Increasing Your Emotional Intelligence

Emotional Intelligence Under The Hood

Adaptability
Resilience
Personal Change

The Emotional Brain
Emotional Intelligence

“The ability to monitor one’s own and others’ feelings and emotions, to discriminate among them and to use this information to guide one’s thinking and actions.”

Aspects of Emotional Intelligence

- Intrapersonal Skills
- Interpersonal Skills
- Adaptability
- Resilience

What Do You See?
Emotional Intelligence

Personal Bias

- Confirmation: seek information to prove, not disprove
- Selective perception: focus on individual attributes
- Stereotype: rigid, biased perception
- Halo Effect: overrate an individual based on a single trait
- Projection: attribute one's own thoughts, feelings, attitudes or traits to others

Seligman’s Concept of Permanence, Pervasiveness and Personalization

<table>
<thead>
<tr>
<th>When something good happens...</th>
<th>When something bad happens...</th>
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<tbody>
<tr>
<td>Optimistic explanation</td>
<td>Pessimistic explanation</td>
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<tr>
<td>Permanent</td>
<td>Temporary</td>
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<td>Pervasive</td>
<td>Contained</td>
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<td>Personalize</td>
<td>Other people or outside circumstances</td>
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Think of the people who have helped you the most throughout your life and career

Intentional Change

Process of 5 Discoveries:

1. Ideal Self: Personal Vision
2. Real Self
3. Learning Agenda
4. Experimentation and Practice
5. Trusting, Supportive Relationships

Role of Emotion in Intentional Change

- Positive Emotional Attractor
  - PSNS arousal, ideal self, learning agenda, strengths, hope
- Negative Emotional Attractor
  - SNS arousal, real self, performance improvement, weaknesses/gaps, fear
Stress Is The Default

Stress arouses the sympathetic nervous system

Hormones activated: epinephrine and norepinephrine

- Blood pressure increases
- Large muscles prepare to fight or run
- Brain shuts down non-essential circuits
- Less open, flexible, and creative

Hormones activated: Corticosteroids

- Leads to reduction in healthy immune system
- Inhibits creation of new neurons
- Overstimulates older neurons leading to neural shrinkage

Results

- Brain loses capacity to learn
- Feelings of anxiety, nervousness, depression
- Perceive things people do and say as threatening and negative
- More stress is created

Emotional Intelligence

Renewal

- Mindfulness
- Hope
- Compassion
- ?

What applications are you using Emotional Intelligence for?
Thank You!

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Thank You for Participating

Increasing Your Emotional Intelligence

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