Emotional Intelligence for the Safety Consultant

Safety & Health Conference 2013
How Smart Are You Really?
What is he feeling/thinking?

What are **YOU** feeling/thinking?
What is Emotional Intelligence?

What it is NOT...

• Being “nice”
• Letting others take advantage of you.
• Letting your emotions “hang out.”
• Touchy, feely without rational thought.
• Insincerity.
• Manipulation of others.
• EI is not fixed at birth. It can be learned and improved upon.
What is Emotional Intelligence?

What it IS...

- The capacity for recognizing our own feelings and those of others.
- Managing emotions well in ourselves and in our relationships.
- Using emotions to maximize intellectual processing and decision-making.
- The art of social relationships (AKA: “People Skills” or “Soft Skills”)
What is Emotional Intelligence? What it IS...

- Daniel Golman – *Emotional Intelligence* 1995:
  - Ability to motivate oneself and persist in the face of frustrations
  - To control impulse and delay gratification
  - To regulate one’s moods and keep distress from swamping the ability to think
  - To empathize
  - To hope
My Definition of EI:

“EI is really the voice of reason. It is the ability to think, communicate, and interact rationally, respectfully and objectively in difficult situations. It is the awareness and management of our own thoughts and feelings, and those of others. It encompasses picking up on social cues through both verbal and non-verbal communication. It requires active empathy, compassion, and respect for others and oneself.” (From *How Smart Are You Really?*, AASCIF 2nd Quarter 2013 Newsletter, [www.aascif.org](http://www.aascif.org) )
IQ = Information Processing
EQ = Wisdom and Application

Which is a Greater Predictor for Success?
Extreme Examples of High IQ and Low EQ (very low EQ):
IQ VS EQ: The Statistics
(from Emotional Intelligence, by Daniel Goleman)

• 1940’s Harvard Study – 95 students – Highest test scores did not predict success
• Somerville, MA Study – 450 boys – IQ had little relationship to success, but “childhood abilities such as being able to handle frustrations, control emotion, and get on with other people made the greater difference.”
• 1981 Valedictorian Study – only average levels of success in late twenties.
The Many Facets of EQ

• Self Awareness
• Assertiveness
• Self-Regard
• Self-Actualization
• Independence
• Empathy
• Healthy Relationships
• Social Responsibility
• Success

• Adaptability
• Flexibility
• Resilience
• Problem Solving
• Reality Testing
• Impulse Control
• Stress Tolerance
• Happiness/Wellbeing
• Optimism
Where do emotions come from and why is it important to master them?

Amygdala – responsible for processing of emotions and memory of emotional reactions
Emotional Hi-Jacking

- Occurs when emotions trigger the fight/flight response.
- Blood is diverted to large muscle groups and AWAY From the Brain.
- At the time you need to be the most rational, you are left with brain dysfunction!
The Four Skill Areas of Emotional Intelligence

- Self Awareness
- Self Management
- Social Awareness
- Relationship Management

From Emotional Intelligence 2.0 by Travis Bradberry and Jean Greaves
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| • Ability to use your awareness of your emotions to stay flexible and direct your behavior positively.  
• Ability to manage your own emotional reactions to situations and people. | • Ability to use your awareness of your own emotions and those of others to manage interactions successfully.  
• The bond you build with others over time. |
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Self Awareness

• A foundational skill – if you have it, your other emotional intelligence skills are easier.

• Straight-forward honest understanding of what makes you tick.

• Requires a willingness to tolerate the discomfort of focusing on feelings that may be negative.

• Requires thinking about emotions, where they come from and why they are there.
Self Awareness Improvement Strategies

✓ Quit Treating Your Feelings As Good Or Bad
✓ Observe The Ripple Effect from Your Emotions
✓ Lean into Your Discomfort
✓ Feel Your Emotions Physically
✓ Know Who and What Pushes Your Buttons
✓ Watch Yourself Like a Hawk...

From Emotional Intelligence 2.0 by Travis Bradberry and Jean Greaves
Self Awareness Improvement Strategies

✓ Don’t Be Fooled by a Bad Mood or by a Good Mood Either
✓ Stop and Ask Yourself Why You Do the Things You do
✓ Visit Your Values*
✓ Check Yourself
✓ Spot Your Emotions in Books, Movies, and Music*

From Emotional Intelligence 2.0 by Travis Bradberry and Jean Greaves
Self Awareness Improvement Strategies

✓ Seek Feedback
✓ Get to Know Yourself under Stress

From Emotional Intelligence 2.0 by Travis Bradberry and Jean Greaves
Exercise Activity #1:

Visit Your Values:
What do you value most and what are you doing to live your values?
(See worksheet “Visit Your Values”)

Adapted From Emotional Intelligence 2.0 by Travis Bradberry and Jean Greaves
EQ Exercise Activity #2:

Spot Your Emotions!

What emotion do you feel when viewing the following photos? Write down your emotions on Activity #2 Worksheet
#9

July 27

WCF
Spot Your Emotions!

• Were you surprised by any of the emotions you felt?
• Do you think others felt the same emotions for each picture?
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Self Management

• Ability to use your awareness of your emotions to stay flexible and direct your behavior positively.
• Managing emotional reactions to situations and to people.
• Self control, Impulse control, delayed gratification.
• Ability to tolerate uncertainty as you explore your emotions and options.
Self Management Improvement Strategies

✓ Breathe Right*
✓ Create an Emotion vs. Reason List
✓ Make Your Goals Public
✓ Count to Ten
✓ Sleep On It
✓ Talk to a Skilled Self-Manager
✓ Smile and Laugh More

From Emotional Intelligence 2.0 by Travis Bradberry and Jean Greaves
Self Management Improvement Strategies

✓ Set Aside Some Time in Your Day for Problem Solving
✓ Take Control of Your Self-Talk*
✓ Visualize Yourself Succeeding
✓ Clean Up Your Sleep Hygiene
✓ Focus Your Attention on Your Freedoms, Rather than Your Limitations

From Emotional Intelligence 2.0 by Travis Bradberry and Jean Greaves
Self Management Improvement Strategies

✓ Stay Synchronized (Be Congruent)
✓ Speak to Someone Who is Not Emotionally Invested in Your Problem
✓ Learn a Valuable Lesson from Everyone You Encounter
✓ Put a Mental Recharge into Your Schedule
✓ Accept That Change is Just Around the Corner

From Emotional Intelligence 2.0 by Travis Bradberry and Jean Greaves
EQ Exercise Activity #3: Breath Right
EQ Exercise Activity #4: ANT Eater Exercise

Adapted from *Magnificent Mind at Any Age* by Daniel G. Amen
ANTs

• ANTs = Automatic Negative Thoughts
• Our minds generate thousands of ANTs every day.
• Unless we learn to question our ANTs we may believe them and have negative consequences.
• ANTs cause a chemical change in the brain
• You can learn to eliminate ANTs!

Adapted from Magnificent Mind at Any Age by Daniel G. Amen
9 Categories of ANTs

1. Always Thinking: Overgeneralizing (always, never, everyone, every time...)
2. Focusing on the Negative: Looking at only what is going wrong and ignoring everything that may be construed as positive
3. Fortune Telling: Predicting the future in a negative way
4. Mind Reading: Believing you know what another person thinks without checking the facts

Adapted from Magnificent Mind at Any Age by Daniel G. Amen
9 Categories of ANTs

5. Thinking with your Feelings: Believing your negative feelings without ever questioning them.

6. Guilt Beatings: Thinking with words like should, must, ought that produce feelings of guilt.

7. Labeling: Attaching a negative label to yourself or others.

8. Personalization: Allowing innocuous events to take on personal meaning.
9 Categories of ANTs


Adapted from Magnificent Mind at Any Age by Daniel G. Amen
# ANT Eater Exercise Example

(See Worksheet)

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**ANTeater Exercise Example**

In the first column, write down the ANT. In the second column, write down the type of ANT that it is. In the third column, kill the ANT by talking back to it using an ANTeater. Write the ANTeater in the third column.

<table>
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<tr>
<th>ANT</th>
<th>Type of ANT</th>
<th>ANTeater</th>
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<td>EXAMPLE: My teacher thinks I am stupid.</td>
<td>Mind reading</td>
<td>I have no way of knowing what my teacher thinks. This thought is making me upset and stressed. He may think I am smart. I am smart.</td>
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EQ Exercise Activity #4A: Article: Dirty Dozen
Reframing:
“When you change the way you look at things, the things you look at change.”
-Dr. Wayne Dyer

See Article: The Gift of Problems
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Social Awareness

• Accurately picking up on emotions of other people.
• Perceiving what others are thinking or feeling even if you don’t feel the same way.
• Actively Listening
• Observing
• Requires us to stop talking, stop thinking of what we are going to say next, stop the monologue in our heads.
Social Awareness Improvement Strategies

- Greet People by Name
- Watch Body Language*
- Make Timing Everything
- Develop a Back-pocket Question
- Don’t Take Notes at Meetings
- Plan Ahead for Social Gatherings

From Emotional Intelligence 2.0 by Travis Bradberry and Jean Greaves
Social Awareness Improvement Strategies

✓ Live in the Moment
✓ Go on a 15-minute Tour
✓ Watch EQ at the Movies*
✓ Practice the art of Listening
✓ Go People Watching
✓ Understand the Rules of the Culture Game
✓ Test for Accuracy

*From Emotional Intelligence 2.0 by Travis Bradberry and Jean Greaves
Social Awareness Improvement Strategies

✓ Step into Their Shoes
✓ Seek the Whole Picture
✓ Catch the Mood of the Room

From Emotional Intelligence 2.0 by Travis Bradberry and Jean Greaves
EQ Exercise Activity #5:

The many faces of emotion!
The Many Faces of Emotion: What is this one?
anger

1. eyebrows down and together
2. eyes glare
3. narrowing of the lips
fear

1. eyebrows raised and pulled together
2. raised upper eyelids
3. tensed lower eyelids
4. lips slightly stretched horizontally back to ears
sadness

① drooping upper eyelids
② losing focus in eyes
③ slight pulling down of lip corners
happiness

A real smile always includes:

1. crow's feet wrinkles
2. pushed up cheeks
3. movement from muscle that orbits the eye
Real or Fake?

http://www.bbc.co.uk/science/humanbody/mind/surveys/smiles/

http://greatergood.berkeley.edu/ei_quiz/
Real or Fake?

Real

True smile, notice the bunching under his eyes

Fake

Fake smile, notice the lack of movement under his eyes
sadness
1. drooping upper eyelids
2. losing focus in eyes
3. slight pulling down of lip corners

anger
1. eyebrows down and together
2. eyes glare
3. narrowing of the lips

contempt
1. lip corner tightened and raised on only one side of face

disgust
1. nose wrinkling
2. upper lip raised

surprise
Lasts for only one second:
1. eyebrows raised
2. eyes widened
3. mouth open

fear
1. eyebrows raised and pulled together
2. raised upper eyelids
3. tensed lower eyelids
4. lips slightly stretched horizontally back to ears
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Relationship Management

• Ability to use your awareness of your own emotions and those of others to manage interactions successfully.
• Taps into your abilities in the other three skills of self-awareness, self management, and social awareness.
• Poses the greatest challenge when under stress.
Relationship Management Improvement Strategies

✓ Be Open and Be Curious
✓ Enhance Your Natural Communication Style
✓ Avoid Giving Mixed Signals*
✓ Remember the Little Things That Pack a Punch
✓ Take Feedback Well
✓ Build Trust
✓ Have an “Open-door” Policy

From Emotional Intelligence 2.0 by Travis Bradberry and Jean Greaves
Relationship Management
Improvement Strategies

✓ Only Get Mad on Purpose*
✓ Don’t Avoid the Inevitable
✓ Acknowledge the Other Person’s Feelings
✓ Complement the Person’s Emotions or Situation
✓ When You Care, Show It
✓ Explain Your Decisions, Don’t Just Make Them

From Emotional Intelligence 2.0 by Travis Bradberry and Jean Greaves
Relationship Management Improvement Strategies

- Make Your Feedback Direct and Constructive
- Align Your *Intention* With Your *Impact*
- Offer a “Fix-it” Statement During a Broken Conversation
- Tackle a Tough Conversation

*From Emotional Intelligence 2.0 by Travis Bradberry and Jean Greaves*
EQ Exercise Activity #6:
Avoid Giving Mixed Signals
EQ Exercise Activity #7: Only Get Mad On Purpose

(See Worksheet)
“Anyone can become angry – that is easy. But to be angry with the right person, to the right degree, at the right time, for the right purpose, and in the right way, this is not easy.”

~Aristotle
Only Get Mad On Purpose

• Anger is an emotion that exists for a reason
• Anger is not an emotion to stifle or ignore
• If you manage it properly and use it purposefully, you can get results that enhance your relationships.
• Think Ahead
So What is Your EQ?
Testing Emotional Intelligence
Many Testing Options! For a Fee:

- BarOn EQi or Emotional Quotient Inventory (EQ-i)
- Emotional & Social Competence Inventory
- Emotional & Social Competence Inventory - University Edition
- Genos Emotional Intelligence Inventory
- Group Emotional Competency Inventory
- Mayer-Salovey-Caruso EI Test (MSCEIT)
- Schutte Self Report EI Test
- Trait Emotional Intelligence Questionnaire
Many Testing Options! For Freeeeeee!

• Just Google “Emotional Intelligence Test”
• About.com: [http://psychology.about.com/library/quiz/bl_eq_quiz.htm](http://psychology.about.com/library/quiz/bl_eq_quiz.htm)
• Berkley: [http://greatergood.berkeley.edu/ei_quiz/](http://greatergood.berkeley.edu/ei_quiz/)
How do we achieve a higher level of Emotional Intelligence?
How Do I Develop/Improve My Emotional Intelligence?

1. Take a test, quiz or appraisal
2. Identify weak areas - focus on Self Awareness and Self Management weaknesses first
3. Create an Action Plan - determine a strategy for improving weaknesses – Write it down and revisit regularly
4. Get an EQ Buddy, Coach, or Mentor
5. Practice, practice, practice your strategies
How Do I Develop/Improve My Emotional Intelligence?

6. Take a follow up test/quiz/evaluation at a future date
7. Identify weak areas again
8. Create a Follow-up Plan of Action – Write it down and revisit regularly
9. Repeat

***NO ONE EVER REACHES PERFECTION, BUT YOU CAN ALWAYS LEARN AND GET BETTER!!!
Developing An Action Plan & Follow-up Plan
(Examples based on book, Emotional Intelligence 2.0)

My EQ Action Plan

Name ___________________________ Date ___________________________

My EQ Scores from Initial Test:
Write in your scores from the Emotional Intelligence Appraisal below.

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My Plan of Action:
Select one EQ Skill to focus your efforts on. Your feedback report from the Emotional Intelligence Appraisal recommends a skill for you to start with. However, you may choose a different skill. It is recommended that you don’t start with relationship management if you have scored 75 or lower in other categories.

EQ Skill I will be working on ___________________________

Choose three strategies for improvement for the EQ skill you have selected. These are found in the manual Emotional Intelligence 2.0. Your online appraisal report also suggests strategies to work on.

Strategy #1 ___________________________

Strategy #2 ___________________________

Strategy #3 ___________________________

My EQ Mentor:
Who do you know who is gifted in your chosen EQ skill and willing to provide candid, honest feedback and advice throughout your EQ learning process?

My EQ Mentor is: ___________________________

My EQ Follow-up:
Commit to take the Emotional Intelligence Appraisal again on a future date after you have worked on the above chosen EQ skill and strategies. If you use the online system at TalentSmart.com, you can set up a reminder to be emailed to you on the date you choose.

I will retake the Emotional Intelligence Appraisal on ___________________________

My EQ Scores from Follow-up Test:
Return to www.TalentSmart.com/test click on “Take Test.” Enter the same passcode you used to take the initial test and click “submit.” You will be brought to the home page of your initial appraisal. Click the “Test My EQ Again” button and take the test again. Write in your scores from the second Emotional Intelligence Appraisal below.

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Follow-up Score ___________________________

+/-. Change ___________________________

My New Plan of Action:
Select a new EQ Skill to focus your efforts on. Your feedback report from the second Emotional Intelligence Appraisal recommends a skill for you to start with. However, you may choose a different skill. It is recommended that you don’t start with relationship management if you have scored 75 or lower in other categories.

EQ Skill I will be working on ___________________________

Choose three new strategies for improvement for the EQ skill you have selected. These are found in the manual Emotional Intelligence 2.0. Your online appraisal report also suggests strategies to work on.

Strategy #1 ___________________________

Strategy #2 ___________________________

Strategy #3 ___________________________

My EQ Mentor:
Who do you know who is gifted in your chosen EQ skill and willing to provide candid, honest feedback and advice throughout your EQ learning process?

My EQ Mentor is: ___________________________
Emotional Intelligence: Stop the Emotional Hi-Jacking!

• Know yourself
• Know or learn how to distinguish your feelings
• What are your triggers?
  – It what situations are you vulnerable to an emotional hi-jacking?
  – What people set you off?
• Know or learn how to distinguish other’s feelings
• Plan ahead
• Practice
From “The Office”: Spot the EQ Skills

Video Clip: Examples of EQ Skills
Thank you!

Questions?