



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



Employee engagement is the psychological and emotional attachment people feel for their workplaces

---Gallup

Source: *Gallup Management Journal*, Despite the Downturn, Employees Remain Engaged, Jennifer Robison, January 14, 2010



Engagement: Our Emotional Nature Matters

- Satisfaction on steroids
- Corporate Leadership Council Survey
 - 50,000 employees in 59 organizations worldwide
 - *Rational* commitment
 - Benefits
 - Physical environment
 - Opportunities
 - *Emotional* commitment
 - Willingness to go beyond my job description
 - Unwillingness to explore jobs in other organizations



Symptoms of Engagement

- Time disappears
- Other aspects of life disappear
- Goals/actions seem clear/focused
- Effort feels doable, challenging, worthwhile
- I have meaning. I make a difference. I matter!



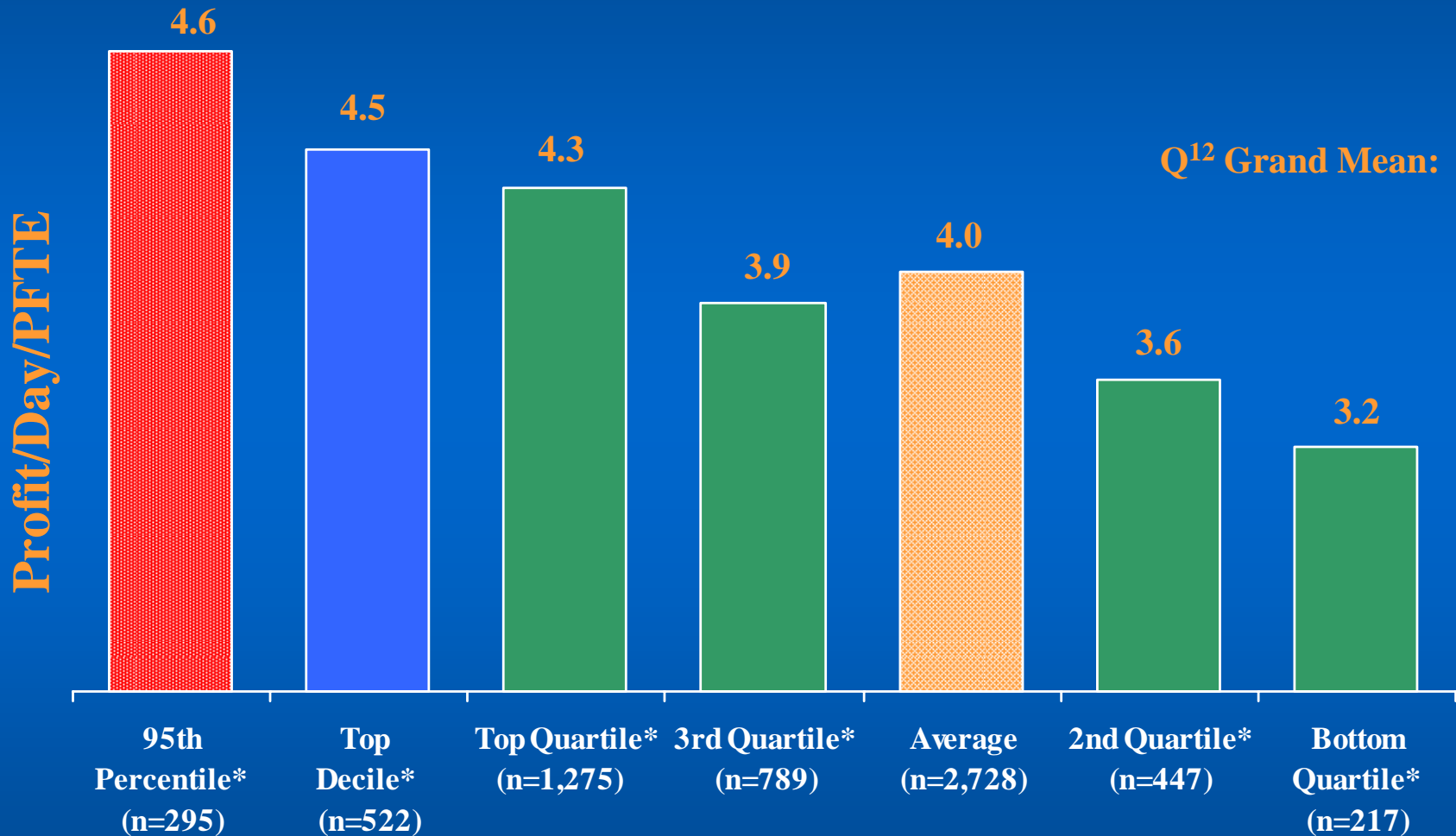
Corporate Leadership Council *2004 Employee Engagement Study*

- “Engagement has a significant impact....”
- “Increased engagement can result in up to 57 percent increase in discretionary effort...
- ...and up to 87 percent reduction in desire to leave the organization.”





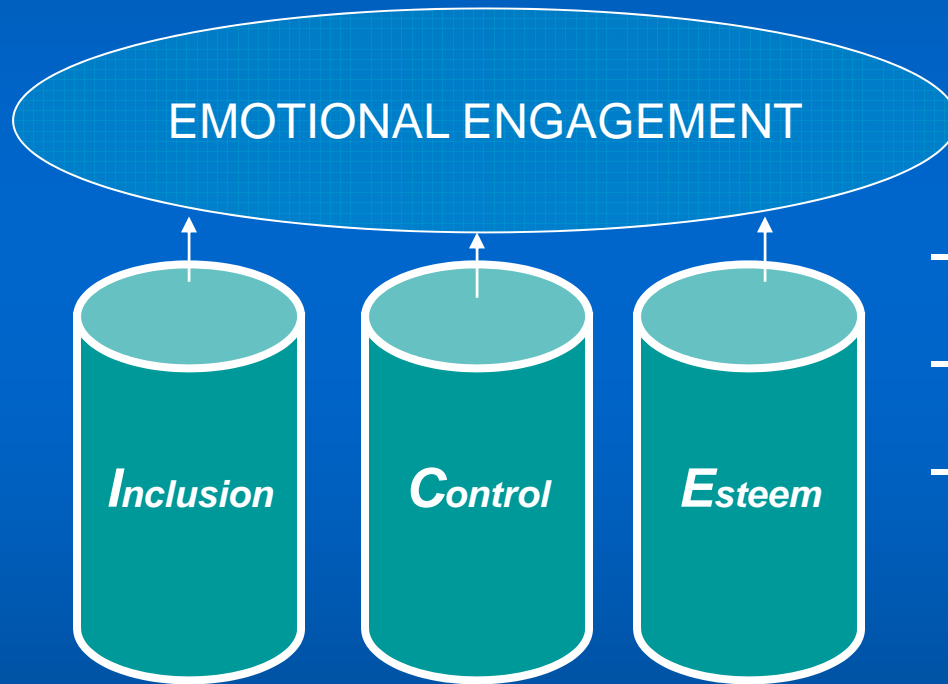
Engagement and Profit/Day/FTE Fortune 50 *Good To Great* Financial Institution



*Based on Gallup 2004 Q¹² Database



Engagement Drivers: *I.C.E.*TM



- *I*nclusion: being part of
- *C*ontrol: autonomy
- *E*steem: worth



Which *I.C.E.*TM component?

- I receive an email inviting me to meet with our department head to share concerns I've expressed to my manager about the schedule for introducing our new program.
- My manager says I can work an hour later today so I can leave early tomorrow to see my daughter's soccer game.
- My manager used my memo in a team meeting as an example of clear communication.
- A project team in another department invites me to meet with them to discuss problems we encountered last year in completing a project similar to theirs.
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How do I apply *I.C.E.* ?

- Perspective: Intend to notice ***my own behavior***
 - Uncomfortable...Unproductive...Destructive
- Ask myself:
 - Where and how do Inclusion, Control, Esteem impact the situation?
 - How full are my I.C.E. reservoirs?
 - How did they influence my actions?
 - What's the truth here?
- My perspective changes to: what can I control?
- With full reservoirs: I am engaged, I do matter, my life has meaning.