To explore…

- What do emotions have to do with work?
- Why do we say things and do things we don’t mean to say and do?
- Where are we most likely to get in trouble with our emotions?

Great Leaders

Think of 3 individuals in your life who are great leaders. What qualities made them great?

<table>
<thead>
<tr>
<th>Individuals</th>
<th>Qualities</th>
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3 Domains of Competence

Threshold Competencies

- IQ: 8 – 9%
- Technical Skills: 8 – 9%
- Emotional Intelligence

As a predictor of success EI = more than IQ & Technical Skills combined!

Good news… EI can be learned.
Intention vs. Impact

Emotions

What emotions can we think of?

Emotional Intelligence is…

- The ability to effectively perceive, manage & use one's emotions.
- The ability to effectively manage emotional connections with those around us.

Smart People

Which have you experienced?

- A situation where you mentally froze, but a few minutes later you thought of all the great "come backs" or of what you should have said …again!
- A situation where you wanted to say "no" but left having said "yes" …again!

If we're so smart...

...how come these things happen?
How the Brain Works

Brain Stem
- Basic Functions
  - Temperature
  - Breathing
  - Heart Rate
  - Reflexes

How the Brain Works

Amygdala
- Site of emotional memory
- Site of emotional learning
- Answers one critical question of human survival: do I eat it, or does it eat me?

How the Brain Works

Neo-Cortex
- IQ resides here
- Site of working memory

Hijack!

1. Body Responds
   - Increase in heart rate
   - Increase in breathing
   - Increase in reflexes

2. Decrease in working memory
   - Less choices
   - We go to our learned behaviors
   - Unaddressed - effect lasts for 18 minutes!

3. Toxicity
   - Chemicals released into bloodstream
   - Takes 3-4 hours for the blood to clear!
What we know…

- We do bring our emotions to work – we bring them everywhere!

- We have habits in our behavior about how we respond emotionally - what are yours?

- Certain situations and/or people are more likely to ‘trigger’ us than others – what are yours?