

Purdue Global Village Conference

Educating the Future

November 2020

Leading with Emotional Intelligence

Samantha Schoen & Dr. Bea Bourne

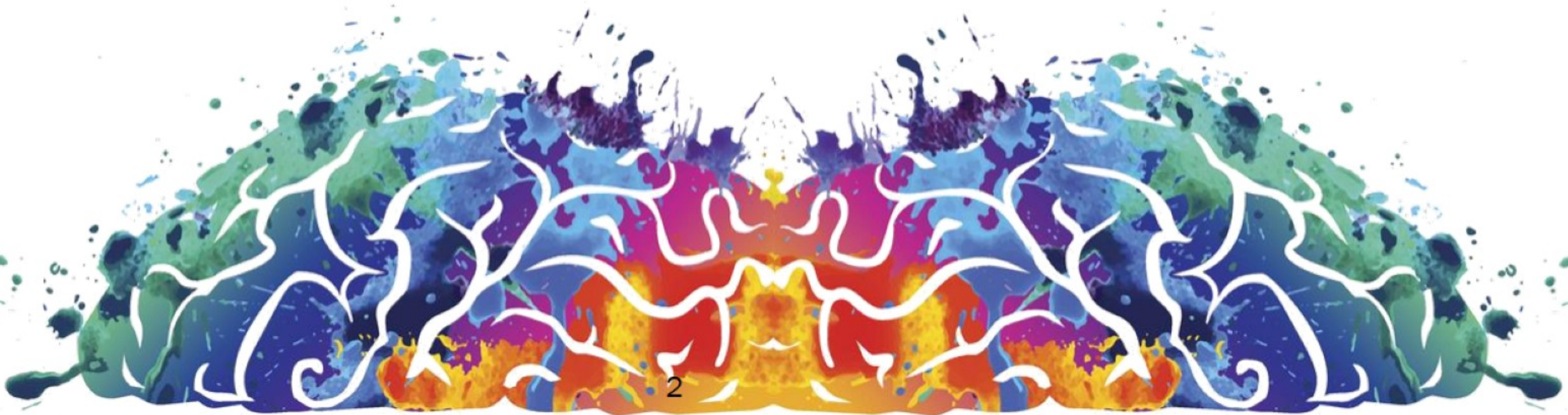


LEADING WITH EMOTIONAL INTELLIGENCE (EQ)

SAMANTHA SCHOEN AND DR. BEA BOURNE

"By teaching people to tune in to their emotions with intelligence and to expand their circles of caring, we can transform organizations from the inside out and make a positive difference in our world"

- Daniel Goleman





IQ MAY GET YOUR FOOT IN THE DOOR

EQ WILL DETERMINE HOW FAR YOU GO

- DR. PRERNA KOHLI

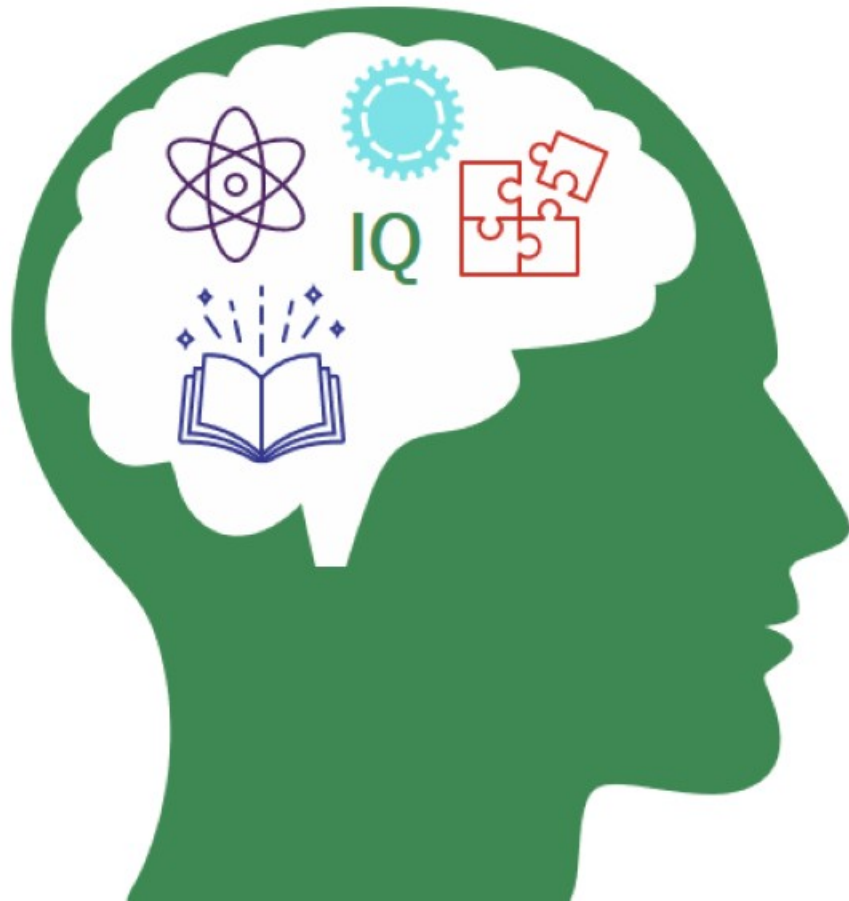
LEARNING OBJECTIVES

- IQ VS. EQ
- Leading with Emotional Intelligence
- Emotional Intelligence Maturity Scale
- Elements of Mature Emotional Intelligence
- EQ of the Platinum Rule



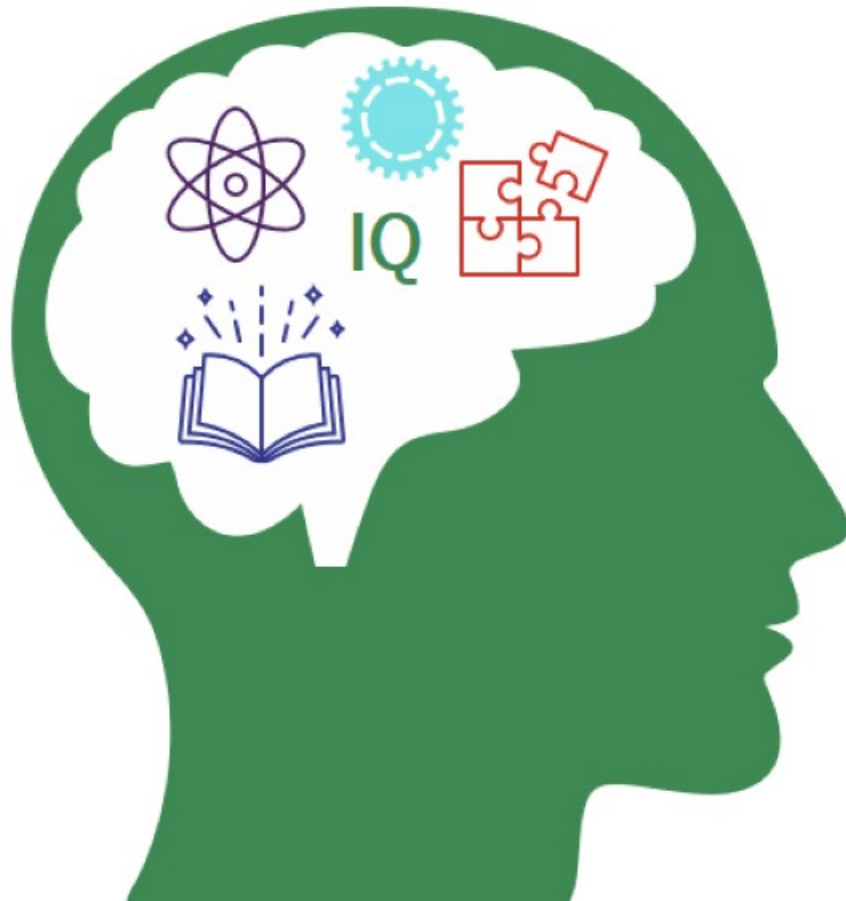
IQ VS. EQ

- **Intelligence Quotient (IQ)** - the measure of a person's relative intelligence.



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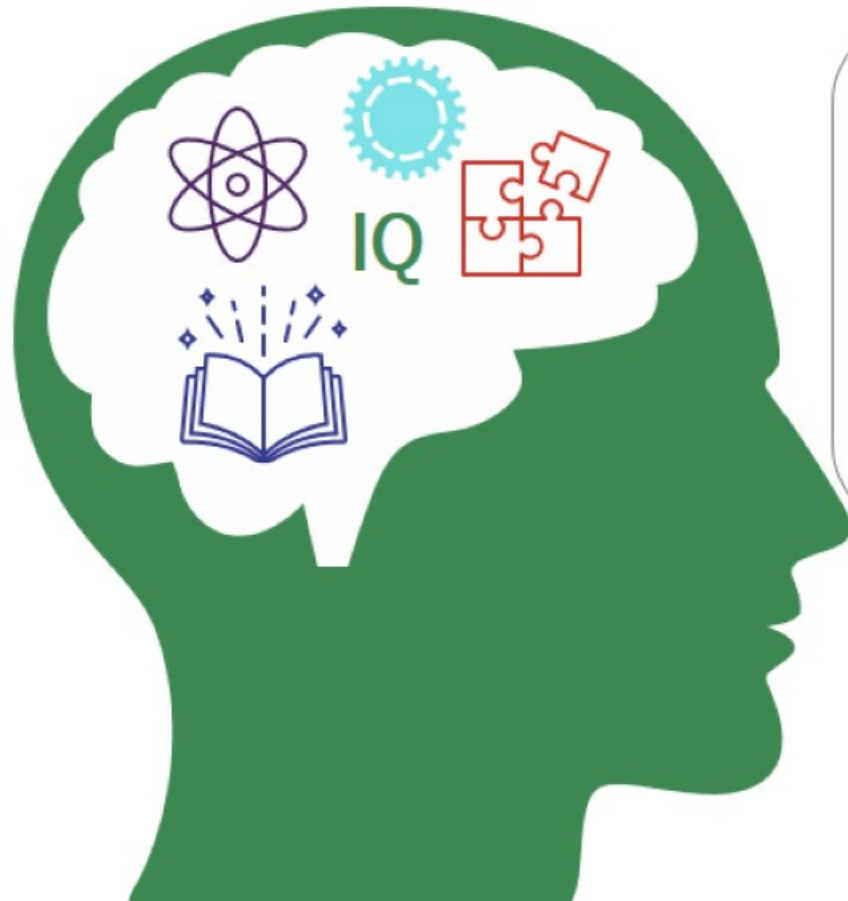


- **Emotional Intelligence (EQ)** the ability to recognize and manage emotions, and reactions people use to solve problems.



IQ VS. EQ

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- **Emotional Intelligence (EQ)** the ability to recognize and manage emotions, and reactions people use to solve problems.

- Happiness
- Sadness
- Fear
- Disgust
- Anger
- Surprise



WHY IS EMOTIONAL INTELLIGENCE IMPORTANT

- 50% of employee's admit to leaving a job because of their manager
- Employees who have poor relationships with their managers tend to be disengaged



Boost
Well-being



Resolves
Conflicts



Fosters
Teamwork



Reduces
Turnover



Increases
Productivity



Improves
Decision
Making



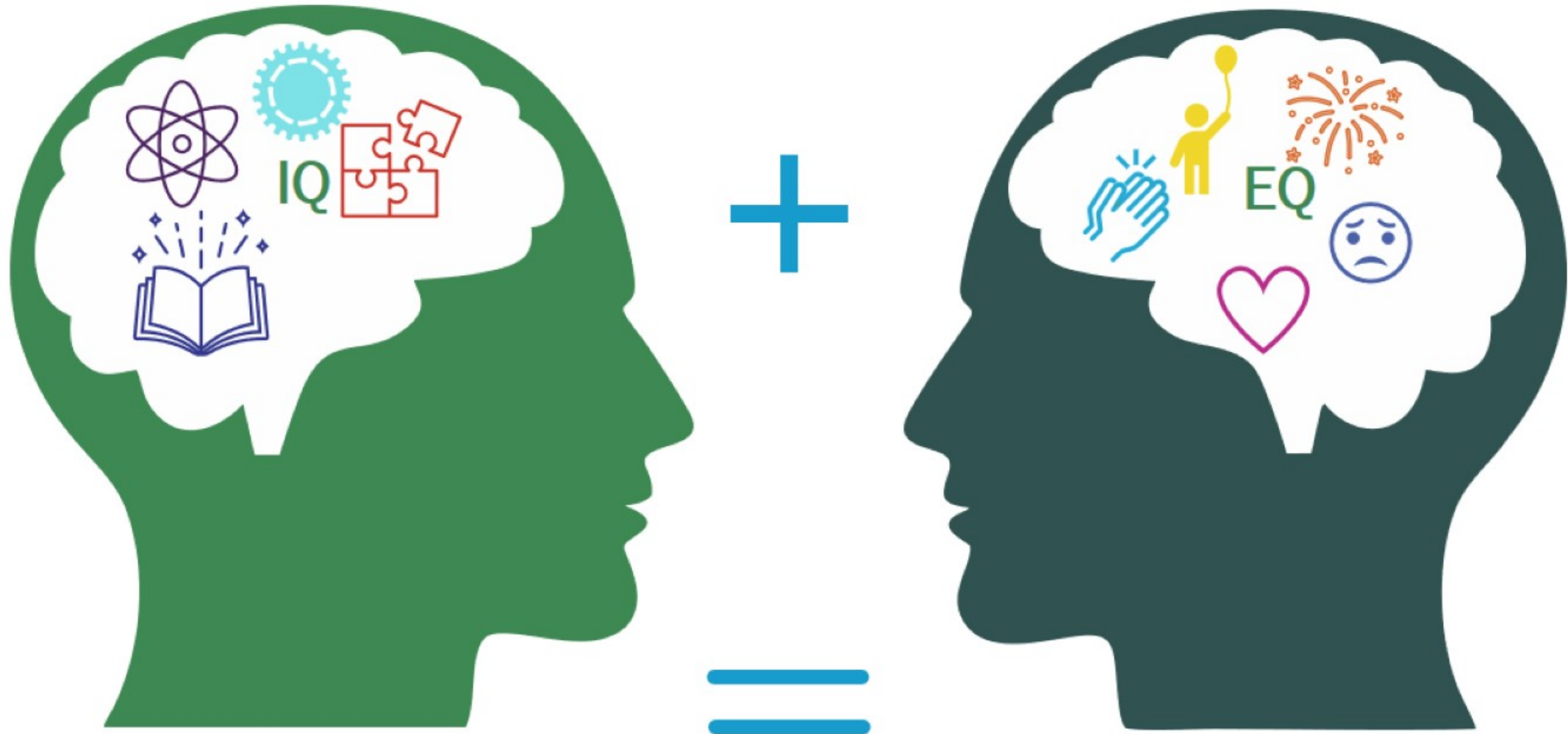
Increases
Networks



Adds
Stability



IQ PLUS EQ - Smart decision-making requires more than the intellect as measured by traditional IQ.

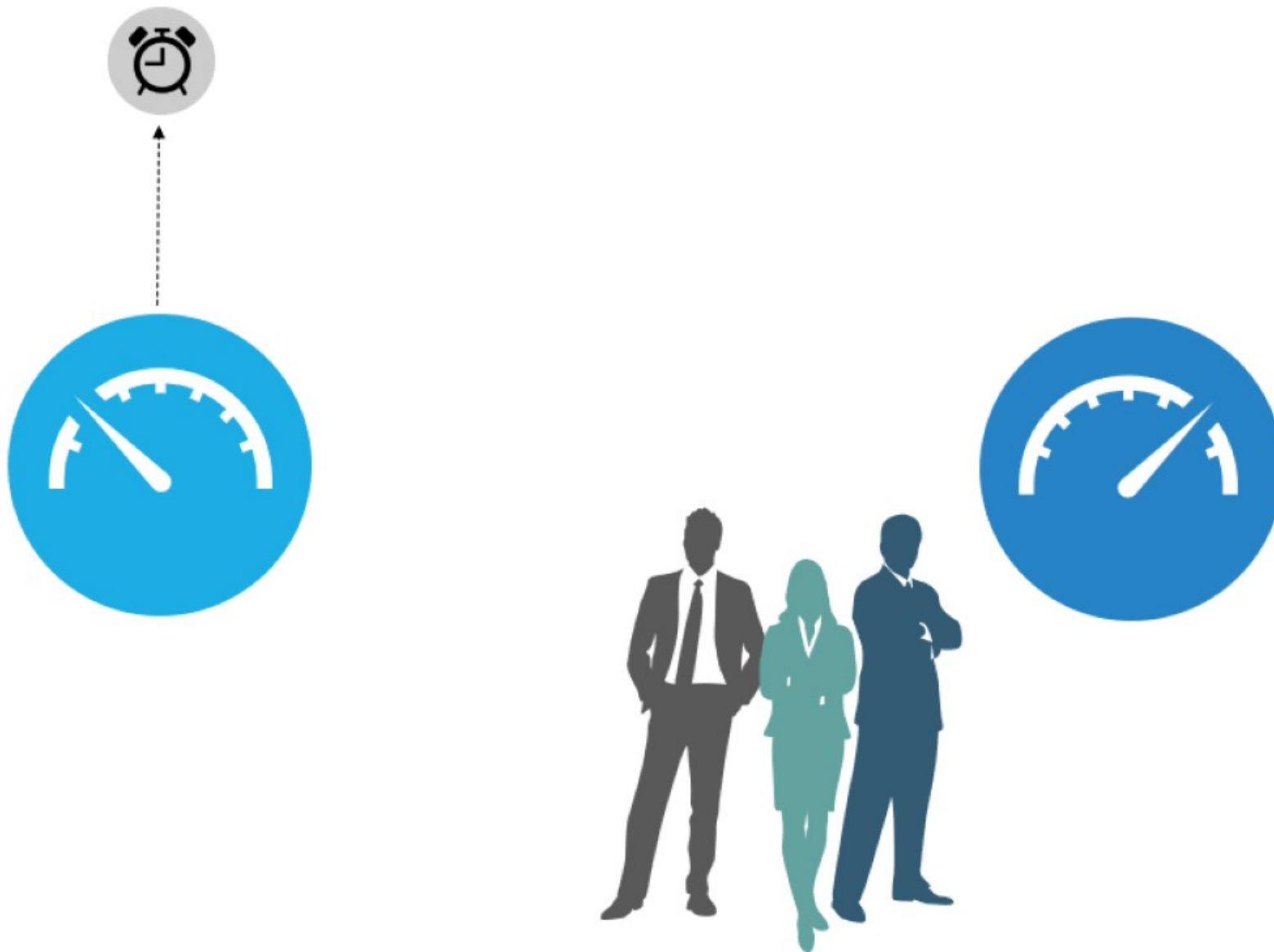


SUCCESS AS A LEADER

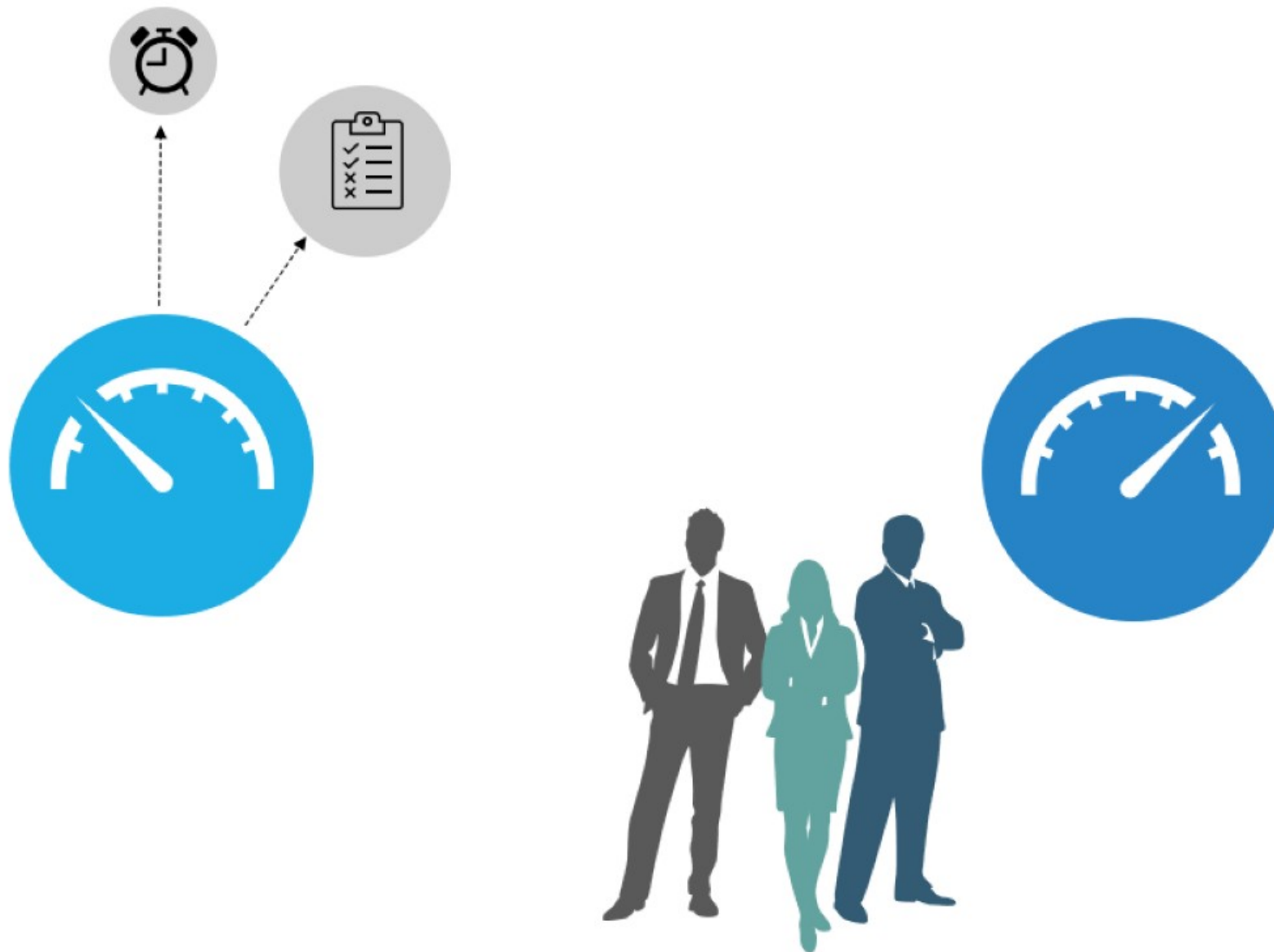
LOW VS. HIGH EQ LEADERSHIP



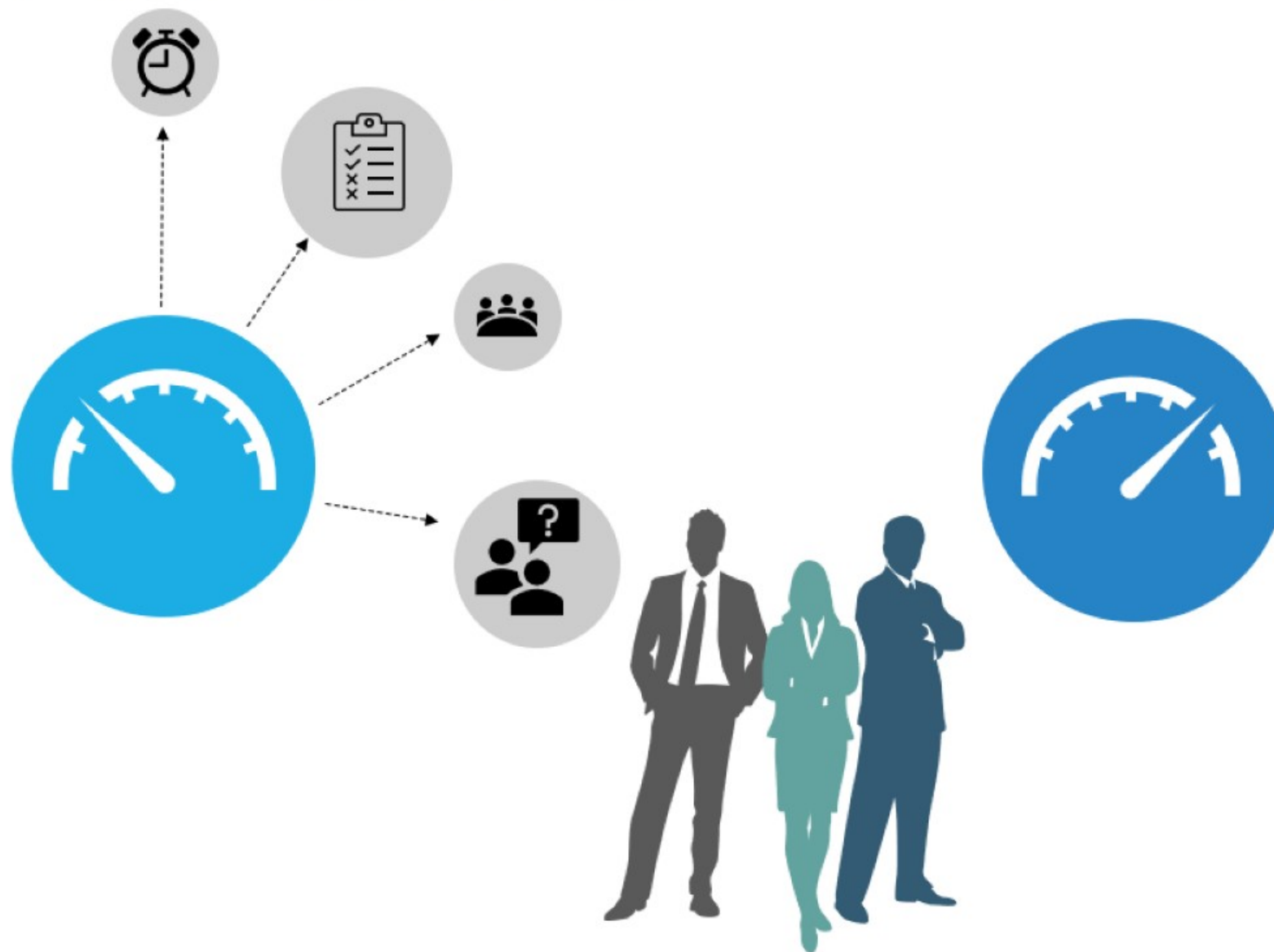
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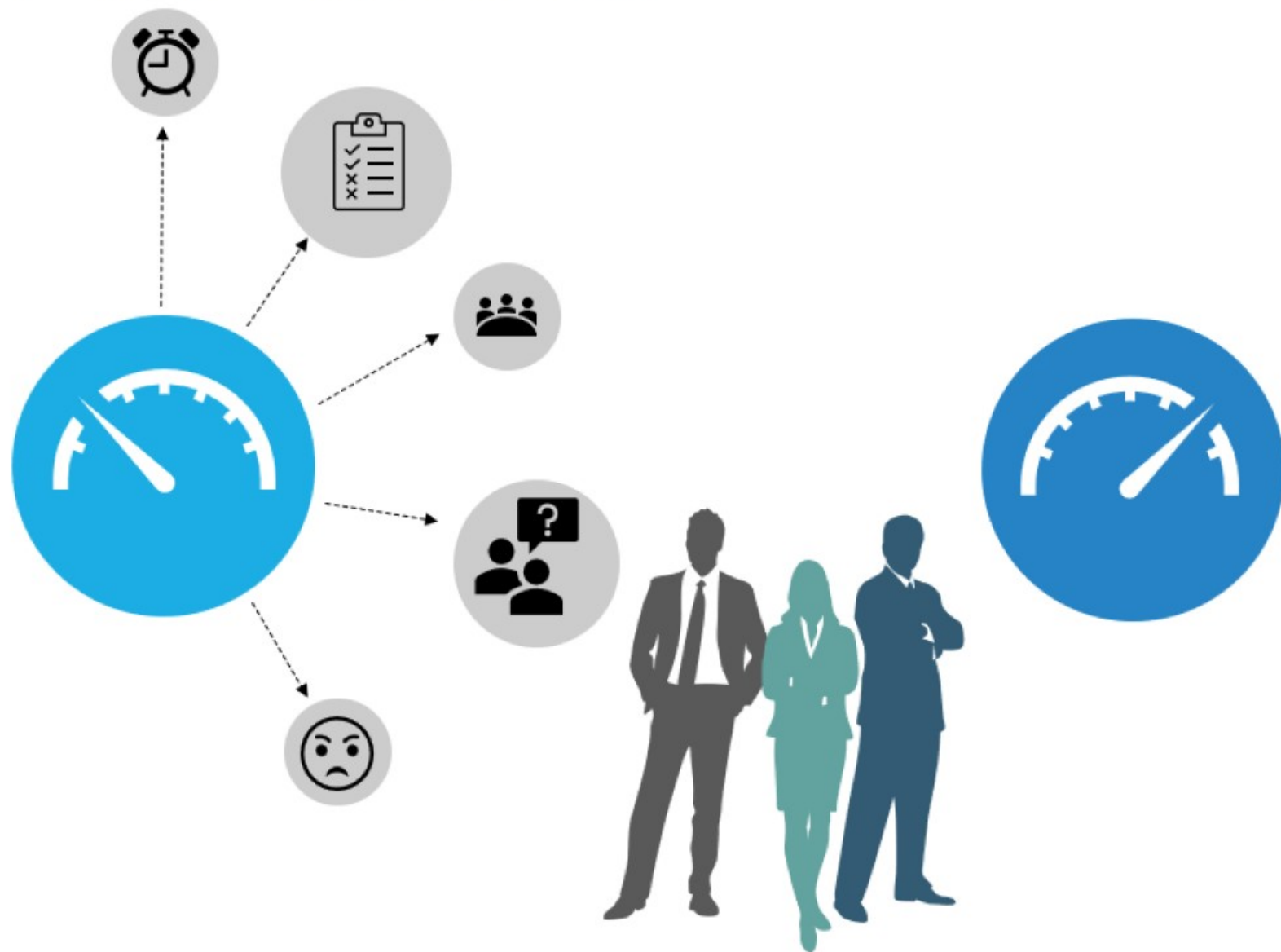
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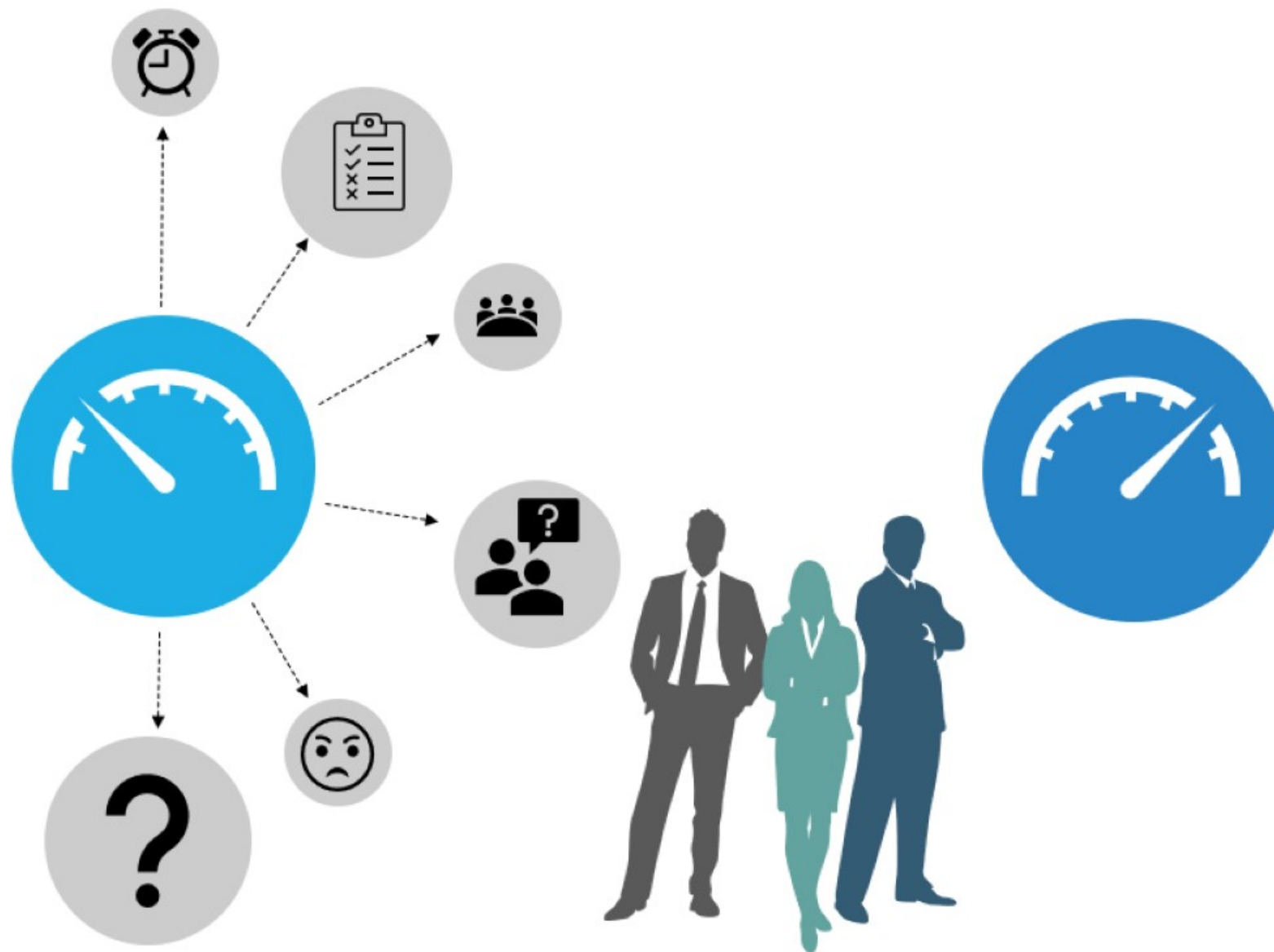
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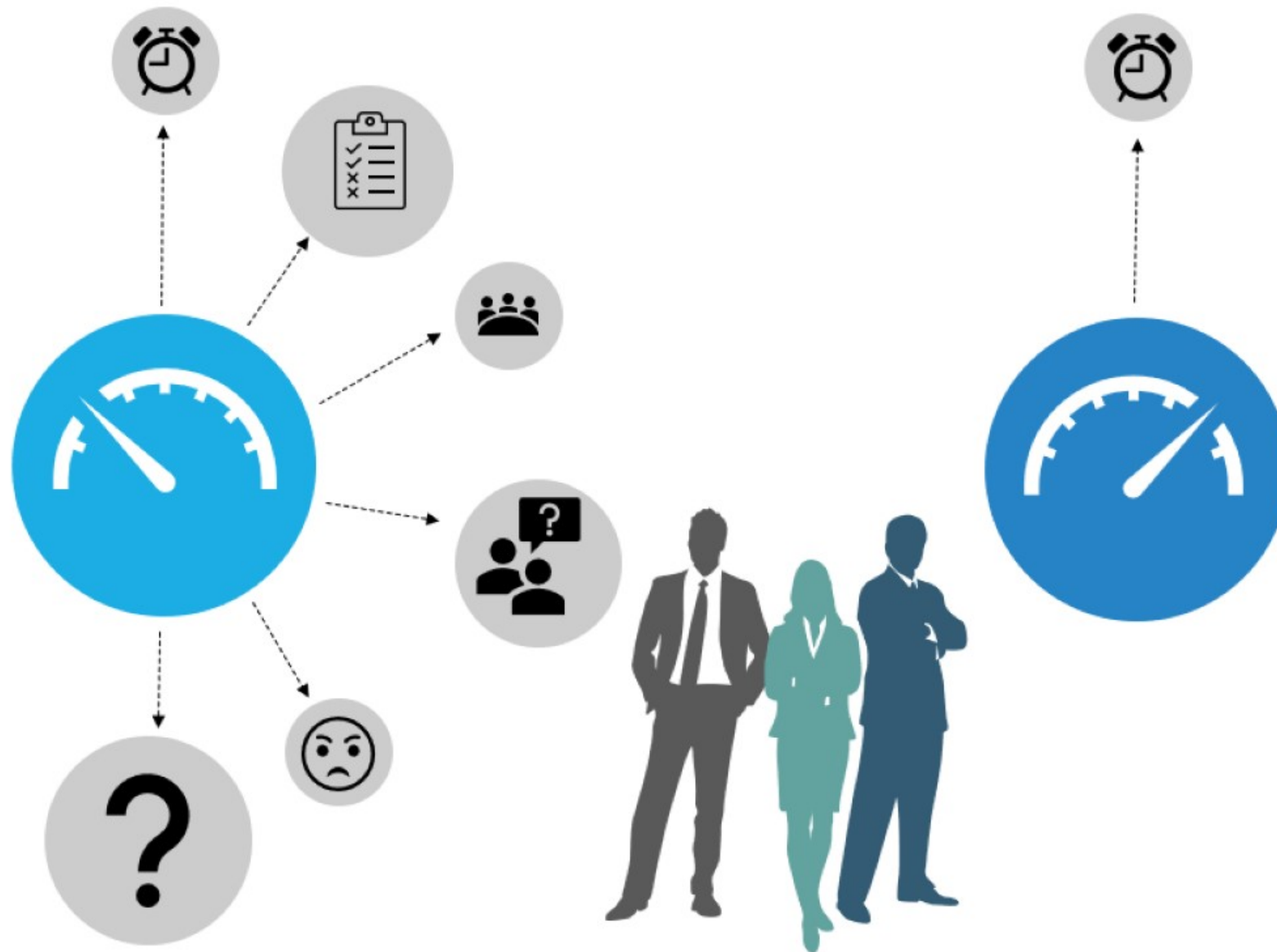
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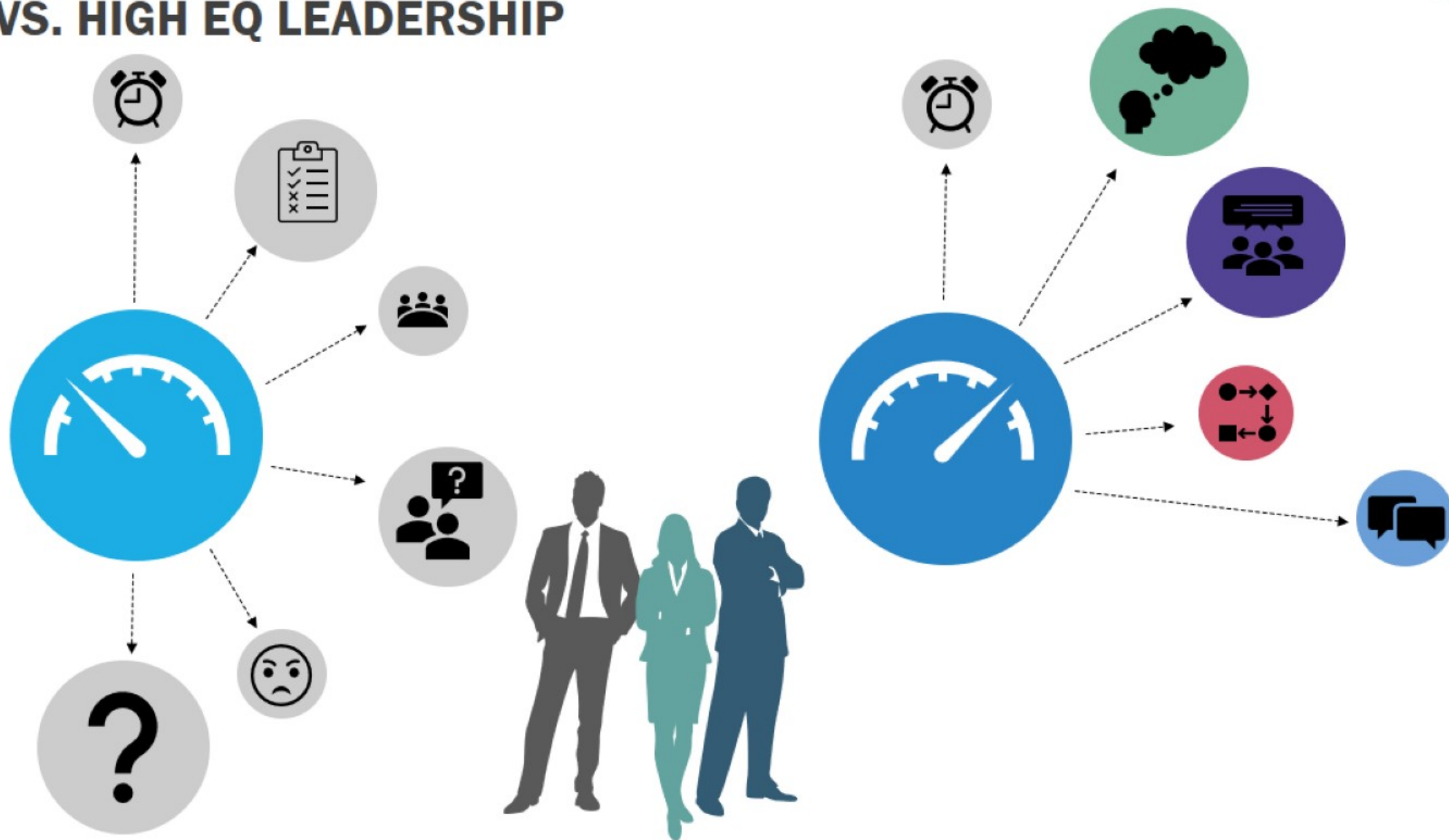
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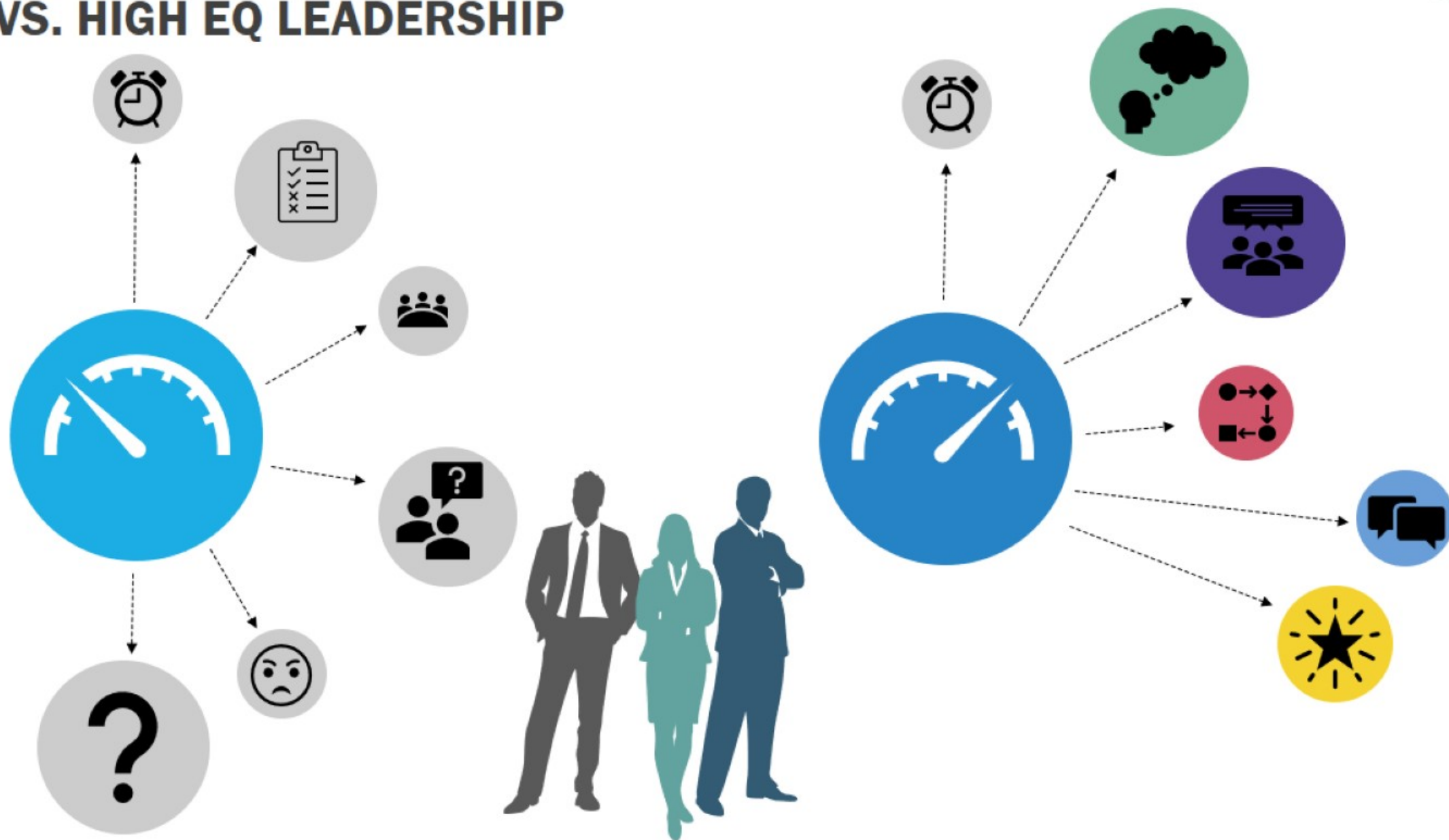
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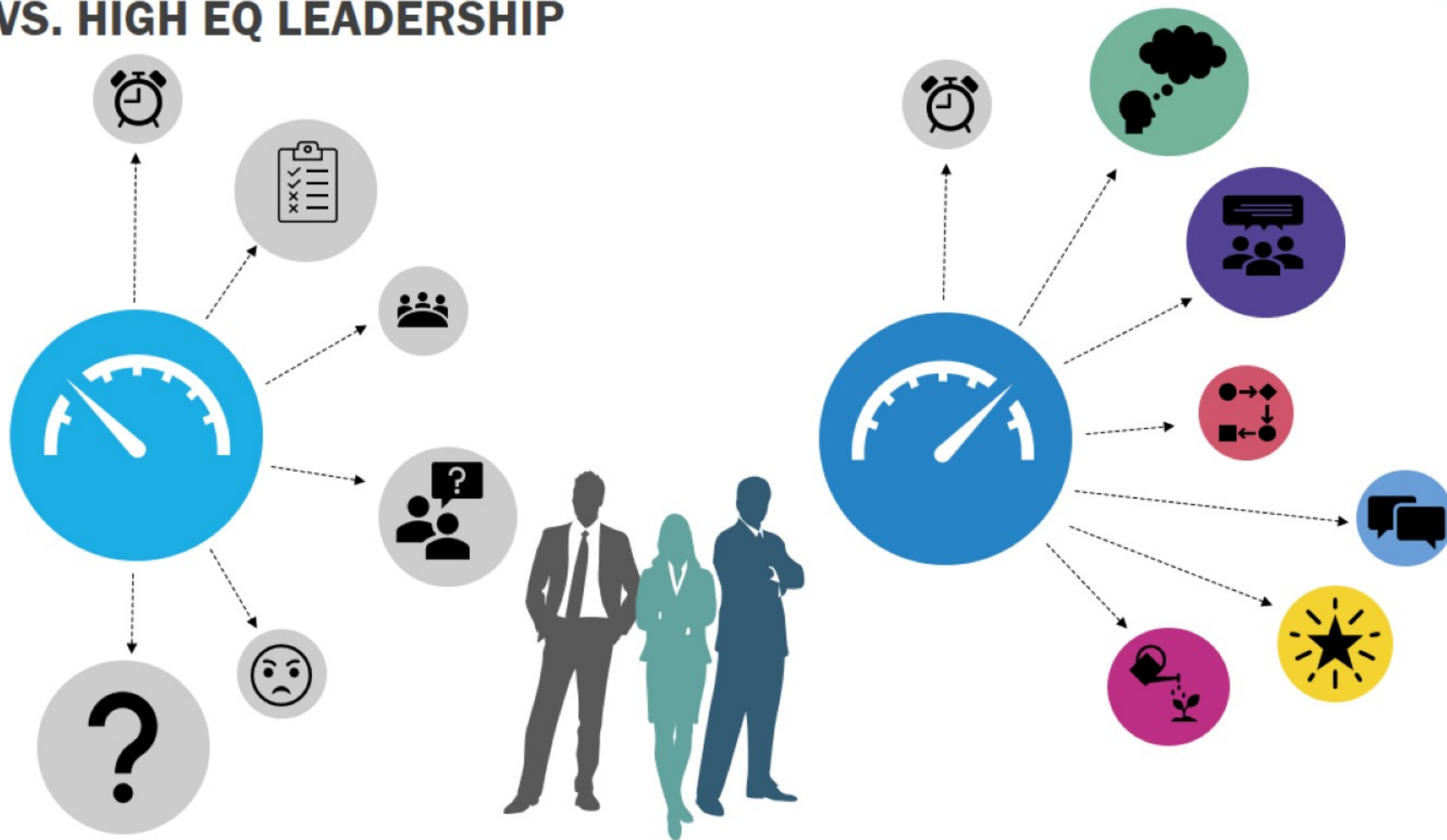
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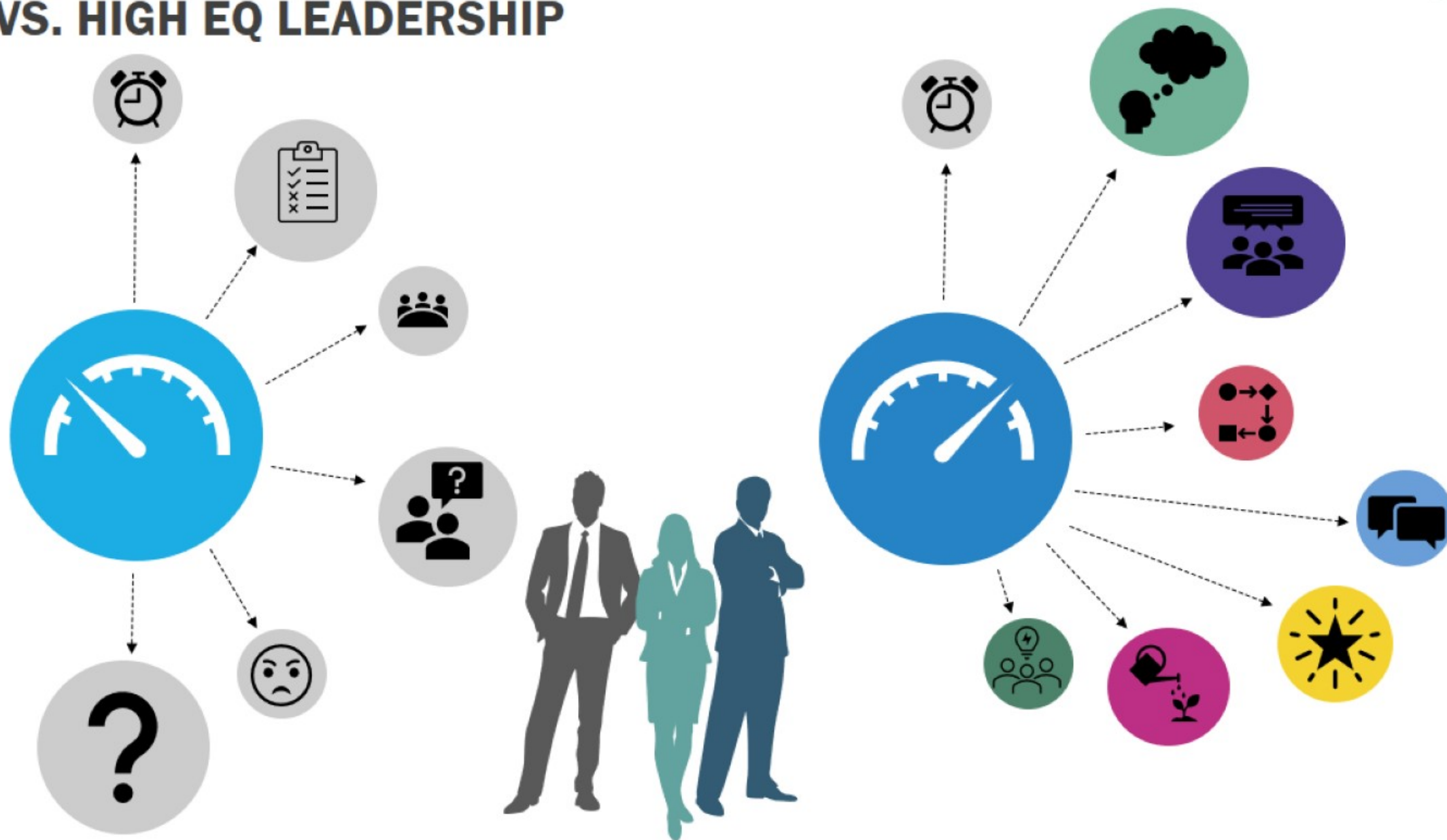
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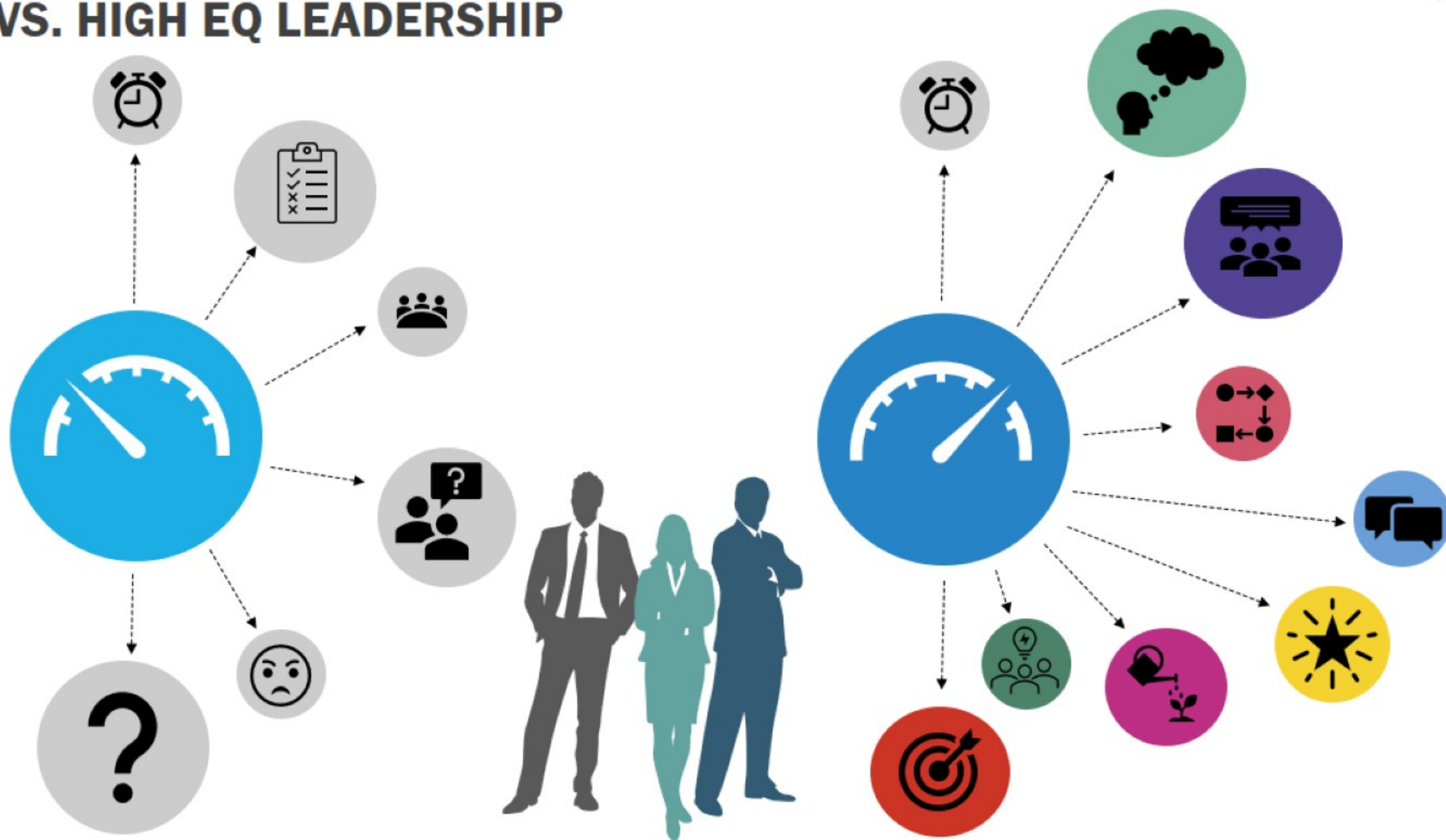
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PERSONALITY COLORS

Let's do it Correct!

- Structured
- Detailed
- Reserved
- Disciplined
- Diligent
- Consistent

Let's do it now!

- Direct
- Determined
- Competitive
- Decisive
- Focused
- Confident

Let's do it with care!

- Considerate
- Supportive
- Patient
- Reliable
- Relaxed
- Helpful

Let's do it together!

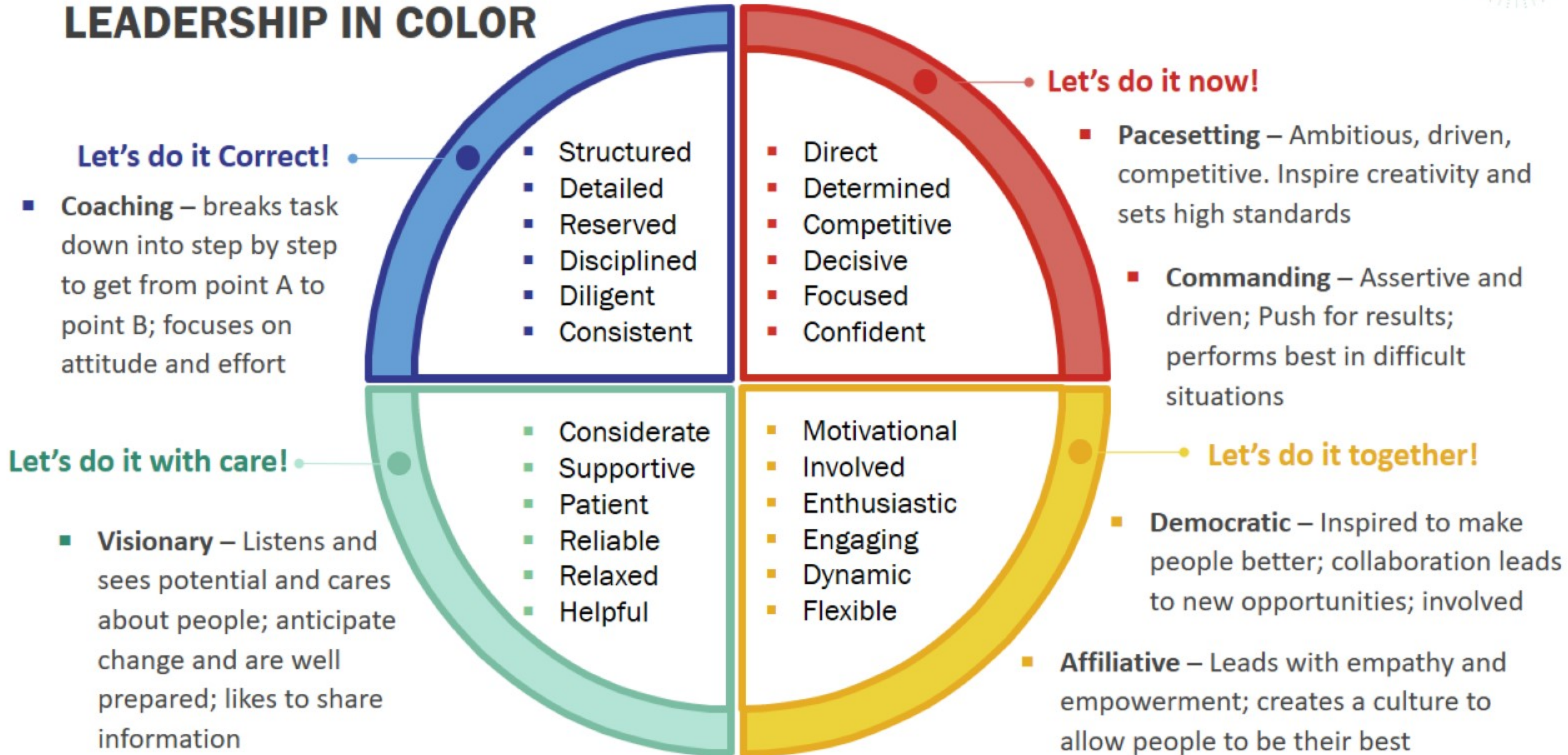
- Motivational
- Involved
- Enthusiastic
- Engaging
- Dynamic
- Flexible



PERSONALITY COLORS



LEADERSHIP IN COLOR



UNDER PRESSURE

Triggered by missing information or seeing bad work being performed

- Stuffy
- Indecisive
- Suspicious
- Questioning
- Cold
- Reserved

Triggered by seeing others treated unfairly; when values are compromised

- Reliant
- Bland
- Stubborn
- Docile
- Resistant

Triggered by lack of focus or having to wait on a decision

- Impatient
- Intolerant
- Annoyed
- Aggressive
- Overbearing
- Controlling

Triggered by being restricted, lack of interaction

- Over responsive
- Excitable
- Frantic
- Indiscreet
- Hasty

MANAGING COLORS

Triggered by missing information or seeing bad work being preformed

- Ask them for advice

Triggered by seeing others treated unfairly; when values are compromised

- Personal contact to bring back the trust

- Stuffy
- Indecisive
- Suspicious
- Questioning
- Cold
- Reserved

- Reliant
- Bland
- Stubborn
- Docile
- Resistant

- Inpatient
- Intolerant
- Annoyed
- Aggressive
- Overbearing
- Controlling

- Over responsive
- Excitable
- Frantic
- Indiscreet
- Hasty

Triggered by lack of focus or having to wait on a decision

- Let them take control and make decision

Triggered by being restricted, lack of interaction

- May need space or get them involved on another topic

EQ MATURITY SCALE

Most Common Emotional Triggers

Change
Conflicting Beliefs or Values
Dislikes
Disapproval
Rejection
Criticism
Control



More Self Focused

- Outburst
- Threatening
- Blame
- Gossip
- Rash
- Self-absorbed
- Hold a Grudge
- Negativity
- Irrational



- Not Listening
- Judge
- Criticize
- Avoiding
- Situational Ethics
- Refusal
- Lecture
- Act Bitter
- Clam Up



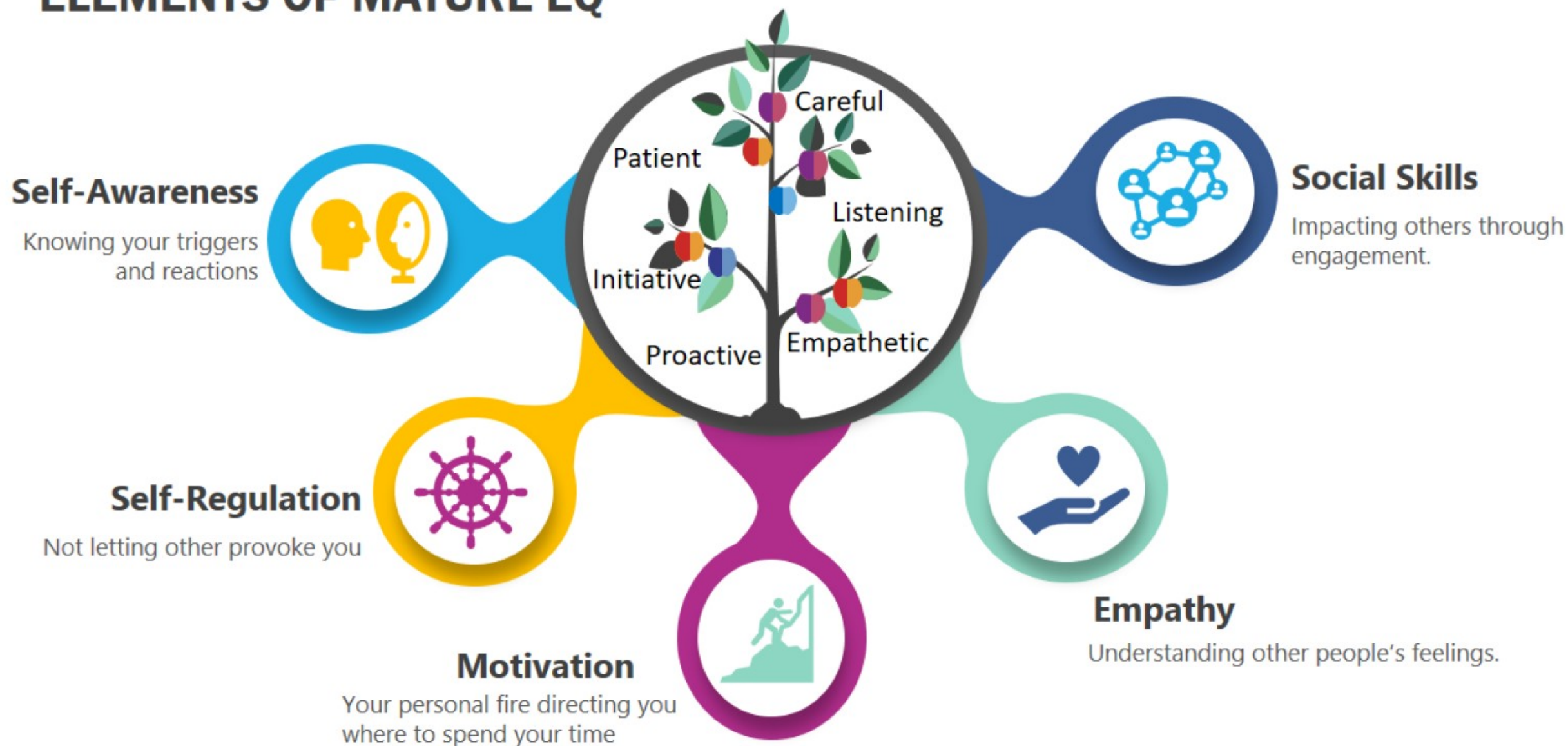
- Calm
- Caring
- Thoughtful
- Analyze
- Accepting
- Sympathetic
- Discerning
- Continue Learning
- Respectful



More Selfless

- Careful
- Listening
- Patient
- Notice Social Cues
- Manage Conflict
- Take Initiative
- Proactive
- Empathetic
- Good Judgement

ELEMENTS OF MATURE EQ



PLATINUM RULE

Golden Rule:



PLATINUM RULE

Golden Rule:

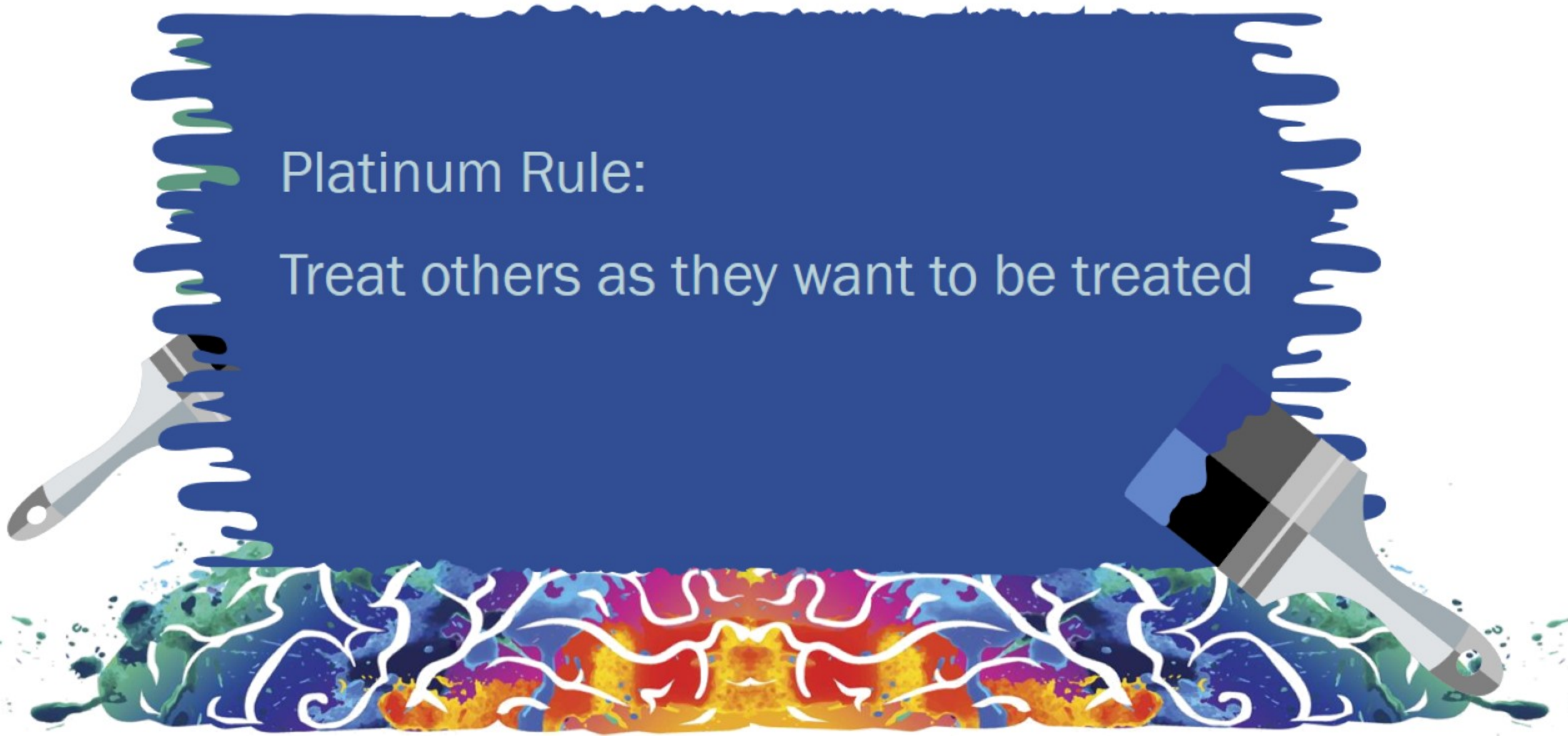
Treat others as you want to be treated



PLATINUM RULE

Platinum Rule:

Treat others as they want to be treated



APPLICATION

■ Increase your Self-Awareness

- Spend 1-week, everyday journal your emotions for that day. What made you sad, mad, angry? List the emotions you felt and what made you feel that way.
- Know how you present under pressure
- Formulate a plan of how you can demonstrate maturity when those arise

■ Personality Knowledge

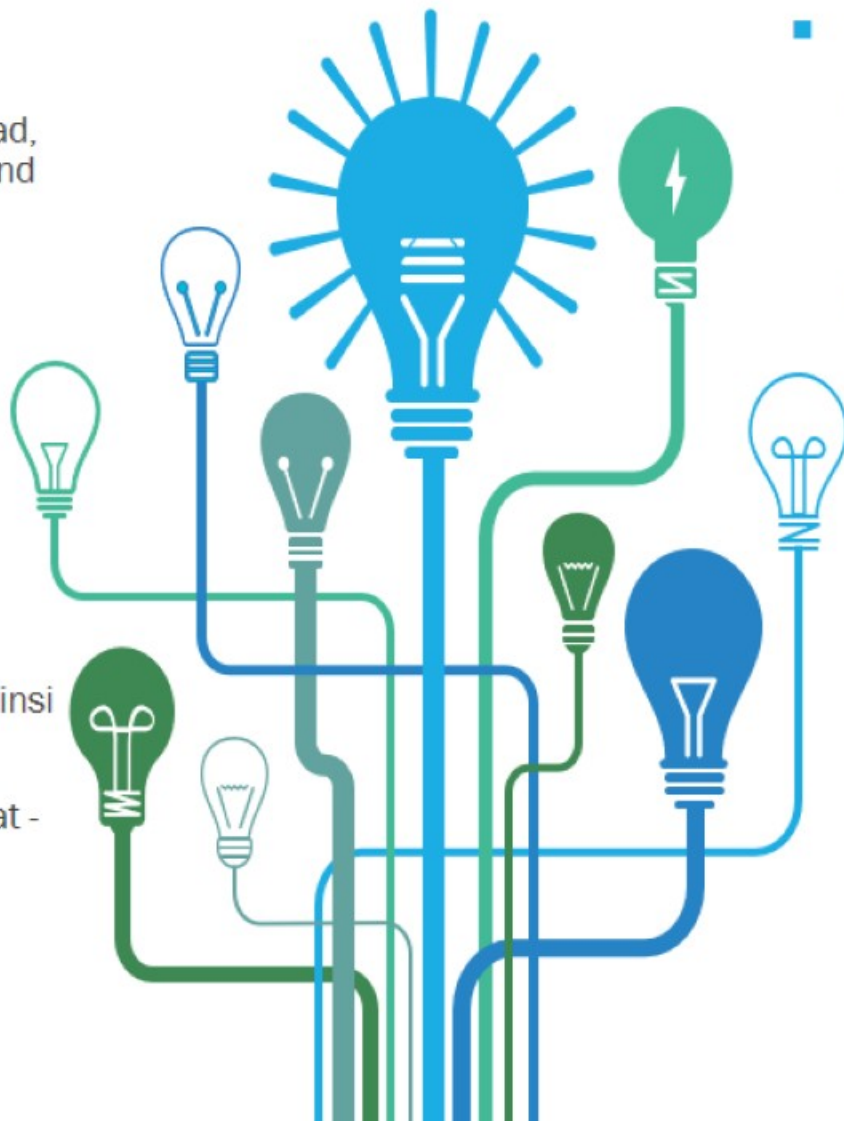
- Insights Discovery - <https://www.insights.com/us/products/insights-discovery/>
- DISC - <https://www.discprofile.com/what-is-disc/overview>

■ Take an EQ Assessment

- <https://www.arealme.com/eq/en/>
- <https://www.psychologytoday.com/us/tests/personality/emotional-intelligence-test>
- https://greatergood.Berkeley.edu/quizzes/ei_quiz/results/

■ Be open to Feedback

- Start, Stop, Continue



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