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*All About* **AUTHENTICITY**

# PLANNING FOR EMOTIONAL INTELLIGENCE



Austin  
Chapter

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# Hi!

# Thank You

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# Hi!



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“Emotions are not  
problems to be solved.

They are signals  
to be interpreted.”

— *Vironika Tugaleva,*  
*author, poet, spoken word artist*





**“Elevate others  
to  
elevate others”**

**— Roger Wolkoff**

Where are you working from today?

Mentimeter

- Home
- Office
- Other workspace



Go to [menti.com](https://menti.com)

Use this code:  
**96 34 51 4**



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# What does your world look like today?



I got dressed for work this morning



Sweatpants and yoga pants are my new normal



Pants? What are pants?

0

Nunya (as in nunya bizness)



# What is your "go-to" comfort food these days?

Mentimeter



Carby



Meaty



Sweet



Salty



Savory



Veggie



Winey

Press S to show image



Share a nickname you go by or used to go by.

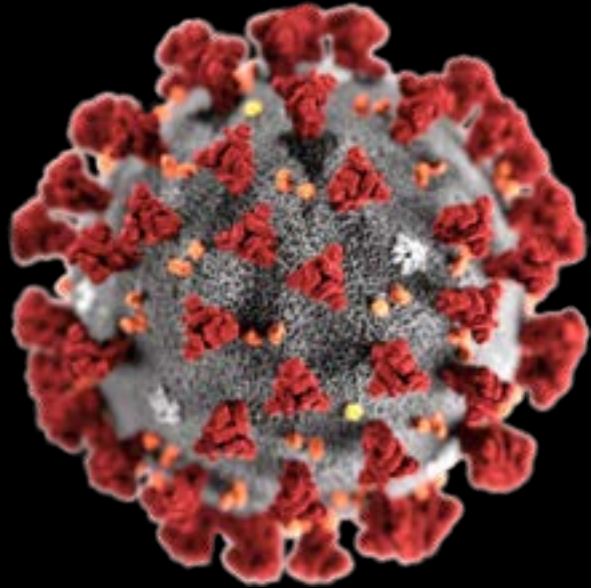
lolly turbo  
kit-kat  
nandy  
dmac evita



# Emotion much?



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“An evil virus causes us to live in a dream world, one that allows people to live a convincing, simulated life.”

# What are your expectations for today?



**We all have opinions.  
We all have emotions.**



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**We all feel emotion.**

What you do **AFTER** you feel  
emotion defines and shapes  
your success.

Hold your hands out in front of you, like you're going to clap.

Clasp your hands together like you see in the screen.

Hold them apart, and then bring them together.



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# Challenge Your Assumptions



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# 6 Primary Emotions



**Disgust**



**Anger**



**Happiness**



**Sadness**



**Surprise**



**Fear**

# What three words describe how you're feeling right now?



**What is emotional  
intelligence?**

**Why is it  
important?**

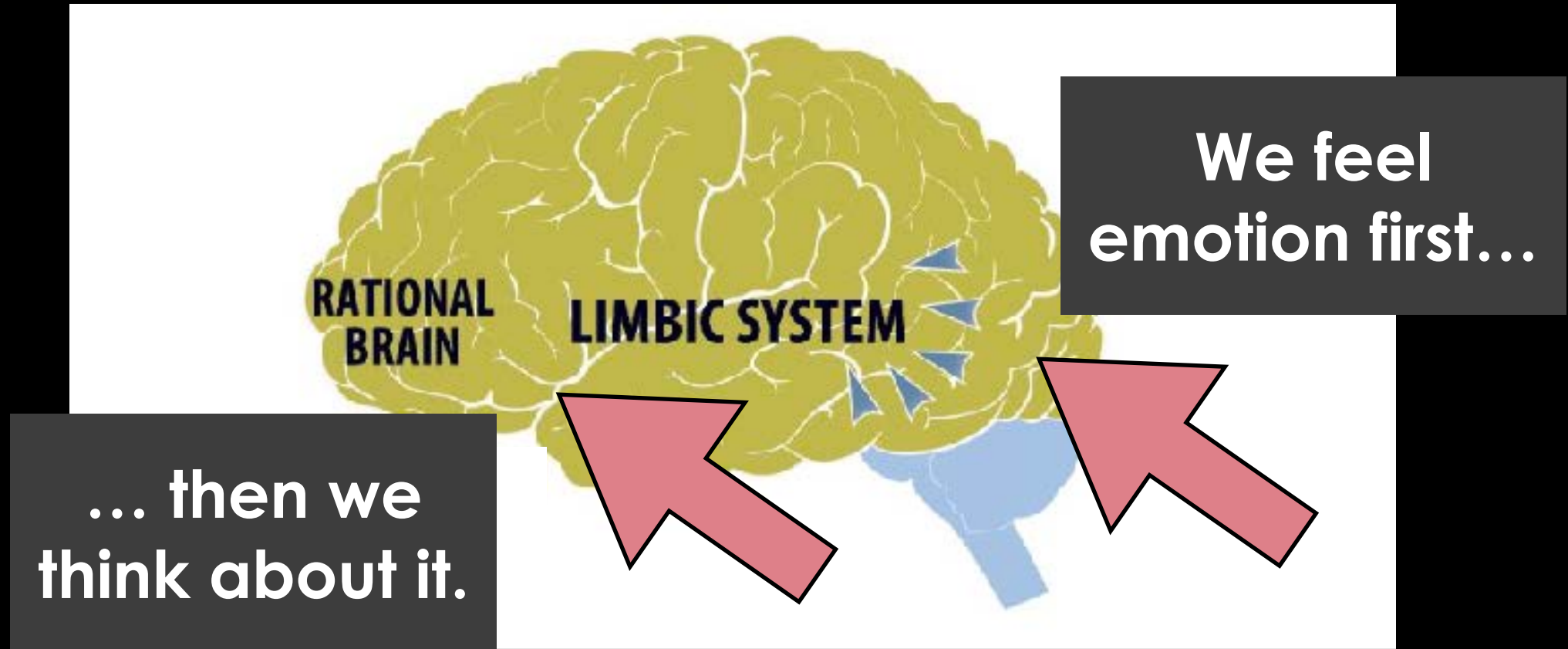
**Strategies**



# Emotional Intelligence

Your ability to **identify emotions** (in yourself and others), to recognize the **powerful effects** of those emotions, and to use that information to **inform and guide behavior.**

# Brain: Emotion & Reason



**Am I  
emotionally  
intelligent?**

**I can recognize my emotions as I experience them.**

**I lose my temper when I feel frustrated.**

**People have told me that I'm a good listener.**

**I find it hard to focus on something over the long term.**

**I know my strengths and weaknesses.**

**I ask people for feedback on what I do well,  
and how I can improve.**

# Emotional Intelligence

**Self-Awareness**

ability to understand your emotions

**Self-Management**

ability to direct your behavior

**Social Awareness**

ability to perceive other' emotions

**Manage Relationships**

ability to bring harmony in relationships

**We all feel emotion.**

What you do **AFTER** you feel  
emotion defines and shapes  
your success.

Emotional Intelligence

**STRATEGIES**

# Self-Awareness

Your ability to accurately  
perceive **your own** emotions  
in the moment.

Understand your **tendencies**  
across situations.



# Self-Awareness

## Quit Treating Your Feelings as Good or Bad

1

# What feelings do you label or treat as "good?"



# Self-Awareness

## Observe the Ripple Effect from Your Emotions

2



Self-Awareness



# Know Who and What Pushes Your Buttons

3

"Well, that  
escalated  
quickly"  
is our family  
motto.

# Self-Awareness

## “Emotional hijacking”



# First Impressions

One Word

# Word or words for your first impression

serious

not impressed

distrusting

smirk

bored

aloof

something is up

judgmental

disapproving

fed up

angry



# Word or words for your first impression

comfortable  
happy  
confident  
open  
joyful  
pleased



# First Impressions



# Self-Awareness

**Quit Treating Your Feelings as Good or Bad**

**Observe the Ripple Effect from Your Emotions**

**Know Who and What Pushes Your Buttons**

# Self-Management

Use awareness of your emotions to  
**actively choose** what you say and do.

More than...



Self-Awareness =  
**understand** your emotions

Self-Management =  
how you **respond**

**Video – not a passive  
aggressive environment**

# Self-Management

## Breathe Right

### 1

**SILENCE  
IS GOLDEN**

**DUCT TAPE  
IS SILVER**

# Self-Management

## Smile and Laugh More

2

f/u

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# follow up



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# Self-Management

## Put a Mental Recharge into Your Schedule

3

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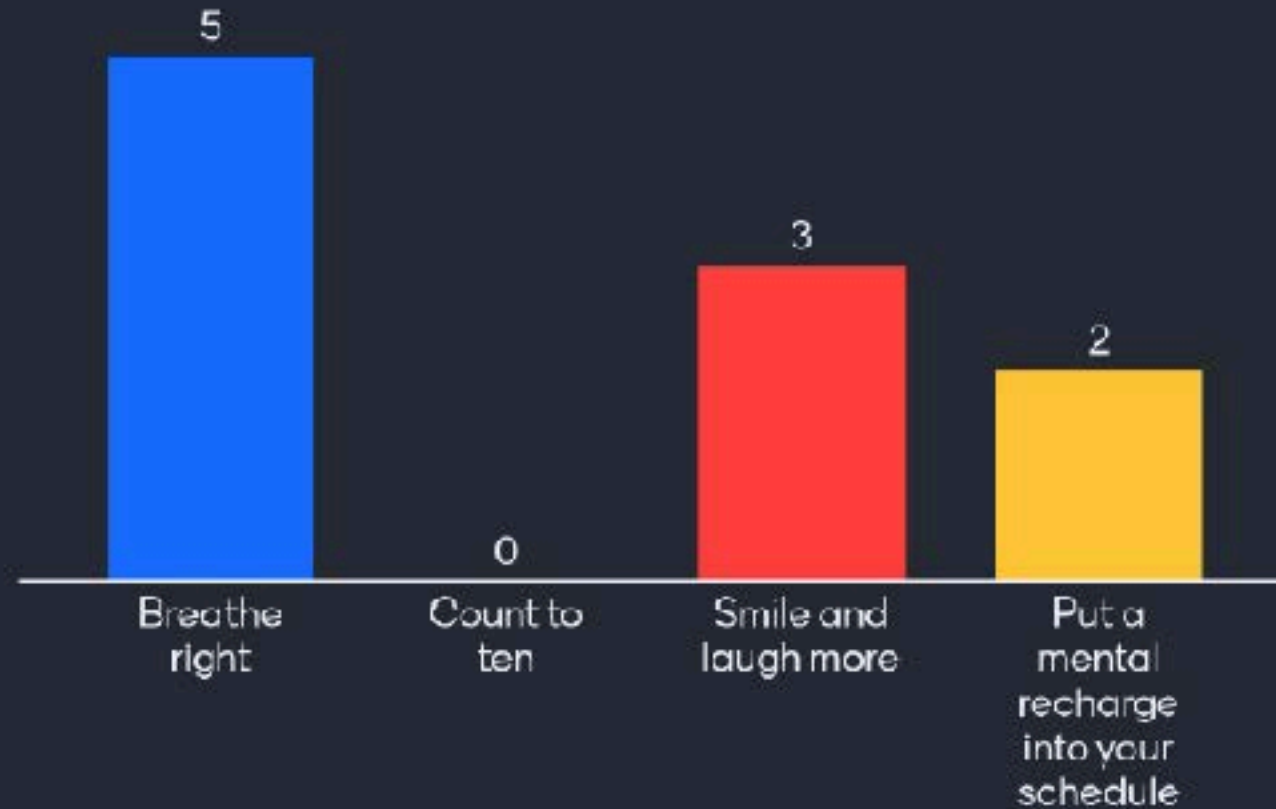
**Self-Management**

**Breathe Right**

**Smile and Laugh More**

**Put a Mental Recharge into Your Schedule**

# Which one of these self-management strategies resonates the most with you?



# **Social Awareness**

**Recognize and understand** the emotions of others.

- aware of your environment**
- what is around you**
- interpret the emotions of people with whom you interact.**

# Social Awareness

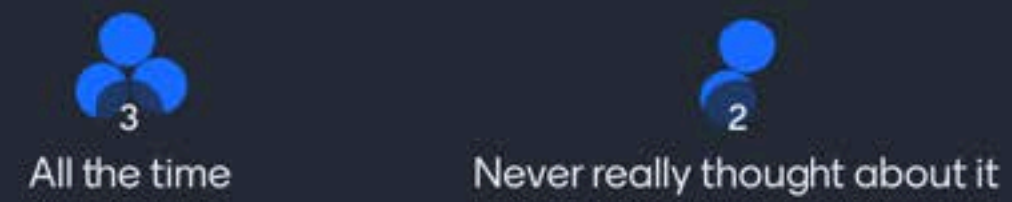
## Greet People by Name

1





# I use people's first names...



Press S to show image

# Social Awareness

## Practice the Art of Listening

2



**Repeat  
what was  
said.**



**Video — same words, different  
contexts and meanings**

# Social Awareness

## People Watching

3

# Where is your favorite place to people watch?

Mentimeter

Airports and coffee shops

The trail

The trail

3





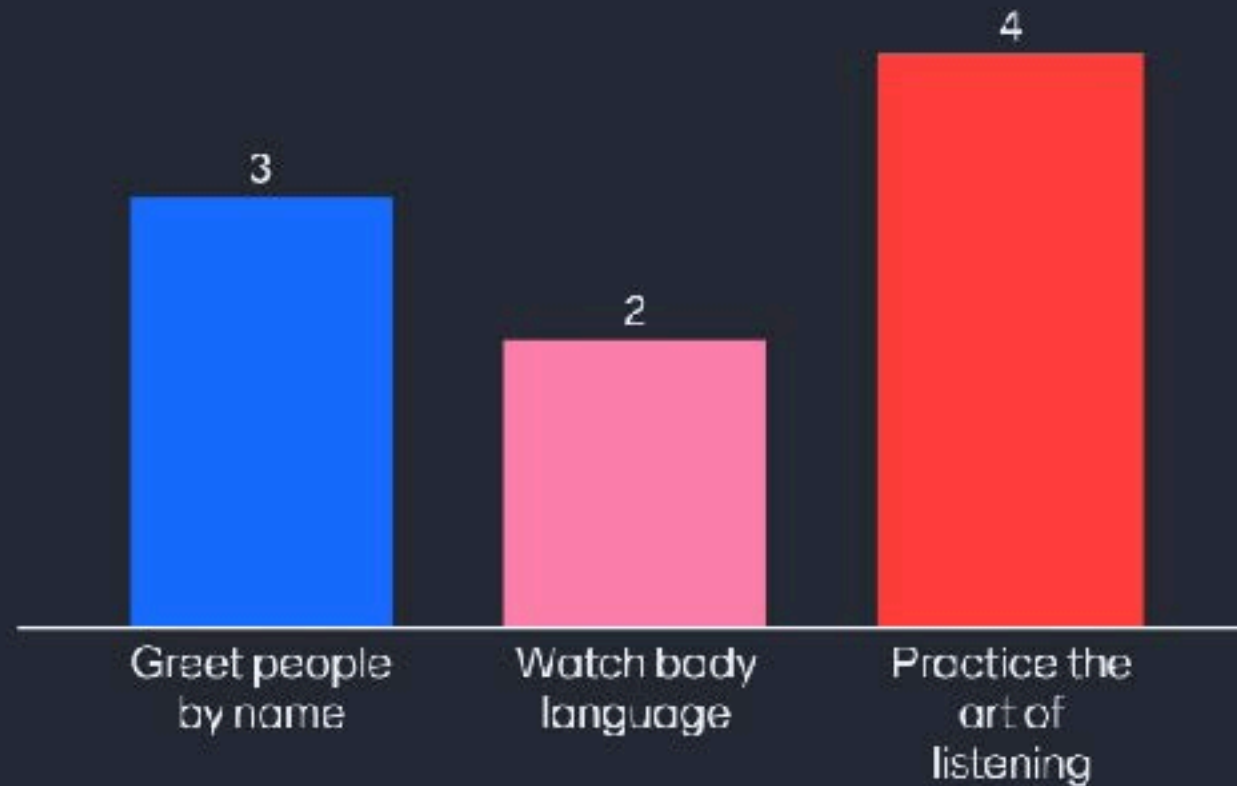
# Social Awareness

**Greet People By Name**

**Practice the Art of Listening**

**People Watching**

# Which social awareness strategy do you see yourself trying?



# Relationship Management

**Put the strategies together.**

**Understand** your feelings.

**Express** your feelings and act to build connection.

**Understand** the other person's feelings.

# Relationship Management

**Use your **awareness** of your  
own emotions and those of others  
to **manage interactions successfully.****

# Relationship Management

## Take Feedback Well

1



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# Relationship Management

## Avoid Giving Mixed Signals

2



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**“People trust what they see  
over what they hear.”**

# Relationship Management

**Remember the Little Things  
That Pack a Punch**

3

***“Please”***

**“Thank You”**

**“I understand”**

**“I’M SORRY”**

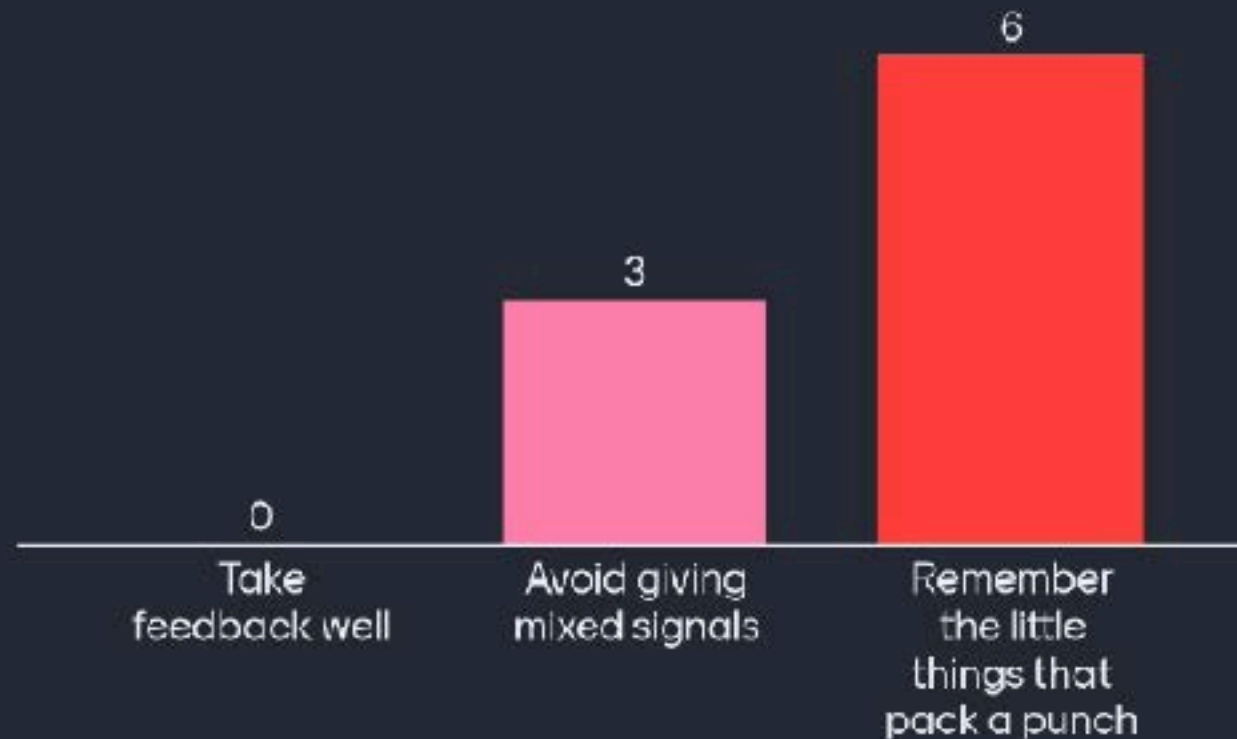
# Relationship Management

**Take Feedback Well**

**Avoid Giving Mixed Signals**

**Remember the Little Things  
That Pack a Punch**

# Which relationship strategy sounds most appealing?



CYA

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# Emotional Intelligence

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**We all feel emotion.**

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emotion defines and shapes  
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# **What EQ is**

# **Why EQ is important**

# **Strategies**

**Self-awareness**

**Self-management**

**Social awareness**

**Relationship management**

# 10 Ways to Check Yourself for Negative Self-Talk

~~\$19~~

\$0 !



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# What is Your One Thing?

## Small step



**“Elevate others  
to  
elevate others”**

**— Roger Wolkoff**



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**Thank You!**

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# 10 Ways to Check Yourself for Negative Self-Talk

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