

Awakening Emotional Intelligence



Success Waypoint, LLC
www.SuccessWaypoint.com

This Intro Part of an Exercise

- ✓ The next six slides and the opening I just did are part of an Emotional Intelligence exercise which we will do together after we go through them.



What's Holding You Back?

What keeps you from dreaming, moving—reaching for more out of your life? What's keeping you from achieving some of the goals you've already set? Coaching can help you find your answers, unlock your potential, and deliver the personal progress you seek for yourself.

More than just down pat, dot-point responses to the above queries, Success Waypoint coaching and workshops invite you to new perspectives about self and life. We can help you guide your personal and professional life approach into a better alignment with where you

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Not all Business



Today's Goals

- ✓ Provide a working knowledge of Ei concepts.
- ✓ Show the importance of Ei in every day life, whether at work or at home.
- ✓ Invite you to consider a new perspective on your emotional nature.
- ✓ Propose an internal emotional framework that will help you awaken and continually develop your Ei.
- ✓ Have fun!

Regarding the Exercises

Your participation is up to you.

You are the Experts

We're all "AFGOs"

Another

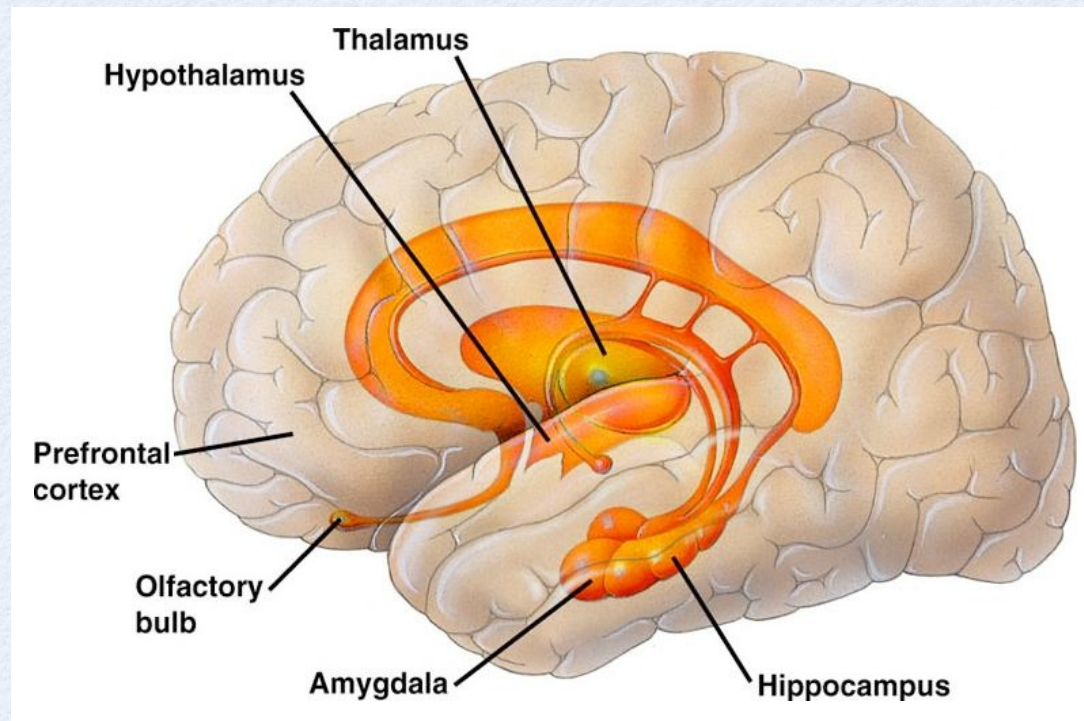
Fantastic

Growth

Opportunity

The Science of Emotion:

The “Emotion-Body” Connection



The Limbic System

Adapted from the “S.C.A.R.F.” Model

By David Rock (*Your Brain at Work*)

Initial	“Need”	Generated Thought Examples
S	Status	<ul style="list-style-type: none">✓ Where do I stand?✓ Am I losing status?✓ Who has the power?
C	Certainty	<ul style="list-style-type: none">✓ Who can I count on?✓ Friend or foe?✓ What will happen to me?
A	Autonomy	<ul style="list-style-type: none">✓ I want to do it!✓ I want options!✓ Don’t tell me what to do!
R	Relatedness	<ul style="list-style-type: none">✓ Making connections✓ Feeling supported✓ Capacity for empathy
F	Fairness	<ul style="list-style-type: none">✓ Am I treated fairly here?✓ Are others treated fairly here?✓ Can I trust you to treat me fairly?

- ✓ We will go quickly run through the slides again.
- ✓ I will pause at each slide and ask you which ones of the S.C.A.R.F domains I was soothing with that slide.
- ✓ I will then ask you to call out your Answers.

What does all this have to do
with Emotional Intelligence???

Emotional Intelligence (Ei)

We can generally describe emotional intelligence as the ability to identify and regulate our own emotions, to harness emotional energy and mood towards desired outcomes, and to identify and positively influence emotions of others.

Emotional Intelligence (Ei)

The Five Components

Component	Definition	Hallmarks
Self-Awareness	The ability to recognize and understand your moods, emotions, and drives, as well as their effect on others.	<ul style="list-style-type: none"> ✓ Self-confidence ✓ Realistic self-assessment ✓ Self-deprecating sense of humor
Self-Regulation	The ability to control or redirect disruptive impulses and moods. The propensity to suspend judgment—to think before acting.	<ul style="list-style-type: none"> ✓ Trustworthiness ✓ Comfort with Ambiguity ✓ Openness to change
Motivation	A passion to work for reasons that go beyond money or status. A propensity to pursue goals with energy and persistence.	<ul style="list-style-type: none"> ✓ Strong drive to achieve. ✓ Optimism, even in the face of failure. ✓ Organizational commitment
Empathy	The ability to understand the emotional makeup of other people. Skill in treating people according to their emotional reactions.	<ul style="list-style-type: none"> ✓ Expertise in building and retaining talent. ✓ Cross-cultural sensitivity. ✓ Service to clients and customers.
Social Skill	Proficiency in managing relationships and building networks. An ability to find common ground and build rapport.	<ul style="list-style-type: none"> ✓ Effectiveness in leading change ✓ Persuasiveness ✓ Expertise in building and leading teams

Three Stories

- ✓ Two Servers
- ✓ The Project Meeting
- ✓ The Car Repair

“Human behavior flows from three main sources: desire, emotion, and knowledge”

~Plato, Classical Greek philosopher, mathematician

“There can be no transforming of darkness into light and of apathy into movement without emotion.”

~Carl Jung, Swiss psychotherapist and psychiatrist

“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, American Poet

Exercise

How would you define
“Emotion?”

Defining Emotion

GOOGLE...

- e · mo · tion
- /i'mōSHən/
- Noun
- A natural instinctive state of mind deriving from one's circumstances, mood, or relationships with others.
- Any of the particular feelings that characterize such a state of mind, such as joy, anger, love, hate, horror, etc.

Our Definition...

An energetic, directive, psychological feeling response to perception and thought, that affects, informs, and enriches our experience of reality.

Exercise

True or False?

We learn our emotions from our parents, teachers, movies, music, and other social influences.

Exercise Answer:

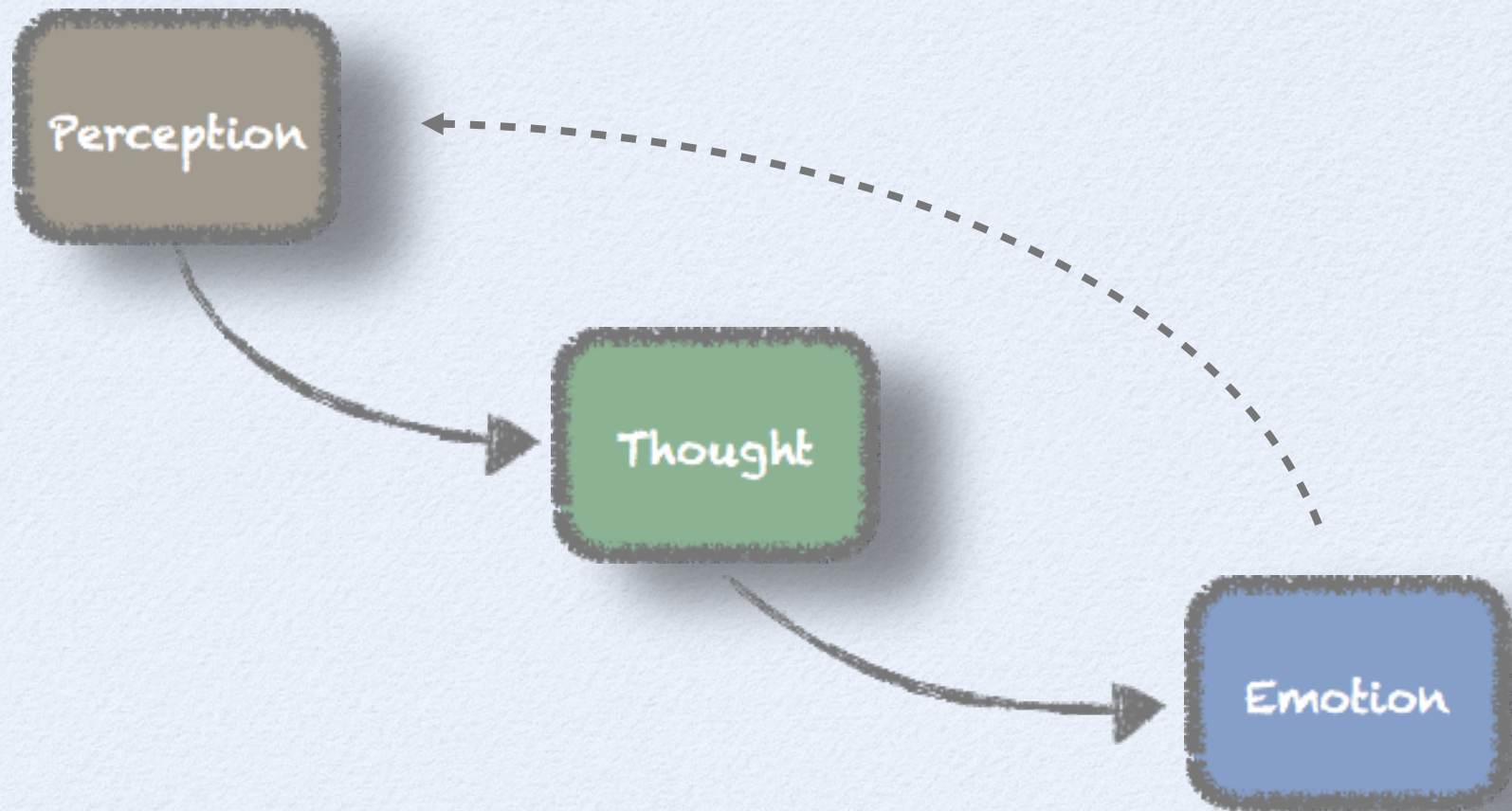
False!

We learn emotional behavior from social influences, but we are born with our emotional nature...

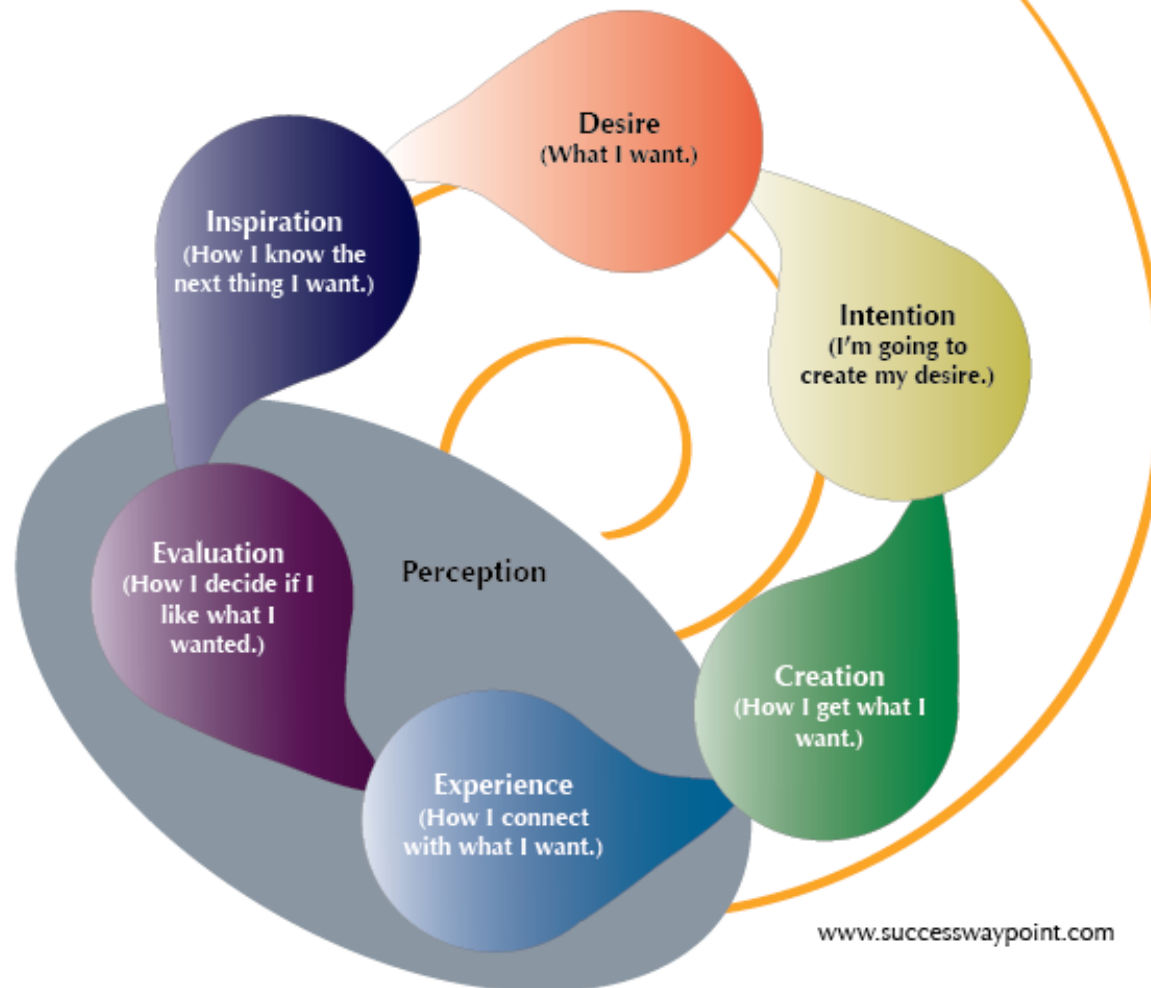
Exercise

Where do emotions come from?

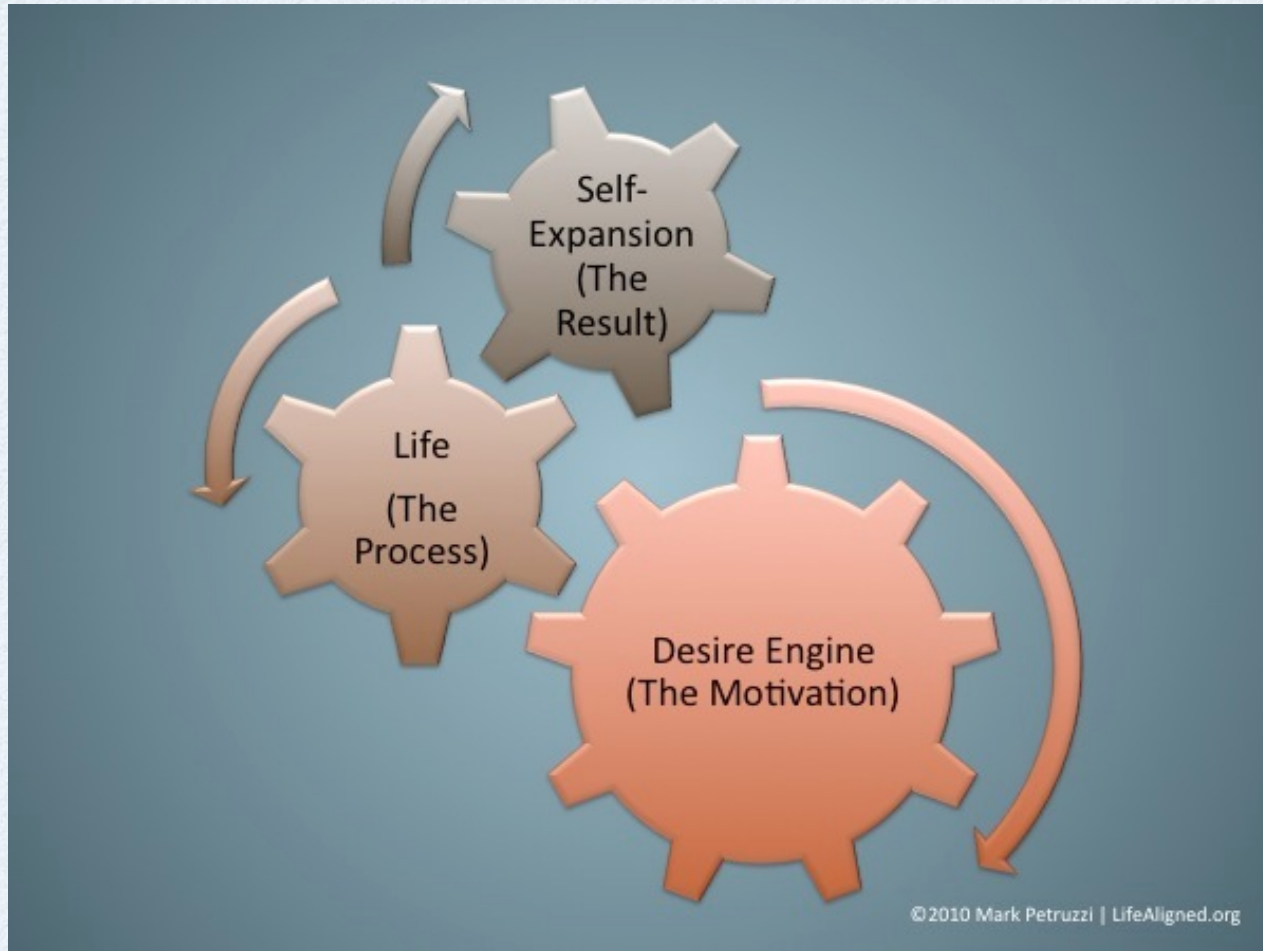
Where does emotion come from?



Moving through the Desire Engine cycle
in an aligned way draws emotional
energy through our lives...



How Desire Drives Life



Exercise: 30 Seconds

1. Ready a paper and pencil
2. Be prepared to write for 30 seconds when the facilitator tells you do to so.
3. Debrief with the facilitator.

Going for what you really want...

- Makes you feel more alive...
- Puts you in a state that is most influential to others.
- Puts you in a state that will best benefit others.
- Automatically aligns you with your gifts and your purpose.
- The process is your life.

"Don't ask what the world needs. Ask what makes you come alive, and go do it. Because what the world needs is people who have come alive."

~ Howard Thurman

Wisdom

A prudent question is one half of wisdom.

~Sir Francis Bacon

Super Questions



Super Question...

What do I want?

Super Question...

Is this desire aligned with my values, my character strengths, and my aptitudes?

Super Questions...

Can I enjoy the journey on the way to desire?

Is it worth working through temporary discomfort?

Super Questions...

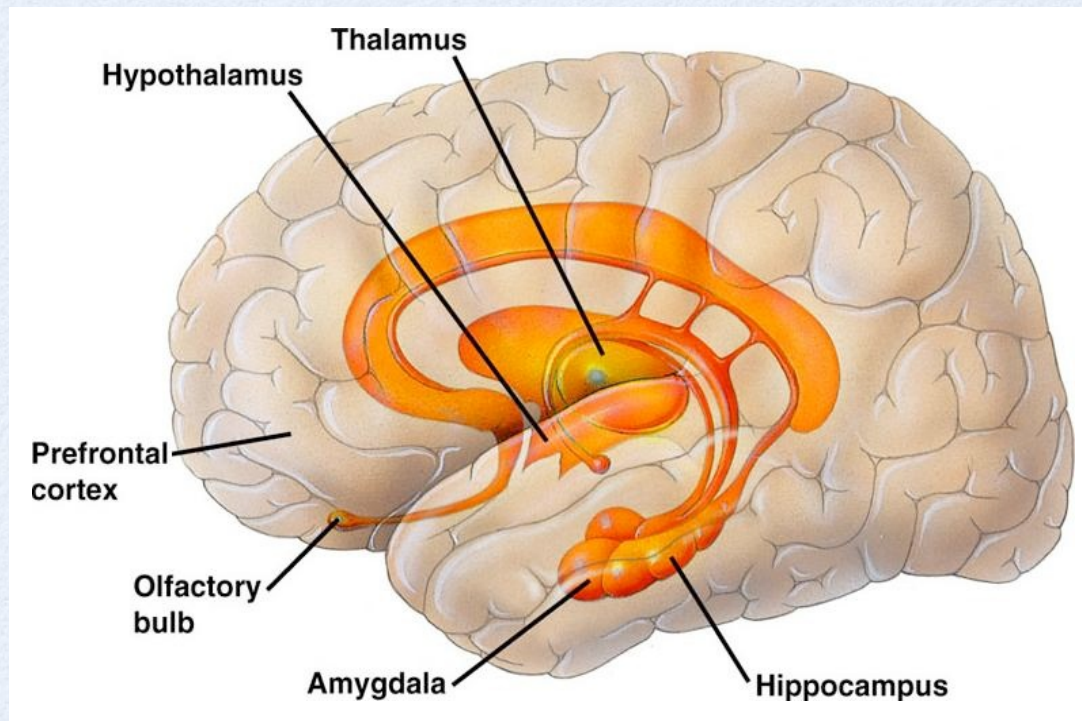
Will this bring me closer to my highest joy,
and more freedom?

If not, why am I even considering it?

Mindfulness

The Science of Emotion

Mindfulness



The Limbic System

Mindfulness Truth:

“Between stimulus and response, there is a space. In that space lies our freedom and power to choose our response. In our response lies our growth and freedom.”

~ Victor Frankl

Life Experiences, Changes, Demands

Choices

**Stressful
Self-Talk**

**Positive
Self-Talk**

Stress

**Relief/
Motivation**

Presence

Presence is that state of being where you feel as if you are safely couched in the moment, unburdened by the past or the future. Mindfulness is an effective activity that can get you to that state.

What is Mindfulness?

Mindfulness is a relaxed state of focused attention that feels as though we are experiencing what ever we are focused on to the fullest extent of our ability to perceive it, but without judgement or characterization.

Dispelling Mindfulness Myths

- It is not a religion.
- It is not harmful in any way.
- It does not require ANY special training.
- It does not require meditation.
- It is not difficult.

Mindfulness Benefits

- Better Health
- Greater Happiness
- Development of the "Executive" or "Observer"
- Reduced Stress
- **Enhances Emotional Intelligence**

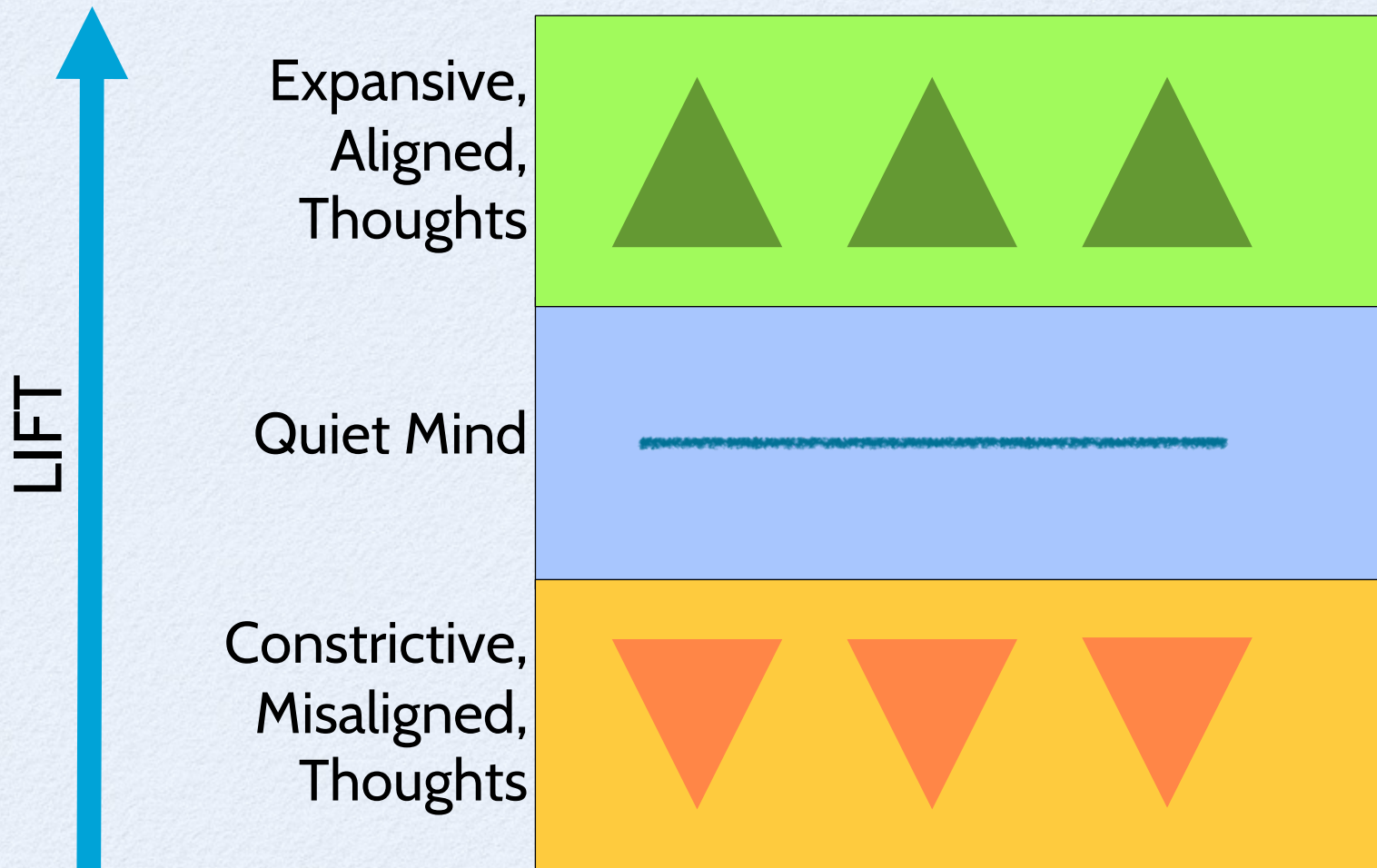
We begin our practice with mindfulness of...

- . What our senses are taking in (easiest)
- . Our emotions
- . The emotions of others
- . Our interactions in our relationships
- . Our focus of thought
- . Gut feelings
- . What we are doing

Mindfulness Opportunities

- . Self-Talk
- . Relationships
- . “Menial” Tasks
- . Eating
- . Exercising
- . Hugging
- . **Attentional Training (Meditation and Breathing)**

Mind Activity Hierarchy



Purpose

When used in the context of work or life choices, Purpose is a direction or outcome that has significant meaning for us.

Empathy

em·pa·thy 'empəTHē/

noun

noun: empathy

The ability to understand and share the feelings of another.

Active, Positive, Empathy

The ability to understand and share the feelings of another, and validate their feelings about where they are; *then* hold their best self in your heart and mind and believe in their ability to prevail in where they are *going*.

EMPATHY

A True Leader Skill

Lieutenant Colonel
Harry C. Garner,
U.S. Army, Retired

To lead successfully, a person must demonstrate two active, essential, interrelated traits: expertise and empathy. In my experience, both of these traits can be deliberately and systematically cultivated; this personal development is the first important building block of leadership.

—William G. Pagonis, Leadership in a Combat Zone



ARMY STUDY GUIDE

A non-government, privately-sponsored website

Army Board Study Guide

Education Benefits

Civilian Careers

Schools and Colleges

Home > Army Board Study Guide Topics > Leadership > Army Leadership Requirements Model

Army Leadership Requirements Model

A common basis for thinking and learning about leadership and associated doctrine from FM 6-22, Army Leadership

FM 1, one of the Army's two capstone manuals, states that the Army exists to serve the American people, protect enduring national interests, and fulfill the Nation's military responsibilities. To accomplish this requires values-based leadership, impeccable character, and professional competence. The figure below shows the Army leadership requirements model. It provides a common basis for thinking and learning about leadership and associated doctrine. All of the model's components are interrelated.

Leadership Requirements Model

Attributes

What an Army Leader is:

A Leader of character

- Army Values
- Empathy
- Warrior Ethos

Core Leader Competencies

What an Army Leader does:

Leads

- Leads Others
- Extends Influence Beyond The Chain of Command
- Leads By Example
- Communicates

usacac.army.mil/cac2/cgsc/repository/dcl_GarnerArticle.pdf

Twin Powers: Gratitude and Appreciation are Dynamic Mood Lifters

In quantum physics, the existence of everything is only known by its relationship to something else.

Similarly, it is only through the contrast of our relationships, that we learn to define who we are...

Exercise: Authenticity

What is authenticity?

Is it simply “speaking your truth,” or is it something different?

“Authenticity is acting in a genuine way, within the boundaries of what is appropriate to the level of connection in the relationship at hand.”

Exercise: Criticism

Criticism: the *expression of disapproval* of someone or something based on perceived faults or mistakes.

Can you think of a time when criticism immediately enhanced your relationship with yourself, or your relationship with others?

Avoid criticizing. Instead, deliver feedback in a caring way that lets the recipient know that you are on their side, and that you appreciate them.

In the case of personal preference, express them as your own, and not the responsibility of others.

Low Ei / Hi Ei

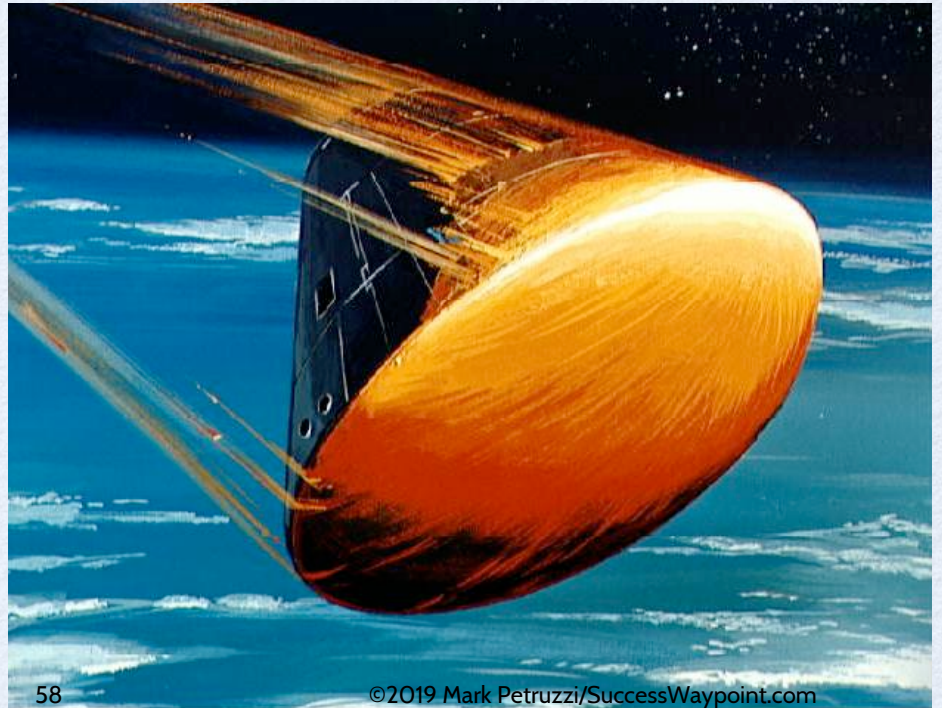
Low Ei	High Ei
Wanting to Impress.	Wanting to improve.
Want to make a statement.	What to begin a dialog.
Winning is what really counts.	Growing is what really counts.
When I get that or achieve that, I'll be happy.	I practice caring for my moods and happiness on a moment to moment basis.
My happiness depends on others.	My happiness depends on me.
Control	Influence
Attempting to change reality by controlling others.	Bettering personal reality by Influencing one's own thoughts and mood.
"I should do this."	"This is in my highest interest over time" "This is my choice."

Low Ei / Hi Ei

Low Ei	High Ei
Looking for approval.	Flipping your own switch.
Criticizing	Coaching
Tolerating	Appreciating
Blaming the past for now.	Beginning the future with new choices now.
Worry	Compassion

Re-entry...

- Practice...
- Expect some error, and appreciate yourself and your journey.
- Expect to feel a little bit awkward at first.
- Expect to feel “fake” at times because you are stepping out of the “usual” for yourself.
- Accept that occasional life’s contrast is the precursor of creative output and growth.



THANK YOU!

Make it fun!



One ship sails East,
And another West,
By the self-same winds that blow,
'Tis the set of the sails
And not the gales,
That tells the way we go.

Like the winds of the sea
Are the waves of time,
As we journey along through life,
'Tis the set of the soul,
That determines the goal,
And not the calm or the strife.

~Ella Wheeler Wilcox

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