DISCCRS V

Emotional Intelligence

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The Point

Great Leaders

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

Individuals	Qualities
1.	
2.	
3.	

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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?

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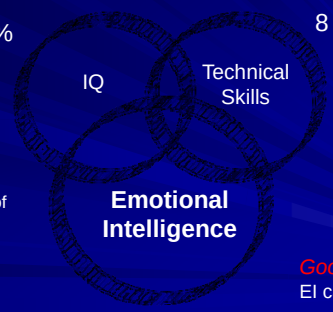
3 Domains of Competence

Threshold Competencies

8 – 9%

8 – 9%



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

Good news…
EI can be learned.

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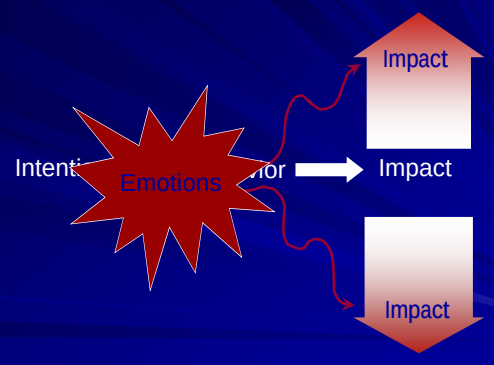
Intention vs. Impact



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Emotions

What emotions can we think of?

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Emotional Intelligence is…

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

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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?

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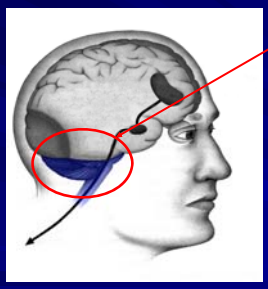
How the Brain Works



Brain Stem

Basic Functions

- Temperature
- Breathing
- Heart Rate
- Reflexes

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How the Brain Works

Neo-Cortex

- IQ resides here
- Site of working memory

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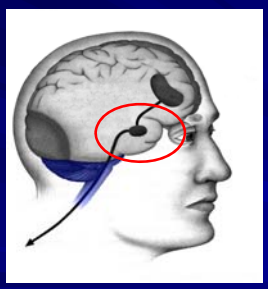
How the Brain Works



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?

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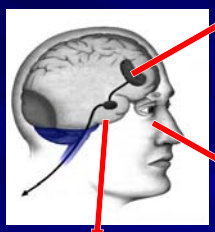
Hijack!



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!

1. Body Responds

- Increase in heart rate
- Increase in breathing
- Increase in reflexes

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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?

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