



WORKING & LEADING WITH EMOTIONAL INTELLIGENCE

Presented by: Jason Jones, Ph.D.

DrJasonJones.com



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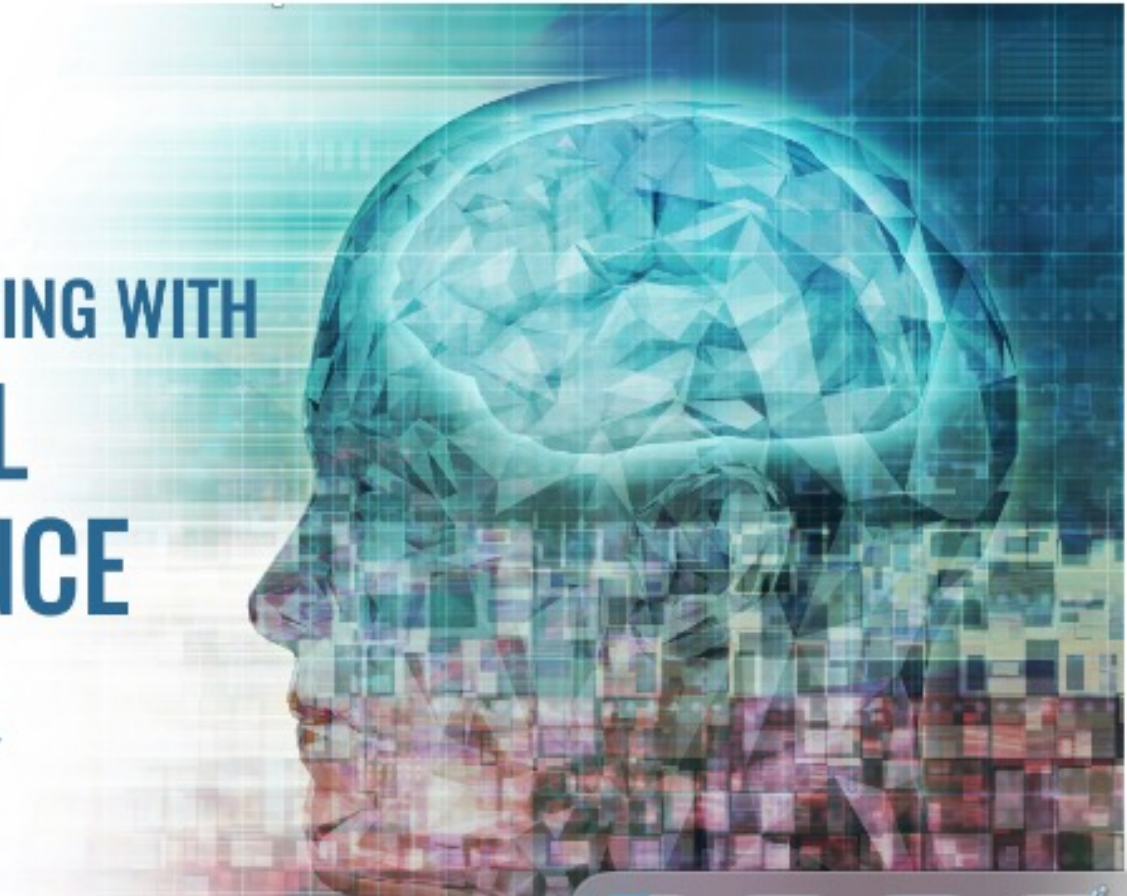
Welcome to Microsoft Customer Support Experience Resources

Continuous growth and development is a result of ongoing work and intention. This page is a special place for you to access the resources mentioned during my keynote presentation. Also a few more resources to enhance your leadership and performance -- just for fun.



WORKING & LEADING WITH EMOTIONAL INTELLIGENCE

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AGENDA

- ✓ Understand Emotional Intelligence (EQ or EI)
- ✓ Assess Your Emotional Intelligence
- ✓ Build Your Emotional Intelligence





EMOTIONS IN THE WORKPLACE

HOW DO EMOTIONS AFFECT THE WORKPLACE?

- ✓ Emotions are data points.
- ✓ Emotions drive business decisions and behaviors.
- ✓ Emotions are the key to employee experience and customer experience.



IQ vs. EQ

Cognitive Intelligence (IQ): Your ability to learn and understand new situations, reason through a given problem, and apply knowledge to a current situation.

Emotional Intelligence (EQ): Emotional intelligence is your ability to recognize and understand emotions in yourself and others, and your ability to use this awareness to manage your behavior and relationships.
(Goleman & Boyatzis)

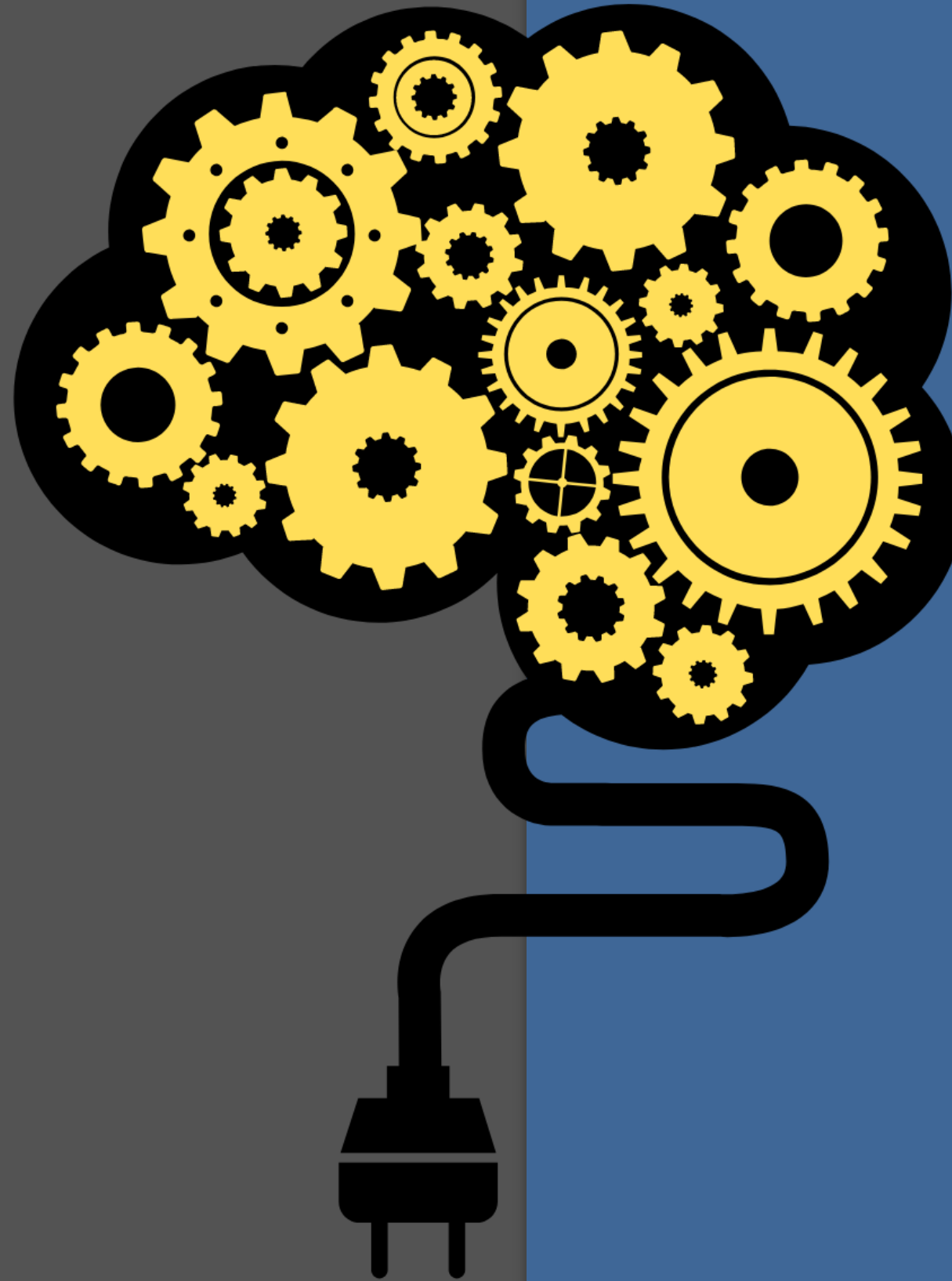


Emotional Intelligence is the ability to make emotions work for you, instead of against you.

IQ

COGNITIVE INTELLIGENCE

Learn
Understand
Reason



EQ

EMOTIONAL INTELLIGENCE

Awareness
Management
Relating

SUPERPOWER





**EMOTIONAL
INTELLIGENCE**

$IQ + EQ = \text{Success}$

THE IMPACT OF EMOTIONAL INTELLIGENCE



90% of top performers have high EQ



People with high EI make
\$29,000 more annually
than their low EI counterparts

El accounts for
58%
of performance in all types of jobs

Every Point of EI increase adds
\$1300
to annual salary.

Emotional Intelligence is a **SOFT** skill.

Emotional Intelligence is a **MONEY** skill.

Emotional Intelligence is positively correlated with...

WORK PERFORMANCE

RELATIONSHIPS

GOAL ACHIEVEMENT

LIFE SATISFACTION

SALARY

PHYSICAL HEALTH

WORK SATISFACTION

MENTAL HEALTH

WORK RELATIONSHIPS

LONGEVITY

**HOW CAN AN INCREASE IN EMOTIONAL
INTELLIGENCE IMPACT YOUR TEAM?**

UNDERSTANDING

EMOTIONAL INTELLIGENCE

EMOTIONAL INTELLIGENCE MODEL

See/Perceive

Behavior

Personal
Competence

SELF-AWARENESS

I accurately identify my emotions and behaviors as they happen.

SELF-MANAGEMENT

I manage my emotions and behaviors to achieve positive outcomes.

Social
Competence

SOCIAL AWARENESS

I accurately identify the emotions and behaviors of others during interactions.

RELATIONSHIP MANAGEMENT

I manage the interactions I have with others in a way that will achieve positive outcomes.

EXAMPLES

BAD BEHAVIOR


A workplace survey asked employees to report behavior that they witnessed that they believe is rude, careless, or unfriendly. The following behaviors were reported.

- Interrupts people
- Judgmental of those who are different
- Shows little interest in others' opinion
- Fails to communicate important information
- Doesn't say please and thank you
- Takes too much credit for success



TAMING THE TIGER

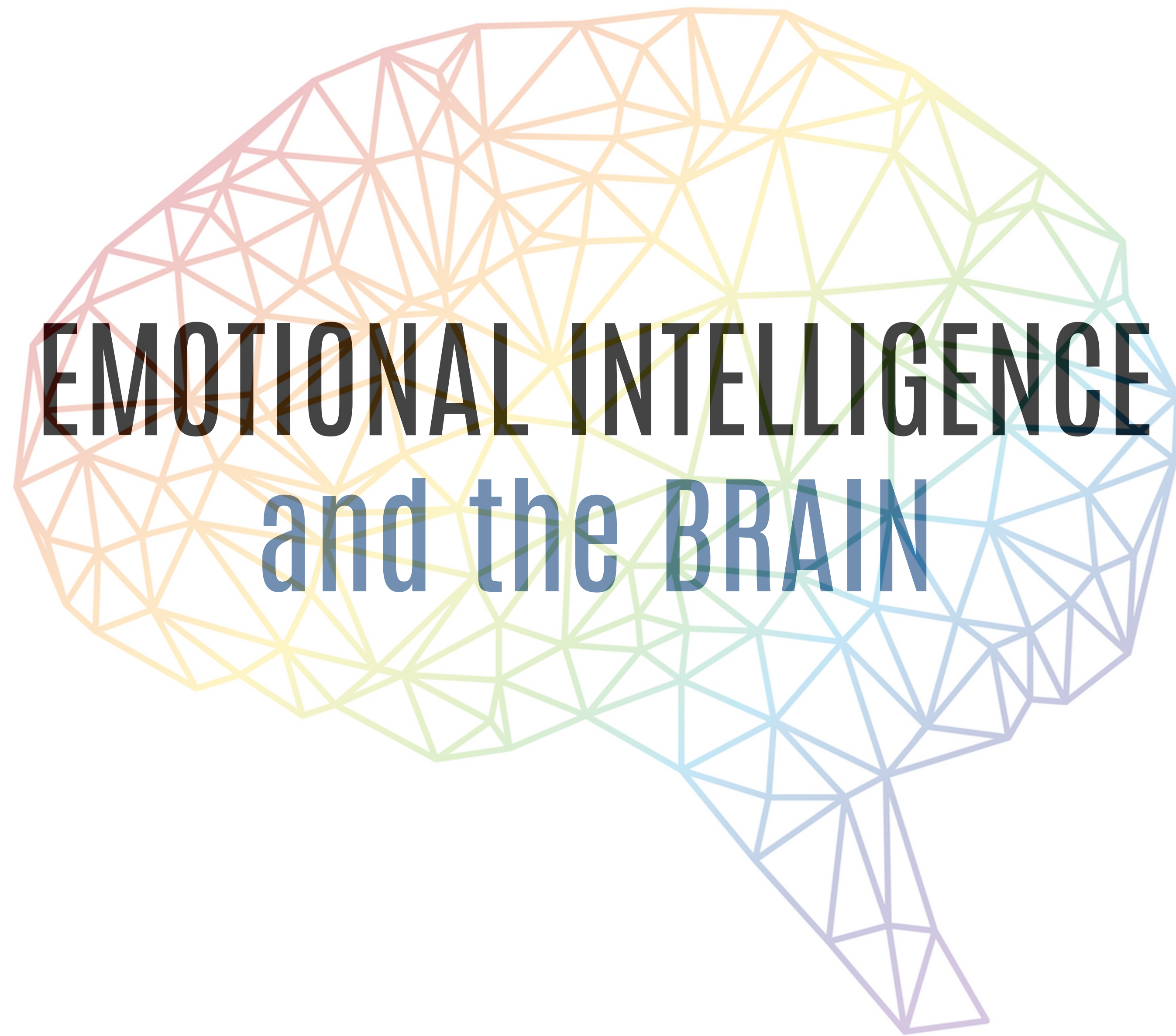
What common threats exist in your organization?

- Decisions from others we don't like
 - Changes
 - System crashes
 - Angry coworker
 - Micromanagement
 - Bad news
 - Disrespectful/difficult customers
 - Disagreements
- 
- Someone offends you
 - Traffic
 - Unfairness



BUILDING

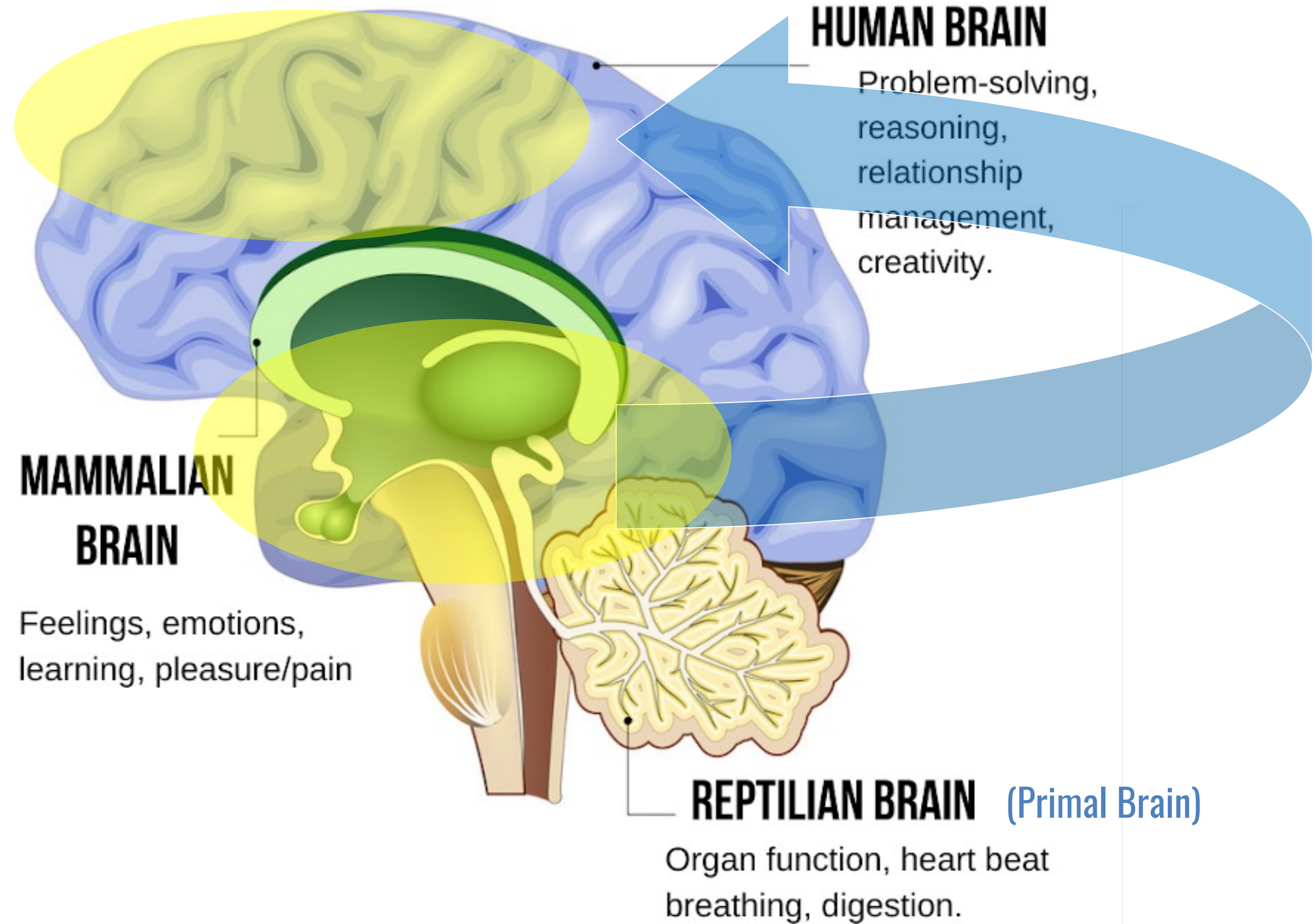
EMOTIONAL INTELLIGENCE



EMOTIONAL INTELLIGENCE and the BRAIN

THE 3 BRAIN'S

We can build
emotional
intelligence by
learning how to
manage our
primal brain.

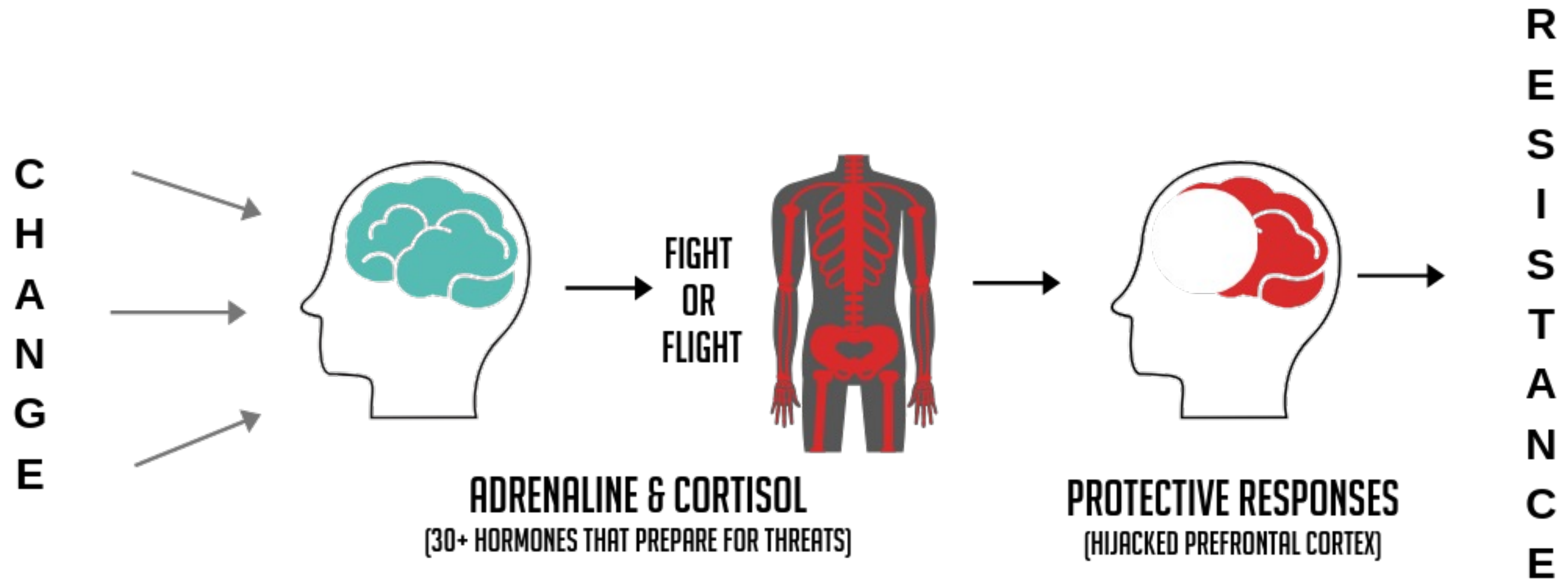


THE EMOTIONAL HIJACK

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THE EMOTIONAL HIJACK





1. LEARN

2. REFLECTION

3. FEEDBACK

4. PRACTICE SKILLS

EMOTIONAL INTELLIGENCE ASSESSMENT

ASSESS YOUR EQ LEVEL



EMOTIONAL INTELLIGENCE QUICK-ASSESSMENT

EMOTIONAL INTELLIGENCE ASSESSMENT

Rate how strongly you agree or disagree with each statement.

I often look for ways to be a good friend or colleague.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neither Agree or Disagree
- ☐ Disagree
- ☐ Strongly Disagree

I think about how my actions make others feel.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neither Agree or Disagree
- ☐ Disagree
- ☐ Strongly Disagree

I handle conflict well.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neither Agree or Disagree
- ☐ Disagree
- ☐ Strongly Disagree

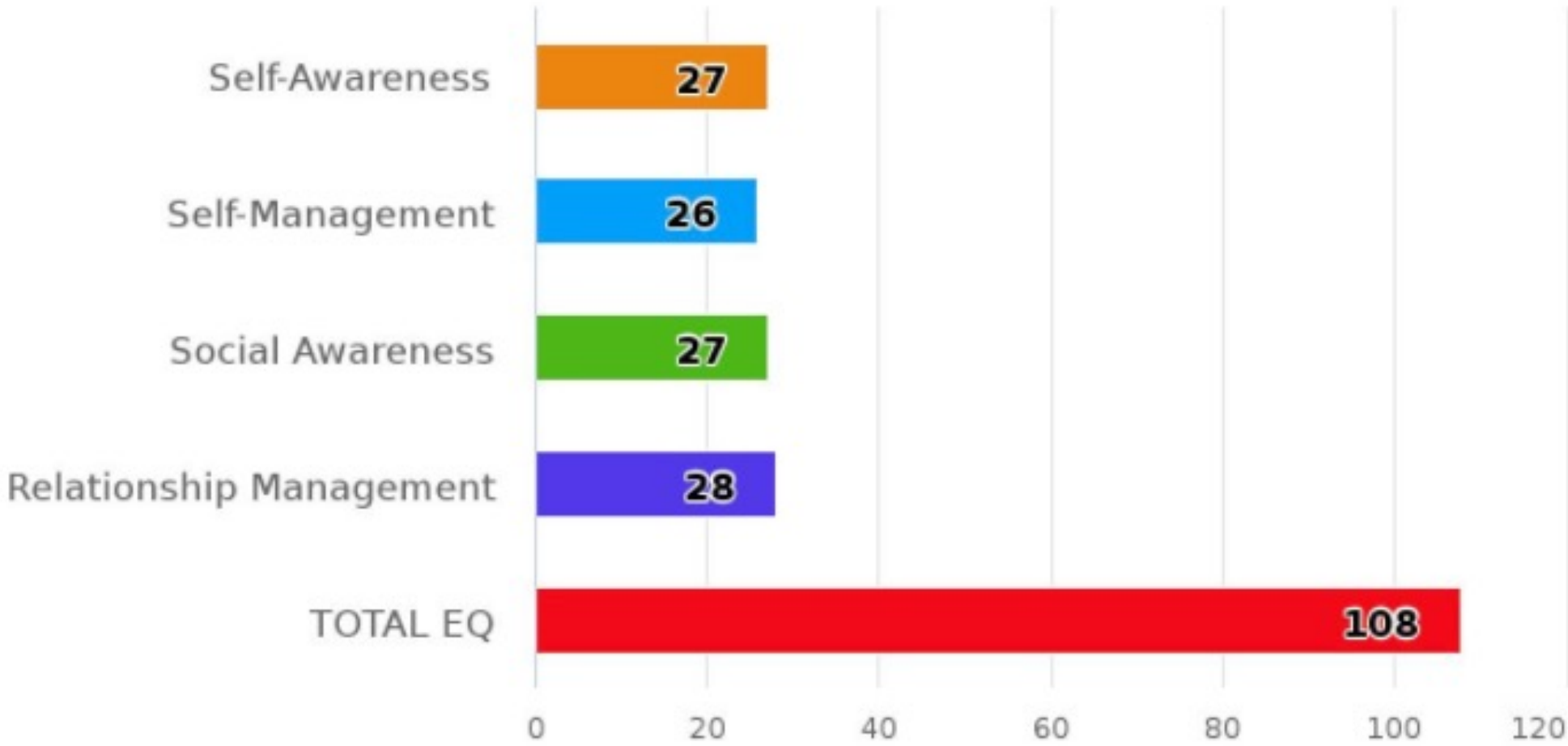
I open up with others about my thoughts, needs, and feelings.

- ☐ Strongly Agree
- ☐ Agree

YOUR EQ LEVEL

Scores:

Self-Awareness:	27
Self-Management:	26
Social Awareness:	27
Relationship Management:	28
TOTAL EQ:	108



Self-Awareness: Your ability to accurately perceive your emotions and stay aware of them as they happen. This includes monitoring how you respond to specific situations and people.

Your level of Self-Awareness is **Very High**.

Self Management: Your ability to use self-awareness to stay flexible and in control of your thinking and behaviors amidst people and situations you encounter.

Your level of Self-Management is **Average**.

Social Awareness: Your ability to accurately identify the emotions of others and being aware of the social interactions in a given situation. You are able to understand what people are feeling even when you don't feel the same way.

Your level of Social Awareness is **Very High**.

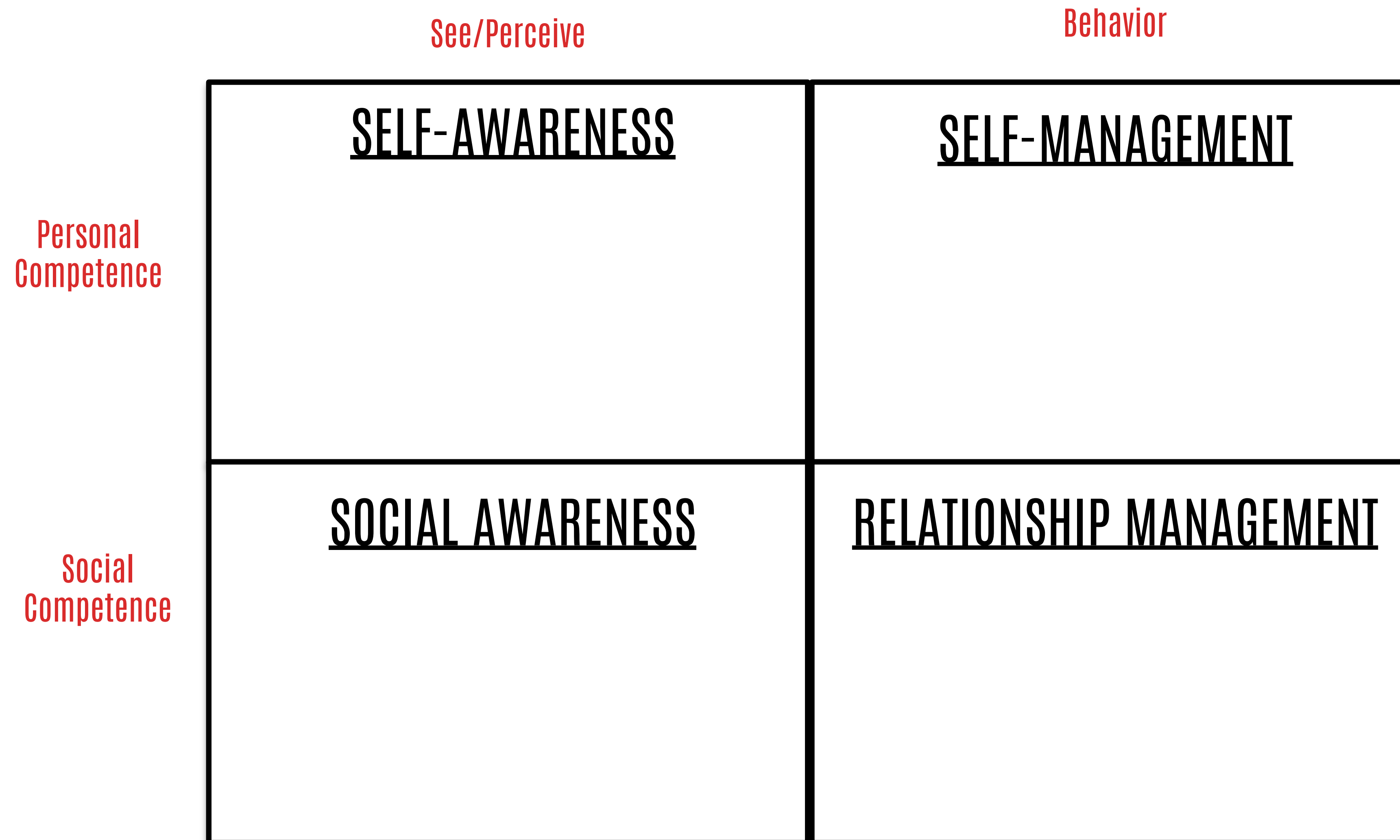
Relationship Management: Your ability to use awareness of your emotions and the emotions of others, as well as your self-management skills to build and maintain relationships and create effective outcomes amidst stress, disagreement, and conflict.

Your level of Relationship Management is **Very High**.

Emotional Quotient (EQ) Score:

Your EQ score is **High**. Your Emotional Intelligence is a strength of yours that you likely have worked hard to achieve and that you can use to continue your personal and professional success. Continue to develop your EI skills to become even more proficient in their application and to increase your interpersonal success.

HOW TO BUILD EQ



BUILDING SELF-AWARENESS

1. Identify Your Emotions (build your vocabulary)

Anger, happiness, fear, disgust, surprise, love, sadness, loneliness, hopelessness, embarrassment, hate, confusion, rejection, disappointment, depressed, elated, down, dumbfounded.

2. Identify Your feelings

Hot, anxious, nauseated, tense, tight body/muscles, headache, elevated heart rate, hearing heart beat, agitated, urge to run, default to anger, loss of thought/words.

3. Identify Your Emotion Triggers

Unfairness, disrespected, embarrassment, disappointment, being rejected, words, tones, traffic, selfishness of others, losing, uncertainty,



Key Questions to Ask:

What am I feeling?

Why am I feeling this way?

How do I respond with Emotional Intelligence?

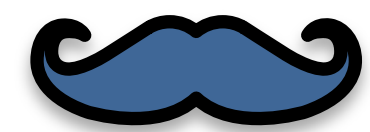
BUILDING SELF-AWARENESS

Identify Your Emotions (build your vocabulary)

SAD	HAPPY	HURT	CONFIDENT	ENERGIZED	ANXIOUS	ANGRY	TIRED	STRONG
Depressed Desperate Dejected Heavy Crushed Disgusted Upset Sorrowful Weepy Frustrated Dismayed	Amused Delighted Glad Pleased Charmed Grateful Optimistic Content Joyful Enthusiastic Loving	Jealous Betrayed Let Down Tender Wounded Impaired Damaged Criticized Abused Punished Rejected	Strong Brave Assured Certain Prepared Successful Encouraged Peaceful Secure Relaxed Comforted	Strengthened Motivated Focused Invigorated Determined Inspired Creative Healthy Renewed Vibrant Refreshed Appreciated	Afraid Stressed Troubled Stunned Unsure Stuck Hurt Frozen Deperate	Annoyed Agitated Raging Furious Livid Bitter Irritated Mad Critical Resentful	Bored Drained Exhausted Dull Weary Powerless Dejected Listless Burned out Fatigued	Confident Dynamic Tenacious Hardy Certain Secure Empowered Ambitious Powerful Loved Healed

EMOTIONAL INTELLIGENCE BEHAVIORS

BASICS BEHAVIORS



Smile



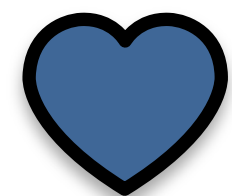
Eye Contact



Listen

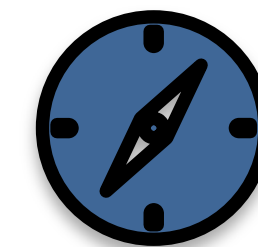


Identify Emotions



Empathize

ADVANCED BEHAVIORS



Calm



Use Positive Words



Express Appreciation



Extend Trust

ANGER MANAGEMENT & IMPULSE CONTROL

ANGER MANAGEMENT



IMPULSE CONTROL

- Decide to respond instead of react
- Know and recognize your triggers and your physiological reaction
- Avoid environments and situations that are affiliated with your triggers
- Create response guidelines for yourself
- Monitor and reflect with a coach or accountability partner
- Consider counseling

- Refuse to respond during high emotions
- Use the 10 Second Rule
- Ask yourself the BIG 3 Question
 1. *Does it need to be said?*
 2. *Does this need to be said by me?*
 3. *Does this need to be said by me now?*

SOCIAL AWARENESS

Social Awareness is the ability to accurately understand the emotions of other people and interpret social situations. The most influential barrier to social awareness is our own emotions.

THE 3 SKILLS OF SOCIAL AWARENESS

1. Understanding the emotions of others.
2. Empathy. The ability to feel what others are feeling.
3. Social intuition. Picking up on social cues from others around you.

LOOKING FOR EMOTIONS



SOCIAL AWARENESS

SOCIAL AWARENESS TACTICS

- Read the room
- Read Body Language
- Read Facial Expressions
- Look for Social Cues
- Be Empathic
- Watch Reaction to You



RELATIONSHIP MANAGEMENT

Relationship Management is the ability use the skills to self-awareness, self-managment, and social awareness to navigate relationship dynamics.



RELATIONSHIP MANAGEMENT TACTICS

- Prioritize Respect & Safety
- Bring Positive Energy
- Let it Go
- Rise Above
- Defuse
- Vent Appropriately
- Watch Your Tone



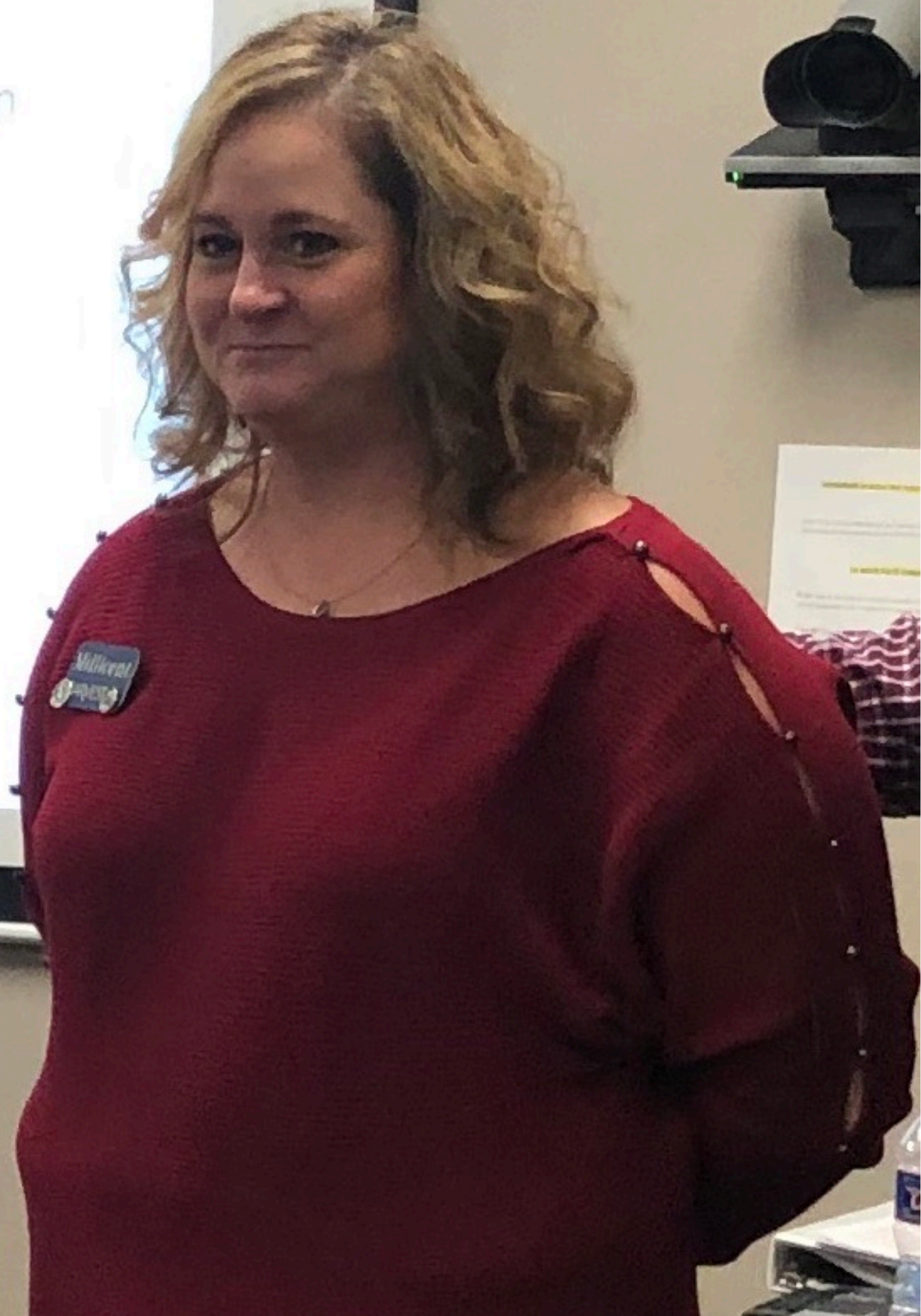
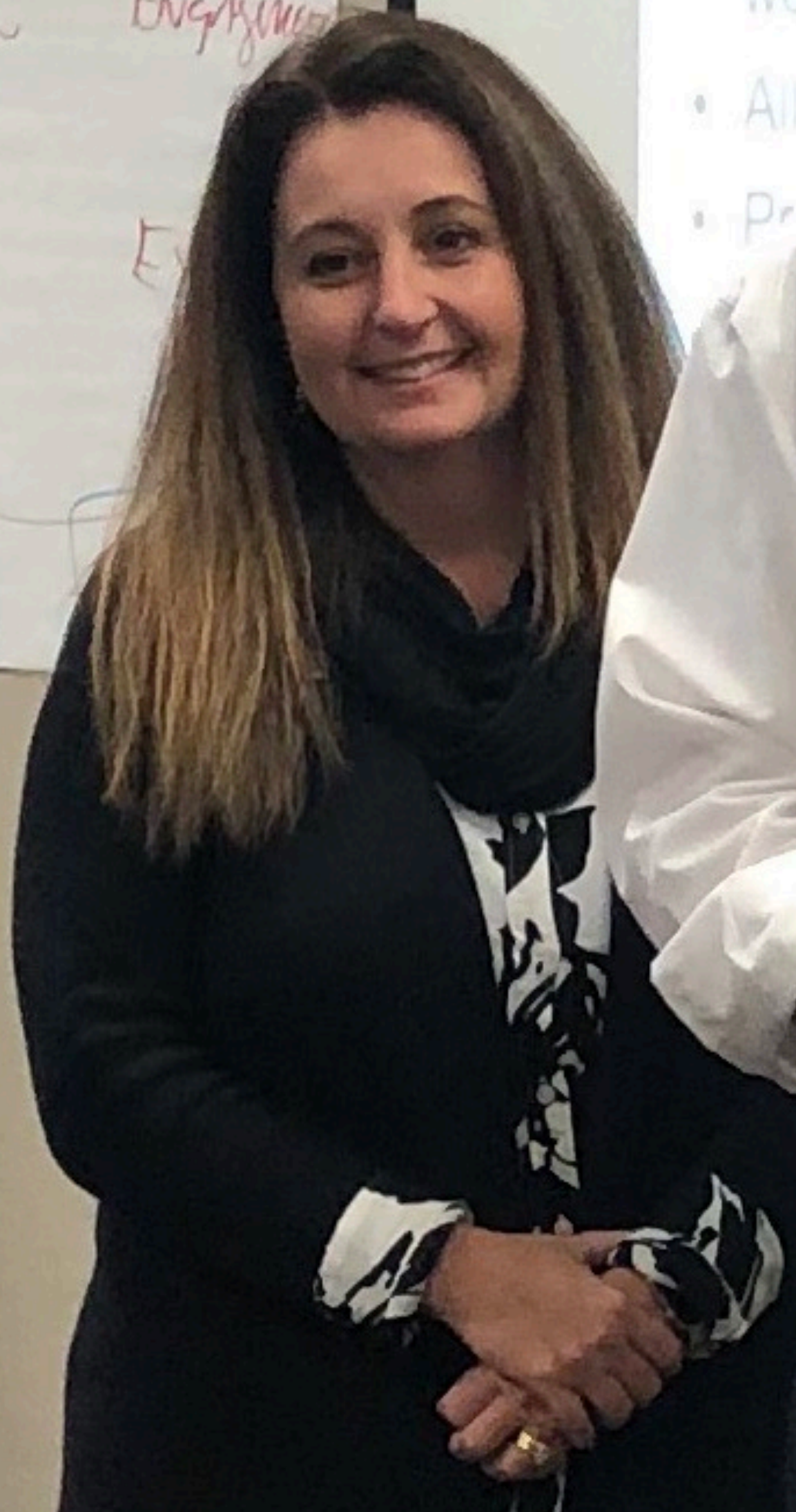
CARE *(Safety & Support)*

CHARACTER *(Values lived out)*

COMMUNICATION *(Respectful and right tone)*



WILLING WANTING
MOTIVATION ENGAGEMENT
INT. EX.
16 FACTORS
INTRINSIC VALUES

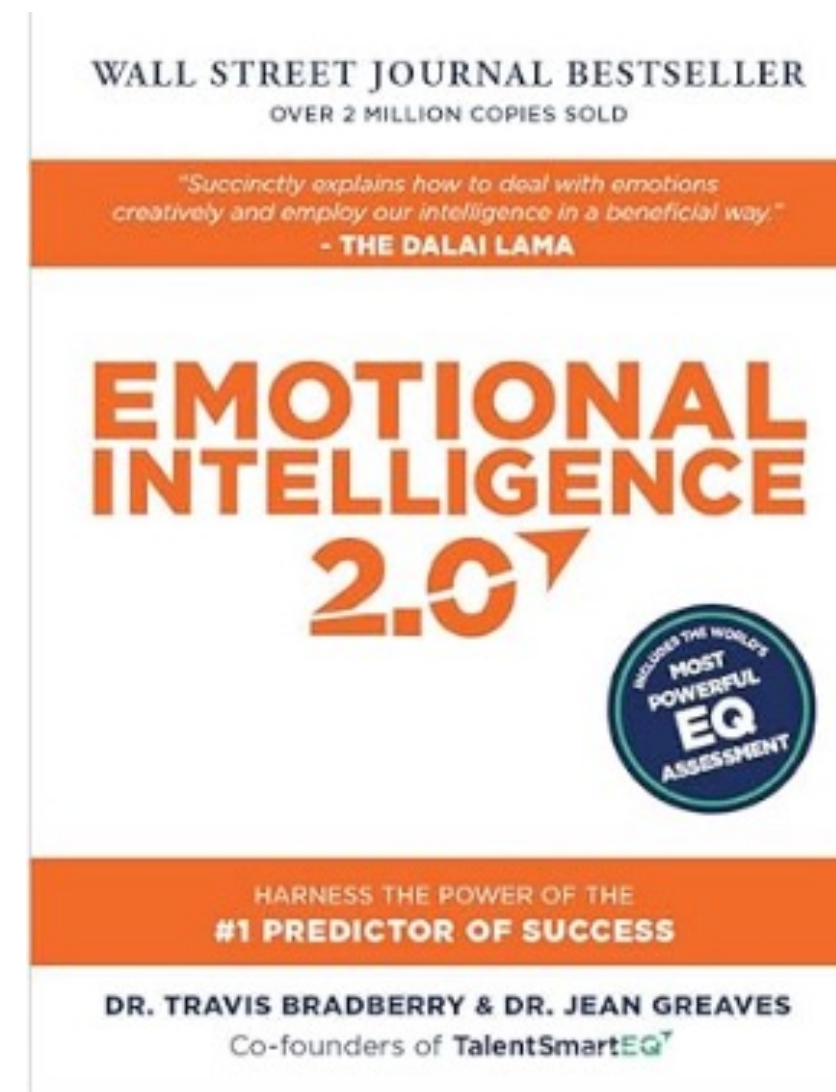
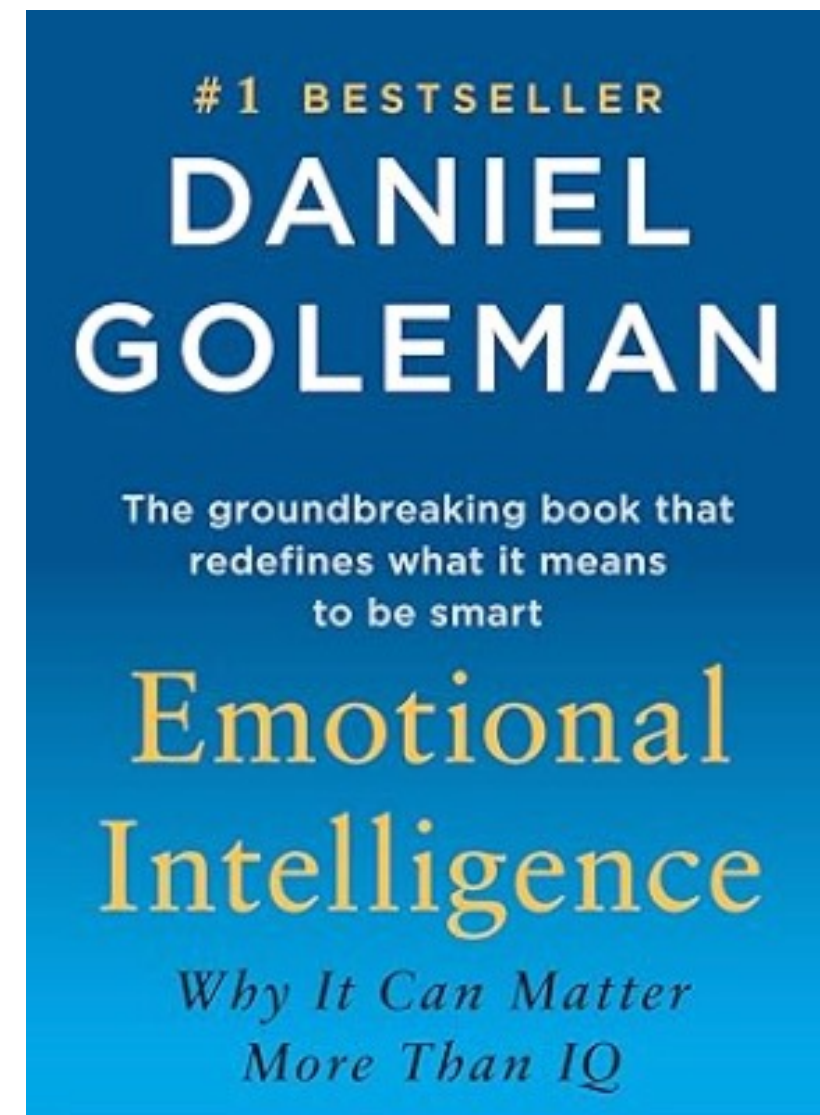


autonomy of thought and action.

BEST PRACTICES

- Allow employees to set some of their own work goals
- Allow employees to contribute to their team goals
- Pr...

CONTINUAL EDUCATION RESOURCES



Harvard
Business
Review

Emotional Intelligence

Emotional Intelligence Has 12 Elements. Which Do You Need to Work On?

by Daniel Goleman and Richard E. Boyatzis

February 06, 2017

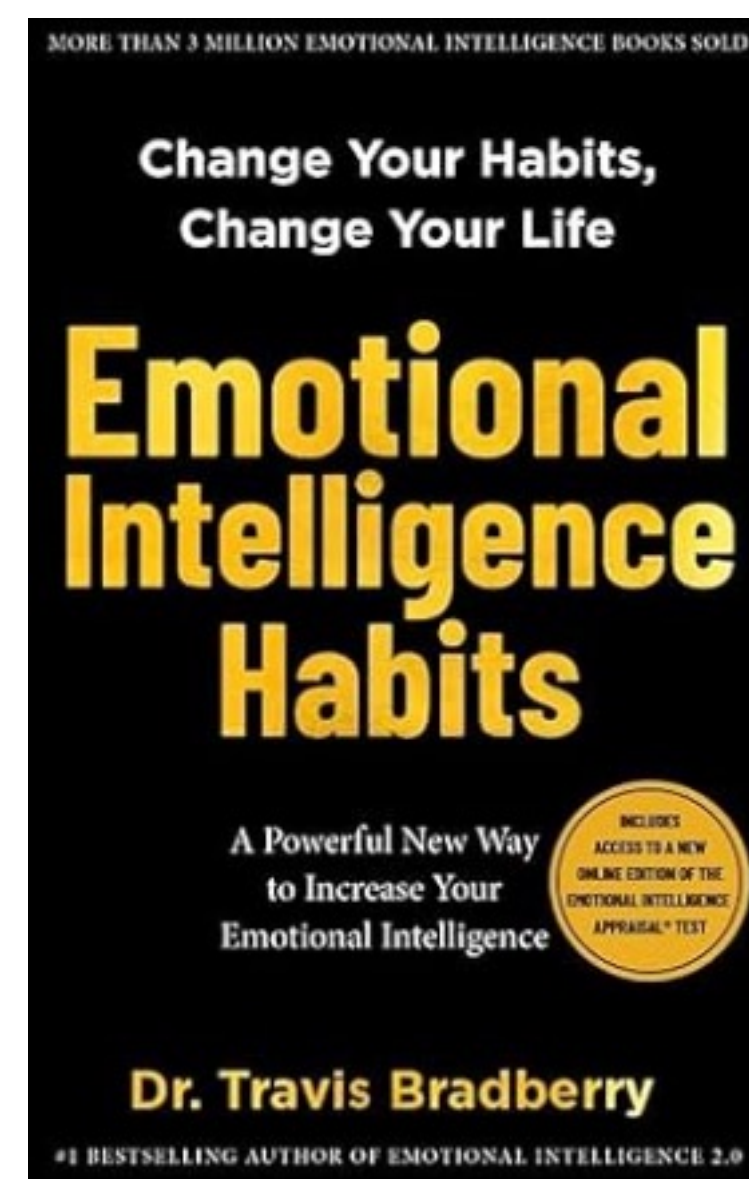


Tara Moors/Getty Images

Summary. Although there are many models of emotional intelligence, they are often lumped together as "EQ" in the popular vernacular. An alternative term is "EI," which comprises four domains: self-awareness, self-management, social awareness, and relationship... [more](#)

Esther is a well-liked manager of a small team. Kind and respectful, she is sensitive to the needs of others. She is a problem solver; she tends to see setbacks as opportunities. She's always engaged and is a source of calm to her colleagues. Her manager feels lucky to have such an easy direct report to work with and often compliments Esther on her high levels of emotional intelligence, or EI. And Esther indeed counts EI as one of her strengths; she's grateful for at least one thing she doesn't have to work on as part of her leadership development. It's strange, though — even with her positive outlook, Esther is starting to feel stuck in her career. She just hasn't been able to demonstrate the kind of performance her company is looking for. *So much for emotional intelligence*, she's starting to think.

Harvard Business Review, February 2017



NEW YORK TIMES BESTSELLER

The EMOTIONAL Life of Your BRAIN



How Its Unique Patterns Affect the Way You Think, Feel, and Live—and How You Can Change Them

Richard J. Davidson, Ph.D.
and Sharon Begley

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THANK YOU!

...
Let's Connect!!



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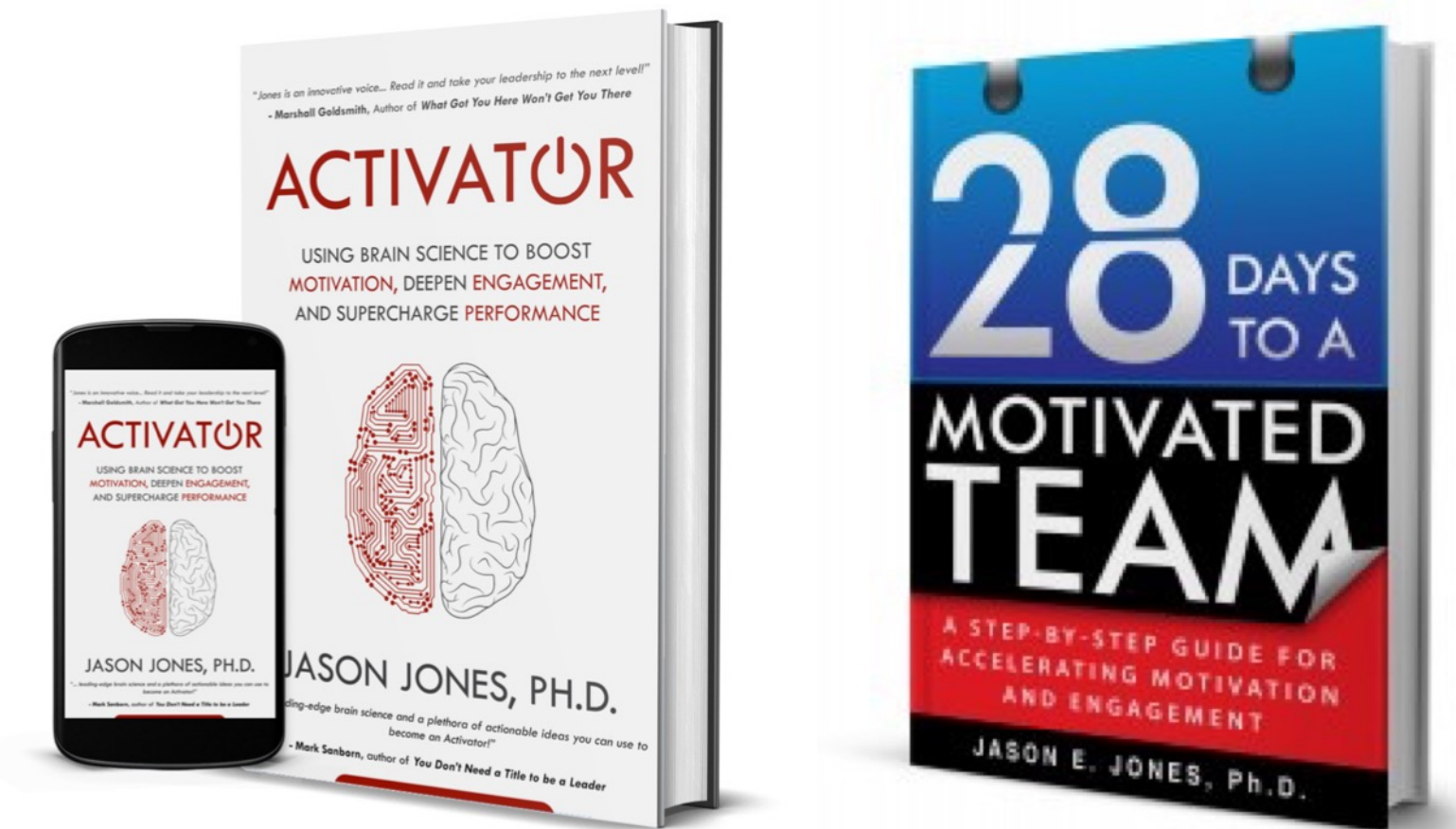
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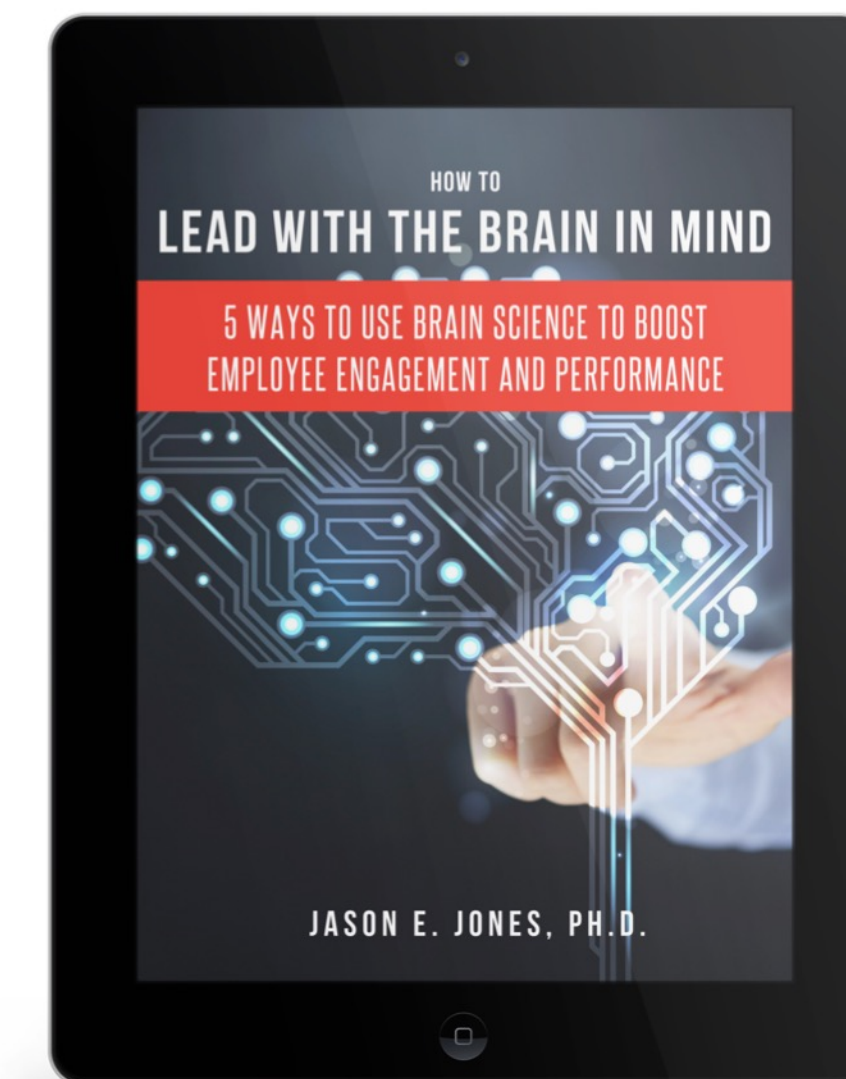


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