

Emotional Intelligence

Presented by: Erika Walker, President

THE WALKER THOMAS GROUP

April 17, 2024



Today's Agenda

Welcome

Level Setting on EQ

EQ's Relation to a High Performing & Inclusive Workplace

Determining your EQ

Developing EQ in yourself, others, and in your teams

Ten Minute Break

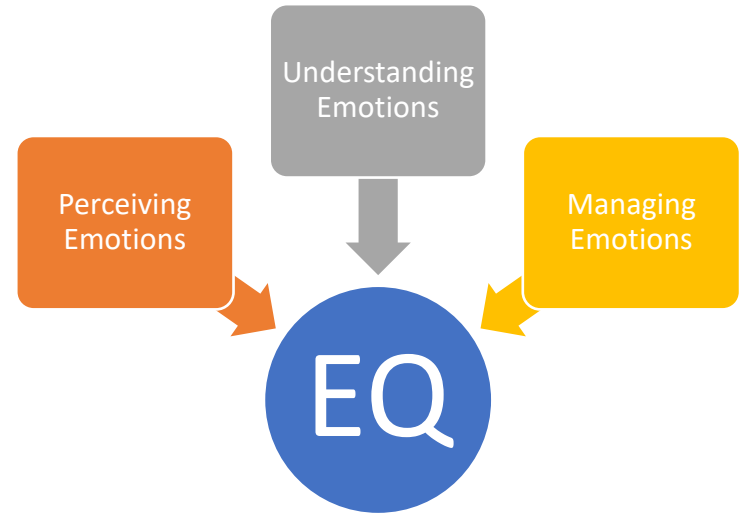
Breakout Debriefs





What is it?

Emotional intelligence is the ability to recognize, address, and manage one's personal emotions and those of others.





With emotional intelligence,
the question is not ...

*“Will strong feelings or
emotions arise?”*

BUT

*“How do we handle them
when they do arise?”*





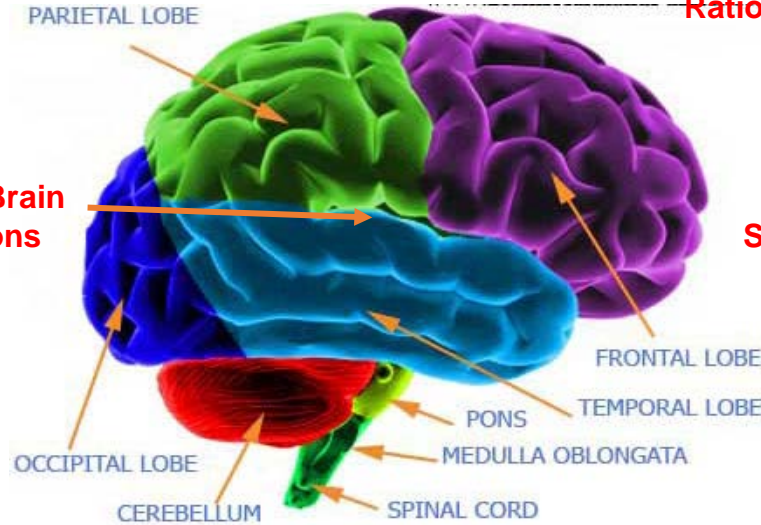
EQ starts in the brain

EQ
Parallel Processing
Right Brain

Neocortex
Higher Order Thinking
Rational Brain

Limbic Brain
Emotions

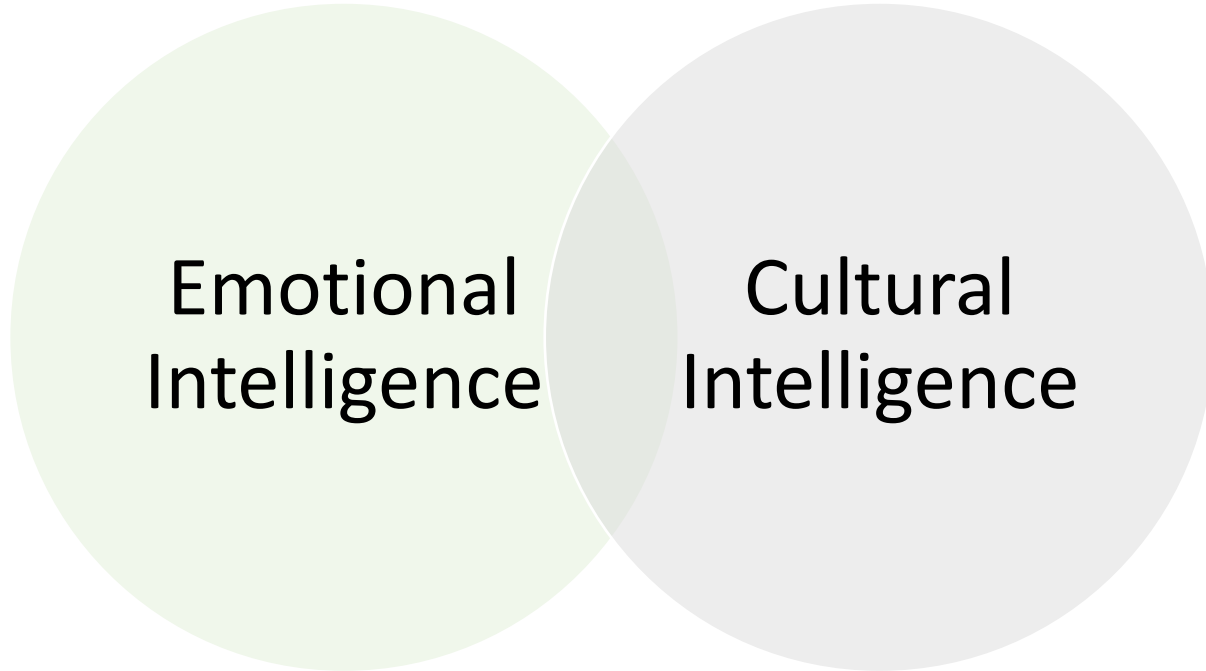
IQ
Serial Processing
Left Brain



Brain Stem
Survival

Comparison to Other Intelligence Indices

SOCIAL INTELLIGENCE



- Perception and interpretation of cues
- Sensitivity to complex situations
- Flexibility in behaviors
- Effective interaction with others
- Continuously learning
- Perception and interpretation of emotional cues
- Understanding emotions
- Facilitating emotional thought
- Empathizing
- Effective emotion management
- Expressing of emotion
- Continuously learning
- Perception & interpretation of cultural cues
- Possessing cultural knowledge
- Effective processing of cultural information
- Suspension of judgment
- Exhibition of appropriate cultural behaviors
- Transfer of skills to different cultural contexts
- Continuously learning
- Motivation to learn about cultures



EQ and DEI

Emotional
Intelligence

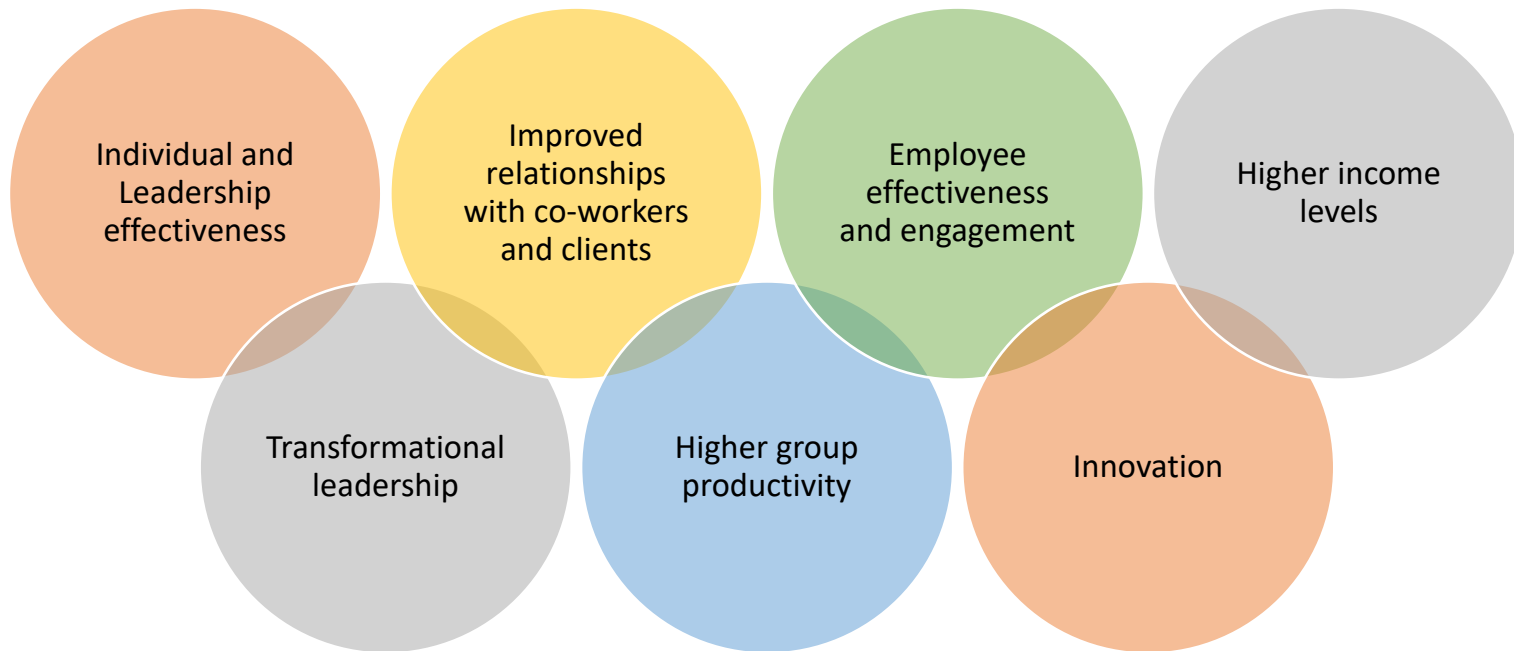


Diverse/
Inclusive Work
Setting



Why is EQ important to organizations?

EQ is a key predictor of . . .





EQ Competencies

Awareness



SELF AWARENESS

- Emotional Self-Awareness



SOCIAL AWARENESS

- Empathy
- Organizational awareness

Behaviors and Actions



SELF MANAGEMENT

- Emotional self-control
- Adaptability
- Achievement orientation
- Positive outlook

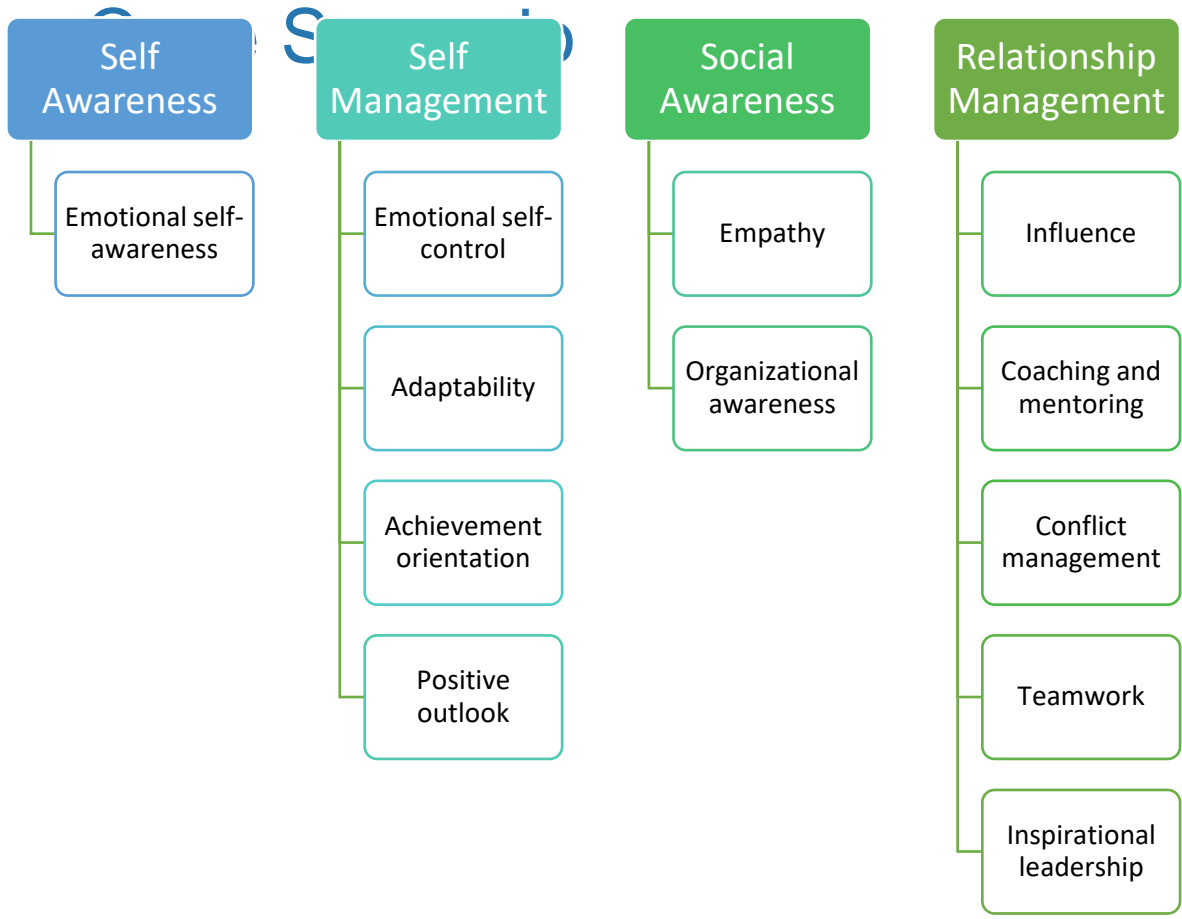


RELATIONSHIP MANAGEMENT

- Influence
- Coaching and mentoring
- Conflict management
- Teamwork
- Inspirational leadership

Personal Competence

Social Competence





Group Discussion

- What could Karen stop or start doing to demonstrate more EQ?
- What could others do, e.g., leadership, other project team members?



How to Determine your Level of EQ

- Self Monitoring
- Feedback from Others
- Tools
 - ✓ Hogan EQ Assessment
 - ✓ ESCI – 360 Assessment
 - ✓ Mind Tool's Test (15 items)
 - ✓ The University of California at Berkley's test (20 items)
 - ✓ Institute for Health & Human Potential (17 items)
 - ✓ Psychology Today's test (146 items)



HOGAN

Self Assessment

		Strength	Work in Progress	Clear Development Area
Self Awareness	Emotional self-awareness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Emotional self-control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Self Management	Adaptability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Achievement orientation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Positive outlook	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Empathy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Awareness	Organizational awareness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Influence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relationship Management	Coaching and mentoring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Conflict management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Teamwork	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Inspirational leadership	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How to Develop EQ

It's the little things, and like anything you are trying to develop, it takes consistent practice



Reflection

Recall a recent event at work where you felt stressed.





How to Develop/Enhance EQ within Yourself

Practice noticing how you feel

Review feedback

Find ways to release stress outside of work

Listen with an open mind

Practice observing others

Delay action in an emotionally charged situation

Practice active listening and paraphrasing



Questions to Ask Yourself



SELF AWARENESS

I know what I just said, but what am I feeling right now?

Why don't I look forward to conversations with _____?



SELF MANAGEMENT

Why do I feel so defeated because I didn't get a chance to work on the project I wanted?

Is this really a setback?

What can I learn from it and do differently?



SOCIAL AWARENESS

Why might this group of new hires be so reluctant to reach out to more senior level employees for assistance?

How does their experience differ from mine during my early career?



RELATIONSHIP MANAGEMENT

Does the team have a clear picture of what we are trying to accomplish?

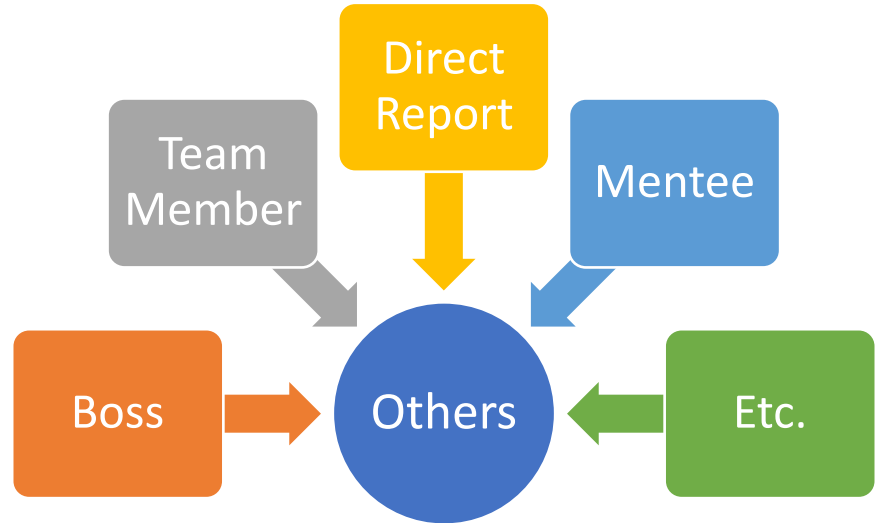
Does the vision include them? Do they value the pathway we are using to get there?

Were their insights collected?



Developing EQ in Another Individual

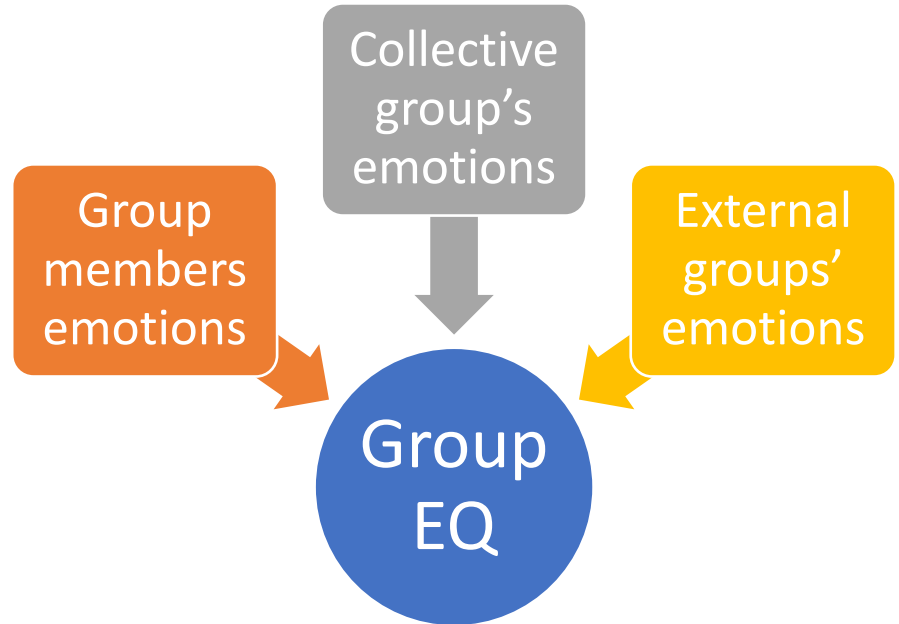
- Can't change someone's EQ unless they want to change
- Help the individual find a **reason** to change
- Help the individual identify the GAP and create a motivating goal
- Engender **trust** to facilitate open communication



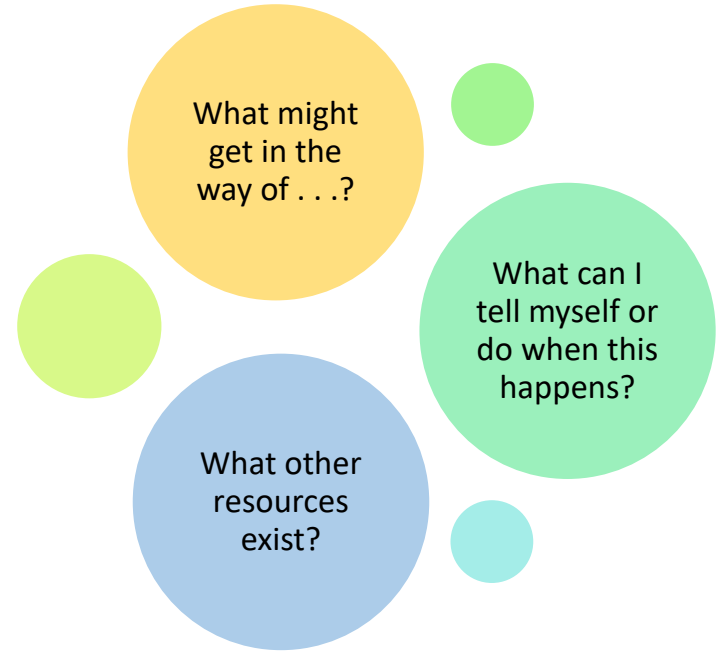
How to Develop an Emotionally Intelligent Work Group

- Model EQ in your behaviors
- Establish group norms that foster EQ
- Ignite passion through vision and appreciation
- Be in tune to workplace stressors and put methods in place that help employees manage stress
- Recognize the needs and feelings of other groups

Calls for awareness and regulation at a higher level:



Point / Counterpoint



EQ Application



Wrap-Up

Debrief



Questions



Ten-minute
break before
Break-out
Sessions



Thank You

Emotional Intelligence

Breakout

April 17, 2024

Large Group Discussion



What were some of your key take-aways from today's session?

- Supervisor's awareness of triggers
- Not the new guy anymore – new approach
- Ask about how feeling personally
- Table activity - idea for work

Large Group Discussion



What are some of the challenges of creating an emotionally intelligent workplace? Consider the virtual workplace as well.

- Old habits die hard –
- Have to be conscious of self
- Job satisfaction
- Hybrid schedules
- When people don't turn on camera during virtual meeting
- Time and org culture
- Repetition/consistency
- Being vulnerable

Large Group Discussion



What strategies could you or leaders within your organization implement to foster a more emotionally intelligent workplace? Consider the virtual workplace as well.

- Follow up and check-in with colleagues about behavior
- Practicing more self awareness
- Sit in self awareness
- Solicit feedback
- Understand that our self perception may be biased
- This session made me realize that I need to look deeper into what it means to be Emotionally Intelligent
- Earn respect by working alongside
- Recognize employees
- Give ownership/credit
- Communicate feelings
- Have an open-door policy

Wrap-up and next steps

Submit survey responses for this session.

Corporate Guides and Fellows, schedule your monthly coaching meeting and discuss ways to implement learnings from today with your teams.

Executive Sponsors and Direct Managers, schedule a meeting with all Inclusion Cluster member to discuss for opportunities to apply principles from today's session in your day-to-day

Next session:

- Corporate Guides/Fellows - Academic Sessions on May 3 at FRBC.
- Executive Sponsors and Direct Managers – Subtleties of Inclusion and Exclusion on Jun 12 at ComEd, Chicago Training Center

Chicago United

Advancing multiracial leadership in business

