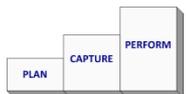
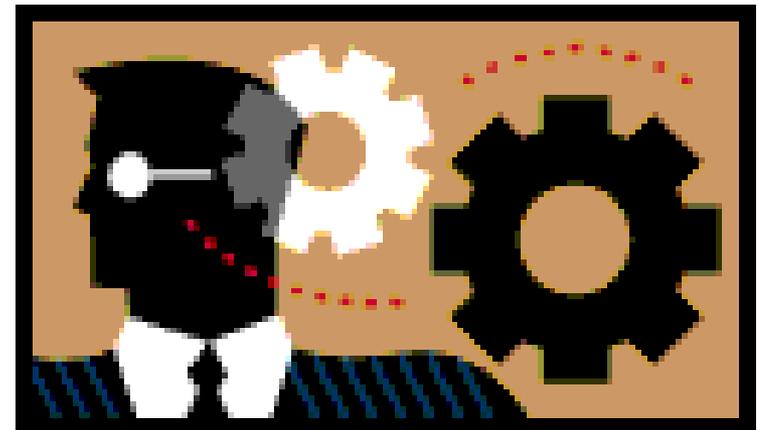


***Emotional Intelligence:
It's Not An Oxymoron!
It's a Project Management Tool***

Agenda

- Emotional Intelligence
- What Makes Us Human?
- Leadership Qualities ~ Emotional Intelligence





Procedural Paradigm

How people view and react to the world around them



“Emotional Intelligence (EI) is the capacity to reason about emotions and the use of emotions to enhance thinking.”

Daniel Goleman, 1998

“Emotional-social intelligence is a cross-section of interrelated emotional and social competencies, skills and facilitators that determine how effectively we understand and express ourselves, understand others and relate with them, and cope with daily demands.”

Reuven Bar-On, 2005



“Emotions are not feelings at all, but a set of body-rooted survival mechanisms that have evolved to turn us away from danger and propel us forward to things that may be of benefit.”

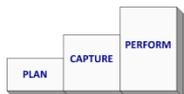


Rita Carter
Mapping the Mind





What Makes Us Human?

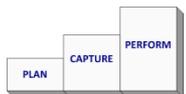


Human Characteristics

Michio Kaku
on the characteristics of Humans:



- Opposable thumbs ~ *use tools*
- Stereo Sight ~ *3-dimensional vision*
- Language ~ *accumulate knowledge, culture, & wisdom*
- Intelligence ~ *ability to simulate the future*



Brain Power

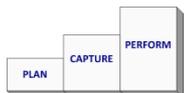
Being able to strategize the future –

-- Organize activities for the individual and the collective

-- Manage time for the long term or the short term



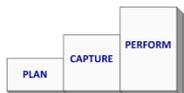
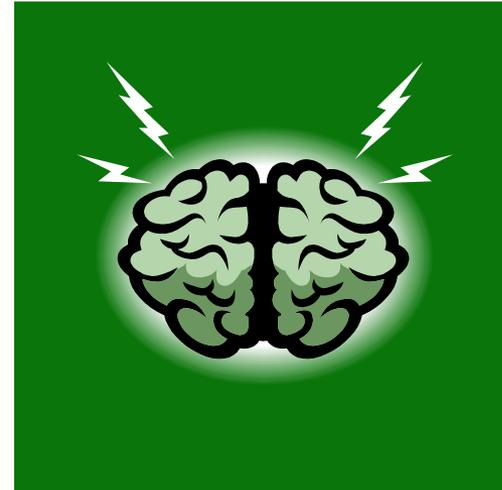
Brain Level	Brain Segment Activity	Neural Information
0	None	Temperature
1	Brainstem	Location
2	Limbic System	Social Relations
3	Pre-Frontal Cortex	Short/Long Term Viewpoints



Leadership Learning Methods

Thinking Brain vs Limbic Brain

- Self-Directed Learning
- Cognitive Intelligence
 - Rote Learning
 - Peaks at age 17, Remains Constant
- Emotional Intelligence
 - Grows Steadily With Maturity
 - Intention, Growth, and Adaptation
 - Varying Time and Situation

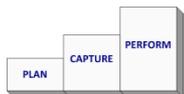




Multi-Intelligence Exercise

Cognitive Intelligence

Emotional Intelligence

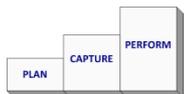


Emotional Intelligence and Leaders

“The leader in any human group has been the one to whom others look for assurance and clarity when facing uncertainty or threat.”



Goleman, Boyatzis, McKee
Primal Leadership 2013

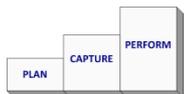


Utilizes Neural GPS–

- *Pay attention to what is important*
- *Inhibit what isn't*
- *Keeps team current and on track*



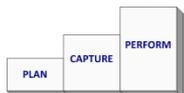
Dr. Henry Cloud
Boundaries for Leaders

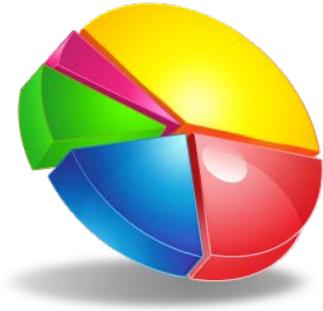


Leadership Function

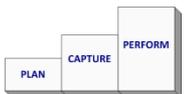
“It is the creation of the kinds of conditions in which people can bring their brains, gifts, hearts, talents, and energy to the realization of a vision.”

Dr. Henry Cloud
Boundaries for Leaders

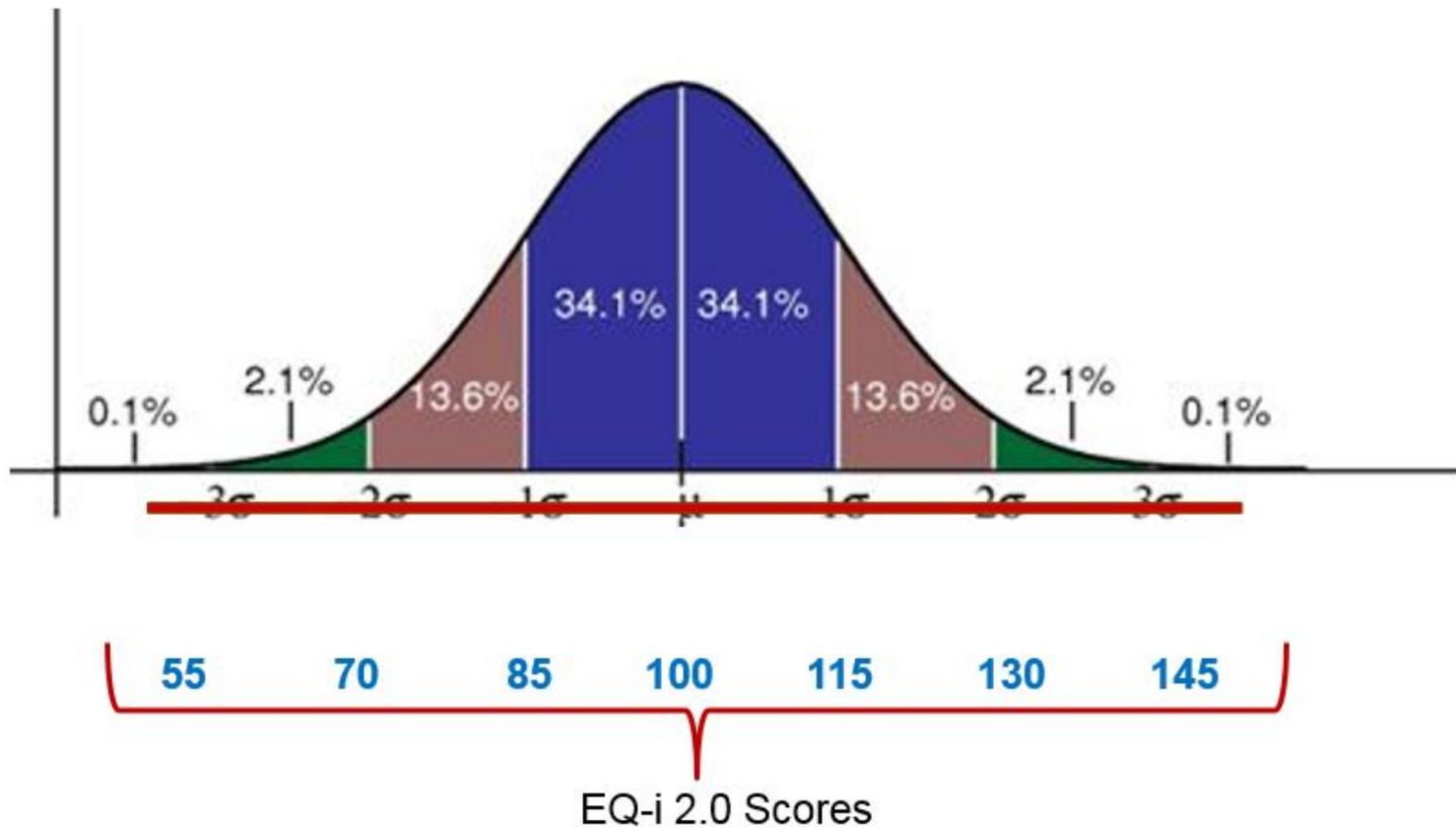




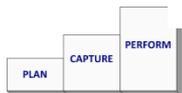
- Measures an individual's emotional and social functioning along Emotional Quotient continuum
- Provides a vehicle to develop a customized action plan to improve performance effectiveness



Degree of Engagement



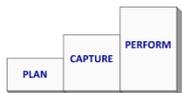
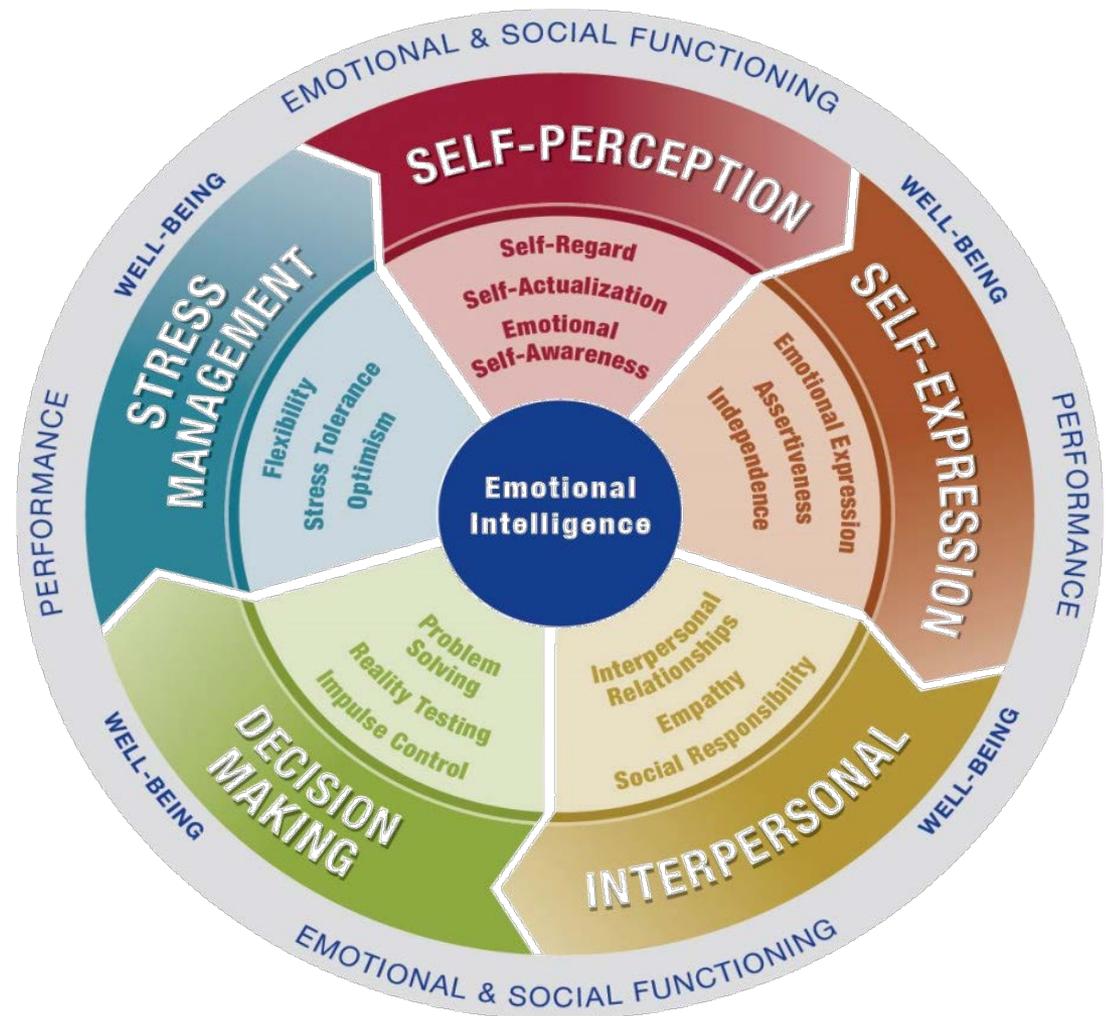
EQ-i 2.0 Scores



EQ-I 2.0 Model

Composites Scales

1. Self-Perception
2. Self-Expression
3. Interpersonal
4. Decision Making
5. Stress Management



EQ-I 2.0 Sub-Composites

Self-Perception

Self –Regard
Self-Actualization
Emotional Self-Awareness

Decision-Making

Problem Solving
Reality Testing
Impulse Control

Interpersonal

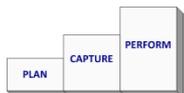
Interpersonal Relationship
Empathy
Social Responsibility

Stress Management

Flexibility
Stress Tolerance
Optimism

Self-Expression

Emotional Expression
Assertiveness
Independence



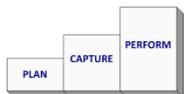
Emotional Self-Awareness

Degree of Engagement



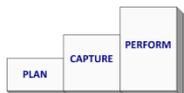
“Recognition of Emotion and Cause”

- Often Misunderstood (low)
- Surprised by Other’s Reactions (low)
- Able to Respond Logically (med-high)
- Self-Indulgent (extreme)
- Inattentive to realities (extreme)

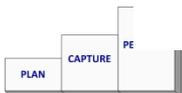
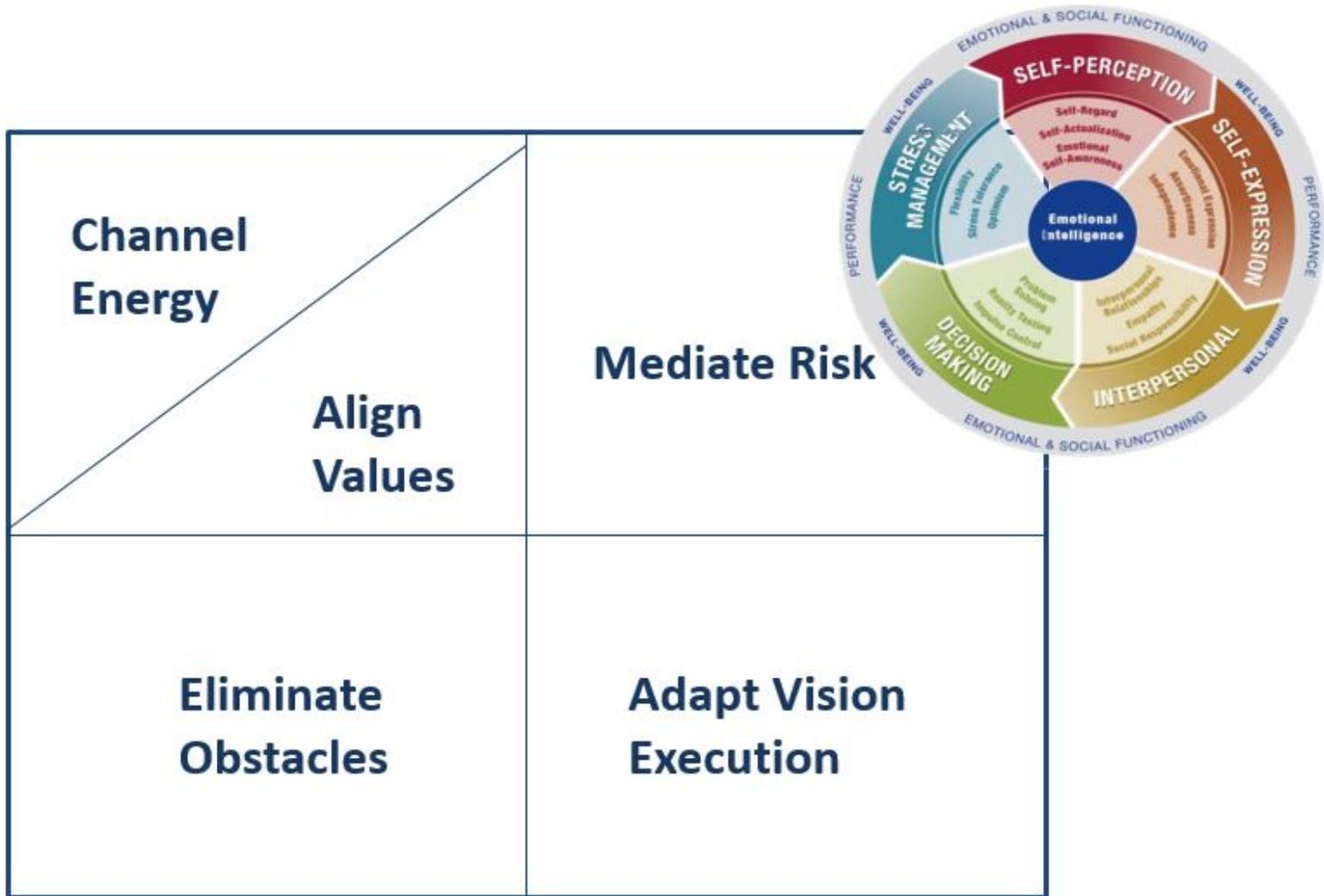


“Sensitivity To Others Needs”

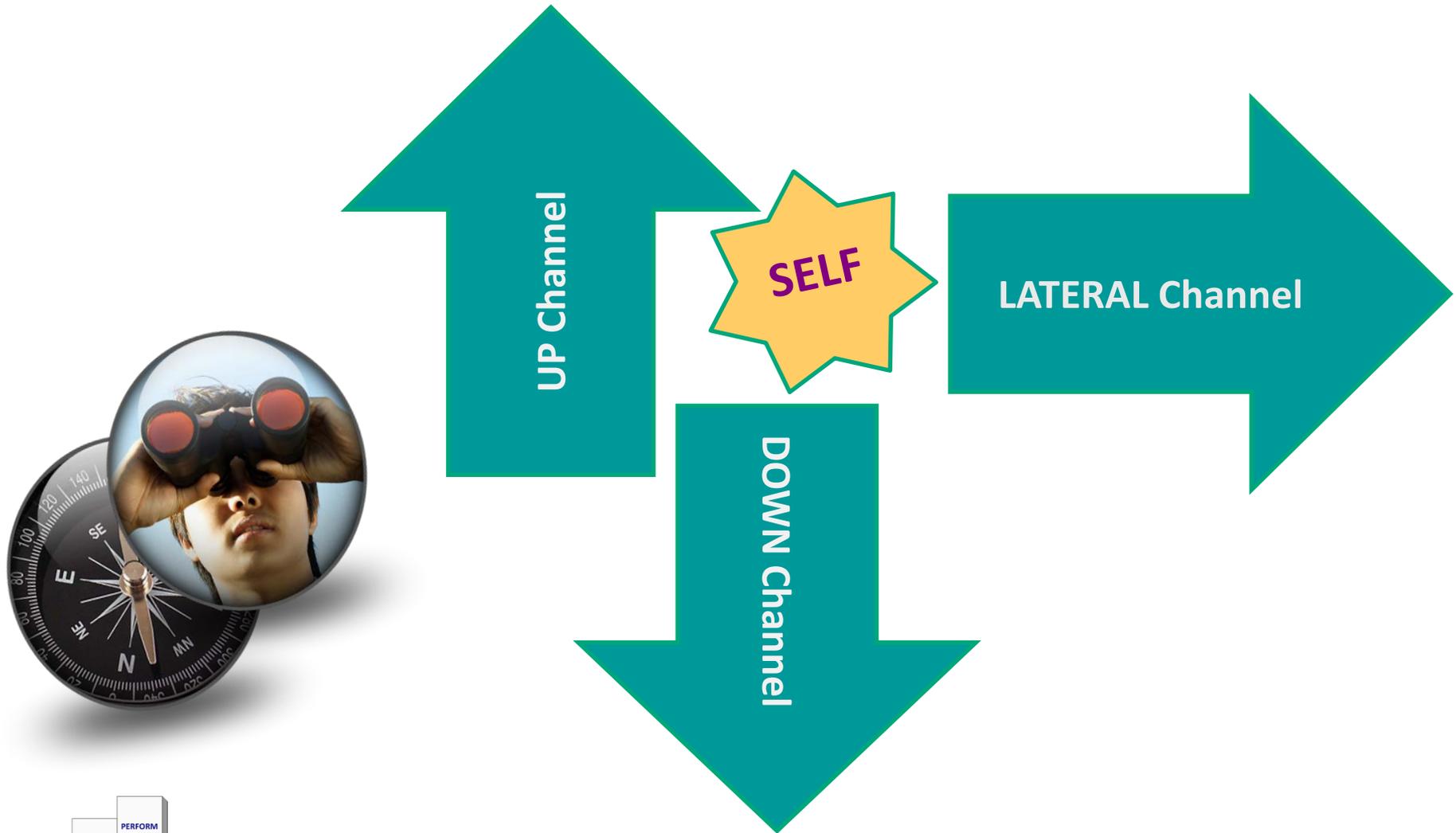
- Emotionally Detached (low)
- Self-Centered (low)
- Attuned to Feelings of Others (med-high)
- Too Emotionally Involved (extreme)
- Conflict Avoidant (extreme)
- Withhold Difficult Information (extreme)



PM Plan and Do Matrix

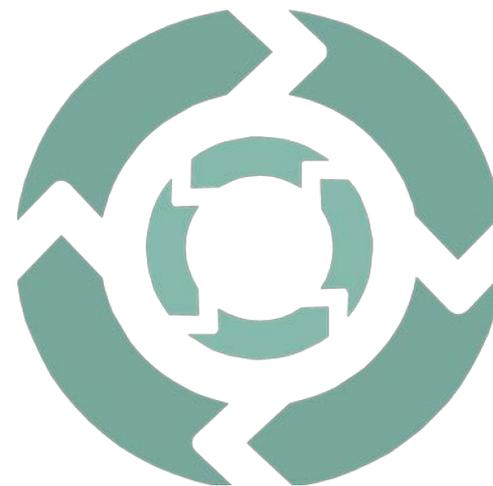


EQ-i 2.0 - A Leadership GPS

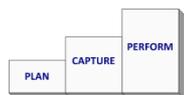


Intentional, Recursive Process

1. My ideal self – who do I want to be?
2. My real self – what are strengths and weaknesses?
3. My learning agenda – how to close the gap?
4. New behavior practice
5. Supportive relationship development



Richard Boyatzis
Primal Leadership, 2005



Further Exploration

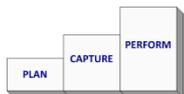
Emotional Intelligence for Leaders

November 7-8, 2016 (13 PDUs/1.3 CEUs)

Highlights:

- Motivate colleagues and staff to develop successful team initiatives by exercising EI principles
- Use the information in your emotional reaction to manage a constructive outcome
- Plan communication strategies to improve operational performance

http://ls.gmu.edu/programs/proj_mgmt/emotion-intelligence.php (GSA pricing)



Susan Schwartz

The River Birch Group

703-395-1219

sgs@riverbirchgroup.com

