Impact & Influence: Emotional Intelligence

Dr. Angus I. McLeod
- Impact/influence: why important for life & career
- Two routes to advance EI that leverage one another
- Critical thinking
- Q & A.
1. The capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically.

2. ‘Emotional intelligence is the key to both personal and professional success’

1. English Oxford Dictionary
2. Daniel Goleman
### Emotional Investments: Rapport & Trust

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<th>Actions</th>
<th>Private Stuff</th>
<th>Investment/Risk</th>
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<td>Appropriate Touching</td>
<td>Weaknesses</td>
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<td>Energetic expression</td>
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<td>Reflecting their words</td>
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<tr>
<td>Nodding</td>
<td>My home town</td>
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<td>“Uh-huh”, “yeah”</td>
<td>My Job</td>
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**My investment**

**Me**

**Their investment**

**Other**
Economic Need for EI

There is ‘a dramatic need to increase three skill sets’:

- Higher cognition
- Technical skills
- Social & Emotional skills.

The average lifespan of an S&P500 company has decreased...

‘from 67 years in the 1920s to just 15 years in 2014.’

The prediction for 2020 S&P survival: 12 years.

Corporate Needs in Intelligence

IQ + EI = Success

1. As much as 80% of adult “success” comes from EQ.

2. 75% of careers are derailed for reasons related to emotional competencies, including inability to handle interpersonal problems; unsatisfactory team leadership during times of difficulty or conflict; or inability to adapt to change or elicit trust.

1. Daniel Goleman: Emotional Intelligence
2. The Center for Creative Leadership.
1. Do Nothing: No change in emotional leadership
2. Forced Change: Pain-and-Gain leverages impulse for action
3. Do Something: Be pro-active to develop EI.
1 SELF-Awareness

2 SELF-Management

3 Awareness of OTHERS

4 Management of OTHERS

Impact on Others
**Develop EI: #1. SELF-Awareness**

Routinely ask for specific (contextualized) feedback:

“X minutes ago at the Y meeting, Z happened, if there was one thing that I could have done better, what is that one thing?”

Use the evidence to manage/test self.

*Leverages Neural Pathways ‘Plastic Re-wiring’.*
Develop EI: #1. OTHERs-Awareness

Question others to seek out:

Purpose, values, beliefs, identification, preferences, aims, motivations, de-motivators, needs, wants

Use the data to test your influence.
Develop El: #1. OTHERs-Awareness

Example Questions:

- “You were really engaged and successful with the X-project, if there was one thing that drove your success, what is that one thing?”

- “I wonder if I am supporting you appropriately. If there was one thing that I will do differently to improve my support, what is that one thing?”
Emotional Intelligence: Positivity as a Choice

Work-culture Shift to (realistic) Positivism: Drives Success

Critical Thinking... Use self-challenge when you think* or say...

“Forget doing anything; it ALWAYS breaks down”
“There is NEVER help when you need it”
“I’m NO GOOD at presenting”

*This may be an ‘inner voice’
Confidence

- Sport
- Work
- Friendships
- Special Relationship
- Social Events
- New people
- Finances
- Health
- Relocation
Emotional Intelligence: A Quick Test

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