



Emotional Intelligence in Tough Times (and Good Times)

Turn Down the Noise, Turn Up the Engagement

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INSPIRATIONWORKS, LLC

The real voyage of discovery consists not in seeking new landscapes but in having new eyes.

--- Marcel Proust





Emotional Intelligence in Tough Times (and Good Times) *Turn Down the Noise, Turn Up the Engagement*

- Emotional noise
 - Emotions and every day experience
 - My inner sportscaster
 - My amygdala, my superhero
- Turning up the music of engagement
 - Engagement: definition and impact
 - I.C.E.[™]: the engagement driver
 - Case study
 - *My Personal Action Plan*



5 Thoughts to Guide Us

- *Developing and practicing* emotional intelligence skills, not just *learning about* them
- Stretch each person's envelope of comfort
- Goal: navigational change
- Practical skills to use immediately
- It is your job to find your ah-ha's



Emotions Fill Our Every Day

- 27 emotions each waking hour
- 17 waking hours each day generates about 459 emotional experiences daily
- 168,000 each year!
- People who manage emotions well are:
 - Easier to work with
 - More likely to achieve what they set out to do

---Joseph L. Badaracco, Organizational Psychologist, Harvard University



Inner Sportscaster Rules

- Speaker:
 - Tell the listener about a real event in my life
 - **Keep talking!**
- Listener:
 - Listen to the speaker
 - **Say out loud** every thought that comes to mind!



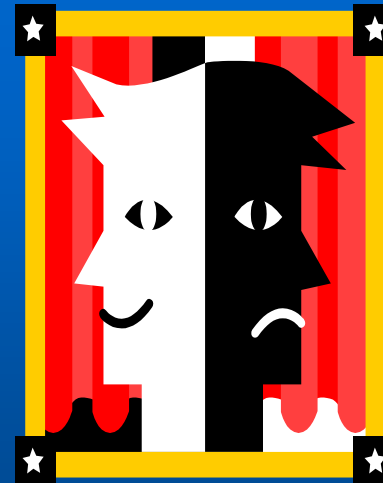
Inner Sportscaster

- How much noise did I experience?
- What words can I notice?
- What emotions do my words suggest?
- Was I surprised by some of my thoughts?
- What was my own body language?



Definition: emotional intelligence

- Aware and accepting of emotions in myself and in others
- Able to effectively incorporate the information from my emotions in decisions to act





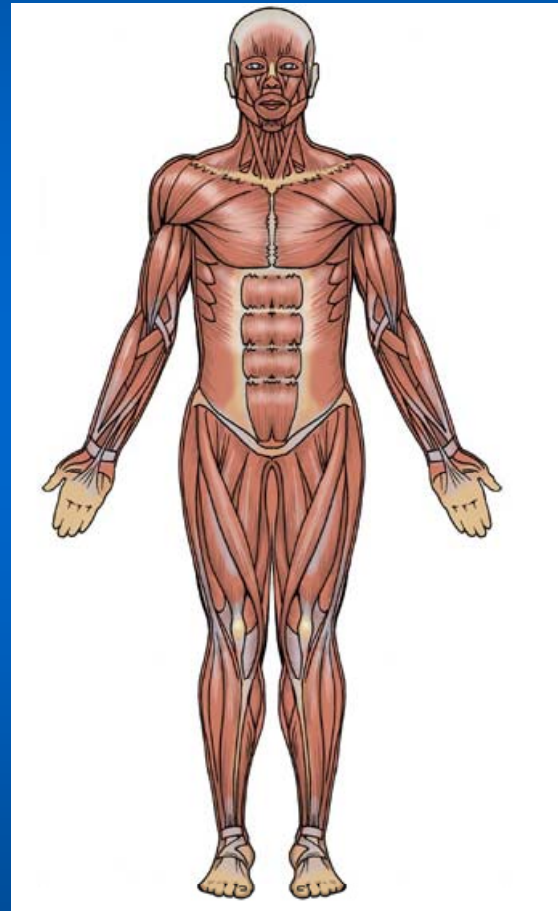
Symptoms of emotional intelligence

- Able to manage the “noise” of work or home life
 - Able to focus on the task at hand
 - Able to refocus at will
- Authentic in expressing emotions
- Discerning in expressing emotions
- More at the point of choice...
more each day



Physical Muscle Building

- Physical muscles
 - Complex system:
 - walk
 - run
 - stand
 - sit
 - breath
 - bend
 - eat
 - Consistent workout
 - Tools: free weights, bike, universal gym, balance ball...

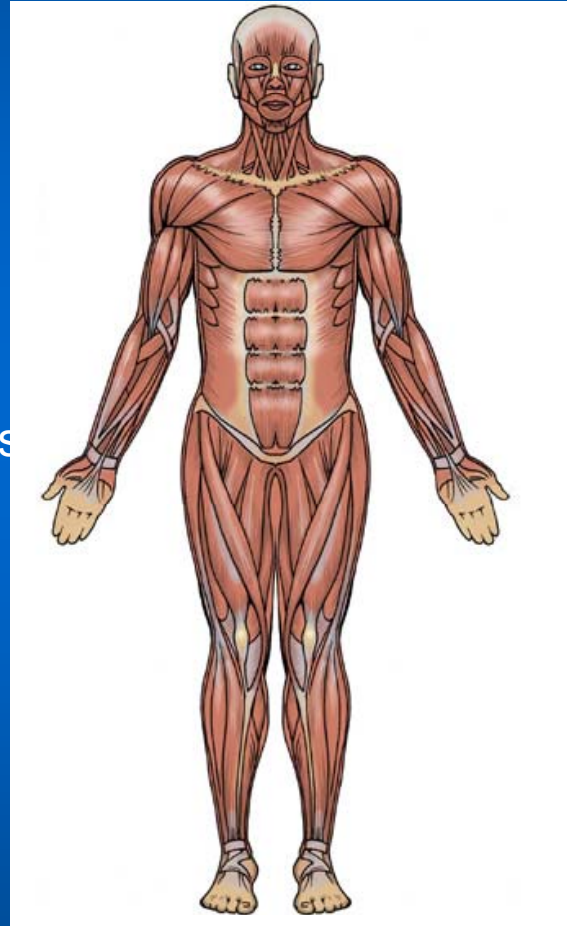


1. Biceps
2. Triceps
3. Quadriceps
4. Deltoids
5. Pectorals
6. Abdominals
7. Lats



Emotional Intelligence “Muscle” Building

- EQ muscles
 - Complex system
 - persevere
 - respond authentically
 - connect with others effectively
 - bounce back from setbacks
 - risk
 - create
 - experience life richly
 - Consistent workout
 - Tools



1. Acceptance
2. Authenticity
3. Connection
4. Resilience
5. Optimism
6. Creativity
7. Humility



My Amygdala, My Superhero: Home of Zero to One Hundred

