



THE EQ EDGE

Leadership Success through Emotional Intelligence

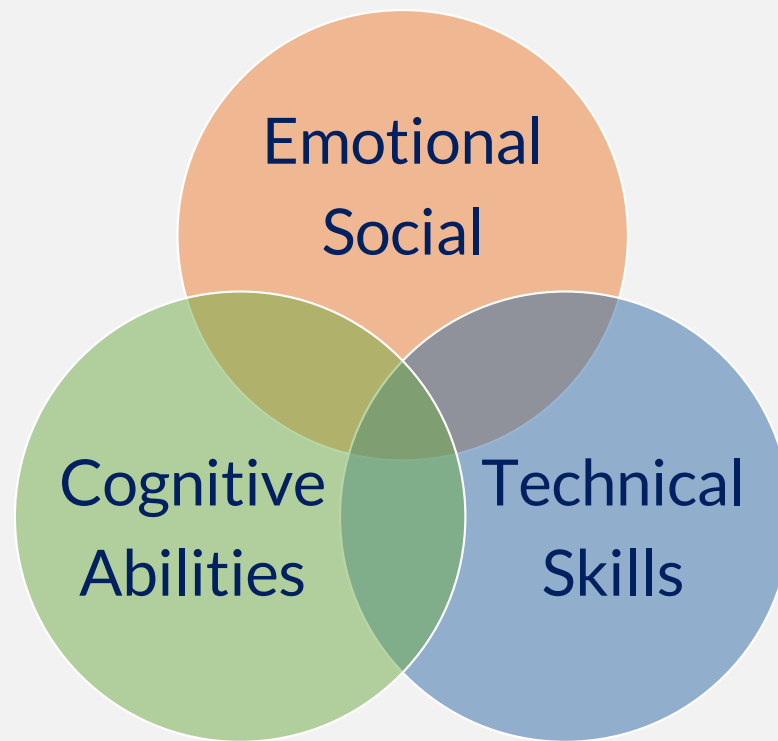


The EQ Edge

The Foundations of Emotional Intelligence

1. Problem Solving
2. Assertiveness
3. Empathy
4. Stress Tolerance
5. Optimism

OVERALL EFFECTIVENESS



“The most effective leaders are all alike in one crucial way: they all have a high degree of what has come to be known as emotional intelligence.

Without it, a person can have the best training in the world, an incisive, analytical mind, and an endless supply of smart ideas, but they still won't make a great leader.”

Daniel Goleman

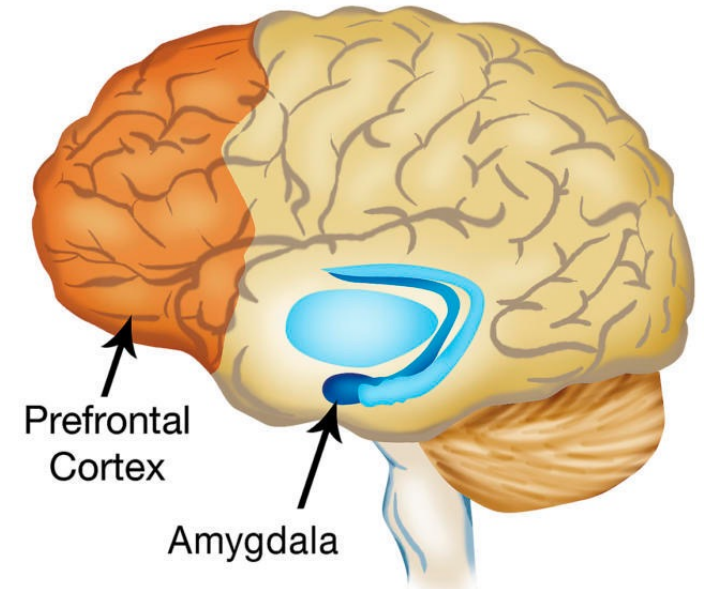


Emotional Intelligence is...

Being aware that emotions can drive our behaviour and impact people (positively and negatively) and learning how to manage those emotions – both our own and those of others.

THE AMYGDALA HIJACK

The amygdala hijack is an immediate, overwhelming emotional response **that is out of proportion** to the situation



AMYGDALA HIJACK

What does it LOOK like?

- Sitting forward or back
- Arms folded
- Hand gestures
- Wide eyes
- Pursed lips
- Deer in the headlights
- Forced smile
- Tone of voice
- Shaky hands
- Teeth clenched
- Muscles tensed
- Sweaty palms
- Other...

What does it FEEL like?

- Mind scrambles
- Mind blanks out
- Polarized thoughts
- Generalized terms
- Palpitations
- Butterflies in the stomach
- Heart beating fast
- Short of breath
- Adrenaline rush
- Other...

HIJACK STRATEGY

1. INTERRUPT

- Wake up the “logical brain”
- Take 3 deep breaths, count backwards from 10, etc.

1. GET CURIOUS

- How do you feel? What is the emotion? (scared, angry, hurt...)
- About what? What event or behaviour caused it?
- Why? Why did that event/behaviour cause that emotion?

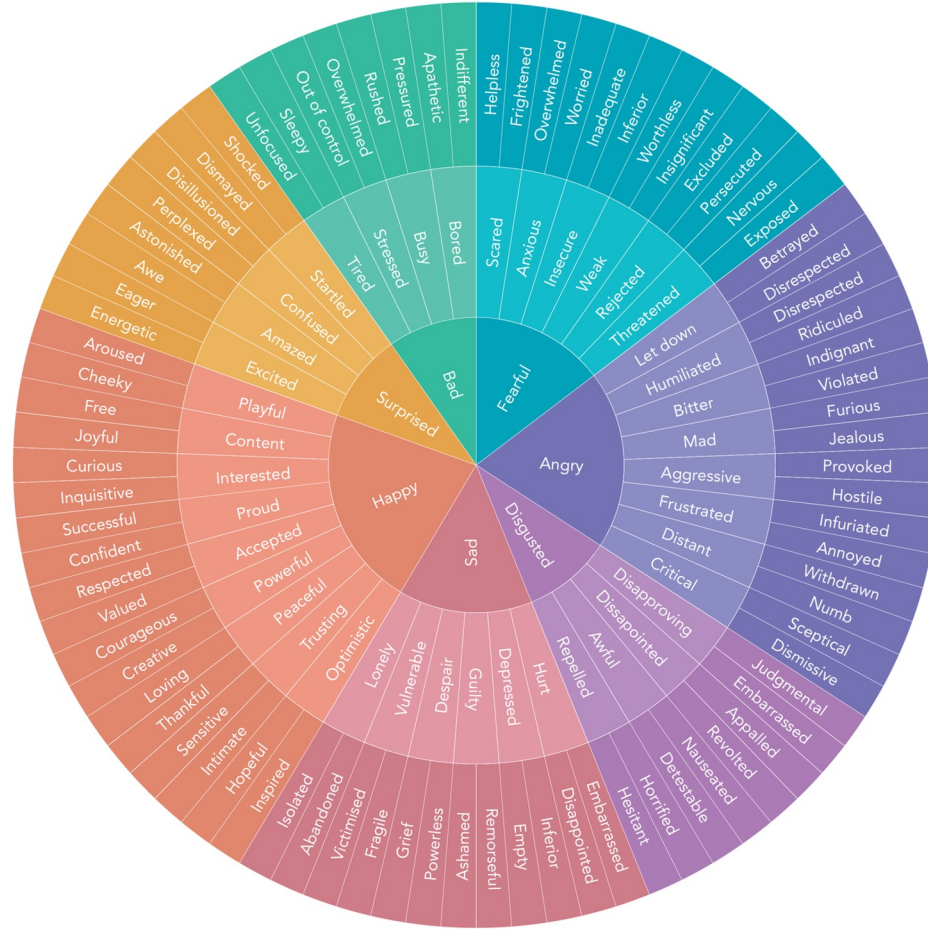
1. CHOOSE

- How do I want to behave/show up?
- Respond (emotion + logic) instead of React (100% emotion) *

“Labelling your emotions is key. If you can name it, you can tame it.”

Marc Brackett





“Between stimulus and
response there is a space.

In that space is our power to
choose our response.

In our response lies our
growth and our freedom.”

—Viktor Frankl



PROBLEM SOLVING

The ability to find solutions to problems in situations where emotions are involved. It includes the ability to understand how emotions impact decision making.

NEGATIVE EMOTIONS

- Annoyed
- Scared
- Lost
- Anxious
- Aggravated
- Frustrated
- Impatient
- Distracted
- Embarrassed
- Overwhelmed
- Hurt
- Jealous
- Resentful
- Hopeless
- Guarded
- Uninterested

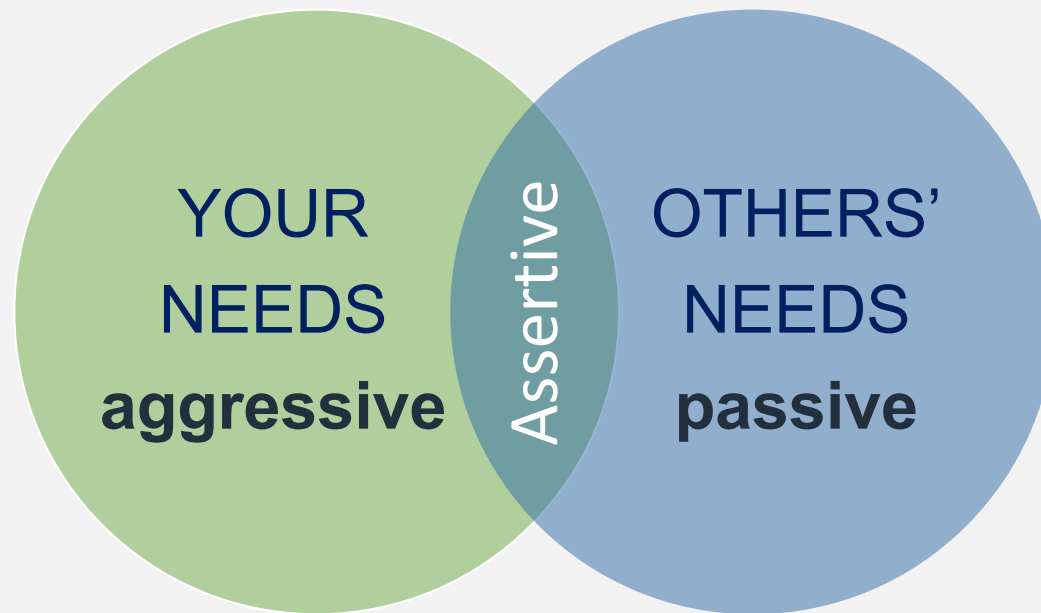
POSITIVE EMOTIONS

- Compassionate
- Friendly
- Open
- Empowered
- Calm
- Secure
- Curious
- Enthusiastic
- Optimistic
- Trusting
- Relaxed
- Happy
- Thankful
- Interested
- Encouraged
- Clear headed

ASSERTIVENESS

Communicating feelings, beliefs and thoughts openly, and defending personal rights and values in a **socially acceptable, non-offensive, and non-destructive** manner.

Passive / Aggressive / Assertive



ASSERTIVENESS ACTION PLAN

If you're passive:

- Prepare by visualizing scenarios so you can practice how the conversation might go
- Weigh out the cost/benefit of having (or not having) the conversation
- Breathe- to help anxiety and to allow you to focus

If you're aggressive:

- Discipline yourself to not speak first or last
- Have open-ended questions ready to ask others
- Assume there is wisdom in 'resistance'

EMPATHY

Empathy involves being able to articulate your understanding of another's perspective and behaving in a way that respects others' feelings.

WHAT (NOT) TO SAY

Emotionally Supportive Language

Emotionally Dismissive Language



Validate their Experience:

- I can see why this is exhausting
- It sounds like you're feeling sad



Seek to Understand:

- Help me understand...
- Tell me more about ...



Guide Emotional and Physical Support:

- What would be helpful right now?
- How can I best support you right now?



Minimizing their feelings:

- What do you have to be sad about?
- At least you have a great job/family/etc.



Comparison:

- Hey, it could be worse!
- Yeah, I experienced the EXACT same thing



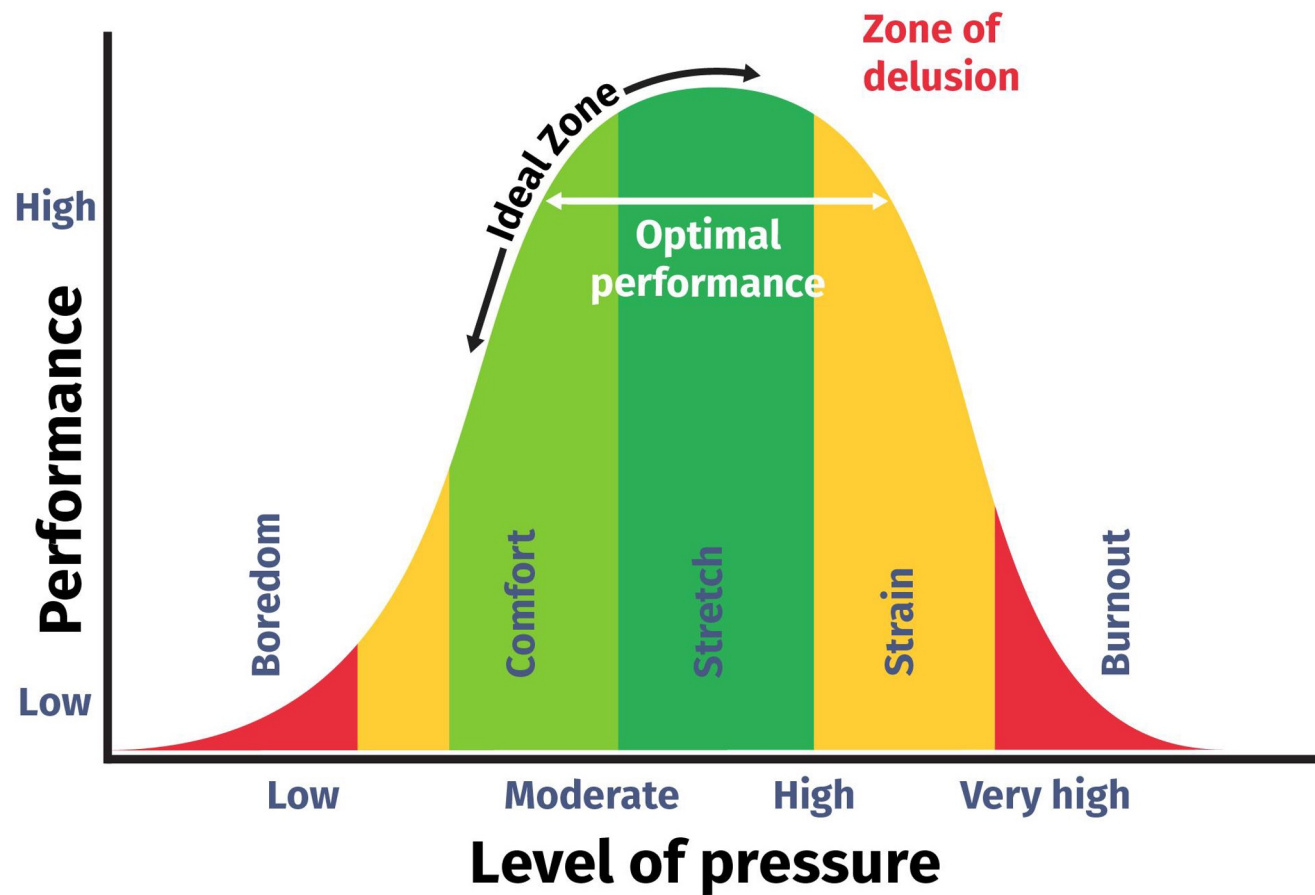
Toxic Positivity:

- Cheer up / Be brave / Shake it off
- Everything happens for a reason

STRESS TOLERANCE

Coping with stressful or difficult situations and believing that one can manage or influence those situations in a positive manner.





“It is not the load that
breaks you down, it’s the
way you carry it”

Lou Holtz



OPTIMISM

Indicator of one's **positive attitude** and outlook on life.
It involves remaining hopeful and resilient, **despite occasional setbacks**.

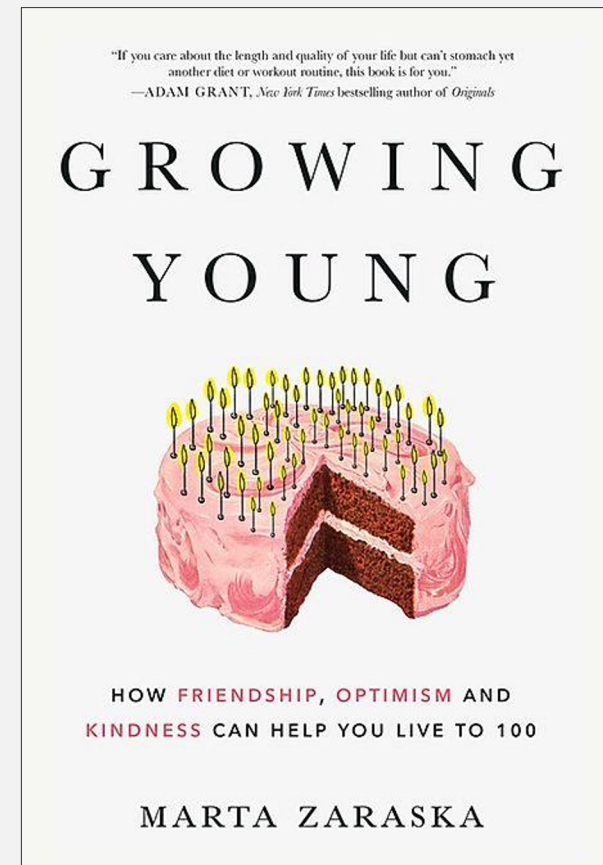
OPTIMISM

Interesting Facts

Along with nutrition and physical activity, friendship, empathy, **optimism** - all improve your lifespan

Lowering Mortality Risk (Indicators):

- Exercise
- Volunteering your free time
- Strong support network of family & friends



"When I was a boy and I would see scary things in the news, my mother would say to me, 'Look for the helpers. You will always find people who are helping.'"

Mr. Rogers



The world around us is made
up of only two factors:

The things we can control and
the things we can't.



Circles of Control

Stephen Covey, *The 7 Habits of Highly Effective People*



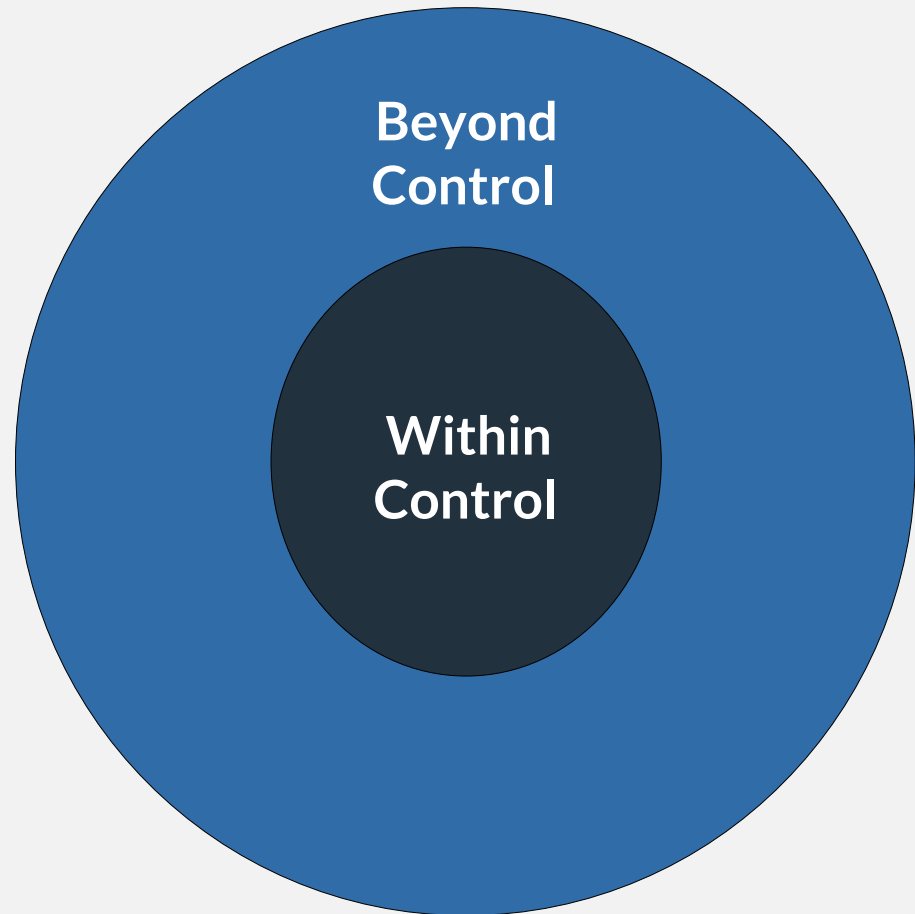
Beyond Control

Things that concern you that you CAN NOT do something about.



Within Control

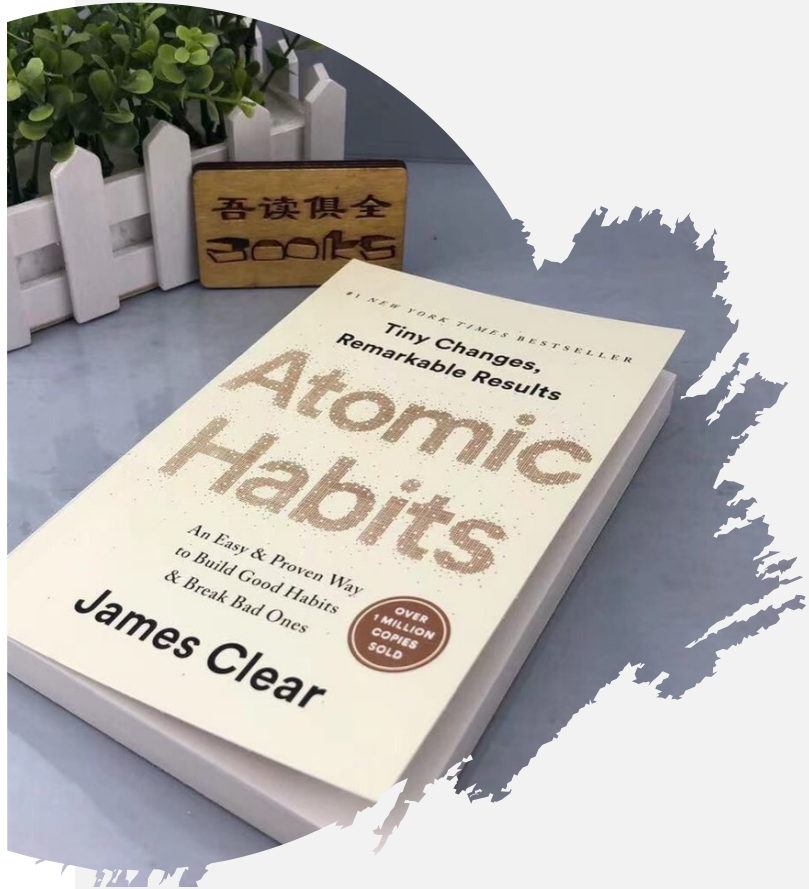
Things that concern you that you CAN do something about.



“What we focus on expands.”

John Maxwell





"You are not the cause of everything that happens to you, but you are responsible for how you respond to everything that happens to you."

James Clear

NEXT STEPS

www.leadersforleaders.ca/nextsteps

01 **DOWNLOAD**
SLIDES & RESOURCES

02 **SIGN UP**
FOR NEWSLETTER

03 **STAY**
IN TOUCH

