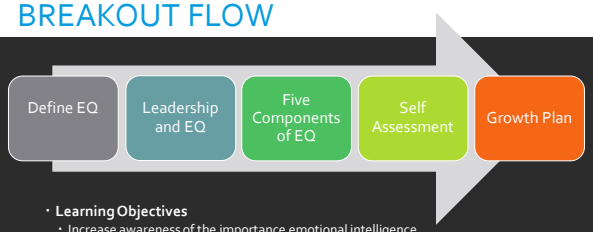
EQ - EMOTIONAL INTELLIGENCE QUOTIENT

Theresa Heitman IRPE Conference May 2020

1

BREAKOUT FLOW



- **Learning Objectives**
  - Increase awareness of the importance emotional intelligence
  - Understand the five components of emotional intelligence
  - Personal development – Assess, reflect, and plan for growth

2

EMOTIONAL INTELLIGENCE IS THE ABILITY TO USE EMOTIONAL INFORMATION TO GUIDE THINKING AND BEHAVIOR, TO RECOGNIZE OTHER PEOPLE'S EMOTIONS AND YOUR OWN, AND TO DISCRIMINATE BETWEEN DIFFERENT FEELINGS AND LABEL THEM APPROPRIATELY.

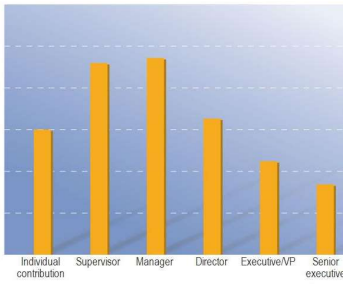
3

EMOTIONAL INTELLIGENCE HAS BECOME THE WORLD'S #1 LEADERSHIP SKILL.

4

LEADERSHIP REFLECTION

5



EQ IN THE WORKPLACE

6

EMOTIONAL INTELLIGENCE IS THE MOST VALUED ATTRIBUTE FOR LEADERSHIP.

AN ORGANIZATION CAN STRENGTHEN ITS CULTURE AND OTHER CRUCIAL VALUES BY BUILDING A HIGHER LEVEL OF EMOTIONAL INTELLIGENCE.

7

IQ VS. EQ

- People with average IQs outperform those with the highest IQs 70% of the time.
- EQ is the critical factor that sets star performers apart from the rest of the pack.
- 90% of top performers have high emotional intelligence.

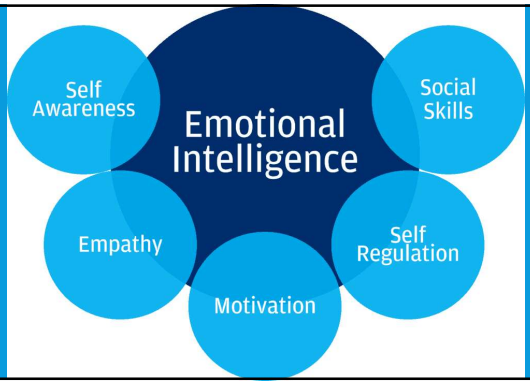
8

- Critical Thinking
- **Emotional Intelligence**
- Decision Making
- Creativity
- Flexibility

5 SKILLS EMPLOYERS ARE LOOKING FOR IN 2020

Quality Progress Feb 2020

9



10

SIGNS OF HIGH EMOTIONAL INTELLIGENCE

- You have a robust emotional vocabulary
- You're curious about people
- You embrace change
- You know your strengths and weaknesses
- You're a good judge of character
- You are difficult to offend
- You know how to say no (to yourself and others)
- You let go of mistakes
- You give and expect nothing in return
- You don't hold grudges
- You neutralize toxic people
- You don't see perfection
- You appreciate what you have
- You disconnect
- You limit your caffeine intake
- You get enough sleep
- You stop negative self-talk in its tracks
- You won't let anyone limit your joy

11

EQ ASSESSMENT

12

START WHERE YOU ARE

13

CHANGE AND GROW

1. CHOOSE 3 AREAS YOU BELIEVE WILL HAVE THE MOST IMPACT ON IMPROVING YOUR EQ.

2. ESTABLISH 1 ACTION ITEM FOR EACH AREA THAT CAN BE PRACTICED IN THE NEXT 2 WEEKS

3. REPEAT

14

LEARNING IS THE FOUNTAIN OF YOUTH THAT KEEPS YOU INSPIRED AND MOTIVATED TO DO SOMETHING GREAT EACH DAY. ~MARK STANLEY~

15

QUESTIONS TO ASK YOURSELF

- If I started a company today, what would its top values be?
- Who inspires me? Why?
- How could I create more balance in my life?
- What makes me angry?
- How do I have fun?
- How good am I at asking for help?
- How do I deal with a bad day?
- How does my mood alter my performance (positively or negatively).
- Has there ever been a time when I felt I needed to change my behavior at work? How did I do it?
- Did I create friendships that lasted while working at a previous job?
- Can I honestly communicate difficult needs and feelings?
- How can I skillfully air my grievances?
- What situations generally create pressure and stress for me and how am I handling these situations?
- What negative thoughts play over and over in my mind on a regular basis? Are they a true picture of reality?
- When I am triggered emotionally, what are some of my less effective default behaviors?

16

"IT IS BY OBSERVATION THAT IN THE FUTURE THEY WILL NOT REMEMBER WHAT YOU SAID, THEY WILL NOT REMEMBER WHAT YOU DID, BUT THEY WILL REMEMBER HOW YOU MADE THEM FEEL."

~MAYA ANGELOU~

17

THANK YOU

- Contact Information
- Theresa Heitman
- theitman@iowagc.org
- (319)530-0548

18