



# Emotional Intelligence

The Secret Ingredient to Your Success

Presented By: Claire Herring, CLO at Blue Ocean Brain

BlueOceanBrain<sup>®</sup>  
An HSI Company



## More Important than Brushing Our Teeth

- We spend 4 minutes a day or 24 hours a year brushing our teeth.
- We spend about 3 months of our lives brushing our teeth if we live to be 90 years old.

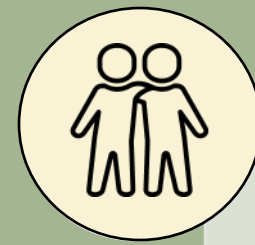
# Emotional Intelligence is *not* About Being . . .



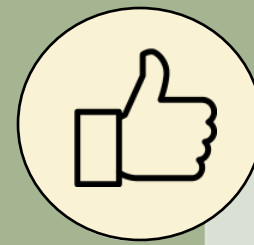
Nice



Appeasing



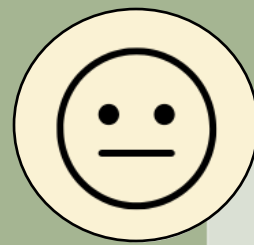
Friendly



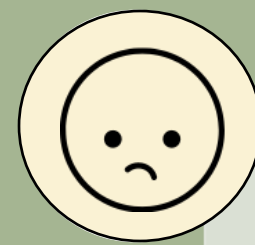
Agreeable



Passive



Neutral



Fine



Easy

Emotional intelligence is not about being nice; it's about managing your emotions to achieve the **best possible outcomes**.

– Travis Bradberry  
*cofounder of TalentSmart and coauthor of Emotional Intelligence 2.0*

## nice

Origin



Middle English (in the sense 'stupid'): from Old French, from Latin *nescius* 'ignorant,' from *nescire* 'not know.' Other early senses included 'coy, reserved,' giving rise to 'fastidious, scrupulous': this led both to the sense 'fine, subtle' (regarded by some as the "correct" sense), and to the main current senses.

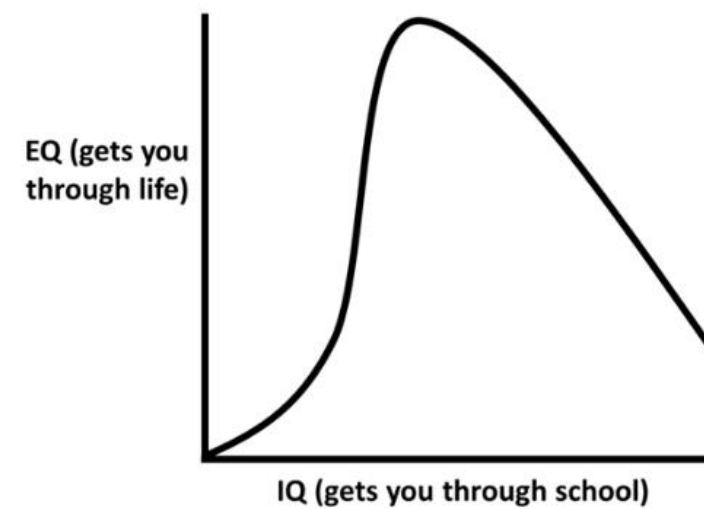
# IQ is *not* EQ



## IQ

- Visual processing
- Working memory
- Fluid reasoning

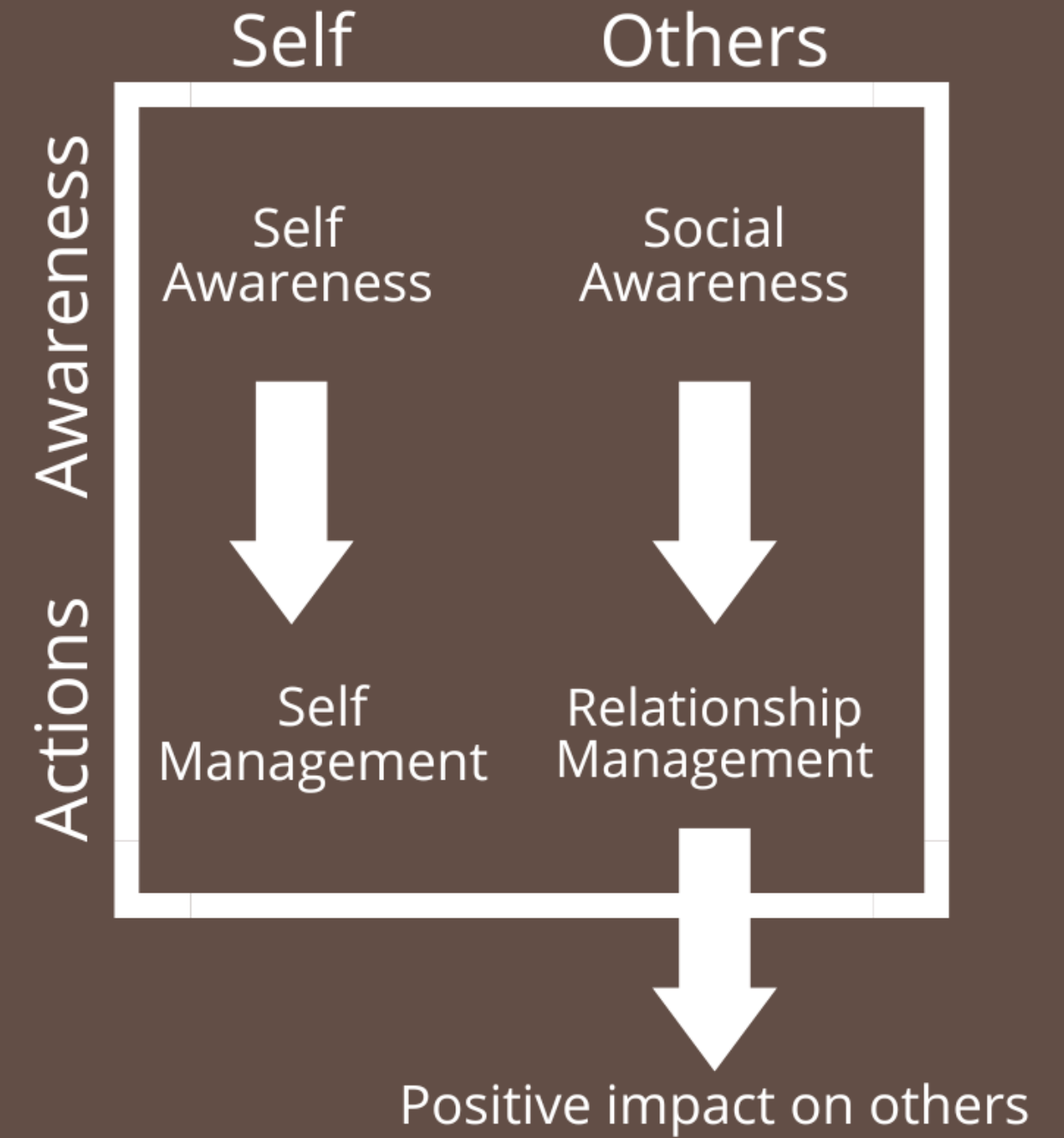
"IQ gets you through school. EQ gets you through life."  
-Neal Muller, Wharton Business School, Project Graph, 2011



## EQ

- Identify emotions
- Relating to others
- Social communication

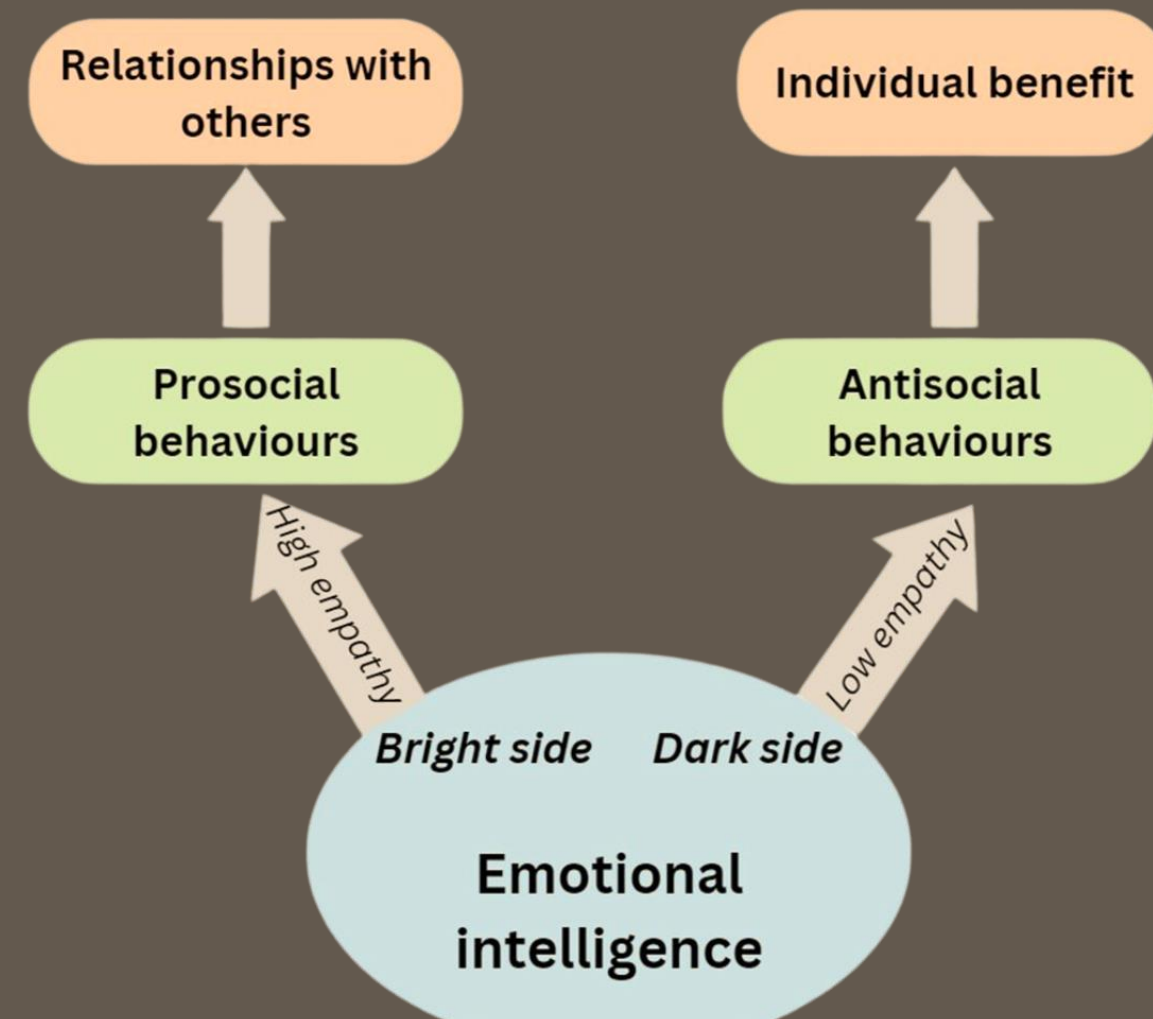
# The Four Components of Emotional Intelligence



“With great power  
comes great  
responsibility.”  
–Ben Parker |  
Spiderman

# Using Emotional Intelligence for *Good*

- A dark empath is a person who uses their ability to understand how other people feel and think for their personal gain.



# Beware the Dark Side of Emotional Intelligence

***Gaslighting at Work:*** A form of psychological manipulation in which the abuser, often in a position of authority, convinces the victim to question their perception of reality.

Passive  
Aggressive

Reframing  
the Truth

***Gaslighting***

Pretending  
Confusion

Threatening  
Withdrawal

## Common Phrases . . .

"You're being too sensitive."

"You aren't remembering this right."

"You're reading too much into this."



# The Prerequisite to Emotional Intelligence is Self Care

## Self care can be:

- Spending time alone
- Forgiving yourself
- Setting boundaries
- Saying “no”
- Staying home
- Putting yourself first
- Asking for help
- Breathing deeply
- Sleeping
- Staying hydrated

What are some ways *you* practice self care?





“ When we see something we don't like in ourselves, our first reaction is to defend ourselves from it. ”

- Claire Herring, CLO at Blue Ocean Brain

## We Tend to Skip Self-Awareness

- 95 percent of people claim to be self-aware, but research shows that only 10-15 percent of people actually fit the criteria for self-awareness.

# The Journey to Becoming Self-Aware



## The Four Self-Awareness Archetypes

- Introspectors
- Aware
- Seekers
- Pleasers

Research shows that being high on one type of awareness doesn't make us more likely to be high on the other type.

# Self-Awareness – Knowledge is Power

- 1) Be curious about who you are.
- 2) Take psychometric tests.
- 3) Personal check-ins.
- 4) Maintain a judgement free zone.
- 5) Ask for feedback.



## Keep a journal

- What did I do well today?
- What challenges did I face?
- What was I feeling?
- How did I respond? How could I have responded differently?
- What strengths did I use to remain the best version of myself?
- What is my intention for tomorrow?



# Your Other Full-Time Job: Self Management

## The Self Management Checklist

- ✓ I control my feelings and behaviors.
- ✓ I manage my emotions in healthy ways.
- ✓ I take initiative.
- ✓ I follow through on my commitments.
- ✓ I adapt to changing circumstances.

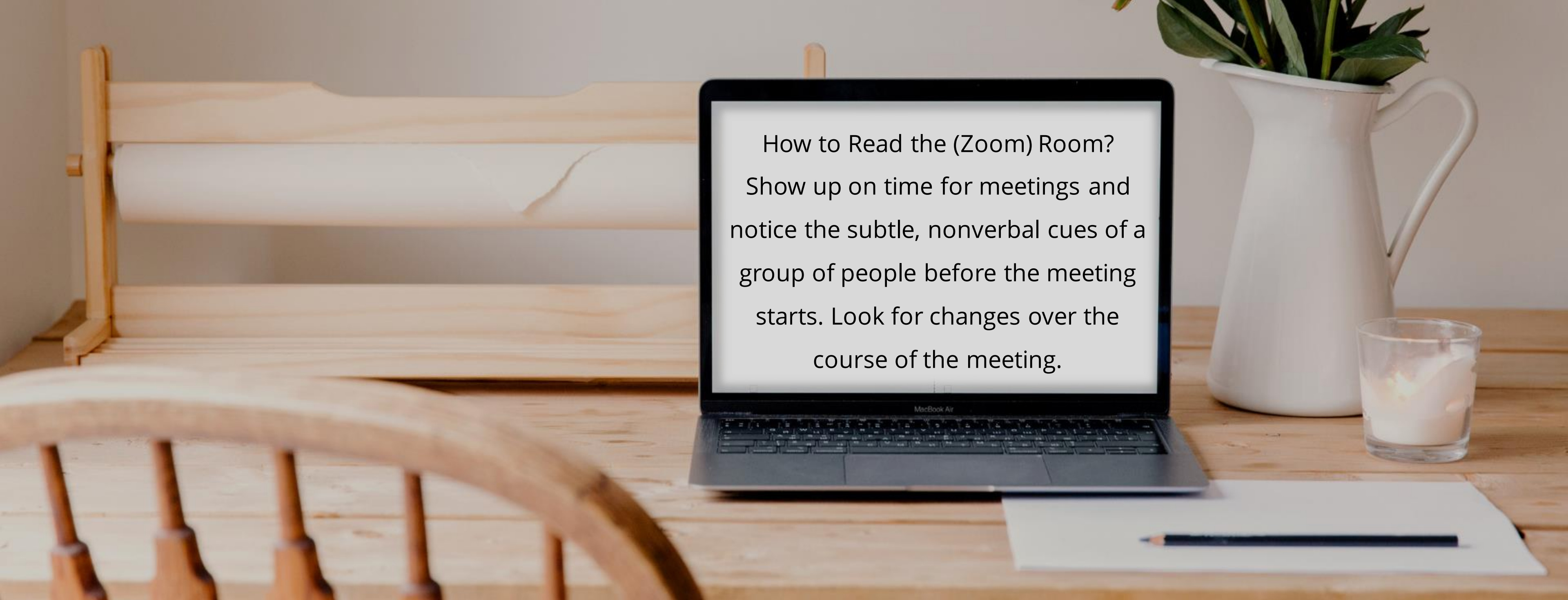
## Poor Self Management: The Georges



"You can't be on the defensive all the time. Be on the offensive, like me. I'm the most offensive person in the world." — George Jefferson



"I lie every second of the day. My whole life is a sham." — George Costanza

A photograph of a wooden desk with a laptop, a white pitcher with green leaves, a lit candle in a glass, and a pencil on a notepad. The laptop screen displays the following text:

How to Read the (Zoom) Room?  
Show up on time for meetings and notice the subtle, nonverbal cues of a group of people before the meeting starts. Look for changes over the course of the meeting.

## Shift Focus: Toward Greater Social Awareness

- Become an astute observer to meet people where they are.
- Learn what it means to *really* listen.
- Stay on their wavelength and go deeper.
- Notice tone of voice and facial expressions.
- Avoid the drive-by.
- Adjust your style to connect with others.

# Level Up Your Relationship Management

Relationship management is our ability to communicate clearly, form connections with those with different lived experiences, work well in teams, guide decisions and manage conflict.

**Emotional Intelligence Domains and Competencies**

Self-awareness	Self-management	Social awareness	Relationship management
Emotional self-awareness	Emotional self-control	Empathy	Influence
	Adaptability		Coach and mentor
	Achievement orientation		Conflict management
	Positive outlook	Organizational awareness	Teamwork
			Inspirational leadership



Conduct a relationship inventory. How many? What kind?



Examine the quality of your relationships.



Stop trying to hit the relationship home-run.



Give up on the need to be right.



# Poll

Which area of relationship management do you need to work on the *most* currently?

- Become more influential
- Coaching and mentorship
- Conflict management
- Improve teamwork
- Learn to inspire others

# Deeper Dive on Becoming *More* Influential

What am I trying to influence? Why?

Adjust Your Communication Style to Suit Your Audience

How much detail or background do they need?

Should I be listening, observing or talking?

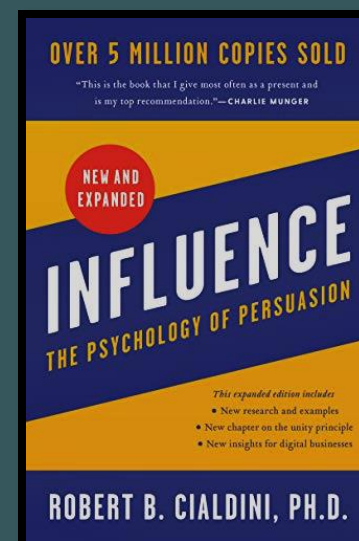
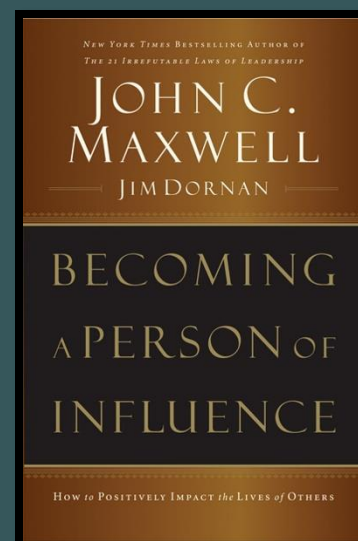
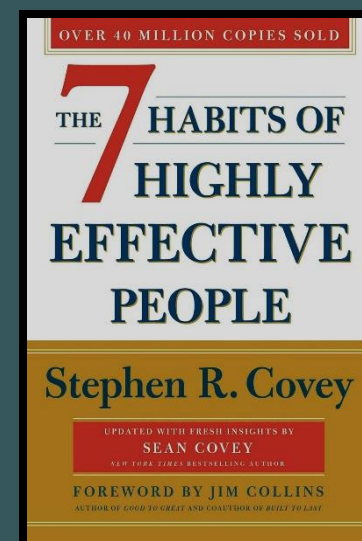
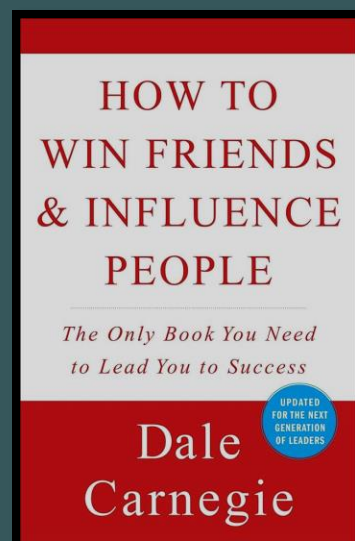
What tone will resonate in this moment?

How can you assess your connection in real-time?

Be Fully Present

Demonstrate Your Strength and Resolve

Give Them More Than Words: Do What You Say



"Success in dealing with people depends on a clear grasp of the other person's viewpoint."  
-Dale Carnegie







## Three Big Habits of Emotionally Intelligent People



**1**

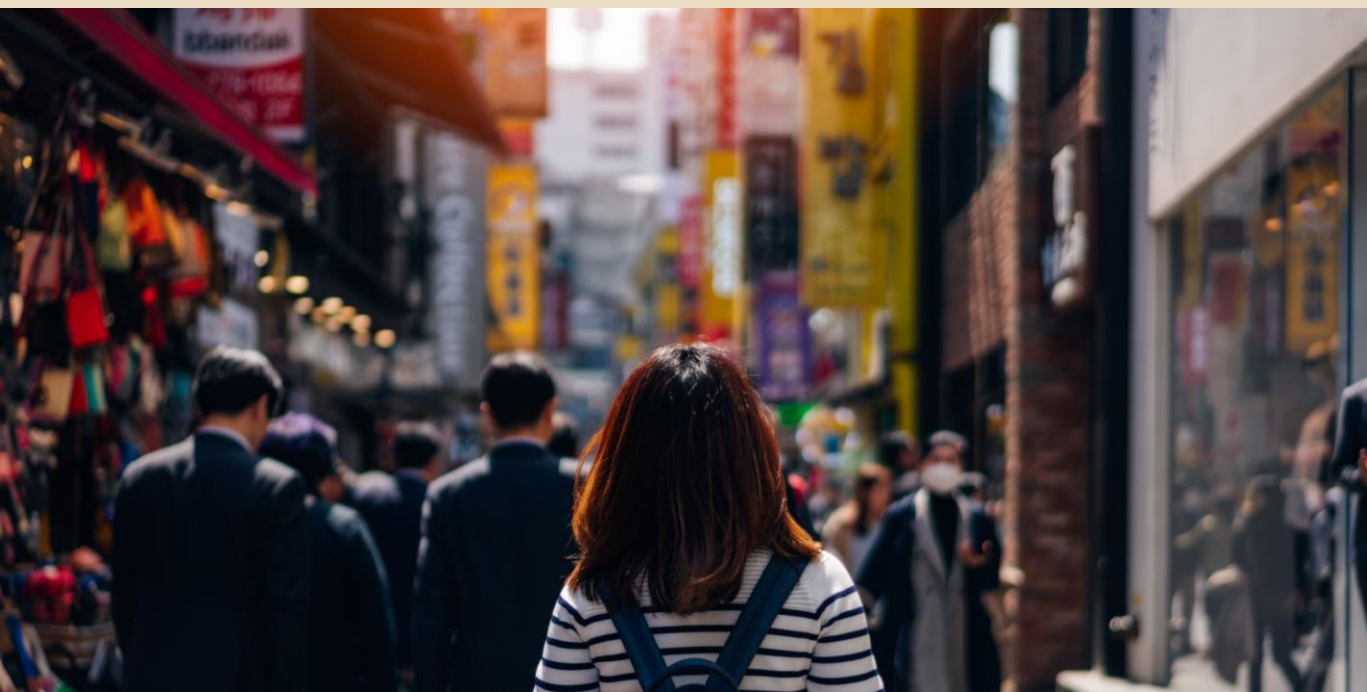
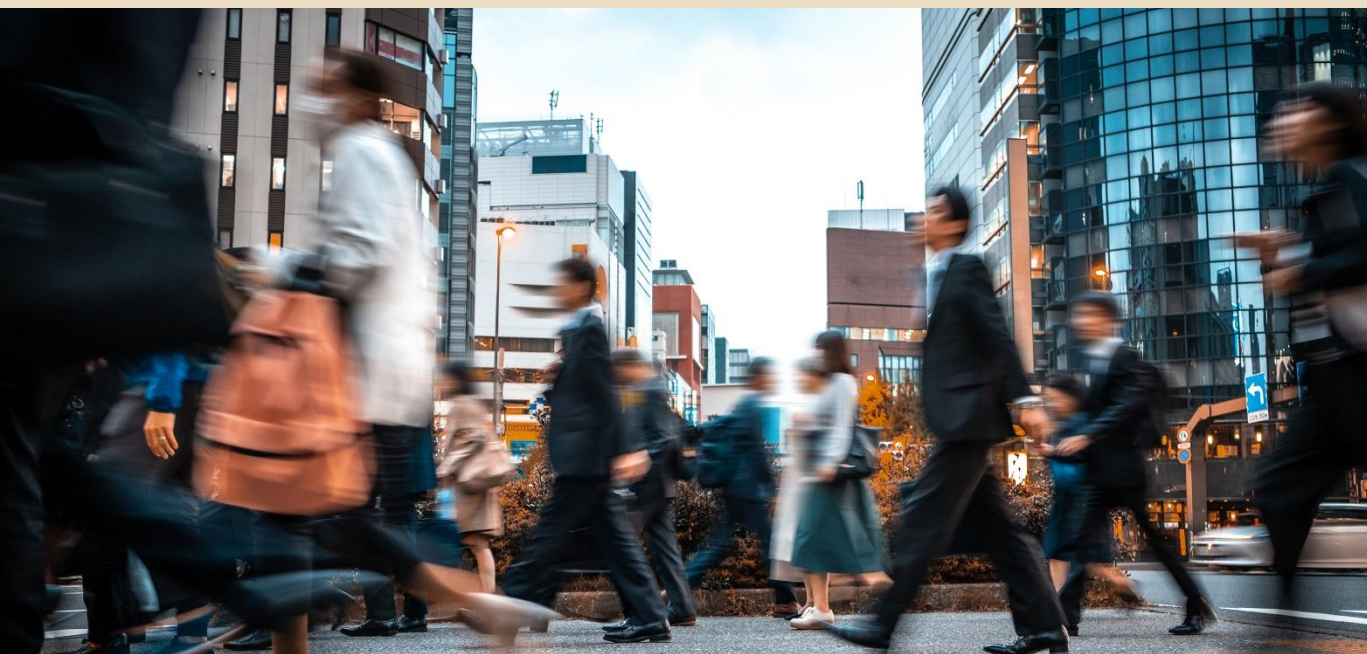
Less Busyness

**2**

Better People

**3**

More Sleep



# 1) Less Busyness

Busyness has become a status symbol.

- Identify your highest point of contribution.
- What is the priority.
- Build slack into the schedule.
- Plan for periods of deep work.
- Reflect on your results.

**Note:** Lower stress levels and more time preserve the mental energy needed to show and act on feels of empathy.

# 2) Better People

- Emotions are contagious . . .
- ? Who are the five people you spend the most time with?
- ? How do they impact your emotional state? How do you impact theirs?

You become what you surround yourself with. Energies are contagious. Choose carefully. Your environment will become you.  
– Tamara Kulish



# Poll

How would you describe the net impact the 5 people you spend the most time with have on your emotional state?

- **Very positive impact**
- **Positive impact**
- **Neutral**
- **Negative impact**
- **Very negative impact**

# 3) More Sleep

## Sleep Hygiene Habits



Healthy daily habits



Solid routine



Bedroom optimization



Sleep schedule

A study . . .

[Qatar Med J.](#) 2019; 2019(3): 15.

Published online 2019 Dec 13. doi: [10.5339/qmj.2019.15](https://doi.org/10.5339/qmj.2019.15)

PMCID: PMC6908787

PMID: [31897384](https://pubmed.ncbi.nlm.nih.gov/31897384/)

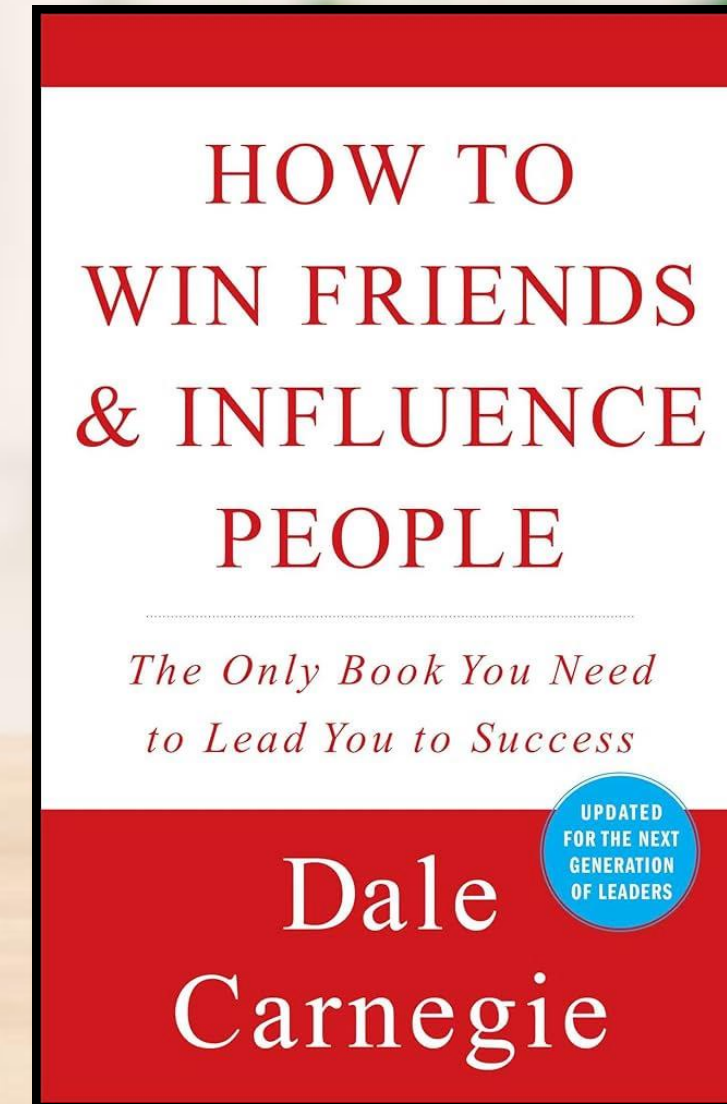
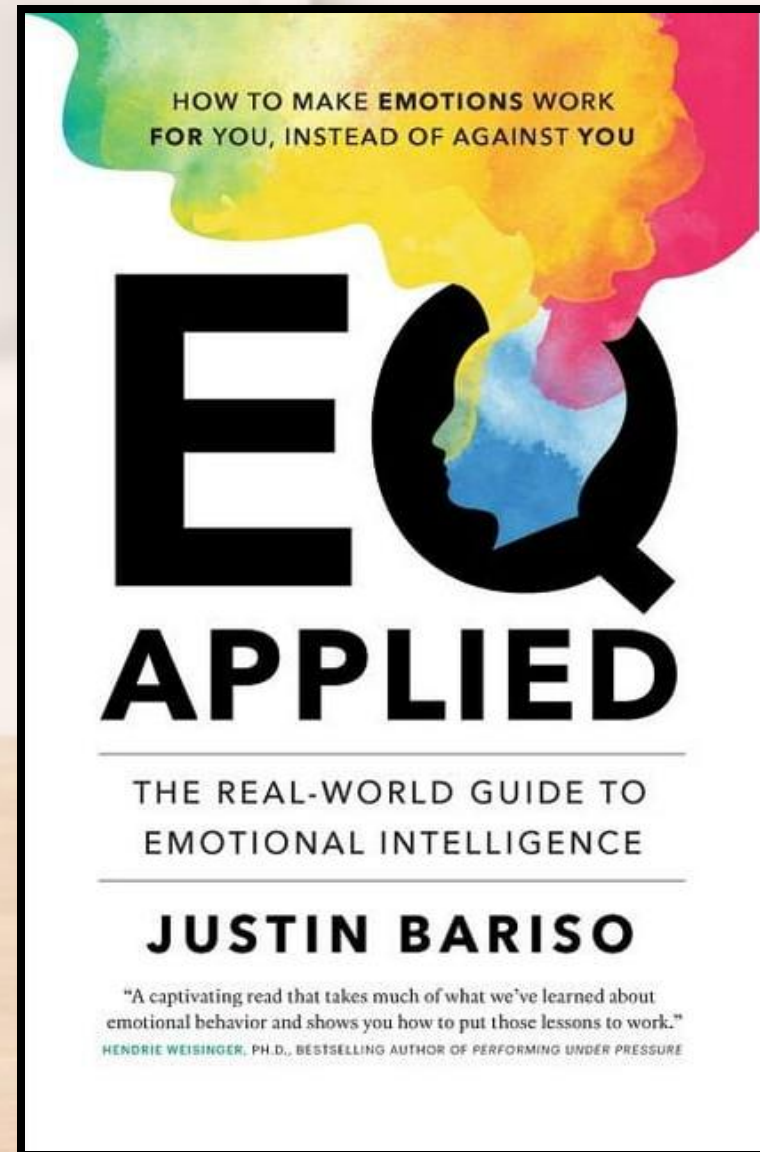
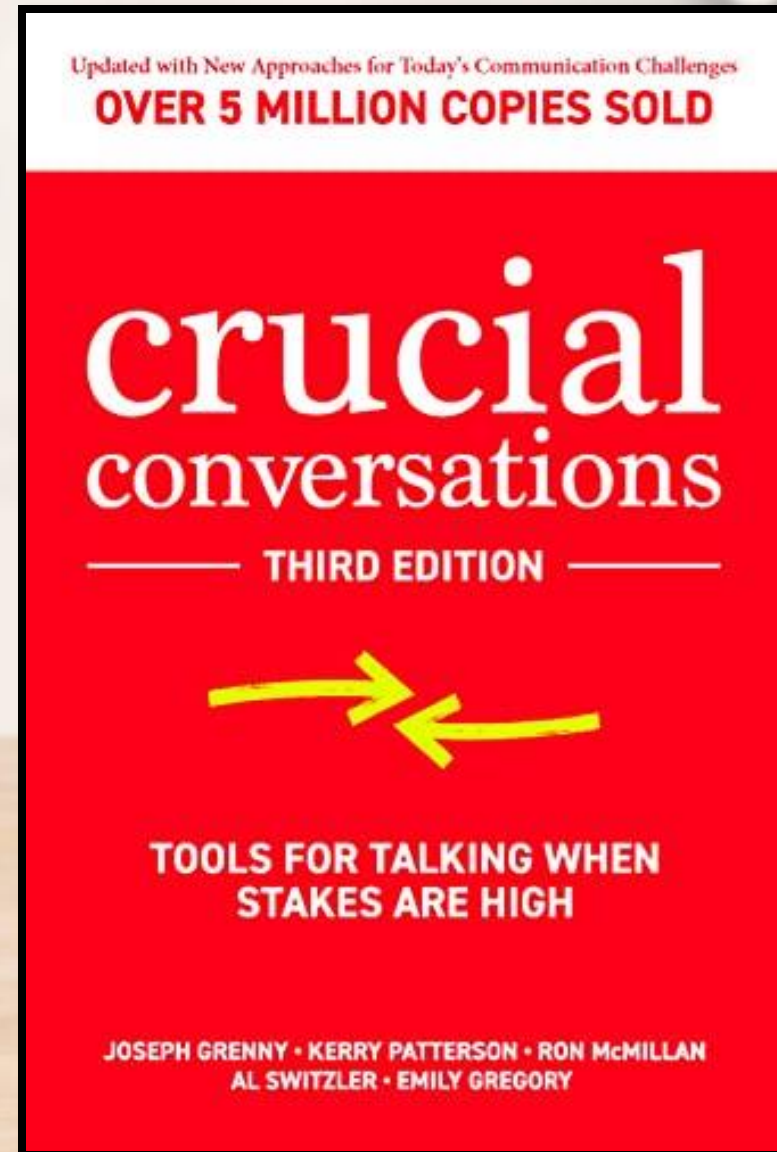
Evaluation of emotional intelligence, sleep quality, and fatigue among Iranian medical, nursing, and paramedical students: A cross-sectional study

**Conclusion:** This study demonstrated a significant relationship between sleep quality and fatigue with emotional intelligence



Closing/Wrap up Slide

# Extend Your Learning . . .





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## Questions?

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