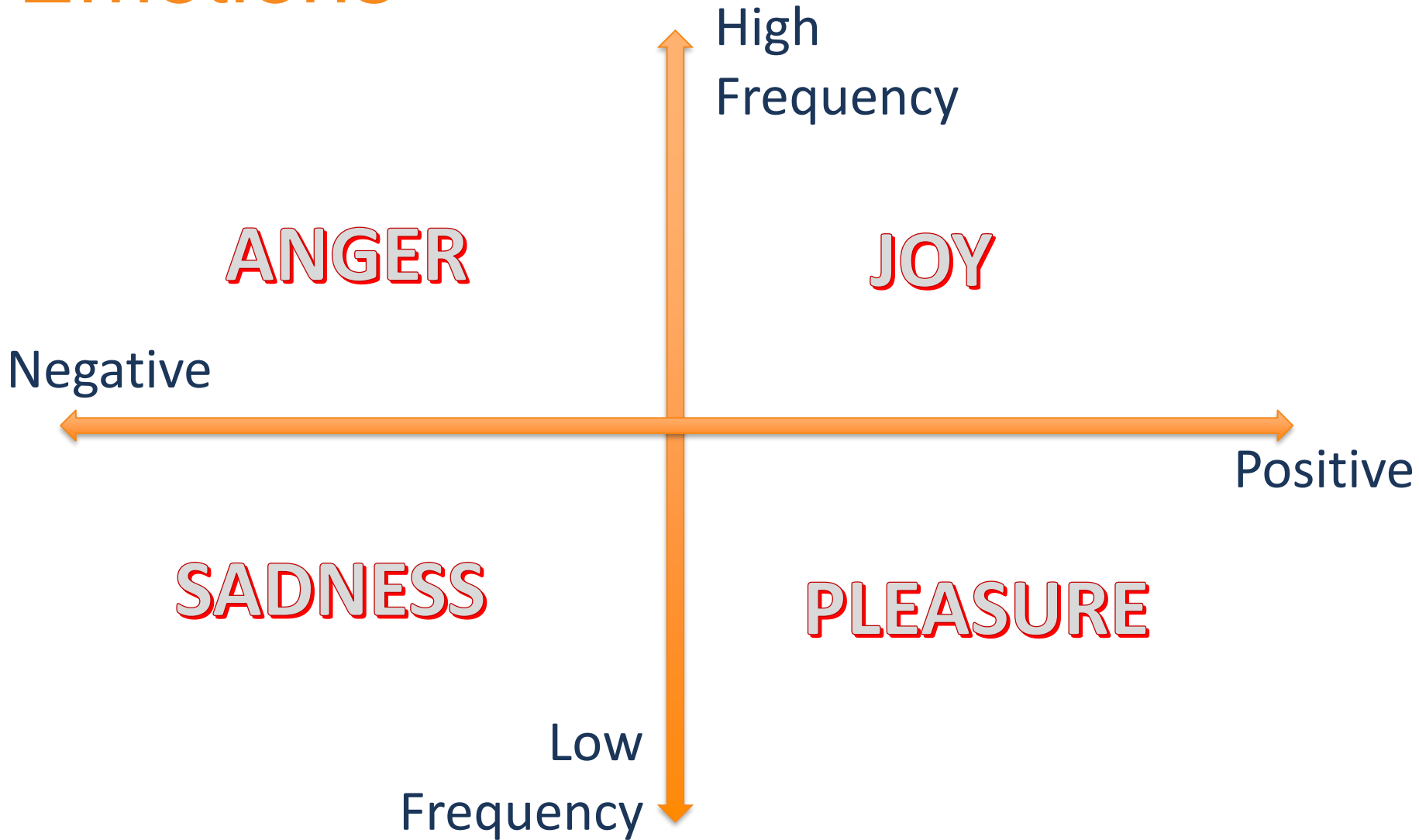
B. If Drug B is used: $\frac{1}{3}$ chance that all 600 will be saved, and $\frac{2}{3}$ chance that nobody will be saved

The bird flu epidemic is expected to hit your town and it is estimated that 600 people will die. Which if the following two drugs, C or D, will you recommend to combat the epidemic, given the following information?

C. If Drug C is used: 400 will die

 If Drug D is used: $\frac{1}{3}$ chance that nobody will die, and $\frac{2}{3}$ chance that 600 will die.

Emotions

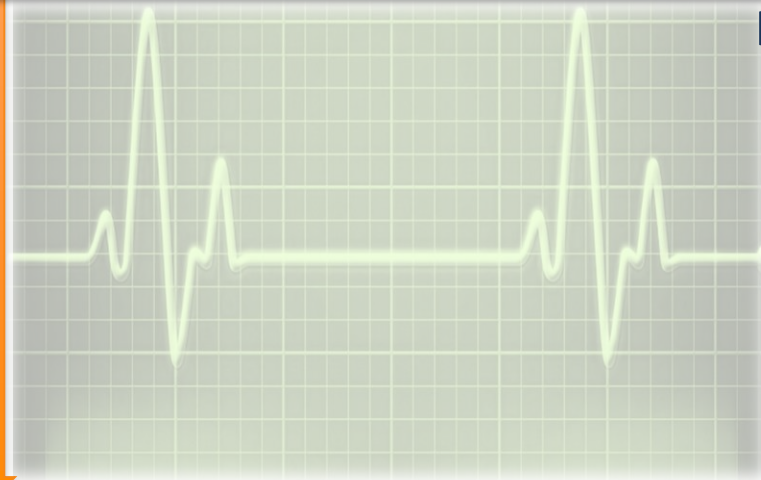


High
Frequency



Low
intensity

High
Intensity



Low
Frequency

Core Emotions



AFRAID



ANGRY



HAPPY



SAD



ASHAMED



HAPPY

Glad
Contented
Pleasant
Tender
Pleased
Mellow

Cheerful
Gratified
Good
Relieved
Satisfied
Glowing

Elated
Excited
Overjoyed
Thrilled
Exuberant
Ecstatic
Fired up
Passionate

Intensity of feelings

SAD



Unhappy
Moody
Blue
Upset
Disappointed
Dissatisfied

Heartbroken
Somber
Lost
Distressed
Let down
Melancholy

Depressed
Agonized
Alone
Hurt
Dejected
Hopeless
Sorrowful
Miserable

Intensity of feelings



ANGRY



Perturbed
Annoyed
Uptight
Resistant
Irritated
Touchy

Upset
Mad
Defended
Frustrated
Agitated
Disgusted

Furious
Enraged
Outraged
Boiling
Irate
Seething
Loathsome
Betrayed

Intensity of feelings





AFRAID

Cautious
Nervous
Worried
Timid
Unsure
Anxious

Apprehensive
Frightened
Threatened
Insecure
Uneasy
Intimidated

Terrified
Horrificed
Scared stiff
Petrified
Fearful
Panicky
Frantic
Shocked

Intensity of feelings

ASHAMED



Bashful	Apologetic	Sorrowful
Ridiculous	Unworthy	Remorseful
Regretful	Sneaky	Defamed
Uncomfortable	Guilty	Worthless
Pitied	Embarrassed	Disgraced
Silly	Secretive	Dishonored
		Mortified
		Admonished

Intensity of feelings →



Increasing Self-Awareness

- Self-assessments
- Feedback – *on-going*
- Self-observations – *without judgment*
 - Pay attention to situations that bring out a physical reaction in you
 - Look for links between your behaviors, situations and feelings
- Name your emotions
- Make a list of your strengths and relative weaknesses across all aspects of your life – look for examples to evaluate realism of assessment

Self-Awareness Strategies

1. Quit treating your feelings as Good or Bad
2. Observe the ripple effect from your emotions
3. Lean into your discomfort
4. Feel your emotions physically
5. Know who and what pushes your buttons
6. Watch yourself like a hawk
7. Keep a journal about your emotions
8. Don't be fooled by a bad mood
9. Don't be fooled by a good mood, either
10. Stop and ask yourself why you do the things you do
11. Visit your values
12. Check yourself
13. Spot your emotions in books, movies, and music
14. Seek feedback
15. Get to know yourself under stress

Emotional Self-Control

- Controlling impulses
- Delaying gratification



**Circle of
control**



**Circle of
concern**

Frustration



Anger/
Sadness

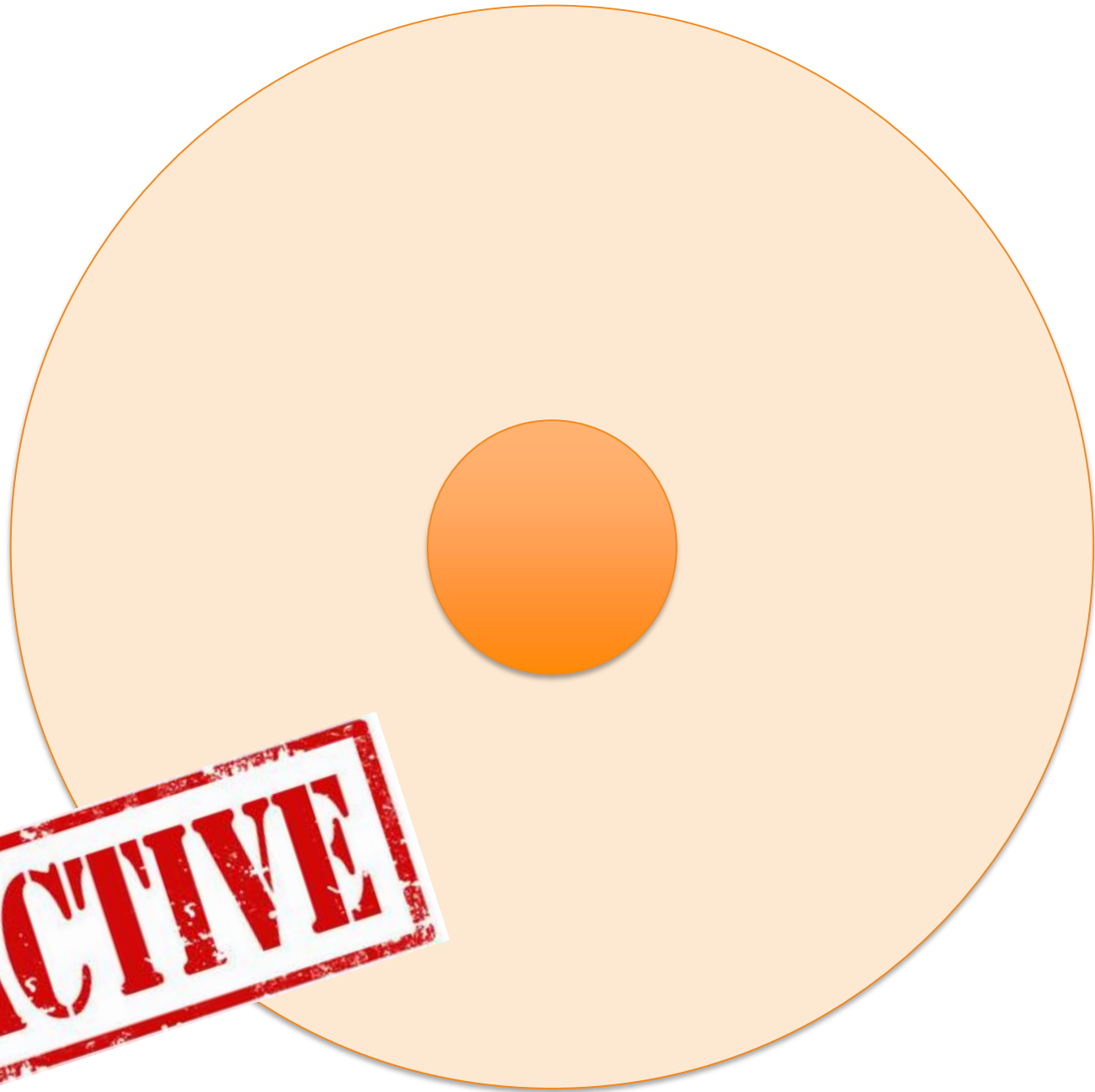


Who is
to blame?



Punishment
scene

REACTIVE



NO
Frustration



Imperfect
solutions



Better
tomorrow



PROACTIVE

Frustration

=

Expectation - Reality

Thinking patterns

Are You a Positive or Negative Thinker?

https://www.mindtools.com/pages/article/newTCS_89.htm



Emotional Self-Control

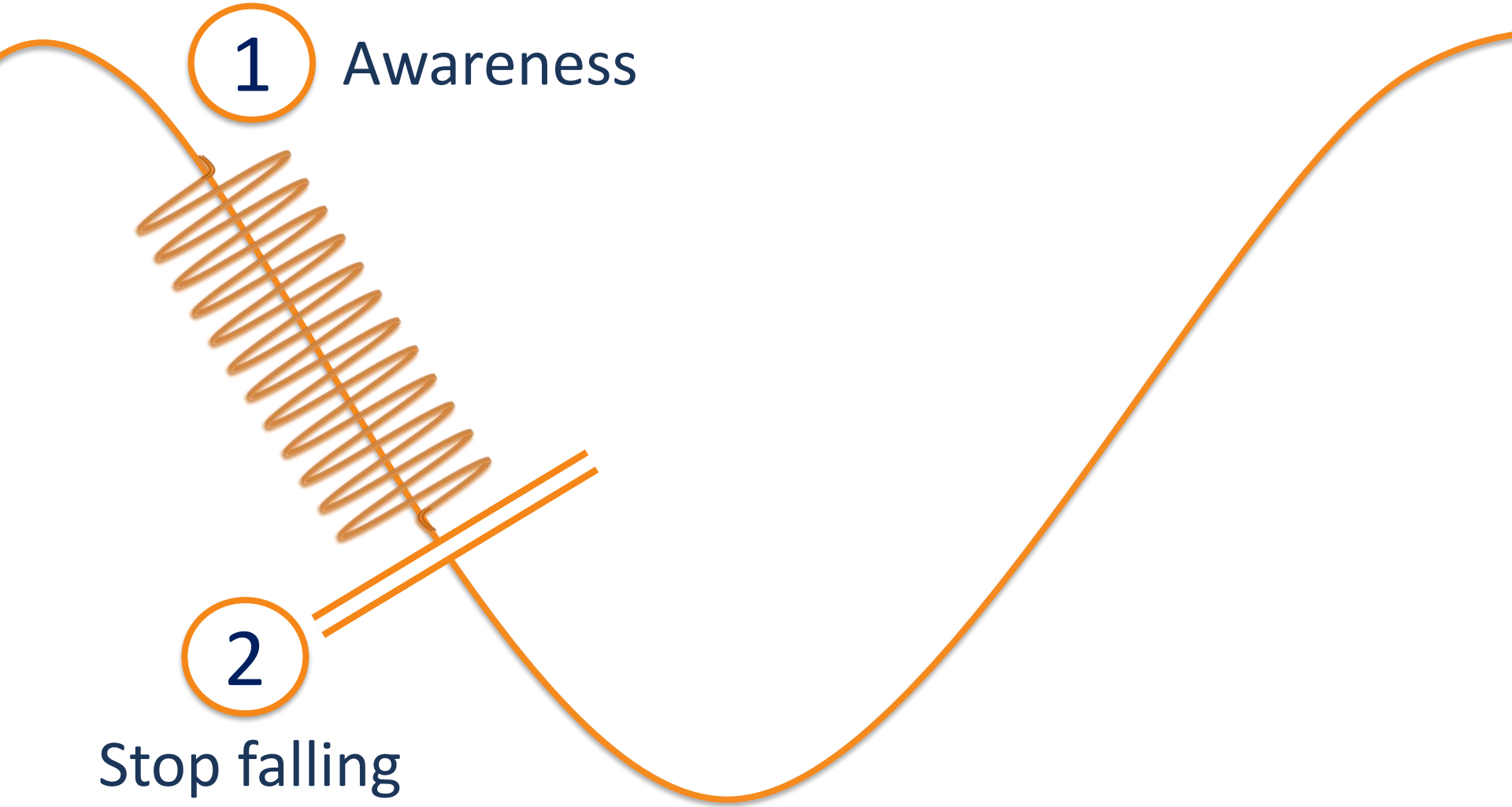
- Under stress
 - Recognize hijack
 - Have ways to calm down
- When everything is going well

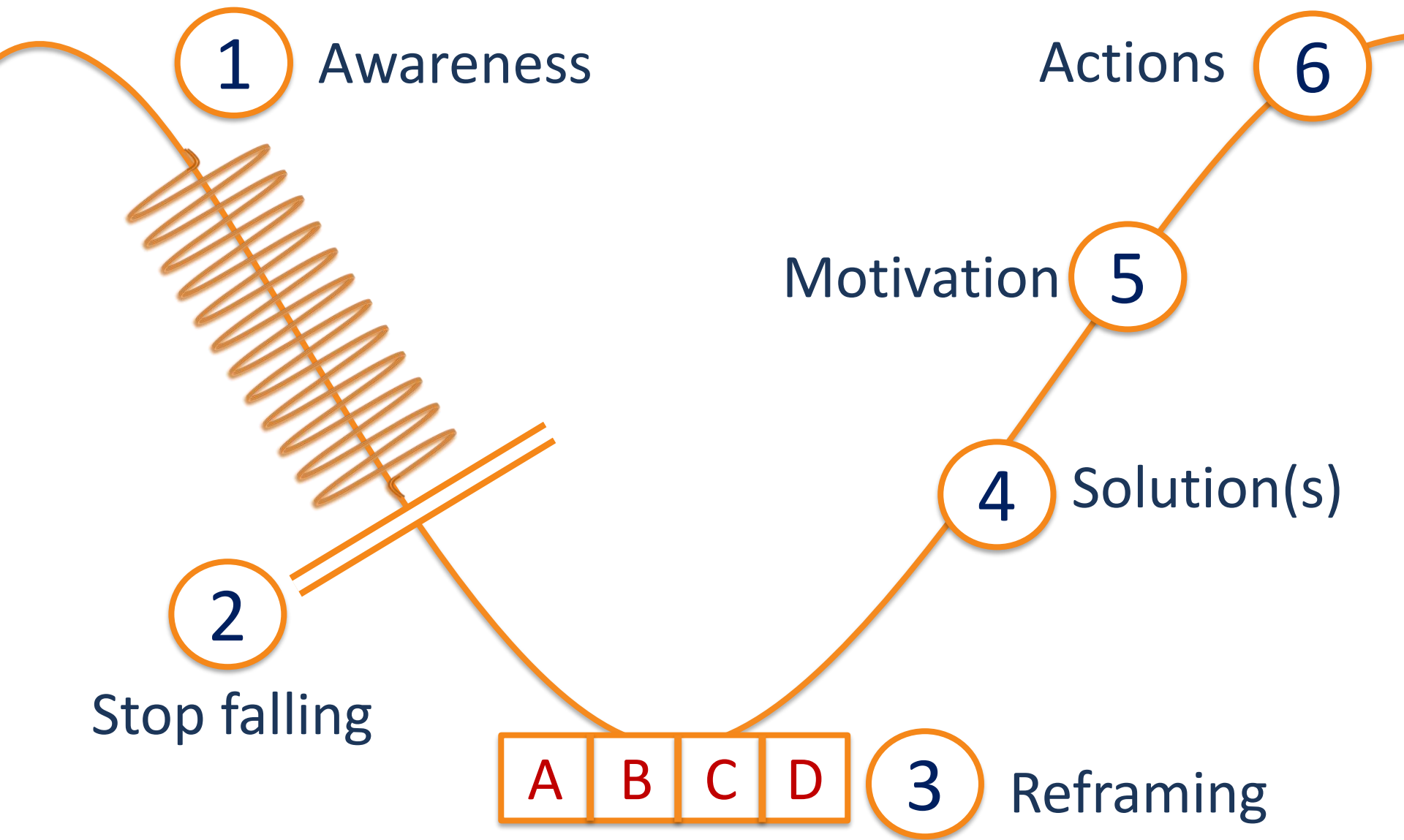
1

Awareness

2

Stop falling





2

Stop falling

- Pause
- Breathe
- Move your body
- Ask a question—of self or others
- Hold little finger
- Six seconds to pause (re-engage the thinking brain)
- Separate from the event
- Take a walk
- Name your reaction – write it down

It could
be
worse

Lessons
learned

What is
the good
part?

Good
intentions

A

B

C

D

2

Reframing