

Library Leadership: “How Emotional Intelligence is Your Link to Success”

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What We Will Quickly Cover

Course Outline:

- What is EQ – where did it come from?
- Why is EQ getting so much notice today?
- EI Metrics/COLORS
- EI in the workplace.



Emotional intelligence is an essential part of the whole person.

Emotional Intelligence

- Answers the question, “*How could somebody so smart act so dumb?*”
- Ability to identify, assess, and control the emotions of one's self, of others, and of groups
- Understanding and practicing emotional intelligence can move people and organizations to better results.

Daniel Goleman
Emotional Intelligence

Unlike a new appliance

People don't have an
instruction booklet

Don't you wish they did?

EQ vs. IQ

EQ	IQ
<ul style="list-style-type: none">● <u>Focus</u>: developing an understanding of and an ability to manage emotions	<ul style="list-style-type: none">● <u>Focus</u>: developing one's cognitive abilities; more academically oriented
<ul style="list-style-type: none">● <u>Can be enhanced throughout one's life</u>	<ul style="list-style-type: none">● Generally thought to be largely established at birth and cannot be enhanced
<ul style="list-style-type: none">● Recently understood to be an important predictor of one's potential for success	<ul style="list-style-type: none">● Has been traditionally used to predict potential for one's success
<ul style="list-style-type: none">● Fosters understanding and management of own emotions	<ul style="list-style-type: none">● Allows development of needed knowledge base
<ul style="list-style-type: none">● Promotes positive relationships	<ul style="list-style-type: none">● Enables development of technical skills and abilities
<ul style="list-style-type: none">● Increases self-motivation and drive	<ul style="list-style-type: none">● Enables conceptual thinking

Self Awareness

Self Leadership

EQ

Social Awareness

Relationship
Management

- **Self-Awareness** – Your ability to accurately perceive your own emotions in the moment, and understand your tendencies in different situations.
- **Self-Management** – Your ability to use your awareness of your emotions to stay flexible, and direct your behavior positively.
- **Social Awareness** – Your ability to accurately pick up on emotions in other people, and understand what is really going on with them.
- **Relationship Management** – The application of the first three EQ skills; this is your ability to use your awareness of your own emotions and those of others to manage interactions successfully.

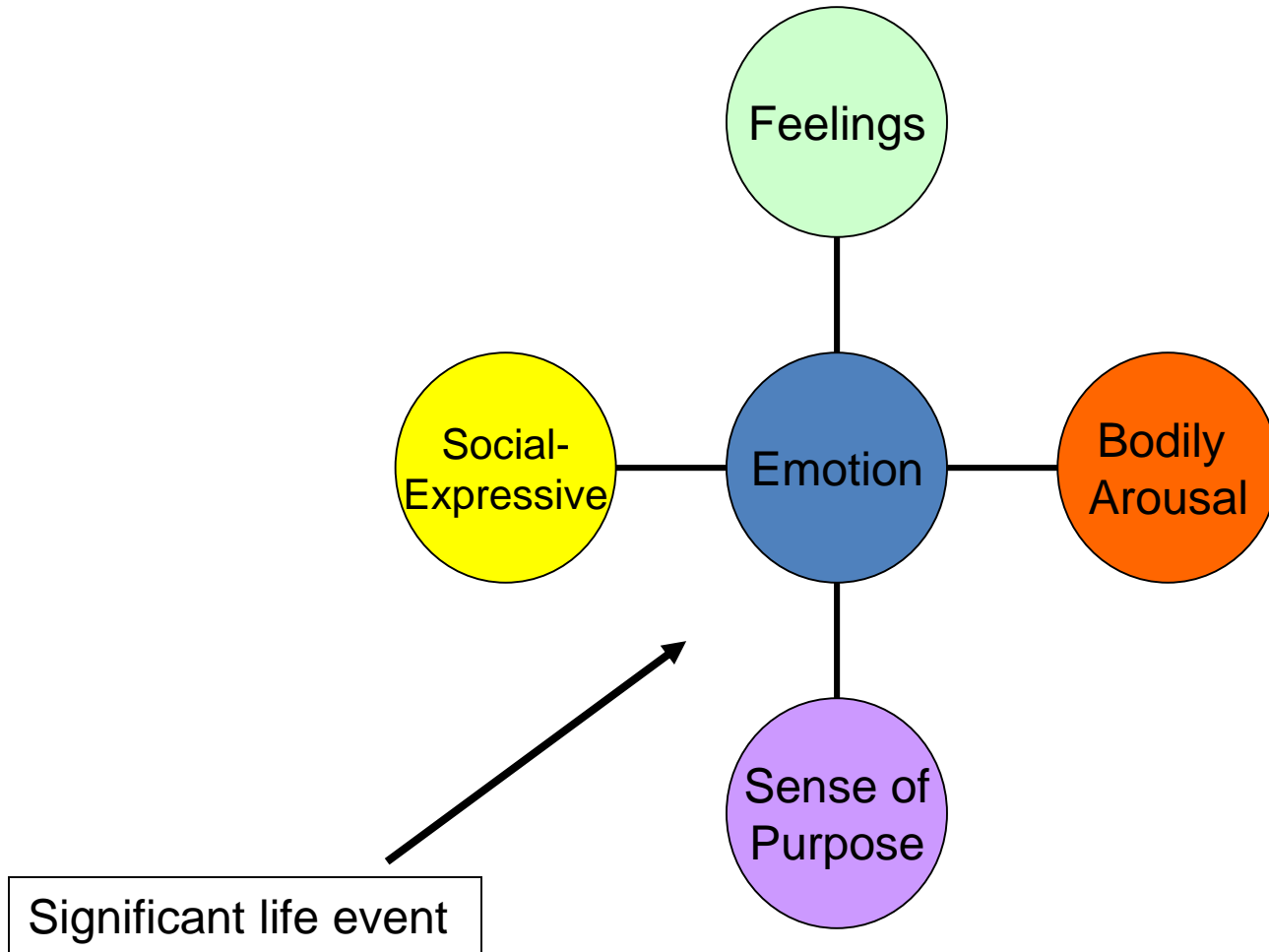
Emotional Intelligence

- Has been proven to be one of the most important factors in being an effective leader. This seminar shows you what Emotional Intelligence is, and how to use it to enhance your professional and personal life.
- Studies show that people with high EQs make an average of \$29,000 per year *more* than people with low EQs. On average, every point increase in emotional intelligence adds \$1,300 to an annual salary.

Question

How many important things in your life
don't have feelings associated with them?

Four Components of Emotion



Feeling component

- Emotions are subjective feelings
- Make us feel in a particular way.
- Anger or joy.
- Meaning and personal significance.
- Vary in intensity and quality.
- Rooted in mental processes (labeling).



EQ Basics



- The brain is the last organ to anatomically develop. Somewhere around 25.
- Good news: The more exposure, more ability you have to use this information. EQ is a **skill** you can develop.
- Four basic Emotions: Mad, Sad, Glad, Scared

History

- 1890 - Ivan Pavlov – Stimulus/Response
- 1950's - Skinner – Stimulus /Response
- 1980's – Focus on Positive Mind/Body
 - Psychology
 - Neuroscience
 - Health Sciences
- 1990 – MEIS, measure of EQ (Salovey and Mayer)
- 1996 - Goleman – Brought it to the workplace

AFFECTIVE FORECASTING

- The prediction of one's emotional state in the future.
- Expectations and impacts
- Major life events can have a huge impact on people's emotions for a very long time.
- Immune neglect

Maturity

Emotional “Maturity” is lengthening the gap between impulse and action.

We all need an EQ workout room!

What Is EQ In A Nutshell?

Intrapersonal Emotional Intelligence (Me)

- What goes on inside of you as you experience day-to-day events
- **Self-Awareness** is the ability to recognize and understand your moods, emotions and drives, as well as their effect on others.

Bad Day Exercise

Emotional Intelligences- Me/We

Goleman

- **Personal Competence**
 - Self-Awareness
 - Self-Management
 - Self-Motivation
- **Social Competence**
 - Social Awareness
 - Relationship Management



Self-Regulation

is your ability to control or redirect disruptive impulses and moods and the propensity to suspend judgment to think before acting.

4 Behavioral Regulations

- Gray = I lose/ you lose
- Green = I lose/you win
- Red = I win/you lose
- Blue = I win/you win, or no deal

Give me a behavior situation

- Gray: _____
- Green: _____
- Red: _____
- Blue: _____

Self-Management (Me) EQ

- Blues keep disruptive emotions and impulses under control (See next slide)
- Blues display honesty and integrity
- Blues adapt to **change** & overcoming obstacles
- Blues stay optimistic: *Seeing upside of events*

I act the way I choose to act

Stay Blue?

- Don't look for attention: Needing attention is directly linked to emotion. Those who feel the need for recognition only find themselves experiencing feelings of worth **when others make them feel needed**; it's as if these people are uncertain of their value, or their self-worth.
- The Problem: Feeling unsure of your worth is **a self-fulfilling** prophecy; if you don't know you matter, then no one will ever believe you do.

Stay Blue?

- Don't Allow Others To Bring You Down. This world is filled with haters, trolls and jealous people. The unfortunate truth is that often the people who hold us back the most are those closest to us. Getting rid of these people is often the best solution, but sometimes the most difficult.
- Don't Hold Grudges: If you're holding a grudge, then you already care more about a situation than you should. If a person apologizes genuinely, forgive them. If this person doesn't apologize, then don't interact with him or her, but don't hold grudges.

Stay Blue?

- When your life seem like a Halloween Shock house and bad things keep popping out at you, surprising you.
- Think about the long term. Learn to tune things down and shut out. Put things in perspective.
- Only hang around low-maintenance people.

Stay Blue?

- Never Stop Doing Your Own Thing
- Don't act like a _____ or b****le
- Don't expose yourselves to people who break down your defenses and crush your morale.
- Don't Lie In Bed Dreading The Day Ahead Of Them: The best part of your day should be the moment you wake up and realize you're still alive. We take life for granted too regularly.

Stay Blue?

Don't Forget That Happiness Is A Decision: the emotionally strong have learned to understand the power their brains have over both the mind and body. They understand that emotions are reactions, not reactions to direct physical causes, but to the way we perceive those causes.

In other words, our emotions don't reflect reality; rather, our emotions reflect the way we interpret reality. Understanding this gives us near-full control of our emotions and, therefore, our lives.

“Surf” the Urge: Staying Adaptive With A Low EQ Person

Breathe in 4 seconds or count to 3, breathe slowly out.

Notice the urge/craving in the the situation (called your first reaction, what do I “want” to do?)

Accept that you have feelings about it

Breathe and give your body and brain a chance to pause, and plan a win-win, now what “could” I do?

S
E
L
F

T
A
L
K

Situation	Feel (Gray, Green, Red, Blue)	Win-Win Solutions

Be Aware

- Remember: “What you permit, you promote.”
- To be unclear is to be unkind
- Don’t get sucked in (DGSI)
- “Get On With it”
- Avoid power struggles like defending credibility, past history, button-pushing

Don't Get Sucked In (DGSI) Use The Four Diffusers

- I understand
- Probably So
- Nevertheless
- I'm Sorry

Social Awareness (We)



- Empathy: Sensing other's emotions, understanding their perspective and taking active interest in their concerns
- *Reading the politics at organizational level*
- Commitment to meet other's needs

I understand what it means to walk a mile in your shoes.

Good Relationship Management



Saving Mr. Banks, 2013

Good-Day Exercise

Group Discussion

- How can we increase Self-Awareness?
- How can we increase Self-Management?
- How can we increase Social Awareness?
- How can we increase Relationship Management?

The Foundation

Adapted from: The Cannon Emotional Competence Model
Kate Cannon, Author

