What's EQ Got to Do With It: Using Emotional Intelligence to Maximize Everything

Presented by
Kari Knutson, MA

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What’s EQ Got to Do With It?
Using Emotional Intelligence to Maximize Everything

Knutson Consulting
Educate  Train  Inspire
Emotional Intelligence:

The ability to perceive, control, evaluate, and manage emotions.
WHY EQ?
Increased life and work satisfaction

Better relationships
Increased life and work satisfaction

Better relationships

Higher productivity

Better outcomes for mental and physical health
Increased life and work satisfaction
Better relationships
Higher productivity
Better outcomes for mental and physical health
Have a mind opened by WONDER

than one closed by
Have a mind opened by **WONDER**

than one closed by **BELIEF**
Emotional Self Awareness
Emotional Self Awareness

Emotional Self Regulation

Self Motivation
Emotional Self Awareness

ability to label
FEELINGS

HELLO
my name is
meh

HELLO
my name is
OK

HELLO
my name is
blah

HELLO
my name is
Good

HELLO
my name is
Fine
Have Preferences & Opinions
HOW DO YOU LIKE YOUR EGGS?

Emotional Self Regulation
Soothe Self
Soothe Self

Seek and use help

Recover from Emotional Distress
Soothe Self
Seek and use help
Recover from Emotional Distress
Your Mind
Be careful how you are talking to yourself because you are listening.
Empathy

Able to recognize emotions in others, take on their social perspective.
Able to recognize emotions in others, take on their social perspective.

Empathy

David Shepard
and
Travis Price

PINK SHIRT DAY
Able to show concern and caring to others

Sara Tucholsky
Mallory Holtman
Liz Wallace
Have empathy for others... and yourself
Have empathy for others...

and yourself
Language

Religious Identity
Ability or Disability

Cultural Lens
We are all connected

but I am just a...
Social harmony results in part from every individual knowing his or her place in the natural order, and playing his or her part well.
Social harmony results in part from every individual knowing his or her place in the natural order, and playing his or her part well.

Confucius

Social harmony results in part from every individual knowing his or her place in the natural order, and playing his or her part well.

Confucius
Strategies for developing Emotional Intelligence
Take time to Reflect
A real life
strategy
I am most happy when __________________ .

I feel embarrassed when __________________ .

I think negative thoughts about myself when __________________ .

I think the world needs __________________ .
I’m sorry
Ernest Shackleton

British Imperial Trans-Antarctic Expedition
MEN WANTED

FOR HAZARDOUS JOURNEY.
Small wages, bitter cold, long months of complete darkness, constant danger, safe return doubtful. Honor and recognition in case of success.

Endurance
December 1914 - 28 Men

Ten months trapped in the ice
Getting to South Georgia Island
South Georgia Island
26 Miles of Mountains and Glaciers
#1 May 23
English ship Southern Sky stopped by ice
100 miles short of the island

#2 June 10
Uruguayan ship Instituto de Pesca No 1, comes within sight of Elephant Island
before pack ice turns it back
#3 July 12

British ship Emma gets to within 100 miles of Elephant Island before storms and ice force it to return
#3 July 12
British ship Emma gets to within 100 miles of Elephant Island before storms and ice force it to return.

#4 August 25
Chilean ship Yelcho - SUCCESS!
Everyone Has Something They Do Well
Knowing Yourself
Noticing Others
Making Thoughtful Choices
Acknowledging Your Emotions
Knowing What You Are Motivated For
Understanding You Are in Relationship with Everyone
"We are prone to judge success by the index of our salaries or the size of our automobiles rather than the quality of our service and relationship to mankind."

Martin Luther King Jr.
Your opinion matters!

Please take a moment now to evaluate this session.

Thank You!
What’s EQ got to Do With It?
Using Emotional Intelligence to Maximize Everything

Kari Knutson
www.knutsonconsulting.com
knutsonconsulting@gmail.com
303-906-9873
Emotional Intelligence is the ability to:
perceive, control, evaluate, and manage emotions

Benefits of Cultivating your EQ:
Increased Life and work satisfaction
Better Relationships
Higher Productivity
Better outcomes for mental and physical health

5 Factors of Emotional Intelligence

Emotional Self-Awareness

Emotional Self-Regulation

Self-Motivation

Empathy

Relationship Skills
Emotional Self-Awareness

Ability to label feelings

Understanding cause and effect of emotions

Having preferences and opinions

Finding the right fit of hobbies, friends, jobs, partner, spouse, etc.

How do you like your eggs?
Emotional Self-Regulation

Able to soothe self
Able to seek and use help/support from others
Able to recover from emotional distress

Exercise            Relax            Manage            Your Mind

Be careful how you are talking to yourself because you are listening.
~Lisa M. Hayes

SHAME SPIRAL
Self-Motivation

External vs. Internal

Reactive vs. Proactive

Shark VS Rocky

What are some things you are externally motivated to accomplish?

What are some things you are internally motivated to accomplish?

GET YOUR ROCKY ON!
Empathy

Able to recognize emotions in others

Shows concern and caring for others

Shows thoughtful and kind behavior towards others

Able to take on the social perspective of others

Developing empathy for **YOURSELF** is key!
We are in relationship with EVERYONE!
People we know, people we don’t know, people we like and especially people we don’t like.

To truly be in relationship with others will require you to “cross the line”
Strategies for Developing Emotional Intelligence

- Value emotions as part of an internal compass.
- Be open to exploring your inner world; your preferences, thoughts, strengths, weaknesses, etc.
- Find ways to practice self-reflection.
- Set specific, intentional goals for yourself.
- Have preferences, opinions, hobbies that make you unique.
- Be an emotional coach for EQ skill development:
  - It looks like you are feeling…
  - Your behavior communicates…
  - I’d feel…if I were in your shoes.
  - Let’s think of all the possible solutions to that problem.
- Read and discuss stories, tell stories, and have heroes.
- Look for everyday examples from home, work, and the news that demonstrate intelligent and unintelligent ways to handle emotions.
- Set behavioral limits to help others learn to manage their feelings.
Strategies for Developing Emotional Intelligence

- Learn strategies for managing emotions such as cool-down, time out, relaxation, self-talk, breathing, etc.

- Think of things that will help calm you when distressed.

- Strengthen communication by:
  - being aware of body language (yours and others)
  - creating norms around dealing with negative emotions
  - using active listening skills
  - avoiding groupthink
  - encouraging quiet group members to speak up
  - using written communication to slow down emotions.

- Allow mistakes and encourage ease in admitting and learning from them.

- Watch for teachable moments. When able, try to see crisis in life as opportunity.

- Take responsibility for your words and your actions.

- Encourage positivity and optimism in yourself and others.

- Develop empathy.

- Give feedback about how you feel being with another person, what he or she could do to increase rapport, ask what you could do.

- Praise and reward kind, caring behavior.

- Acknowledge others.

- Apologize.
Questions

I am most happy when

I feel embarrassed when

I think negative thoughts about myself when

I think the world needs

Of your talents, which are you most proud? Why?

What would the world be like if everyone had the same gifts and talents?

Something I feel strongly about is…

My experiences at work would be better if I …

My experiences in my day-to-day life would be better if I …
Benefits of EQ

Strengthen Communication
Value the Role of Emotions
Cultivate Your Gifts

EQ is about:
Knowing Yourself
Noticing Others
Making Thoughtful Choices
Acknowledging Your Emotions
Knowing What You Are Motivated For
Understanding We Are in Relationship with Everyone