

# Emotional Intelligence:

Harnessing the Power of Positive Thoughts

# Objectives of the presentation

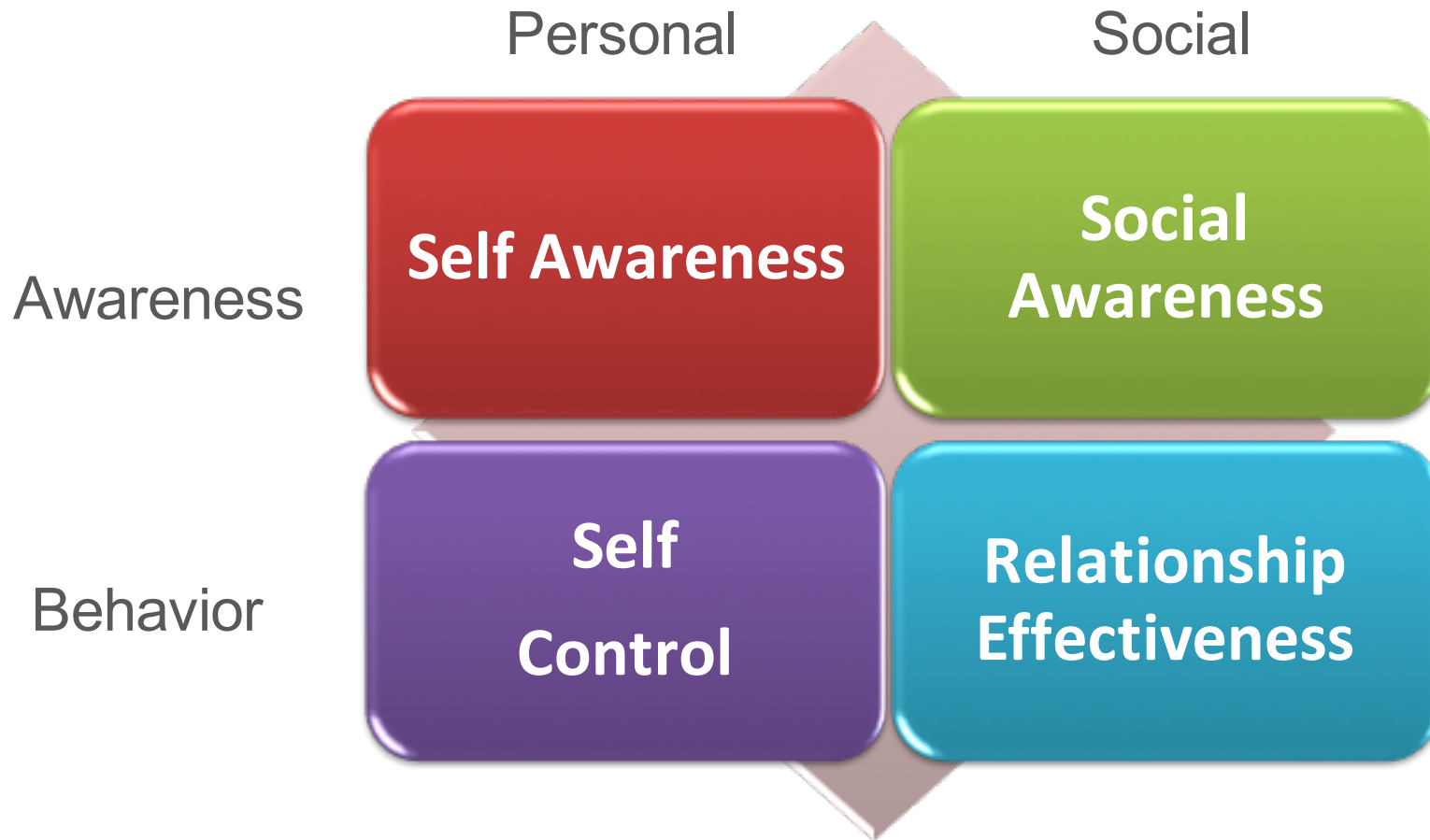
- What Is emotional intelligence?
- Why does it matter? And what can we do with it?



Anger begins as an inner twinge. We sense something long before it blossoms (explodes?) into an emotional tirade. If we listen to this twinge -- and follow its advice -- the emotional outburst (or in burst) is not needed.

— *Peter McWilliams* —

# Emotional Intelligence Model



Social + personal intelligence (S+P) is the ability to be aware of our own emotions and those of others, *in the moment*, and to use that information to choose what we do and say in our relationships.

# EI embraced by many organizations



## True or False

1. There is a right way and a wrong way to feel in every situation.
  - **False:** Everyone can experience different emotions about the same event.
2. It's not good or healthy to feel angry.
  - **False:** Anger is a natural emotion it serves a purpose.
3. Happy or emotionally intelligent people don't experience painful emotions.
  - **False:** Even the happiest people have pain in their lives; life is all about the good and the bad, the pain and the joy.
4. Feeling sad is weak.
  - **False:** Emotions arise for a reason, to motivate you to change something, to help you communicate, and so on.
5. Painful emotions are destructive.
  - **False:** It's not the emotion that is destructive, it is how you choose to act because of the emotion.

## True or False

6. If others don't approve of how you feel, you shouldn't feel that way.
  - **False:** There is no right or wrong way to feel ever.
7. Painful emotions are bad and need to be fixed.
  - **False:** Painful emotions are painful, but that doesn't make them bad.
8. Being emotional means being out of control.
  - **Not necessarily true:** You can experience strong emotions and remain in control. There are techniques to calm your emotions.
9. It's not healthy to express your emotions.
  - **False:** Quite the opposite: It's not healthy if you don't express your emotions!
10. Painful emotions will never go away if you don't act to make them go away.
  - **False:** Painful emotions often go away without us doing anything about it. Trying to make them go away, keeps them hanging around.

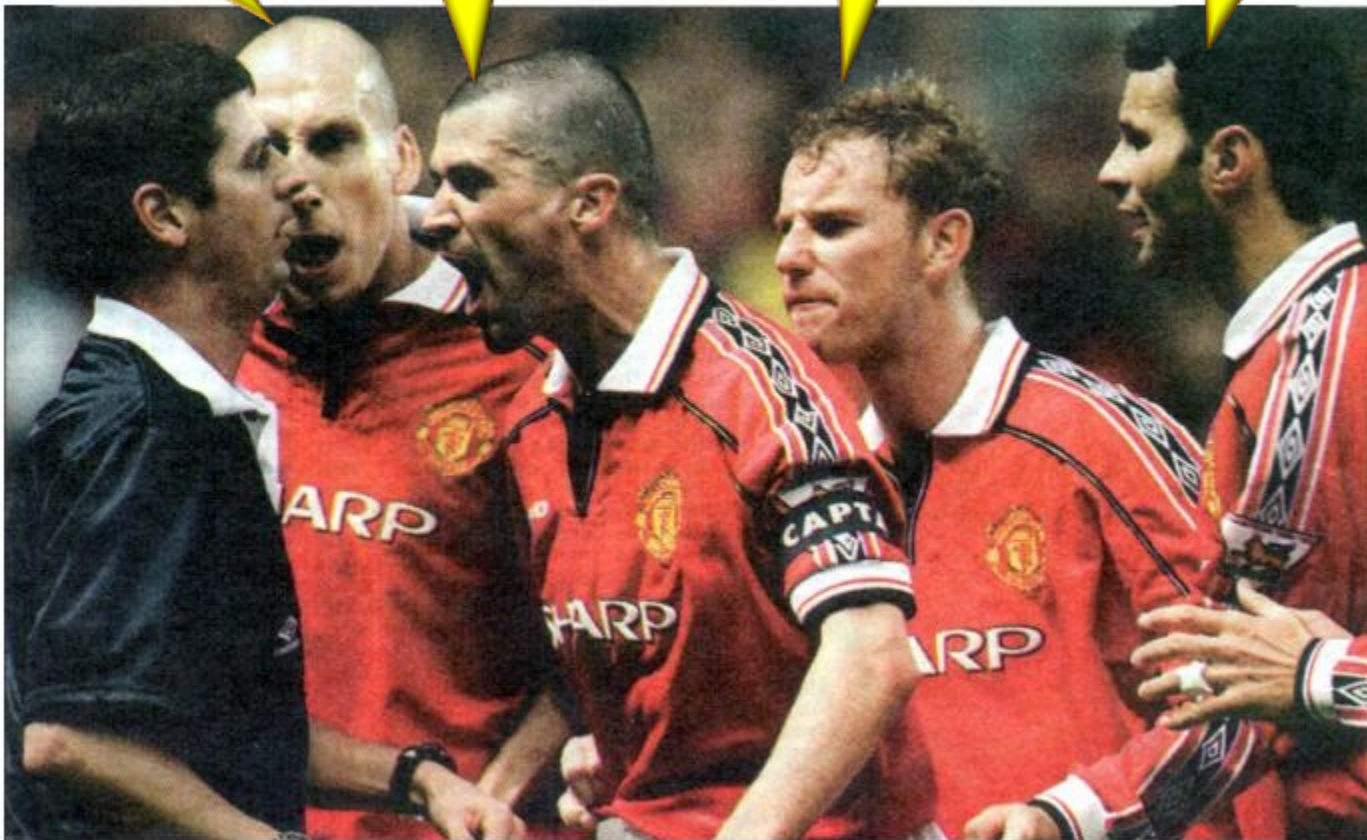
# Emotions and the brain

## Emotions

- Are biologically determined, but what we do with them is up to us
  - Are part of a complex neurological and physiological system involving our brains and bodies







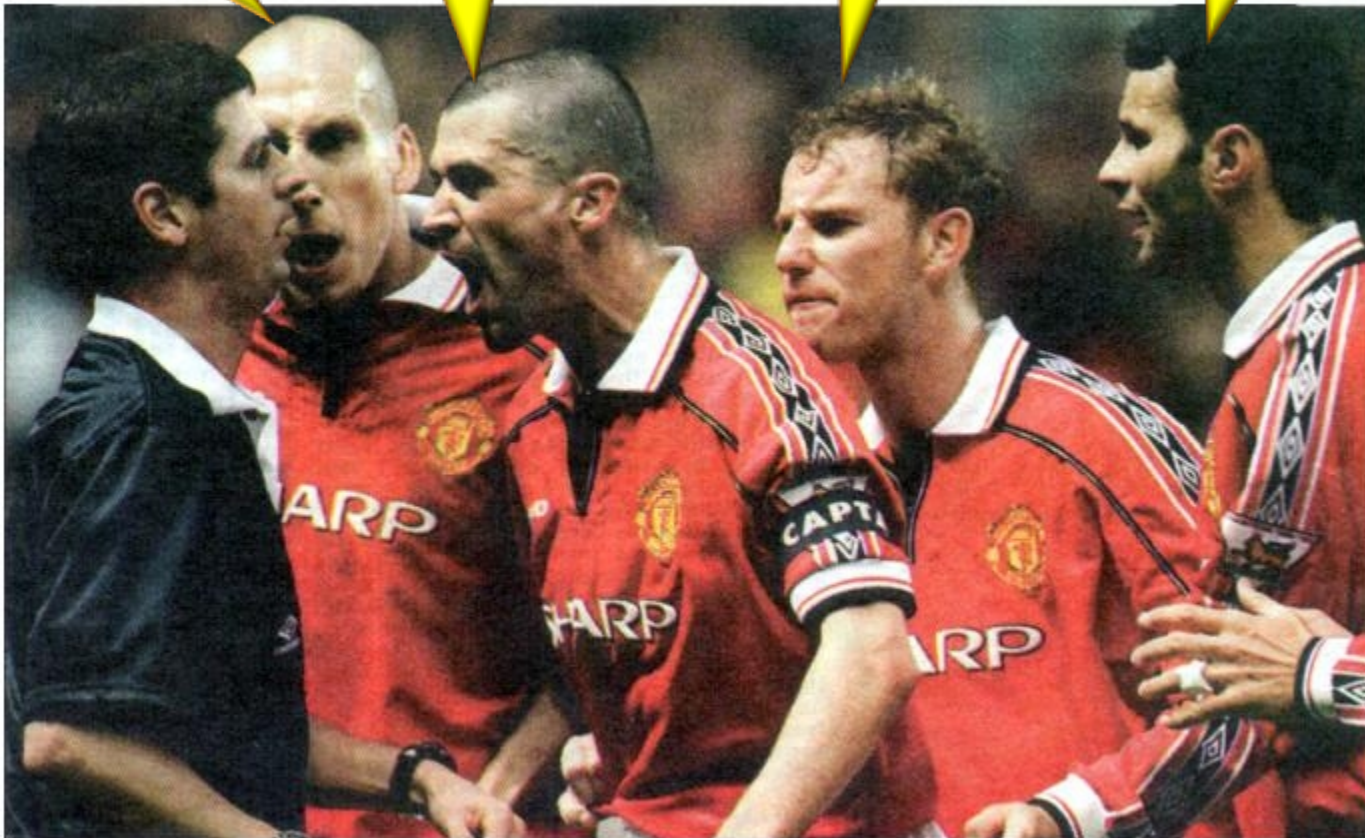


**“I like you  
very much”**

**“Do you want  
to come to my  
party?”**

**“Great you’re  
coming!  
Fantastic!”**

**“I think  
you’re a great  
Ref!”**



There are six basic emotions! What are they?

- Anger
- Fear
- Sadness
- Shame/Guilt
- Love
- Happiness
- Anger.
- Disgust.
- Fear.
- Happiness.
- Sadness.
- Surprise.

# Emotions functions as our sixth sense! Why?

- **Information** – emotions provide you information about a situation that you want to *change* in some way
- **Motivation** – some emotions are prompts for action
- **Communication** – emotions help you communicate with others more effectively

Many of our emotions are expressed without words and go undetected!

Discuss as many emotions as you can remember experiencing in your first waking hour this morning.



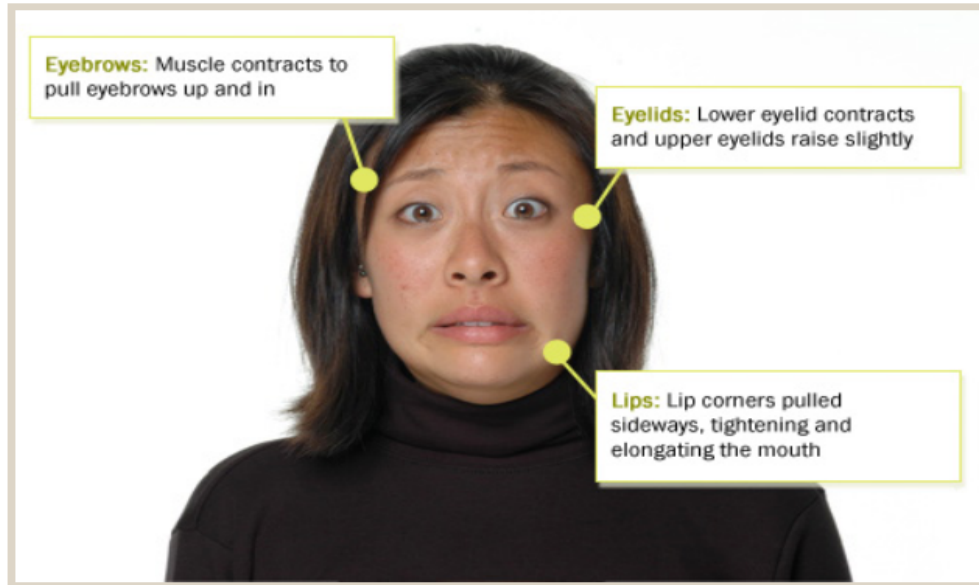
Many of our emotions are expressed without words!



**This face is expressing...**

- Embarrassment
- Fear
- Sadness
- Surprise

# Many of our emotions are expressed without words!



Answer: **Fear**

We express fear when we feel physically or psychologically threatened.

The facial expression of fear is often confused with surprise. But when we're surprised, our eyes open wider than when we're afraid, and our mouth isn't pulled sideways, like it is here; instead, our jaw drops and the mouth hangs open. Plus, our eyebrows are relatively flat when we're afraid; they arch more when we're surprised.



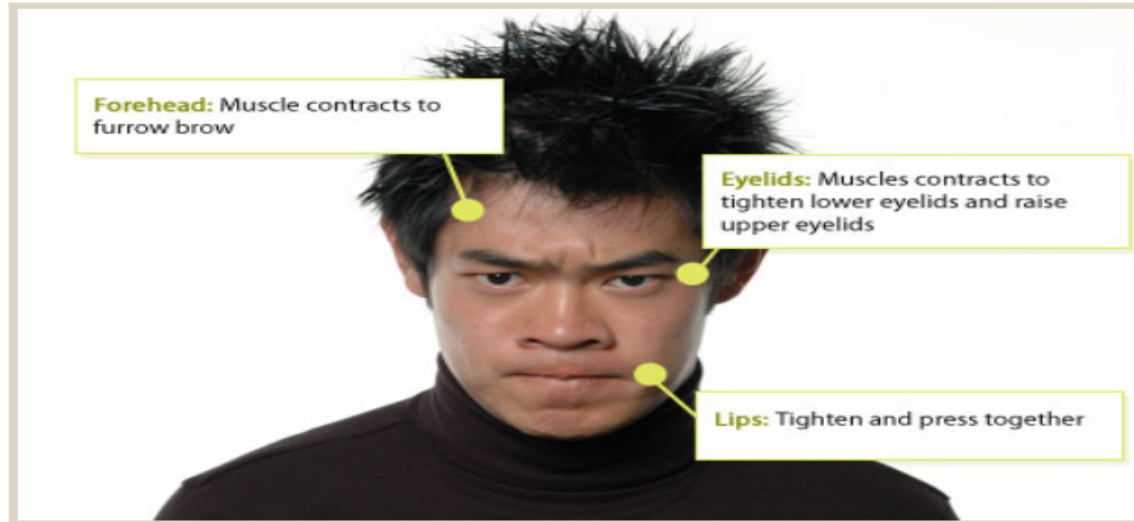
Many of our emotions are expressed without words!



**This face is expressing...**

- Sadness
- Pain
- Anger
- Disgust

# Many of our emotions are expressed without words!



Answer: **Anger**

You see these muscle movements—in the lips, around the eyes, and in the brow—when people are feeling aggressive, threatened, or frustrated.

Researchers think we make this expression when we're angry because it could protect the face in a physical conflict—for example, the furrowed eyebrows could protect the eyes.

People often confuse anger and disgust, but disgust involves a raised upper lip and a wrinkle in the nose that you don't see here.

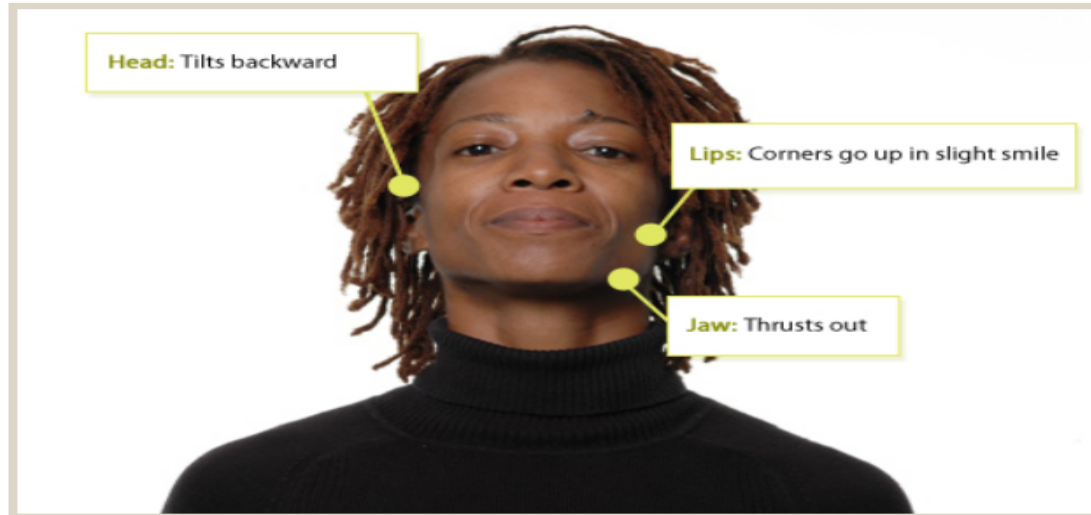
# Many of our emotions are expressed without words!



**This face is expressing...**

- Pride
- Contempt
- Excitement
- Anger

# Many of our emotions are expressed without words!



Answer: **Pride**

Pride involves signs of dominance. The corners of the lips rise slightly, signaling that the person is happy. But what distinguishes this from happiness is that the head tilts back, with a slight jaw-thrust. Those are classic signs of power and dominance—they suggest that we're feeling strong.

The expression of pride is also close to the expression of contempt. They both involve a backward head tilt, but contempt doesn't involve a slight smile like pride does; instead, with contempt the lip movement is asymmetrical—only one side tightens.

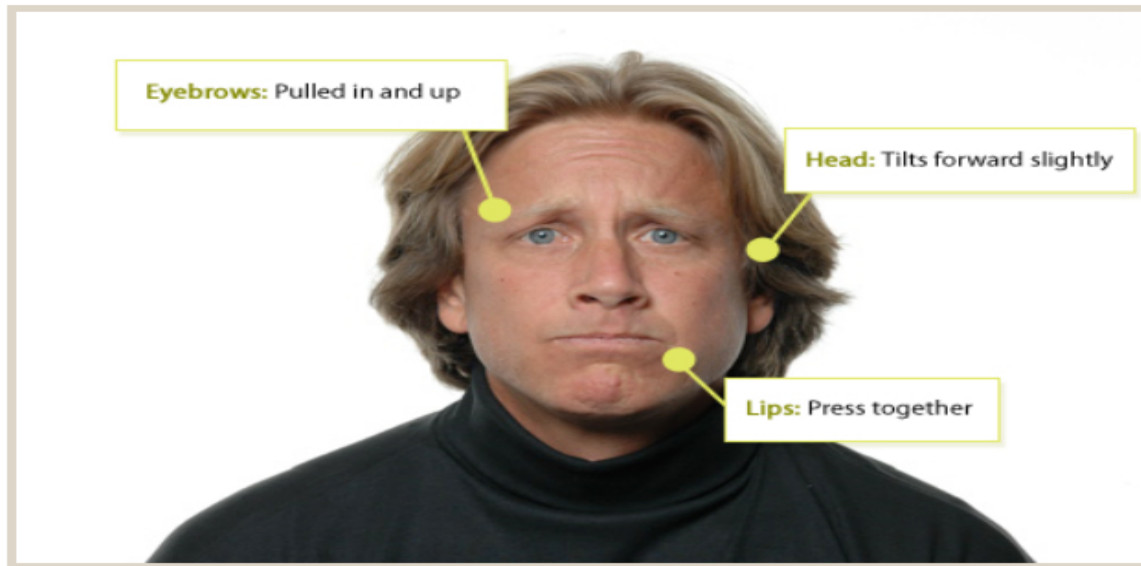
Many of our emotions are expressed without words!



**This face is expressing...**

- Compassion
- Sadness
- Anger
- Interest

# Many of our emotions are expressed without words!



Answer: **Compassion**

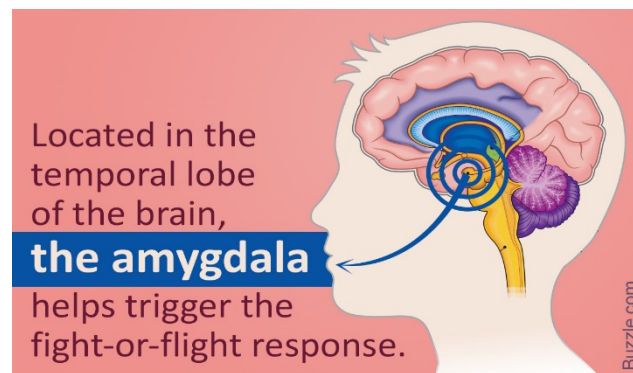
When people feel sympathy or compassion, the corrugator muscles pull the eyebrows in and up, their lips press together, and their head tilts forward slightly—a sign of social engagement.

The expression of compassion is most often confused with sadness. The eyebrow movements are similar in sadness and compassion, but with compassion the lips press together; when we feel sad, our lips pull down.



# Emotional hijacking

- Our “automatics” can be very helpful—but very disruptive and stressful to us when unmanaged.
  - Anxiety, fear, and stress impair cognitive efficiency.
  - It takes time for our mind and body to recover. Using emotional intelligence skills can help us avoid getting hijacked.
  - It’s not just stress signals or emergency alerts that cause our performance to be affected in a negative way.
    - Too little stimulation can also cause a drop in performance.



What do you do when...



You are having an amygdala hijack!

# What do you do when...



...you are driving down the road and someone in the lane next to you speeds up and moves their car in front of your car unexpectedly without warning and you swerve violently before getting control of the car?

- If your thought is “**Wow, she/he must really be in a rush to get someplace,**” your emotion most likely will be very different and you will go back to whatever was on your mind before anything occurred.
- If your thought is “**What an idiot,**” your resulting emotion might be anger and you speed up or continue to fuss at them from inside of your car.

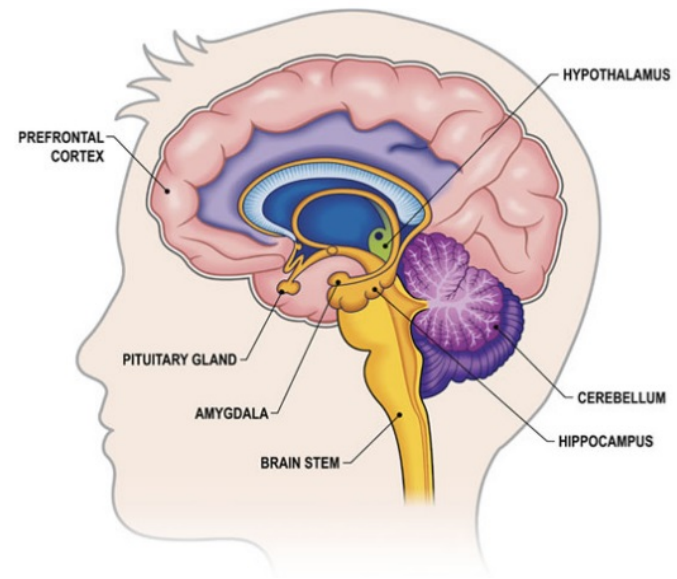
# It's all in your head!

- Stay present – notice that you are provoked
- Let go of the story – the thinking and judging mind
- Focus on the body – explore what you are feeling
- Breathe – rhythm and smoothness

What do you do when...



You are having an amygdala hijack!





Developing self awareness begins with recognizing the power of your thoughts!

**“The most influential person you will talk to all day, is you. So be very careful what you say to yourself.”**



Developing self awareness begins with recognizing the power of your thoughts!

Dr. John Demartini states that ....

*“Self limiting beliefs are the internal images or internal dialogue we have, that influence us to play smaller than we are capable of.”*

# What are your self limiting beliefs when it comes to dealing with the C-suite?

1. I won't be taken seriously/ I will be taken advantage of...
2. I don't know finance like they do...
3. I'm not good with senior people, I just get too nervous...
4. Working with them is just not my field of expertise
5. I'm not confident / I dislike confrontation / objections
6. I don't have the advantage of being a HIPO
7. I don't like public speaking, especially with them

What are your self limiting beliefs when it comes to dealing with ...?

"I need love and approval from those significant to me."

"To be worthwhile (or worthy), I must achieve and succeed at whatever I do, making no mistakes."

## Self-Limiting Core Beliefs

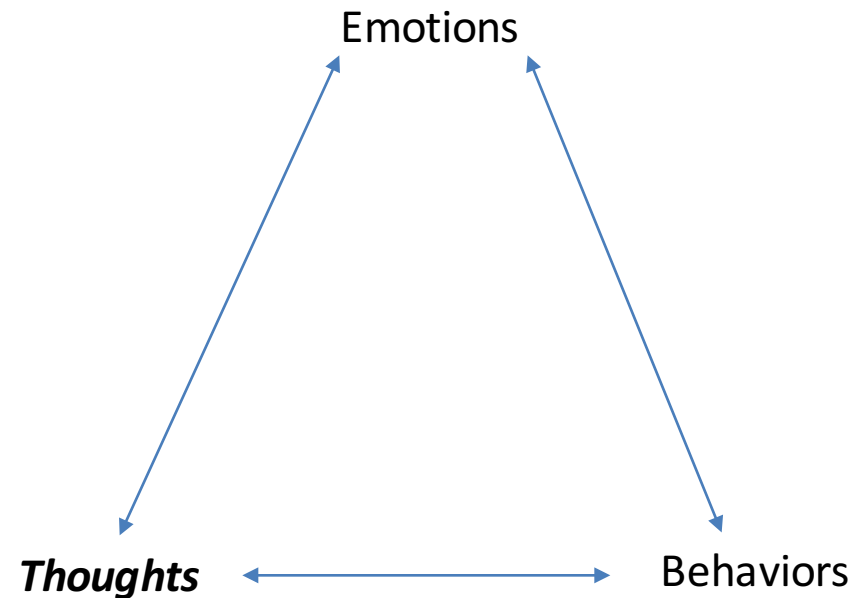
"My unhappiness is outside of my control. (others are to blame)."

"People should always do the right thing and should be blamed or punished when they are not."

What we choose to believe is the driving force beneath our emotions!

“ A belief is nothing more than a thought that we continue to think is true”

(Lindsay Tighe)



# The most important EI question!

Are my thoughts healthy, helpful and productive for what I am about to do?



# Emotional Intelligence Skill Section



# Emotional intelligence is your ability to:

- **Identify** your emotions and the emotions of others
- **Understand** your emotions and the emotions of others
- **Use** awareness of emotions to influence others
- **Manage** emotions to improve relationships



# Developing your EI

## Identifying Emotions

- Are you aware of your own feelings and the feelings of others
- Are you able to read others' emotional cues accurately
- Are you aware of their own body language, tone of voice and energy and yours
- Are you able to express yourself emotionally and talk about feelings effectively

One person pick one of the basic emotions  
Using the emotion, tell a story that will inspire the feeling of that emotion in your partner

Do not use the actual emotion/word when telling your story

Listening team member should try to understand the storyteller's point of view – but not ask any questions

Once the story is complete, have the listeners describe the emotion(s) they were feeling

# Developing your EI

## Understanding Emotions

- Do you have a rich vocabulary of emotions
- Do you Understand that emotions can be complex
- Do you have the ability to read your feelings and make good predictions about what other people may feel
- Do you know that emotions can change, develop or progress
- With your partner pick a basic emotion
- Discuss the following:
  - **What other words might describe the emotions?**
  - **What body language or non-verbal cues might someone demonstrate when they are feeling the emotion?**
  - **What might cause someone to feel the emotion? (Thoughts and Beliefs)**
  - **What other emotions might this lead to if unchanged?**
- Be prepared to share with larger group your discussion

# Plutchik's Emotional Circumplex Model



# Developing your EI

## Using Emotions

- Pay attention to emotional cues
- Focus on what's important when emotions are strong
- Use emotions to improve thinking and problem solving
- Use feelings to help inform and change others' beliefs and opinions

### SIX BASIC EXPRESSIONS



ANGER



DISGUST



FEAR



JOY



SADNESS



SURPRISE

**What belief/information is behind the emotion?**

# Developing your EI

## Using Emotions

Research suggests the Beliefs – Feelings Connection runs Deep

**Real World Loss or  
Loss of Self-Worth**

**DEPRESSION**

**Violation of Rights**

**ANGER**

**Future Threat**

**ANXIETY**

**Loss of Standing  
In Group**

**EMBARRASS-  
MENT**

**Violation of  
Another's Rights**

**GUILTY**

# Developing your EI

## Managing Emotions

Situation → Interpretation → Primary Emotion

### Recognize

- Emotional state
- Physiological indicators
- Cause(s)

### Empathize

- Acknowledge and validate
- Empathize by expressing emotional state through body language and words

### Move

- Address the belief/cause of the emotion
- Introduce new belief/cause for movement

Primary Emotion → Interpretation → Secondary Emotion

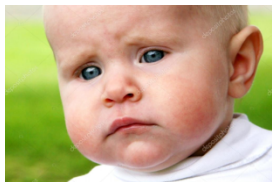


# Group activity

You hear that Talent Development will report into finance for the very first time, and finance has a reputation for being difficult and demanding.

Come up with some “thoughts” that might cause you to feel:

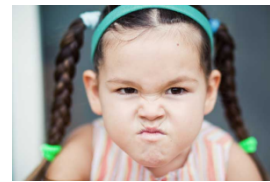
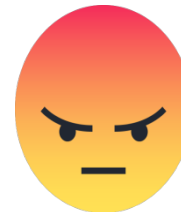
**Fearful**



**Frustrated**



**Happy**



# Five strategies to improve your EI

## **Use these five strategies to improve your EI:**

1. Pay more attention to your emotions on a daily basis....
2. Improve your non-verbal communication and become sensitive to that of others....
3. Exercise self-regulation....
4. Sharpen your social skills....
5. Know your triggers....

What are some of the things we would need to give up to be happier?

## **9 Things To Give Up If You Want To Be Happy**

1. Complaining
2. Limiting beliefs
3. Blaming others
4. Negative self-talk
5. Dwelling on the past
6. Resistance to change
7. The need to impress others
8. The need to always be right
9. The need for other's approval



*“Effective leaders  
respond in  
reasonable ways to  
reasonable, as well  
as unreasonable  
situations.”*

Monica Wofford  
*Contagious Leadership*

# How Emotionally Intelligent Are You?

<https://www.mindtools.com/pages/article/ei-quiz.htm>



*Appendix*  
*Questions???*

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