

EMOTIONAL INTELLIGENCE



Developing EQ for Performance

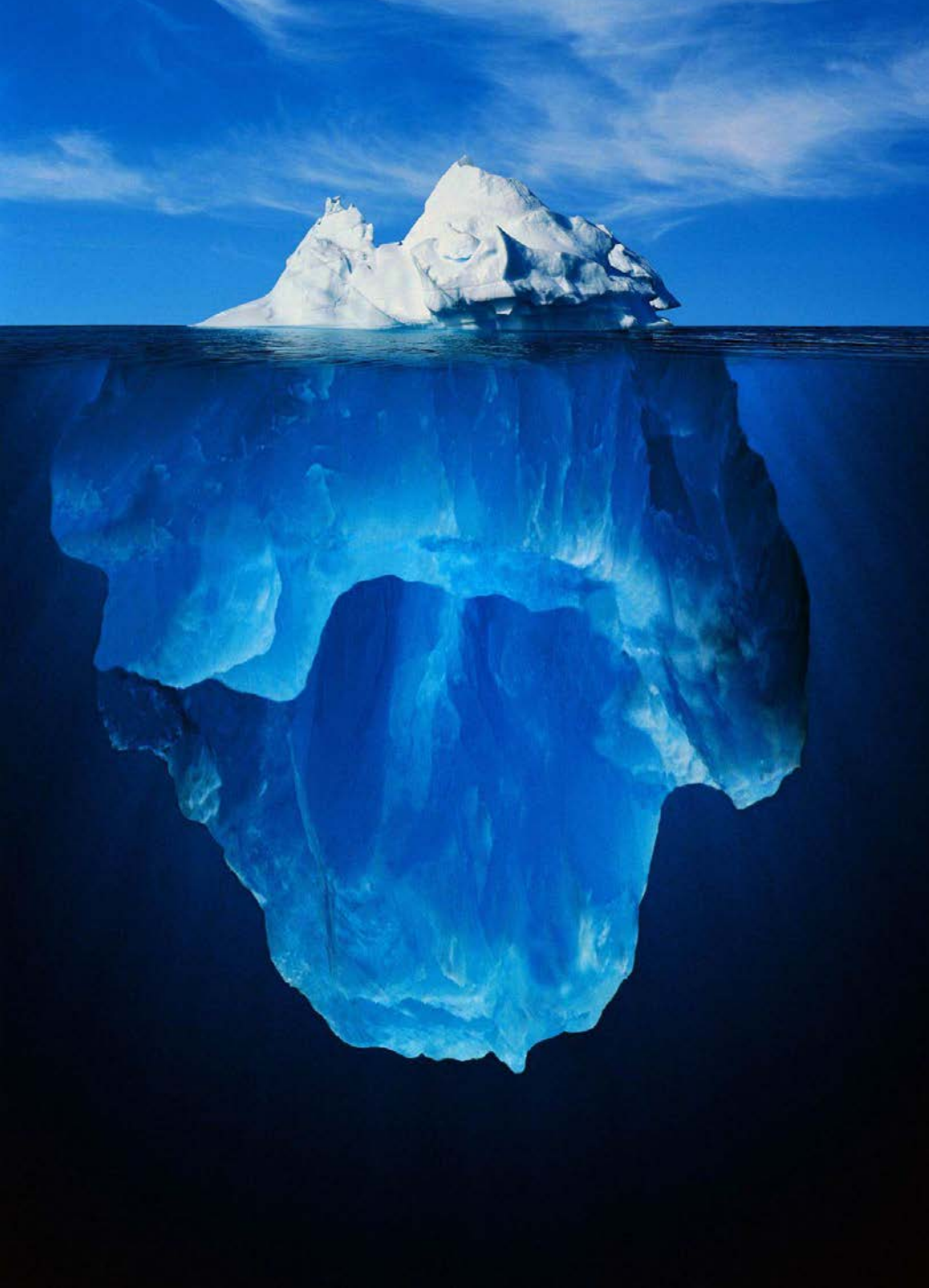
By Gregory A. Wiens PhD

<https://truewiring.com/eq-webinar-question/>

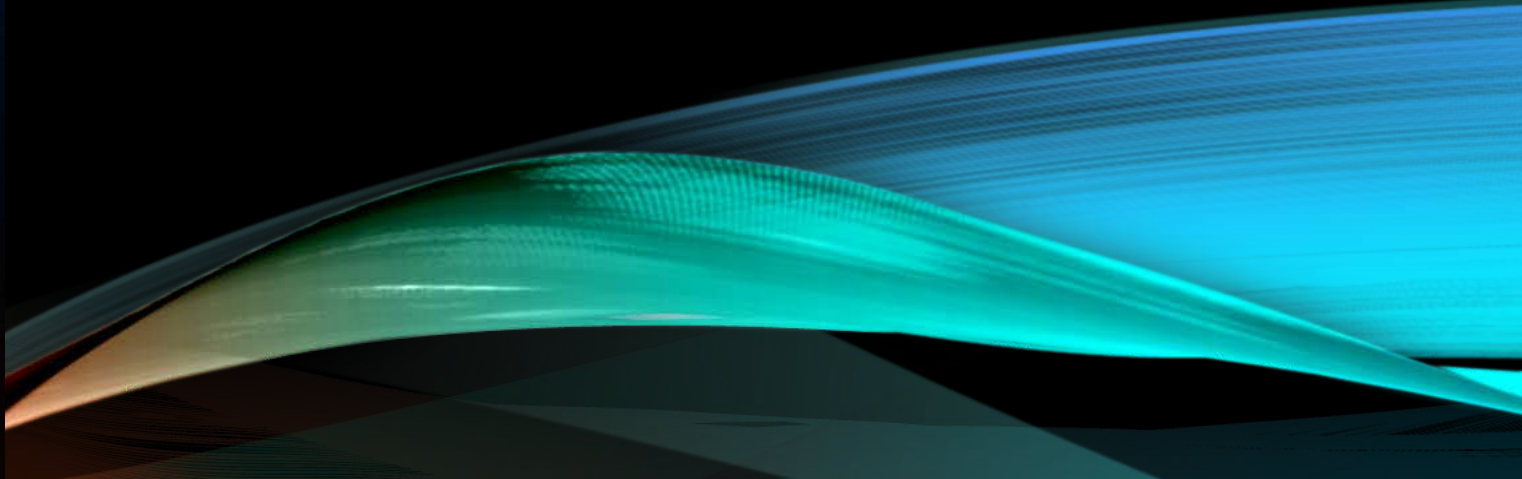


WE ALL MAKE JUDGMENTS...

*The only question is
whether we make good
ones or not...*



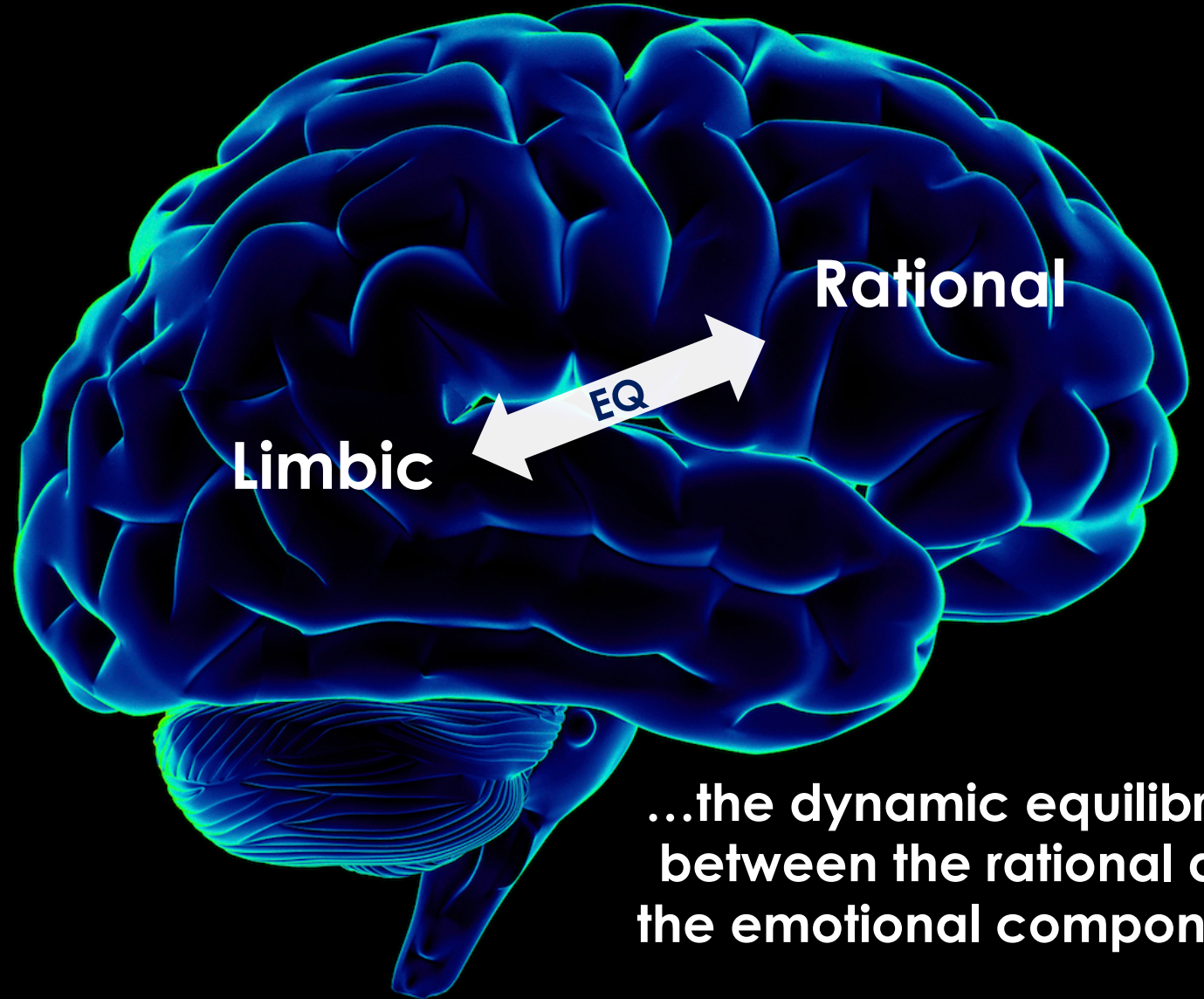
THE CHALLENGE
WITH EMOTIONAL
INTELLIGENCE IS
MOST OF IT LIES
BELOW THE WATER
LINE...



EQ IS...

EQ IS NOT...

- Being emotional
- Sharing every emotion that you experience
- Impulsiveness



**...the dynamic equilibrium
between the rational and
the emotional components**

EITHER EXTREME IS A CONCERN

*“Tending to not know or trust feelings, people who live predominantly in their thought and rational analysis need to learn to embrace their feelings. Doing so is a way of becoming more fully alive and fully human. Such people—and I count myself among them—have forgotten how to experience the world through feelings. Feelings bring new data that is missing when only thoughts are trusted.”**



EITHER EXTREME IS A CONCERN

“Affect is not just necessary for wisdom;
it's also irrevocably woven into the
fabric of every decision”*

*Antonio Damasio, Neuroscientist, University of Southern California

EITHER EXTREME IS A CONCERN

*“People who live in close contact with their emotions need to learn to move beyond the superficial feelings that are the center of their experience to a deeper and more genuine emotional encounter with the world. Such people do not need fewer emotions; they need deeper and more truly authentic ones—the ones from which they defend themselves with sentimentality and superficial emotional responses. They also need to learn to embrace critical thinking, by which feelings can be judged and reality more firmly embraced.”**

WHY IS EQ SO IMPORTANT?

- Research
 - More people will follow you for your EQ than IQ
 - Beyond an IQ of 100
 - Fulfilled relationships*
 - Better Team performance*
 - Happier*
 - Resilient*
 - Creative*
 - Strategic*

*Marc Brackett, Center for Emotional Intelligence

*Ron Carucci, 9/4/17, Harvard Business Review

REPORT FROM FORBES MAGAZINE (2018)

“Research points to emotional intelligence as the critical factor that sets star performers apart from the rest of the pack.

The connection is so strong that **90%** of top performers have high emotional intelligence.

On the flip side, just **20%** of bottom performers are high in emotional intelligence.

You can be a top performer without emotional intelligence, but the chances are slim.”

GALLUP SURVEY ON THE TOP 5 MANAGEMENT FAILURES...

- Poor interpersonal and communication skills.
- Ineffective team leaders.
- Resistance to change.
- Disappointing results.
- Inability to see beyond their functional silo.

...ALL OF THESE ARE RELATED TO EQ

WHY IS EQ SO IMPORTANT?

King Saul—1 Samuel 15.20...

“But I did obey the LORD,” Saul said. “I went on the mission the LORD assigned me. I completely destroyed the Amalekites and brought back Agag their king. The soldiers took sheep and cattle from the plunder, the best of what was devoted to God, in order to sacrifice them to the LORD your God at Gilgal.”

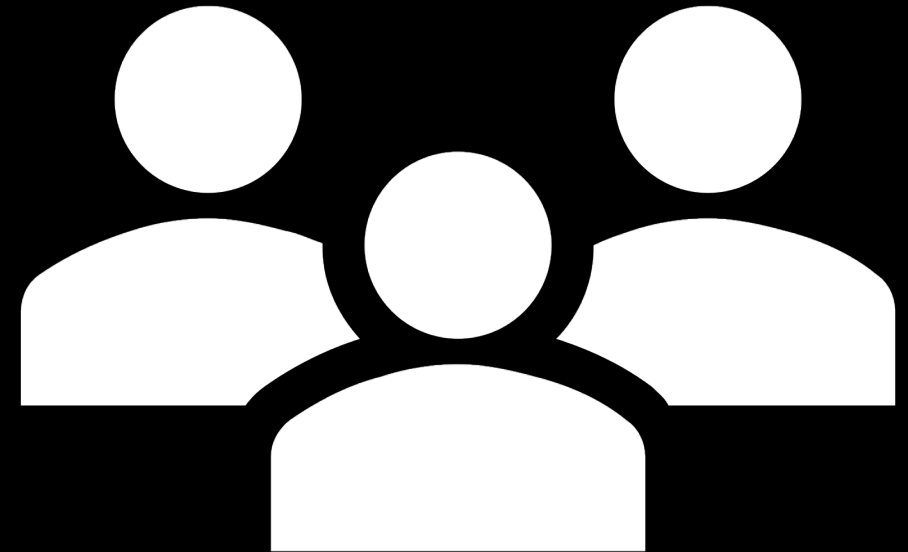
“But Samuel replied:

“Does the LORD delight in burnt offerings and sacrifices, as much as in obeying the voice of the LORD? To obey is better than sacrifice, and to heed is better than the fat of rams.

Then Saul said to Samuel, “I have sinned. I violated the LORD’s command and your instructions. I was afraid of the people and so I gave in to them.”

WHY IS EQ SO IMPORTANT?

- One another's in the New Testament
- EQ is a major lid to cross cultural effectiveness



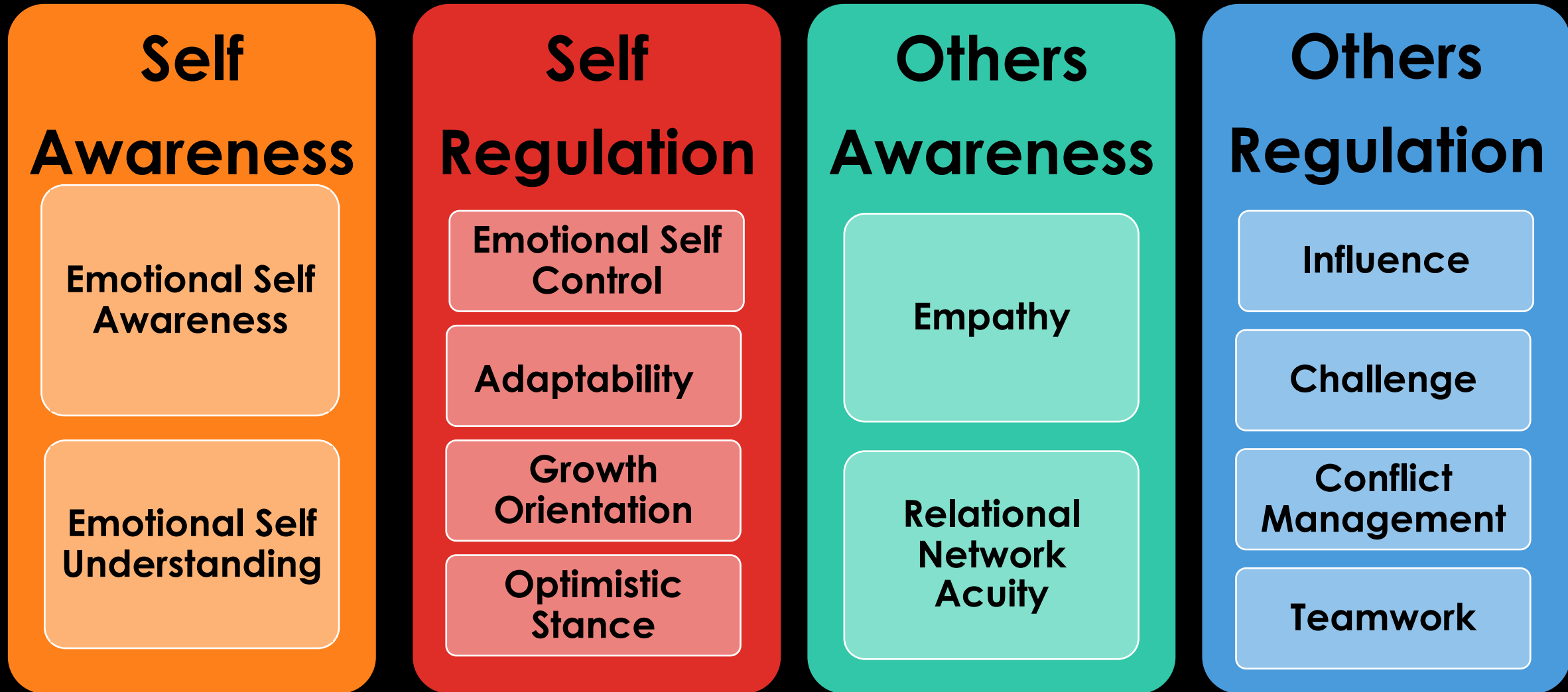
PREJUDICE WITHIN OURSELVES

- People with higher Emotional Intelligence (EQ) are more inclusive in their Cultural Intelligence (CQ).
- If you develop your EQ you will understand and embrace people of different cultures better.

PREJUDICE WITHIN OURSELVES

- Higher EQ is based upon skill set acquisition and heart positioning to value your own and others' emotions as well as being able to clearly articulate this without judgment.
- The same skill set acquisition and heart positioning to value your own and others' cultural distinctives while being able to clearly articulate without judgment allows you to understand cultural distinctives.

WHAT SCALES COMPRISE EMOTIONAL INTELLIGENCE (EQ)?*

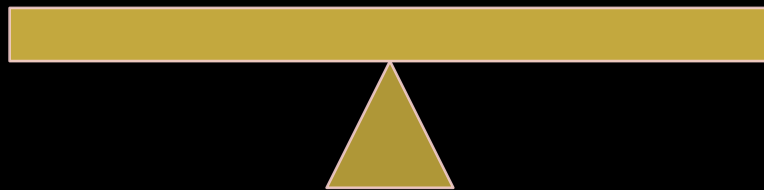


*Modified from Goleman & Boyatzis, 02/2017 Harvard Business Review

HOW IS EQ FORMED AND DEVELOPED?

**Culture
of Origin**

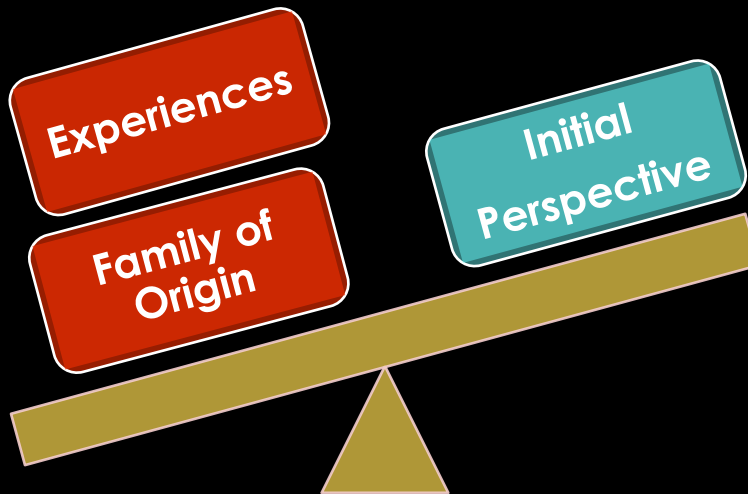
**Dynamic
Nature**



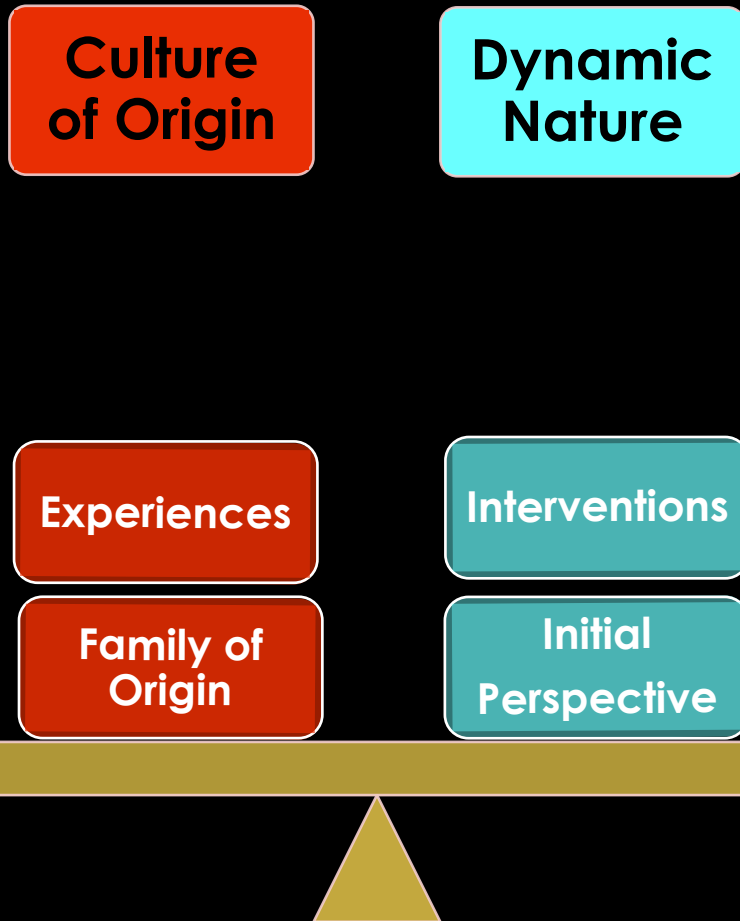
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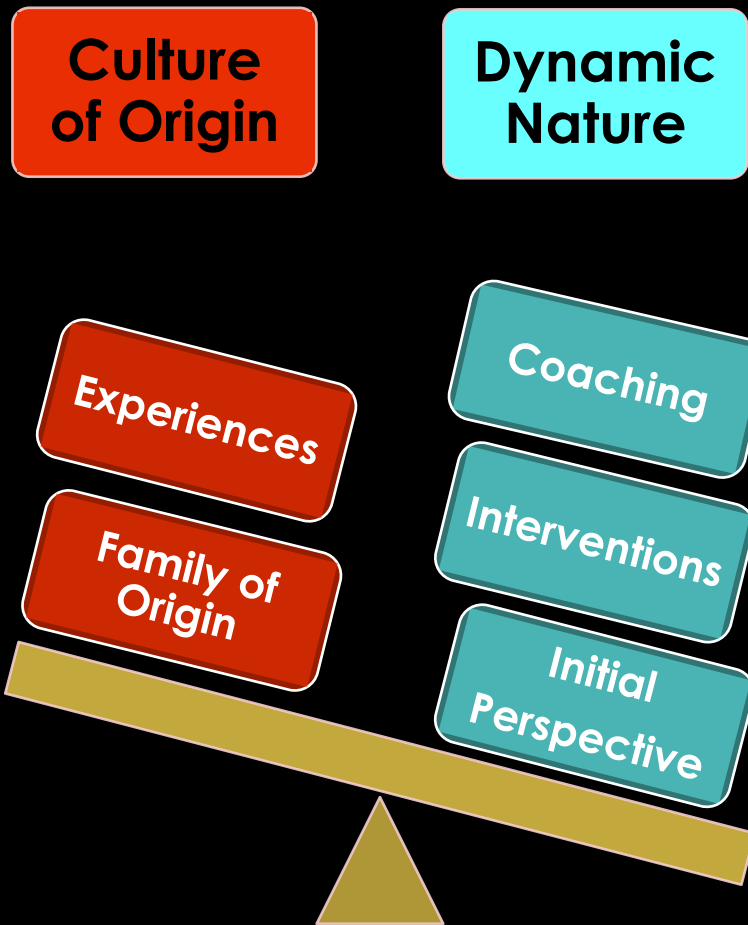
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HOW IS EQ FORMED AND DEVELOPED?



HOW IS EQ FORMED AND DEVELOPED?



WHERE DO I BEGIN?*

Recognizing emotions in Self and Others

Understanding causes and consequences of emotions

Labeling emotions accurately

Expressing emotion appropriately

Regulating emotions effectively

**Permission to Feel* by Marc Brackett

RESOURCES FOR EQ?

- TrueWiring.com/shop
- *Permission to Feel* by Marc Brackett
- *Leadership and Self Deception* by Arbinger Group
- *A Failure of Nerve* by Edwin Friedman
- *Culture Maps* by Erin Meyers
- *Surrender to Love* by David Benner
- *The Practicing Mind* by Thomas Sterner
- *Mindset* by Carol Dweck
- Emotional Journaling
- Coaching with one who has high EQ
- You must practice if you want to improve, not just read books



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Healthy Growing Leaders