What’s EQ Got To Do With IT?
Let’s Play a Game of True or False

There is a direct correlation between IQ (Intellectual Quotient) and EQ (Emotional Quotient aka: Emotional Intelligence)
True or False

Your EQ is fully developed by the time you hit your low-mid 20’s
True or False

Individuals who are extroverts have a higher EQ than those who are introverts.
Research has demonstrated that EQ accounts for as much as 50% of the difference between great leaders and average leaders.
90% of the difference between star performers and average performers in senior leadership positions is EQ.
To possess a high EQ, you should be a touchy-feely person.
People associate strategy with rational thinking and other high-level functions of the prefrontal cortex...

but the best strategic thinkers show more activity in parts of the brain linked with emotion and intuition. Their nervous systems may even repress rational thought to free those areas up.

Source: Harvard Business Review
How many of the following critical skills can be tied to a person’s EQ?

1. Time Management
2. Decision Making
3. Change Tolerance
4. Communication Skills
5. Social Skills
6. Presentation Skills
7. Accountability
8. Flexibility
9. Trust
10. Anger Management
11. Stress Tolerance
12. Empathy
13. Assertiveness
14. Customer Service
Emotional Intelligence = The Sun of the Success Solar System

Necessary for Top Performance, but not sufficient

Required for long term success
The Basics of EQ:

React vs. Respond

Self and Others

Self:
- Self-Awareness
- Self-Regulation

Others:
- Social Awareness
- Social Regulation

Motivation
Your Brain Under Stress. React or Respond.

Low emotion
(calm, relaxed)

High emotion
(anger, fear, excitement, love, hate, disgust, frustration)
Avoid State: REACT

- Have decreased cognitive performance
- Have less oxygen available for critical brain functions
- Tend to over generalize
- Respond with defensive action
- Perceive small stressors as worse than they actually are
- Are easily aggravated
- Will struggle to get along with other co-workers
- Cannot perform at your best
Approach State: RESPOND

• Are intrinsically motivated
• Have improved cognitive functioning (i.e. rational, creative thought)
• Are willing to do difficult things
• Are willing to take risks
• Think deeply about issues developing creative solutions
• Collaborate productively
• Are engaged
• Perform at higher levels
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React vs. Respond

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Motivation
Self-Awareness is the ability to recognize and understand your moods, emotions and drives, as well as their effect on others.

- Knowing how your feeling and why
- Knowing your personal strengths and limits
- Having a sense of your self worth and capabilities
Self-Regulation is the ability to control or redirect disruptive impulses and moods and the propensity to suspend judgment and think before acting

• Keeping disruptive emotions and impulses in check
• Maintaining standards of honesty and integrity
• Taking responsibility for personal performance
• Flexibility and handling change
• Being comfortable with novel ideas, approaches and new information
How Do You Press Pause?
Social Awareness is the ability to understand the emotional makeup of other people

- Adapting, adjusting & listening
- Sensing others’ feelings and perspectives and taking an active interest in their concerns
- Sensing others’ development needs and bolstering their abilities
- Anticipation, recognizing and meeting the needs of others
- Cultivating opportunities through different kinds of people
- Reading a group’s emotional currents and power relationships
Red Glass?  Clear Glass?  Cloudy Glass?
• Social Regulation is a proficiency in managing relationships and building networks
  • Wielding effective tactics for persuasion
  • Listening openly and sending convincing messages
  • Negotiating and dissolving disagreements
  • Inspiring and guiding individuals and groups
  • Initiating or managing change
  • Nurturing instrumental relationships for building bonds
  • Working with others toward shared goals
  • Creating group synergy in pursuing collective goals
Social Regulation Strategies

- Be open and be curious
- Enhance your natural communication style
- Remember the little things that pack a big punch: Hello, please, thank you
- Build trust
- Acknowledge the other person's feelings
- Take feedback well
- Only get mad on purpose
- Tackle a tough conversation

Source: Emotional Intelligence 2.0
STARR Model of Social Regulation

• **S = STOP** and suspend your response

• **T = THINK** about what you want to see happen. What’s the end goal?

• **A = Assess** all potential responses

• **R = Respond**

• **R = Review** your response. How did it go? What did I learn? What went well? What would I do differently next time?

Source: TTI Success Insights
Self-Regulation
• What could or should I do about it?
• Why should (or shouldn’t) I do something about it?
• How can I appropriately express or impact what I am feeling?

Self-Awareness
• What am I feeling/experiencing?
• Why might that be?
• How is it impacting me/my performance?

Motivation
• What is my overarching goal/objective?
• Why is it important to me?
• How can I use this situation to move closer to it? (Or at least not move me away from it?)

Social Skills
• What action(s) could/should I take?
• Why should (or shouldn’t) I take them?
• How can I positively influence the situation? (To leave it better than I found it)

Empathy
• What are the other party(s) feeling/experiencing?
• Why might that be?
• How is it impacting them/their performance?

Source: Trevor O’Sullivan
A Complimentary Offer for YOU as My Way of Giving Back

1. For a complimentary short e-book entitled “10 Ways to Increase your EQ”. Please e-mail me at Kelly@kellyfrager.com

2. First ten people to schedule a 30-minute discovery call with me NEXT week you will receive a complimentary EQ personalized report (value of: $150)

3. If after first ten people, I’ll enter you to win a complimentary personalized report looking at behaviors, motivators and EQ (value: $350)

This is SO Ho-Ho-Ho AWESOME!
Let’s Connect

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