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Emotional Intelligence – A Different Kind of Smart

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My Journey

Meet Your Guide

As an experienced entrepreneurial leader who has built and sold multiple organizations (and lived all the incredible, glorious wins, and the challenging lows that go with that journey), Kelly has never been one to conform to conventional business practices.


- Worked in companies from \$1M to \$12B.
- Part of two start-ups.
- Took one company public.
- 45 career M&A deals.
- Sold most recent business in 2020.
- National speaker.
- Talent first leader.
- Growth mindset – multiple certifications and more in process!



Kelly Renz, CEO inVantage, LLC


EDUCATION & KEY CERTIFICATIONS

- Certified Pinnacle Business Guide*
- Certified Scaling Up Coach*
- Authorized Partner Everything DISC® and Five Behaviors®.
- Working Genius Certified*.
- Professional EOS Implementer® (former).
- University of Wisconsin Milwaukee, Bachelor's in English, Minor in Communications.
- Keller Graduate School of Management, Master's in Human Resource Management.


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I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.

Maya Angelou

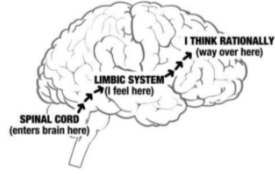
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Agenda

Where are we headed today?

- EQ is the Other Kind of Smart:
- Why does EQ matter in our career?
- Understand the business case for EQ.
- Learn key concepts in Emotional Intelligence (EQ) – focus on Self-Awareness and Self-Management.
- EQ Reflection – What are your strengths and areas for growth?
- Parting thoughts and next steps.



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What is Emotional Intelligence?

Define

- Start with the definition of emotions first:
 - A physiological experience which manifests itself in neuro-muscular, respiratory, cardiovascular and hormonal changes including modifications in thought and behavior.
- Emotional Intelligence is:
 - Your ability to recognize and understand emotions, and your skill at using this awareness to manage yourself and your relationships with others.



—Drs. Bradberry and Greaves – EQ 2.0

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The Business Case for Mastering EQ

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Together, let's define leaders who...

Best of Times


- Think of a leader you admire.
- Write down 5 characteristics you appreciate about them.
- What feelings did they invoke in you?
- How hard are you willing to work with and for these individuals?
- Reflect on their followership as a leader – do people want to go where they go?

Worst of Times


- Now, think of someone that has not fulfilled what you expect in a leader.
- Write down 5 characteristics.
- Jot down what feelings they brought out.
- How did their behavior impact your attitude about work? How did you see it impact others?

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Personality + IQ + EQ = YOU



Emotional intelligence is an essential part of the whole person.


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EQ is one of few skills we can develop our entire lives. Invest wisely.

IQ and personality remain relatively unchangeable.

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“75% of careers are derailed for reasons related to emotional competencies, including inability to handle interpersonal problems; unsatisfactory team leadership during times of difficulty or conflict; or inability to adapt to change or elicit trust.”

(Center for Creative Leadership)

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High EQ is correlated with higher performance, promotability and compensation.

90% of those rated as high performers are also high in EQ.

58% of your job performance is related to EQ skills.

High EQ

\$29k is how much more those with high EQ make compared to their low EQ counterparts. More than \$100k for executives.

A 40-year study of PhDs at UC Berkeley found that EQ was 400% more powerful than IQ when predicting who would have success in their field – Even the smartest of the smart benefit significantly by high levels of emotional intelligence.

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Teams with High EQ also experience higher job satisfaction, engagement and productivity.

Enhanced Communication: Effective communication is a cornerstone of employee engagement. With emotional intelligence, individuals can better understand and empathize with their colleagues' perspectives, leading to improved collaboration, reduced conflicts, and a more harmonious and productive work environment.

Supportive Leadership: Emotionally intelligent leaders exhibit empathy, understanding, and good listening skills. They create an environment where employees feel valued, appreciated, and supported. Such leadership fosters trust, boosts morale, and encourages employees to give their best.

High EQ

A Foundation of Trust: Emotional intelligence helps cultivate trust between employees and management. By acknowledging and valuing their emotions, leaders create a safe space where individuals can openly express concerns, share ideas, and actively participate in decision-making processes.

Increased Engagement & Teamwork: Conflicts are inevitable in any workplace. However, emotional intelligence equips individuals with the skills to manage conflicts constructively. By understanding the underlying emotions driving the conflict, employees can find mutually beneficial solutions, leading to increased engagement and teamwork.

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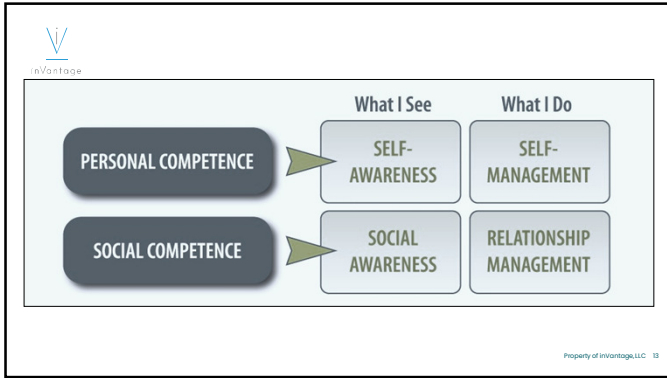
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EMOTIONAL INTELLIGENCE

The Four Core EQ Skills

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Self-Awareness

	What I See	What I Do	Can I accurately identify my own emotions and tendencies as they happen?
With Me	SELF-AWARENESS	SELF-MANAGEMENT	
With Others	SOCIAL AWARENESS	RELATIONSHIP MANAGEMENT	

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Self-Management

	What I See	What I Do	Can I manage my emotions and behavior to a positive outcome?
With Me	SELF-AWARENESS	SELF-MANAGEMENT	
With Others	SOCIAL AWARENESS	RELATIONSHIP MANAGEMENT	

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Social Awareness

	What I See	What I Do	Can I accurately identify your emotions and tendencies as I interact with you or a group?
With Me	SELF-AWARENESS	SELF-MANAGEMENT	
With Others	SOCIAL AWARENESS	RELATIONSHIP MANAGEMENT	

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Relationship Management

	What I See	What I Do	Can I manage the interactions I have with others constructively and to a positive outcome?
With Me	SELF-AWARENESS	SELF-MANAGEMENT	
With Others	SOCIAL AWARENESS	RELATIONSHIP MANAGEMENT	

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Let's first focus on understanding and increasing **Self-Awareness**, the foundational skill you must have to master the other three.

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Self-Awareness in Action...or Not



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SELF-AWARENESS AND SELF-LOVE MATTER.

Who we are is how we lead.

SELF - AWARENESS

Self-Awareness Benefits

1. Understand your reactions.
2. Handle stress sooner and better.
3. Be more mindful and present.
4. Demonstrate vulnerability.
5. Come across as more authentic and genuine.
6. As leaders, tend to be more courageous, lead from a place of abundance vs. scarcity.
7. Make better choices.
8. Process greater curiosity about themselves, others, and the world around them.
9. More willing to take thoughtful risks.

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3 = Majority of the time
2 = Sometimes
1 = Seldom
0 = Never

Exercise

Assessing Your Self-Awareness

1. You actively ask for candid feedback from others, including those you don't particularly like.
2. You participate in new activities and experiences.
3. You accurately anticipate your emotions in situations.
4. You question your own opinions and listen to other perspectives openly.
5. You can list your personal Core Values.
6. You journal every week.

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3 = Majority of the time
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Exercise
Assessing Your Self-Awareness

7. You apply the philosophy of "assume positive intent".
8. You are thoughtful in how you provide feedback to others.
9. You are aware of the impact your gaps and/or faults have on you and others.
10. You can apologize to others easily.
11. You listen actively before forming a response.
12. You are not defensive when getting feedback.

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Results

Total Score	High 26-36	Medium 13-25	Low 0-12
This short assessment demonstrates the kind of approaches that fuel higher self-awareness skills. There is always room to grow!	You are actively engaging in methods that would demonstrate you are in tune with your own emotions, tendencies and are able to understand and appreciate those of other people.	You have some areas of strength and some gaps in accurately identifying your own emotions and are interested in growing your EQ through your interactions with others.	You have room to grow your EQ through exploring your reactions to a range of situations and lean into discomfort for deeper self-knowledge and stress management.
	If you scored many 3's, ask for feedback from others on your responses.	If you scored many 2's, you'll need to mine further for specific strengths.	

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ACTIVITY
With a Partner

We are going to break out into groups of two.

- Each share a question you scored high and one you scored low in the assessment.
- What did you score it as you did?
- Discuss an example of how each has shown up at work.
- What was the situation?
- What was the outcome?
- What was the impact on others around you?
- What would you do different if you could?

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Let's first focus on understanding and increasing **Self-Management, the ability to manage your emotions for a positive outcome.**

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"If your emotional abilities aren't in hand, if you don't have self-awareness, if you are not able to manage your distressing emotions, if you can't have empathy and have effective relationships, then no matter how smart you are, you are not going to get very far."

DANIEL GOLEMAN
www.danielgoelman.com

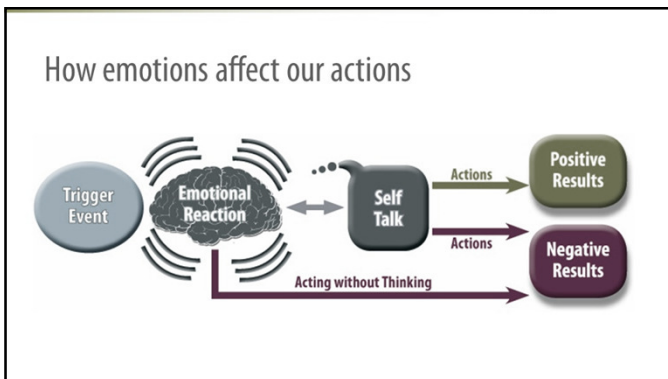
SELF-MANAGEMENT

Self-Management Benefits

- Adapt to and handle change.
- Be more productive and effective.
- Focus on resolution over escalation.
- Are reflective.
- Possess a more realistic view of situations.
- Assume positive intent.
- Take responsibility for your part.
- Prevent making a bad situation worse.
- Demonstrate empathy and understand other perspectives more effectively.

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Self-Management in Action



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EXERCISE
Triggers and Hot Buttons

- Words, phrases, situations, people who remind us of others can all create a negative reaction.
- A trigger in one person may not impact others at all...they are very personal.
- We owe it to those we lead to inform them of our triggers.
- What are your triggers?
- Write down 2-3.

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EXERCISE
Triggers and Hot Buttons

Think of a specific time when you may have been emotionally triggered.

- What was happening?
- What were the emotions you were feeling when triggered?
- How did they show up physically for you?
- What did you do and what did you say?
- What was the outcome of the situation?
- In retrospect and with a clearer head now, what do you see differently, or would you do differently?

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How Successful People Remain Calm

1. They appreciate what they have.
2. They avoid asking "What if?".
3. They stay positive.
4. They disconnect.
5. They limit their caffeine intake.
6. They sleep.
7. They squash negative self-talk.
8. They reframe their perspective.
9. They breathe.
10. They use their support system.
11. They exercise.
12. They eat right and regularly.

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ACTIVITY
With a Partner

We are going to break out into groups of two.

- Share with a partner ways you would like to improve your own self-management.
- Seek feedback and ideas from each other on techniques that might be helpful.
 - What are your tactics for self-control?
 - What are some of your coping methods for stressful situations?

Self-management involves motivation, coaching, and leading ourselves to become the best we can be in our personal and professional lives." – Anonymous

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Self-Management – Put It Into Action

Self-Management is the key EQ skill for positive outcomes.

- Think about one situation you are facing now that will benefit from a reflection by you on how you can manage yourself better.
 - What is your perspective and goal?
 - What is the other person's/people's perspective and goal?
 - What could you do to provide a better outcome?

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Let's focus on understanding and increasing **Social Awareness**, the ability to accurately identify your emotions and tendencies when you interact with a group.

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Social Awareness Best Practices

Social Awareness is the key EQ skill for building rapport and a foundation for group dynamics

- The ability to “read the room” – what you scan for.
- Bias and assumptions in a group setting impact thoughts and behavior.
- Be curious about others. Lead with more questions than statements – talk less, listen more.
- Find common ground.

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Social Awareness is understanding there is more to the picture and knowing how to act upon that knowledge.

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Group Exercise

- Separate into two groups based on your primary drive as an extrovert or introvert.
- Envision you are arriving at a work event alone. How do you approach the situation?
- What is comfortable?
- What is uncomfortable?
- How do you feel after the event?

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Let's first focus on understanding and increasing **Relationship Management**, the ability to manage interactions you have with others constructively and to a positive outcome.

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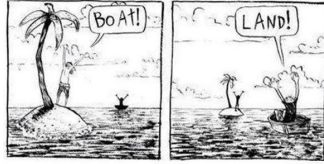
Anatomy of Relationships

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How do you use perspective when you approach solving problems?

- Think about a time you and a coworker had a conflict.
- What was your perspective?
- What was their perspective?
- How do you reconcile those two?



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What Do You Want For Yourself?

Developing EQ is like developing a muscle. You have to work at it to get the benefits.

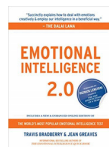
- What are two actions you can take right now to begin improving your own EQ?
 - What will be your approach to working on it? Need a plan!
 - How will you measure your progress?
 - Who would be your accountability partner?

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Increasing Your EQ

- Watch movies and identify the emotions. Expand your vocabulary when you identify them beyond the basics and you'll get better at identifying nuances of emotions in yourself, and then in others.
- Watch movies for examples of self-management. Watch for the techniques that work and don't work for the actors.



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