

# Emotional Intelligence

Wellness Seminar

“There is no health without mental health.”



# Mental Health America

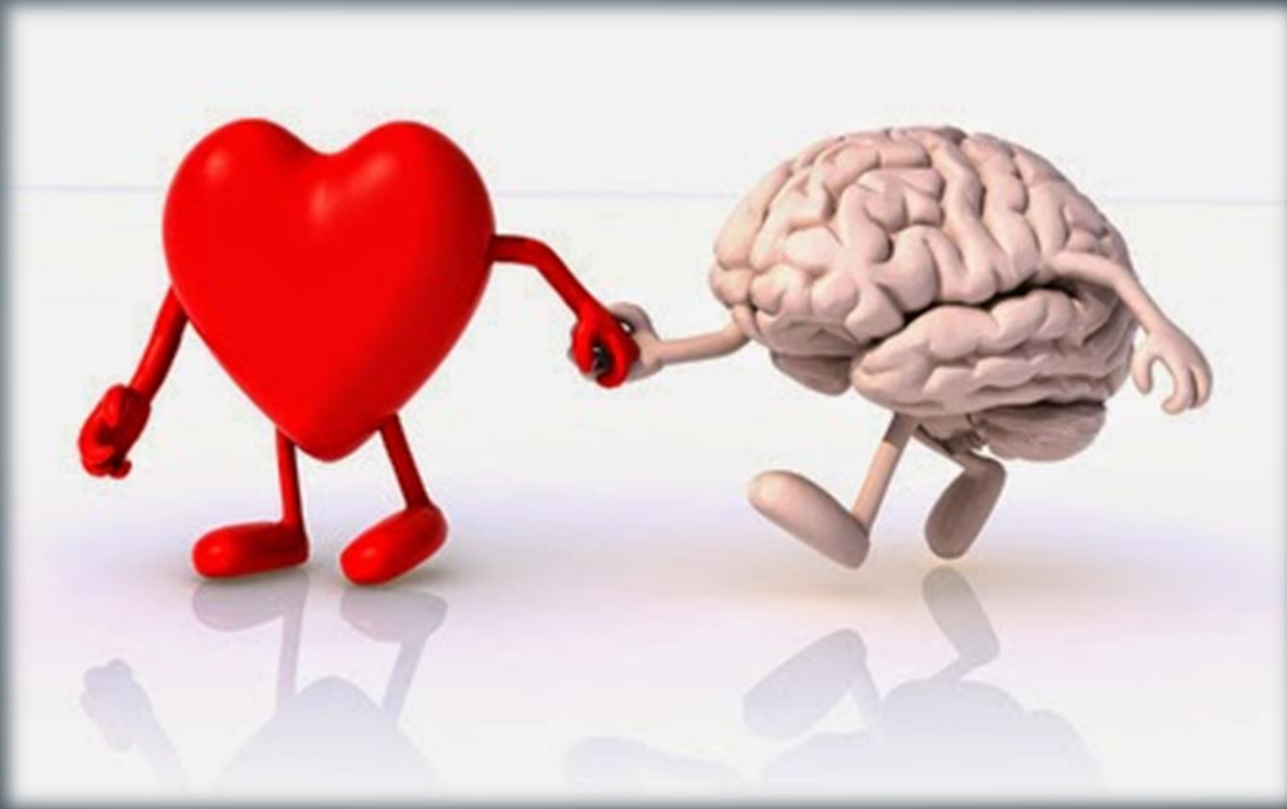
of Eastern Missouri

## *Our Mission*

To promote mental health and to improve the care and treatment of persons with mental illness through advocacy, education and service.

“There is no health without mental health.”

# Emotional Intelligence



# Emotional Intelligence or EI

An individual's ability to perceive and manage **their** emotions and the emotions of **others**



## IQ

Vs.

## EQ

- Standardized test measures problem solving, and information retention **threshold**
- Stable predictor of school, income, and health
- Relatively unaffected by training

- One's measurable **ability** to examine, express, and manage emotions of self and others
- Highly stable predictor of future life success
- Significantly increases with training and practice

The Association to Advance Collegiate Schools of Business, the premier accrediting institute for business schools around the world: uses EQ as their key attribute for excellence

# Being Emotionally Intelligent involves:

**R**ecognizing emotions in self and others

**U**nderstanding the causes and consequences of emotions

**L**abeling emotions accurately

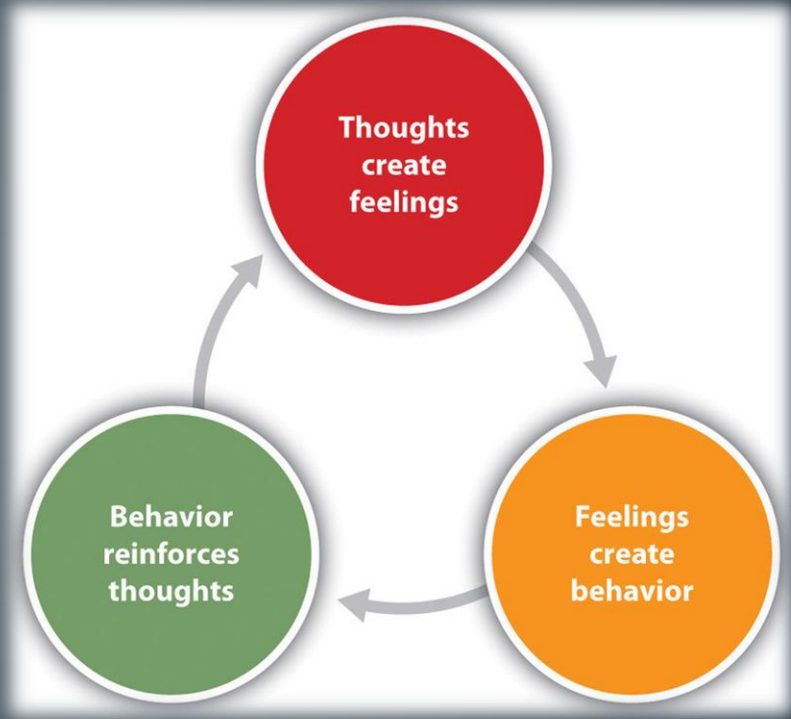
**E**xpressing emotions appropriately

**R**egulating emotions effectively

# Emotion

Emotion is a complex connection of events that begins with a stimulus and includes:

- Feelings
- Physiological change
- Cognitive change
- Impulses to act
- Specific goal-directed behavior



# Primary Emotions

**MAD**

**SAD**

**GLAD**

**SCARED**



# Range of Emotions

We learn how to deal with our emotions from our parents, family, and people who influence us as children. Many times we don't learn a range of emotion and the behaviors that align with each step of the range.

For example:

## Anger Scale

Miffed	Aggravated	Agitated	Mad	Frustrated	Angry	Irritated	Outraged	Furious	Rage
--------	------------	----------	-----	------------	-------	-----------	----------	---------	------

# Hanna and Leo

# Leo



# Hanna



# Building a High EQ



- Improves:

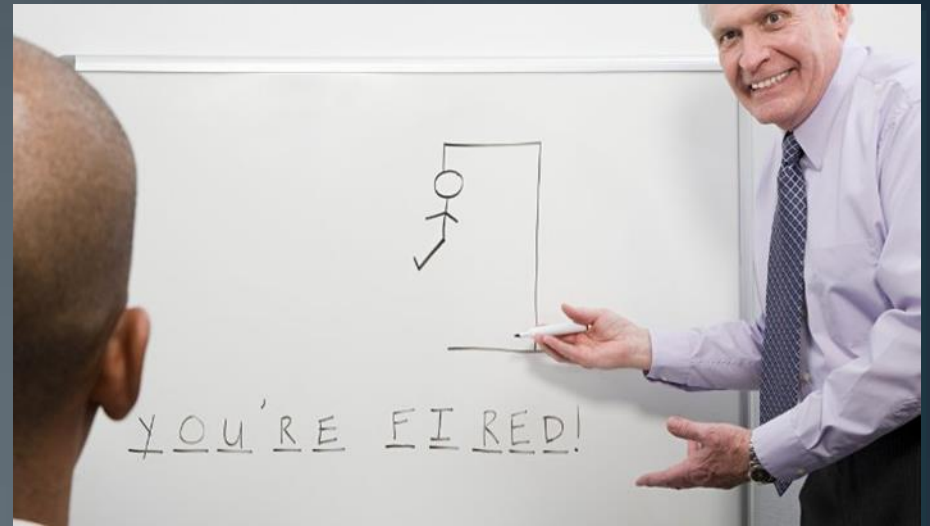
- Health
- Memory
- Decision making
- Negotiation skills
- Leadership skills
- Team/relationship skills
- Satisfaction

- Increases:

- Pay
- Rank
- Performance Evaluations
- Social functioning
- Impulse management
- Self-worth

# Lack of EQ

- Ignored, repressed, built-up, or exploded emotions results in:
  - Stress
  - Mental illness
  - Unstable relationships
  - Poor outcomes
  - Life dissatisfaction



YOU'RE FIRED!

# Building EQ in Business

- 90% of Fortune 500 CEOs have high EQs
- Companies hiring based on EQ competencies had a net savings of \$190 million

# EQ in Businesses

- Organizations with high EQ have better:
  - Organizational climates
  - Communication
  - Leader facilitation
  - Work performance
  - Needs assessments
  - Sales and accounts

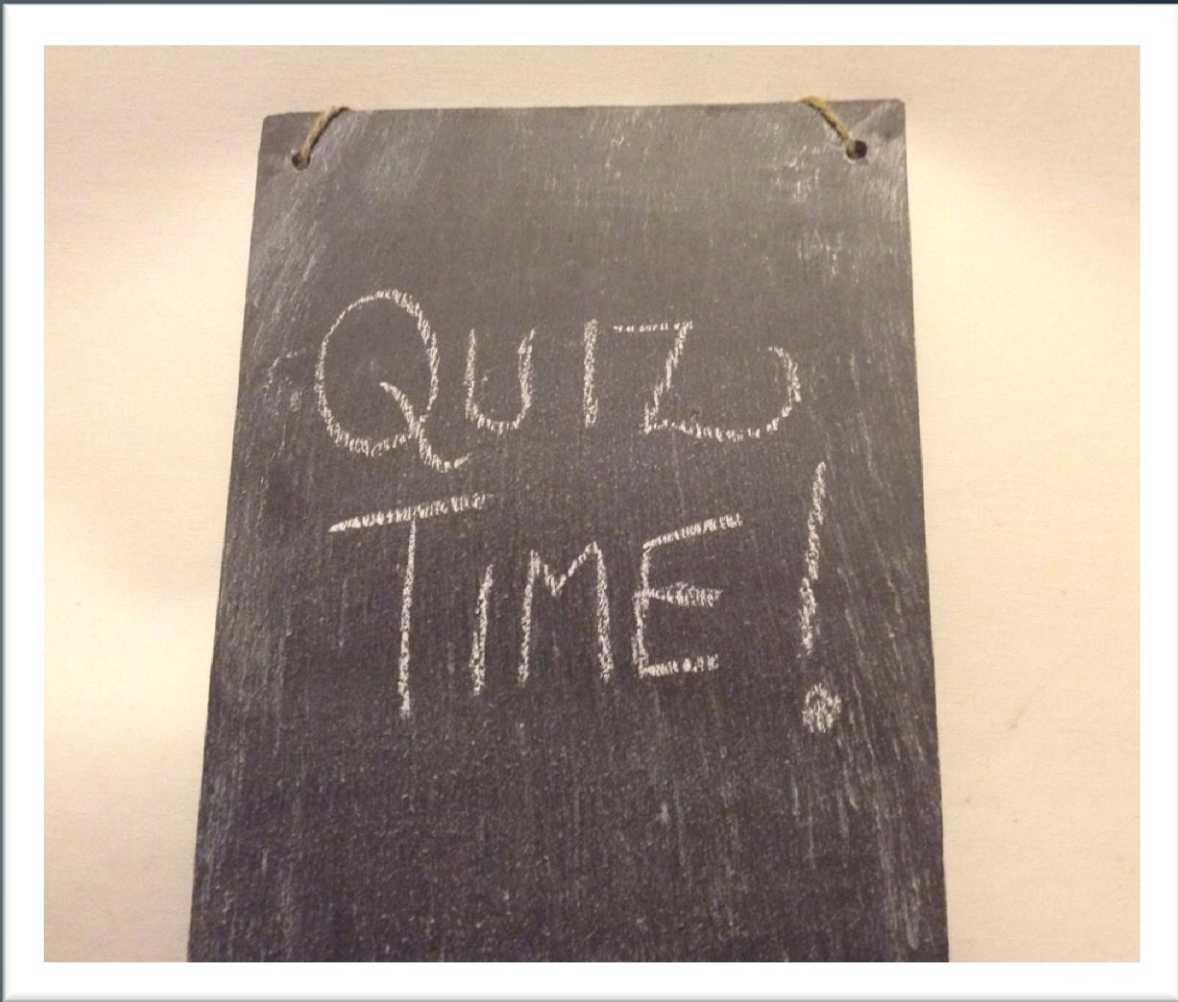


After implementing techniques learned from an EQ workshop, Roadway trucking company decreased accidents by 41% and saved \$6 million.



# The Skills of Emotional Intelligence





# Self-awareness

- Your vision of yourself in relation to reality
  - 1) Understanding your affect on others
  - 2) Reality vs. Personal Perception
- Signs an individual lacks self-awareness:
  - Passive aggressive
  - Defensive
  - Make excuses or blame others
  - Bully others and yourself
  - Not open to others opinions



Well, we like to think  
of ourselves as a laid-back  
group, which we are, unless  
there's lightning and  
thunder...

Or, fireworks!  
then we freak out,  
and **Toby**, here, has  
to bite someone.



Reynolds 2014

The Self-Aware Group

# Increasing Self-Awareness

- Cultivate an awareness of being
  - assess yourself
- Match perception and reality
  - ask others
- Take heed of emotional warning signs
  - identify “gut” feelings
- Mindfulness
  - awareness of present experiences

EMOTIONS ARE LIKE NEON SIGNS TELLING YOUR BRAIN,  
“REMEMBER THIS!”

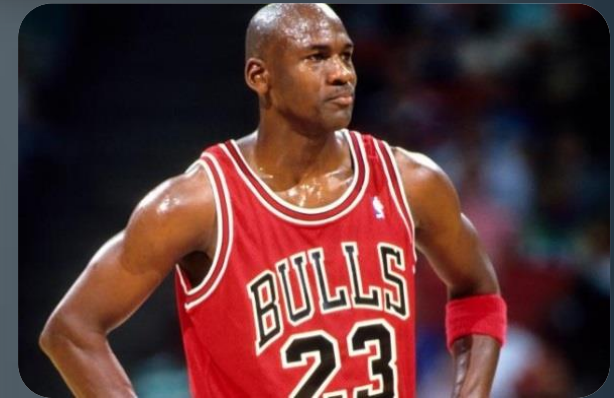


# Mindfulness

- Building mental strength
- Reset your emotions



90% of sports is mental health



# Mindless vs. Mindful

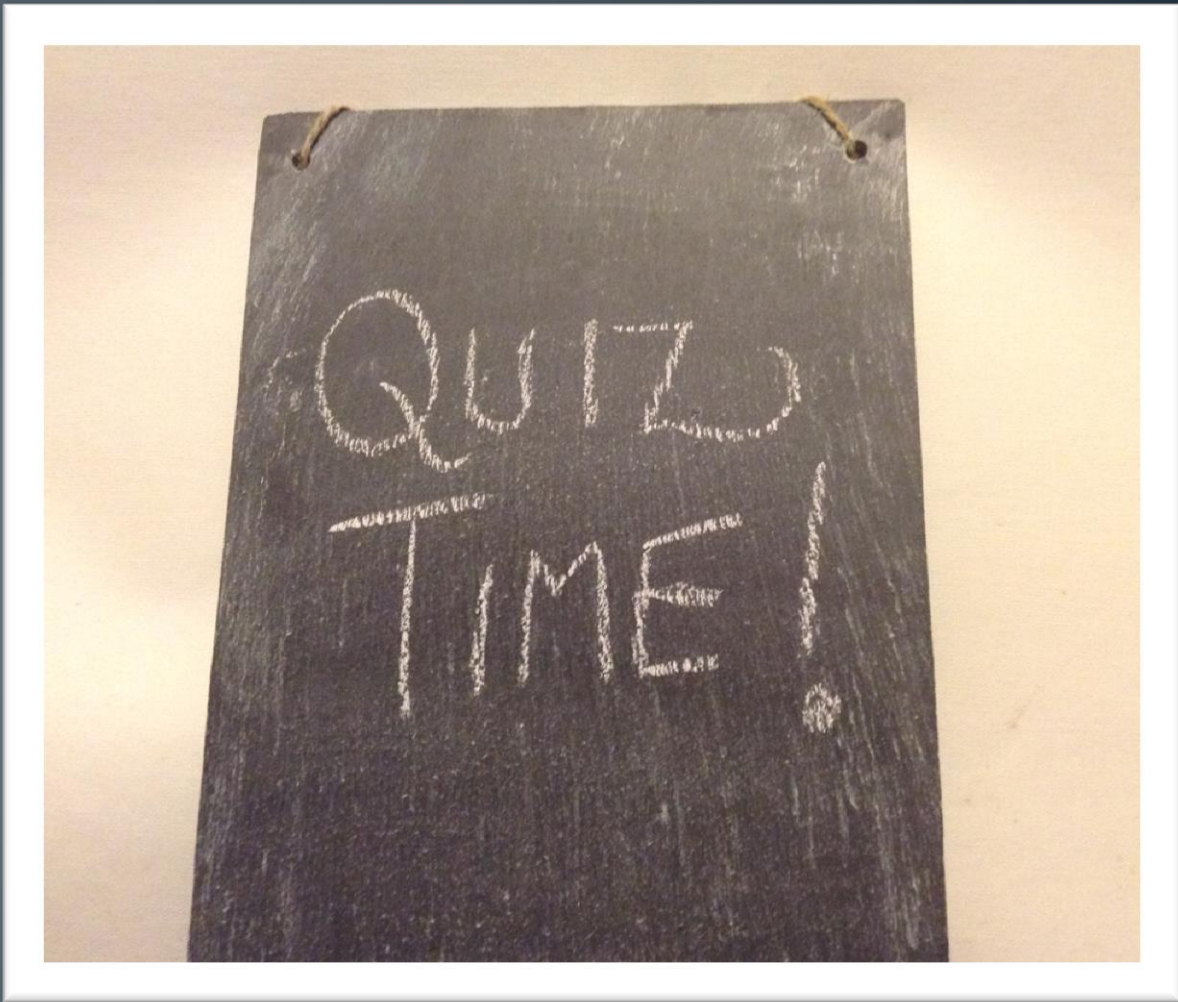
## Mindless Response

- React when you are angry
- React when expectations aren't met
- React when things do not go your way
- React to negative thoughts
- React to fear or rejection

## Mindful Response

- Acknowledge stress has occurred
- Pay attention to breath, thoughts, emotions, body, instincts
- Let go of expectations
- Accept without judgement
- Take action to change from stress to a state of balance and calm

(Napoli, 2011)





# Self-Management

- Consciously choosing the appropriate response while enduring an emotion
- Signs self-management is lacking:
  - Procrastinating
  - Repressing emotions
  - Pessimistic
  - Experience changes in mood
  - Have uncompleted goals
  - Experience anxiety



# Self-Management in Business

Aetna, one of the largest U.S. health insurers, developed an employee yoga and meditation wellness program in 2012.

On average, participants reported:

- 28% reduction in stress levels
- 20% improvement in sleep quality
- improved productivity by 62 minutes per week per person.

Increasing Self-Management

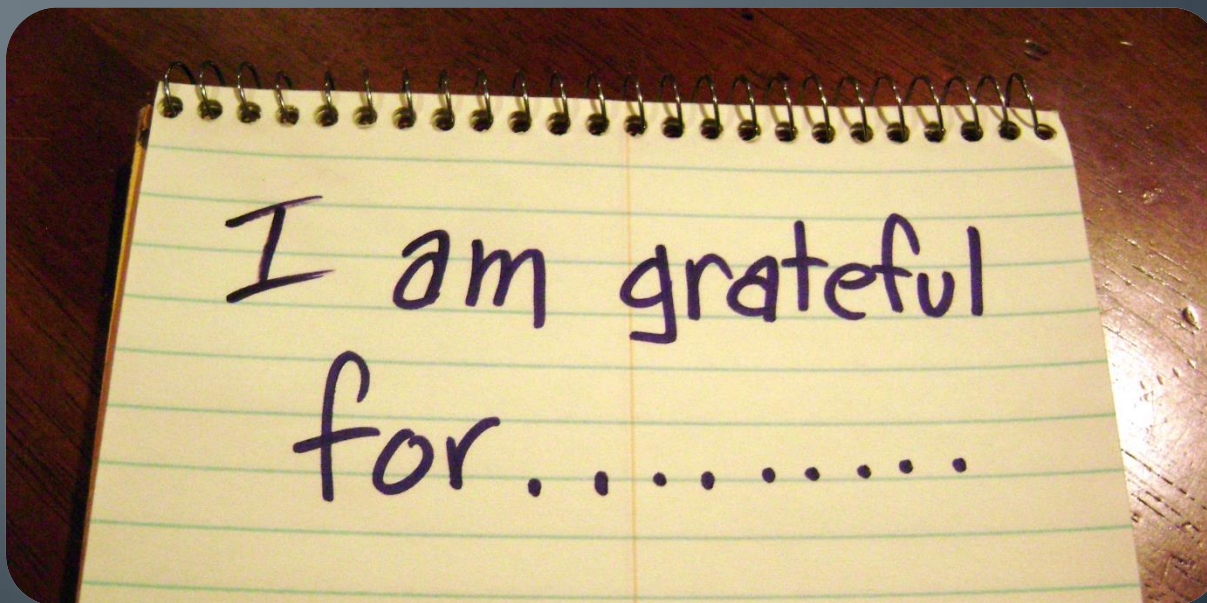
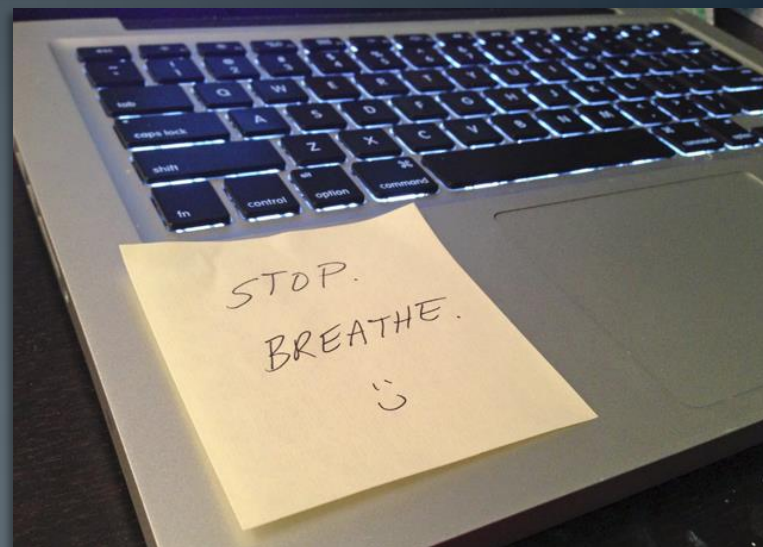
**#1 Regulation Tool**



Think Positive

# Increasing Self-Management: Positive Thinking

- Techniques to positive thinking:
  - Thought Stopping
  - Practice Gratitude
  - Prime your environment
  - Nickname the emotion



# Incorporating Self-management:

- Set specific goals and plans
  - Use priming to follow through
- Change environment
  - What are my best working conditions?
- Mind-Body-Spirit Regulation:



# Mind-Body-Spirit Regulation

## Mind

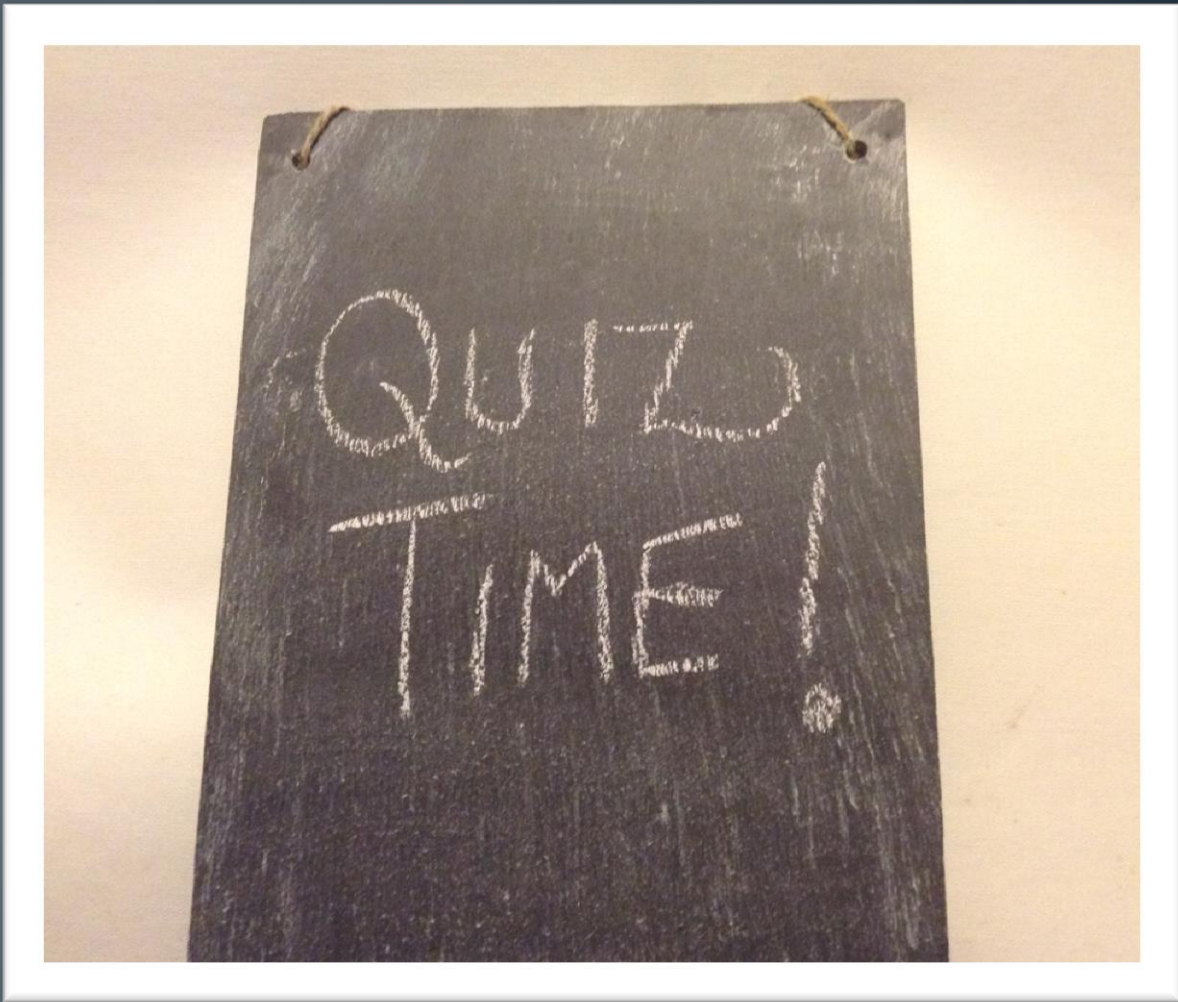
- Positive Thinking
- Journaling
- Meditation
- Mindfulness
- Counseling

## Body

- Walking/Running
- Yoga/Pilates/Tai Chi
- Recreational sports
- Breathing
- Massage

## Spirit

- Find joy
- Laughing
- Connect with others
- Hobbies
- Faith





# Social Awareness

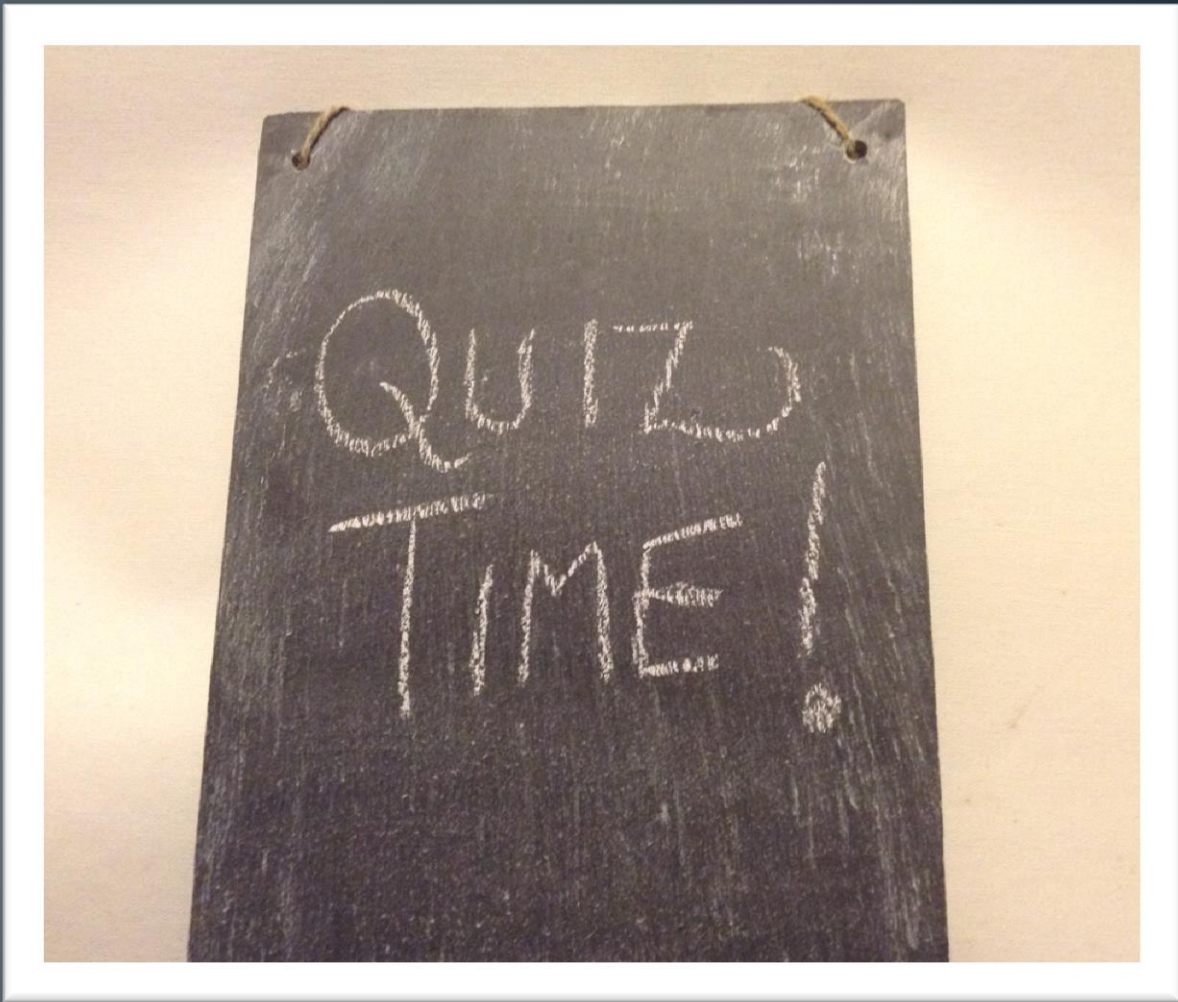
- Knowing the needs of others and the context of the system in which one lives
- May lack Social awareness if:
  - Individualistic
  - Critical of others
  - Don't pick-up on social cues
  - Believe you found success through your own doing
  - Don't get along with people who disagree with you



# Increasing Social Awareness

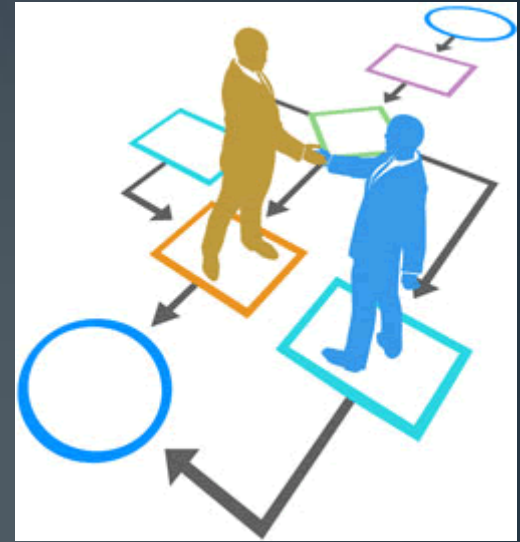
- Consider what makes you react negatively to social situations, groups, or individuals
- Understand levels of awareness vary
- Experience social interactions
- Diversify your network
- Value others
- Listen and clarify





# Relationship Management

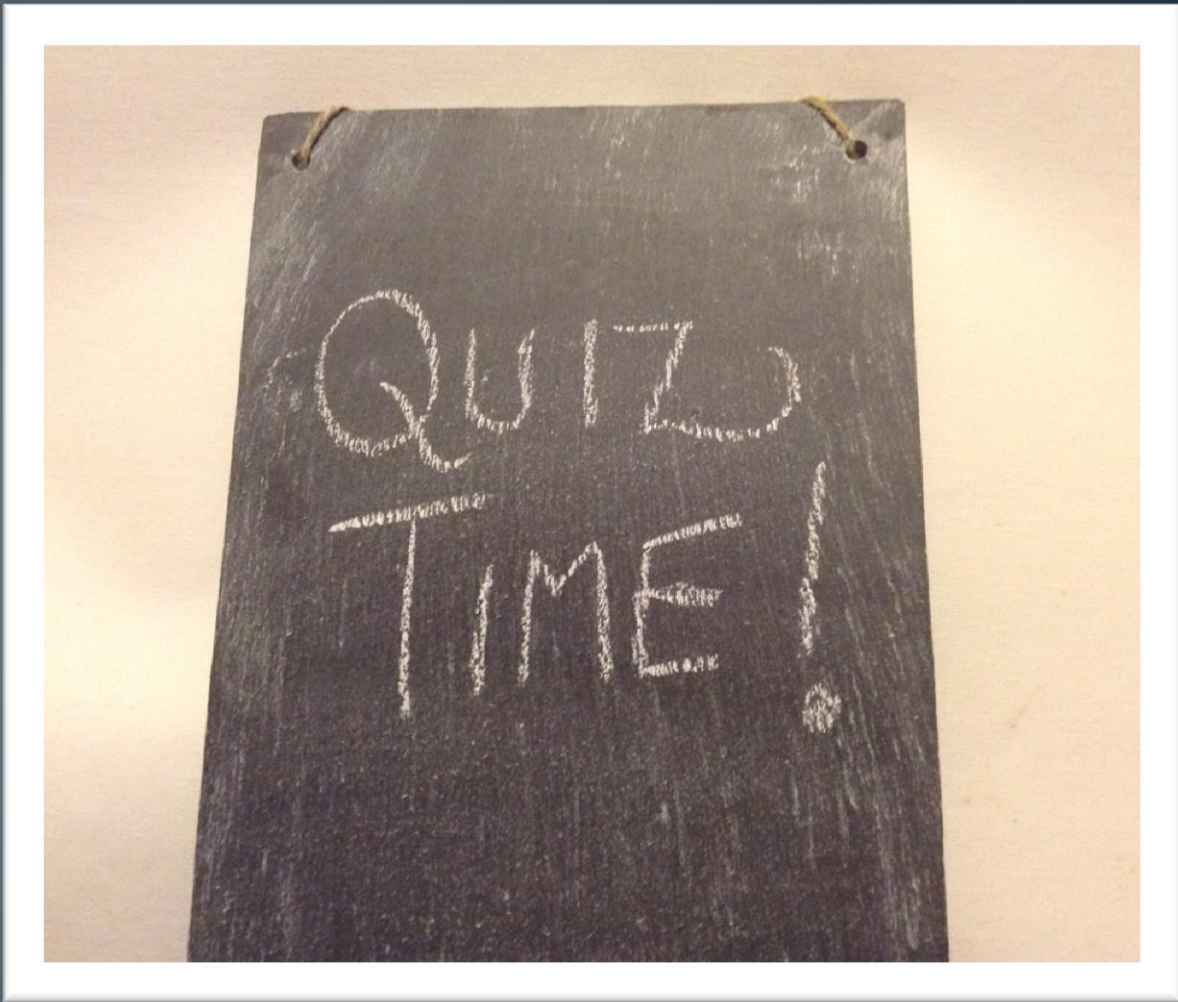
- Facilitating mutually beneficial relationships
- Lack Relationship Management if:
  - Stubborn
  - Prefer working alone
  - Avoid confrontation
  - Act strictly professional with coworkers and clients
  - Don't commit or do not stay committed to social plans
  - Don't know specific details about friends' day-to-day lives



# Increasing Relationship Management

- Practice
  - Connect with others
  - Clarify situations
  - Remember: life is a learning experience
- “I” statements
- Enjoy interacting with others
  - What can this interaction accomplish?
  - What do you want to gain from this interaction?
  - What should the other gain from your interaction?





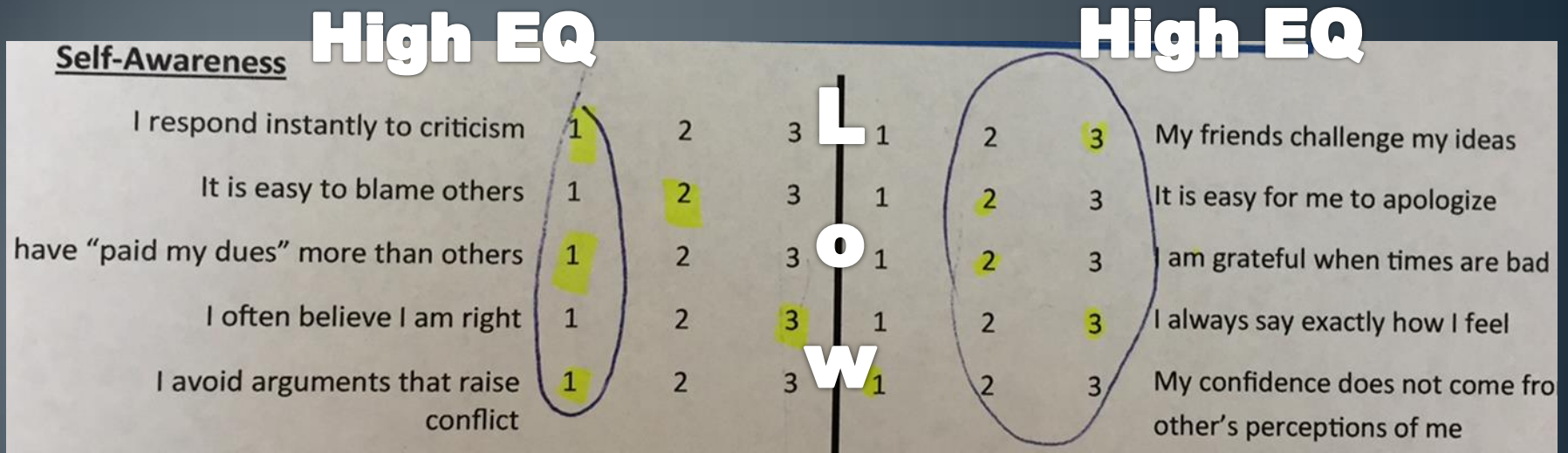
# EQ Quiz

- Circle majority in each section

**Self-Awareness**

I respond instantly to criticism	1	2	3	1	2	3	My friends challenge my ideas
It is easy to blame others	1	2	3	1	2	3	It is easy for me to apologize
have "paid my dues" more than others	1	2	3	1	2	3	I am grateful when times are bad
I often believe I am right	1	2	3	1	2	3	I always say exactly how I feel
I avoid arguments that raise conflict	1	2	3	1	2	3	My confidence does not come from other's perceptions of me

# EQ Quiz



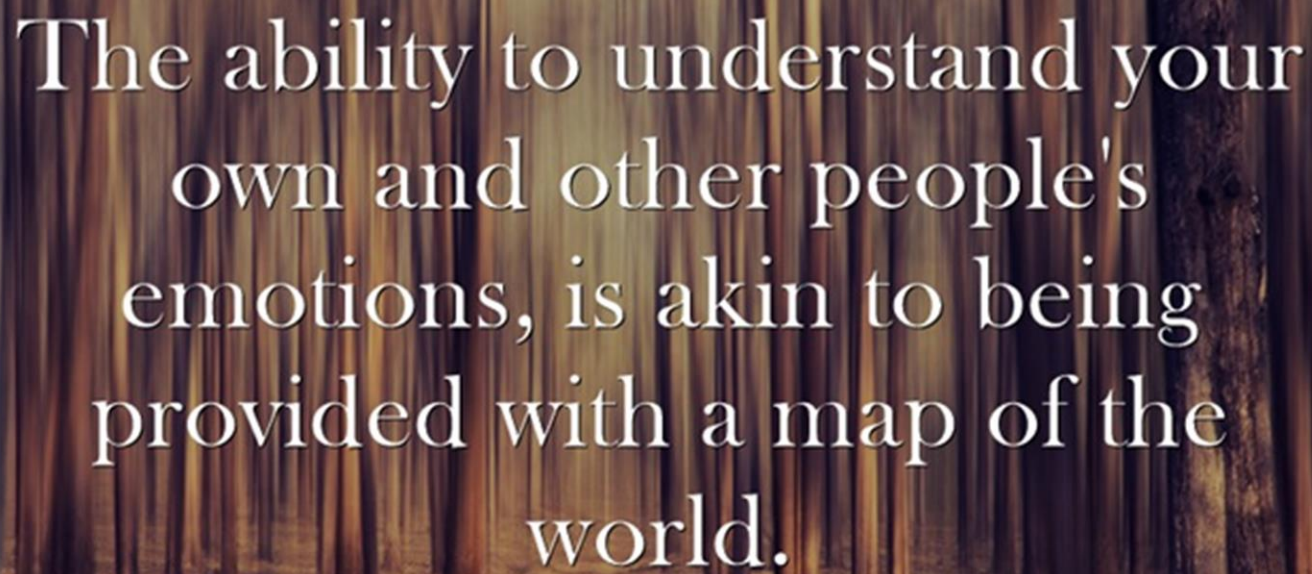
- Closer to middle black line = Lower EQ
  - Closer to outside = Higher EQ
- Left side are Negative traits
- Right side are Positive traits



# Summary

- 1) It takes two
- 2) *Stay positive and be happy now*
  - “Once I am \_\_\_\_\_, I’ll be happy”.
  - “If I have \_\_\_\_\_, I will be satisfied”.
- 3) Broaden-and-Build theory of positivity
  - Small steps = big success
- 4) Mind-Body-Soul Regulation
  - Find your unique regulation style



A photograph of a forest with many tall, thin trees and a dirt path leading through them. The trees are mostly bare, suggesting a late autumn or winter setting. The ground is covered in fallen leaves and some low-lying vegetation. The lighting is soft, creating a warm, golden-brown atmosphere. The text is overlaid on the image in a white, serif font.

The ability to understand your  
own and other people's  
emotions, is akin to being  
provided with a map of the  
world.

Beth Hewitt