

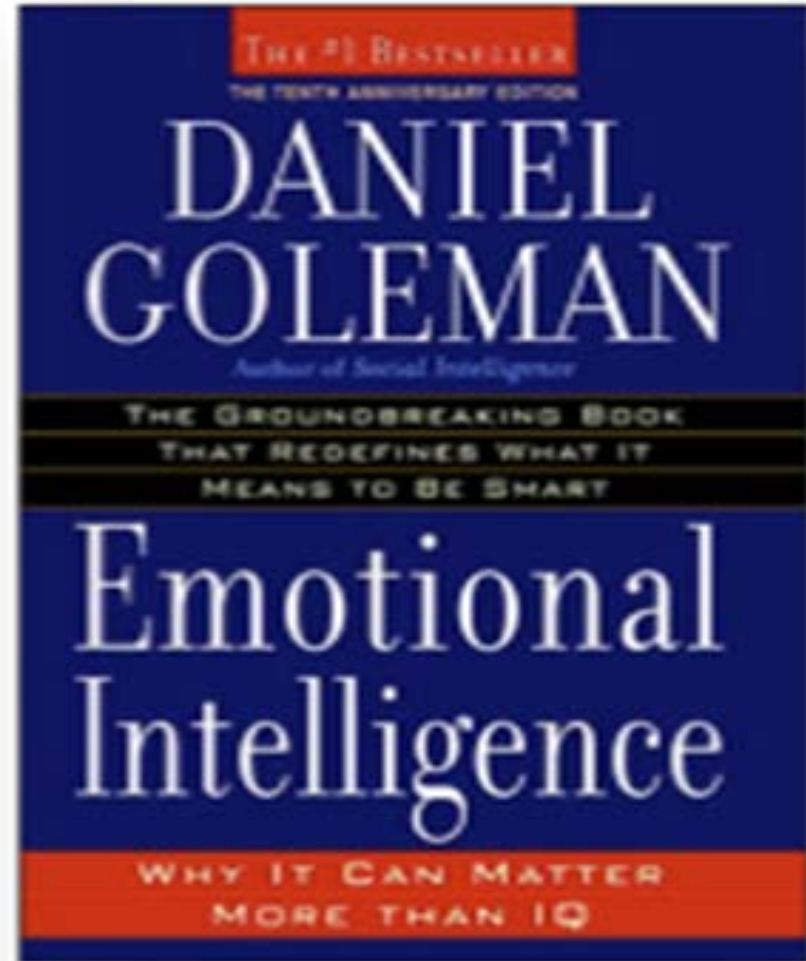
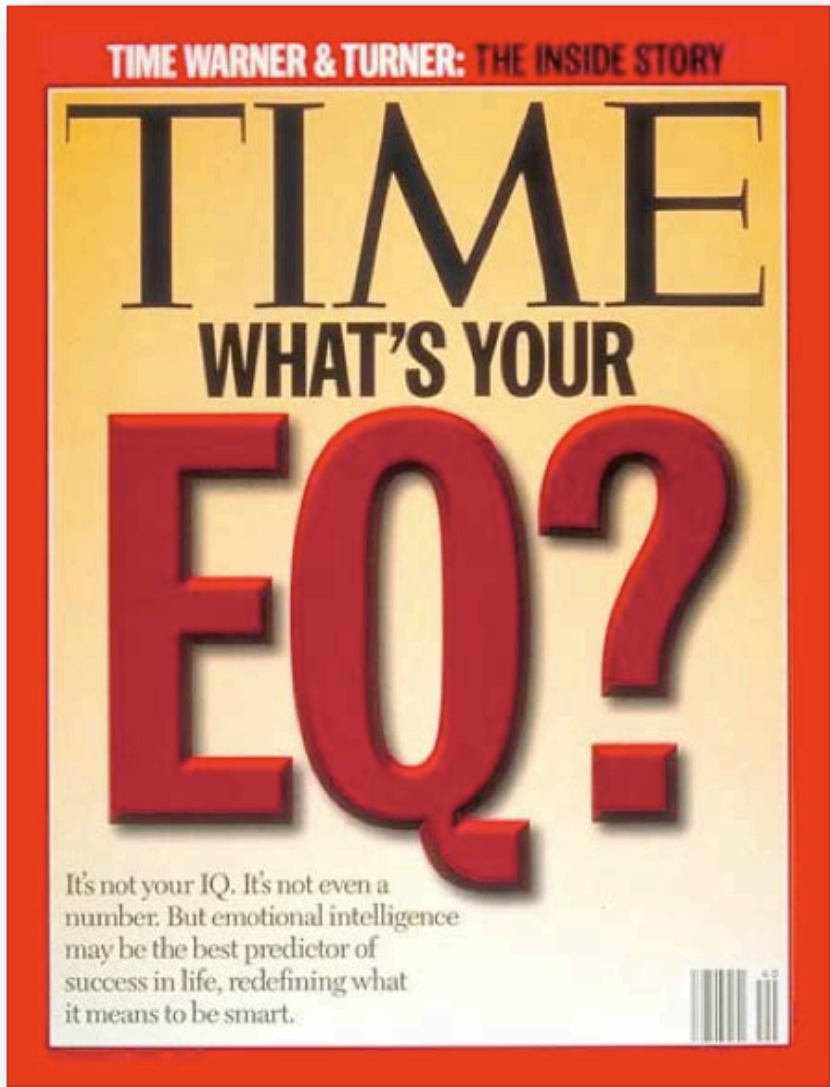
What's EQ Got To Do With IT?



**KELLY
FRAGER**

PROFESSIONAL DEVELOPMENT & TRAINING





Let's Play a
Game of
True
or
False


There is a direct correlation between
IQ (Intellectual Quotient) and EQ (Emotional
Quotient aka: Emotional Intelligence)



A large teal circle is positioned on the left side of the slide, partially cut off by the edge.

True
or
False

Your EQ is fully developed by the time you hit your low-mid 20's

A series of five short, dark grey dashes are arranged in a curved path in the bottom right corner of the slide.

True
or
False

Individuals who are extroverts have a higher EQ than those who are introverts.



True
or
False

Research has demonstrated that EQ accounts for as much as 50% of the difference between great leaders and average leaders





90%

of the difference between star performers and average performers in senior leadership positions is EQ.



True
or
False

To possess a high EQ, you should be a touchy-feely person.



People associate strategy with rational thinking and other high-level functions of the prefrontal cortex...



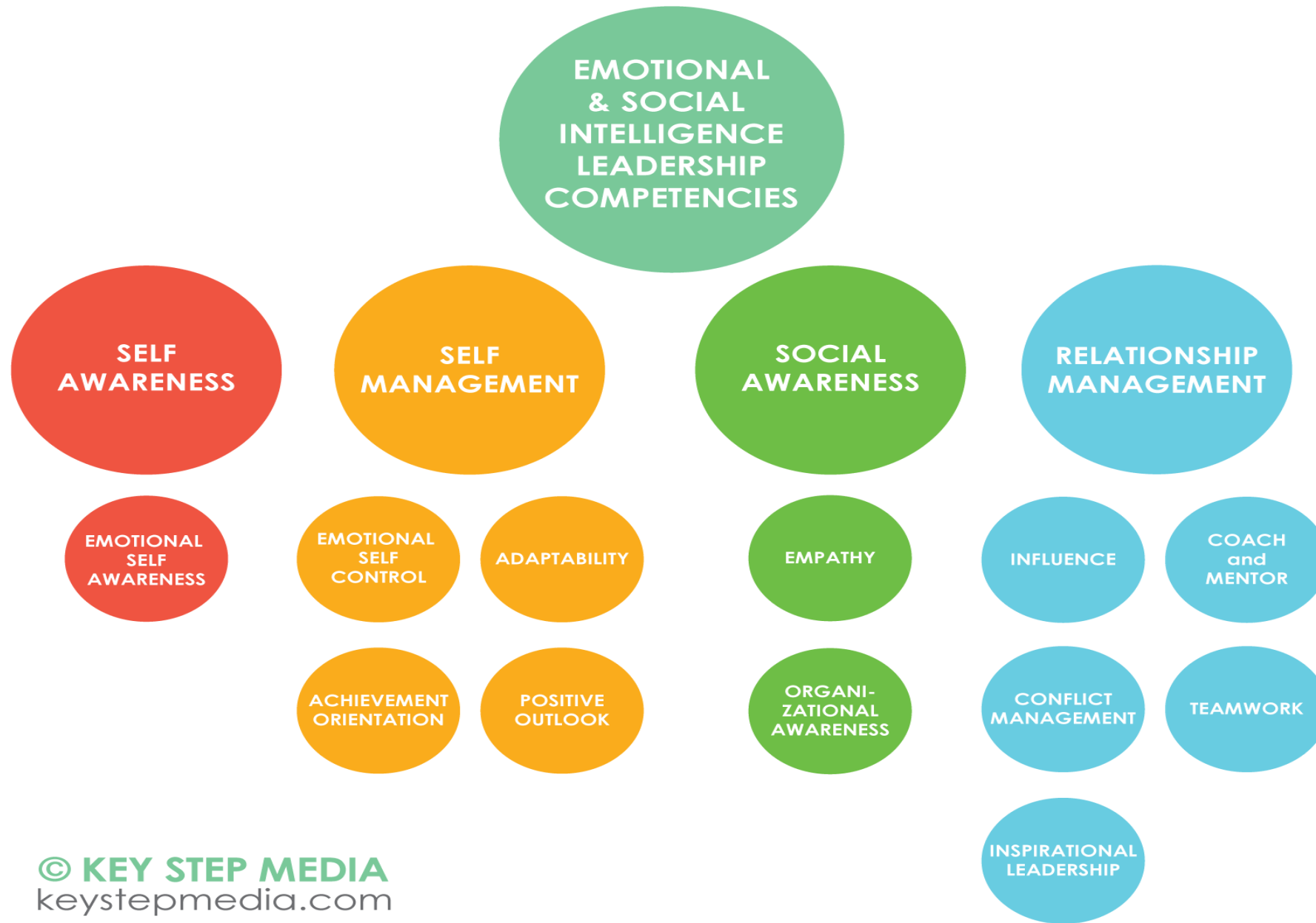
but the best strategic thinkers show more activity in parts of the brain linked with emotion and intuition. Their nervous systems may even repress rational thought to free those areas up.

How many
are in the
EQ jar?



How many of the following critical skills can be tied to a person's EQ?

1. Time Management
2. Decision Making
3. Change Tolerance
4. Communication Skills
5. Social Skills
6. Presentation Skills
7. Accountability
8. Flexibility
9. Trust
10. Anger Management
11. Stress Tolerance
12. Empathy
13. Assertiveness
14. Customer Service



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Dr. Daniel Goleman, 2020



TTI
SUCCESS
INSIGHTS®

Necessary for Top
Performance, but
not sufficient



DISC

SKILLS

ACUMEN

**DRIVING
FORCES**

EQ

Required
for long
term
success



Emotional Intelligence = The Sun of the Success Solar System

The Basics of EQ:

React vs. Respond



Self and Others

Self:

- Self-Awareness
- Self-Regulation



Others:

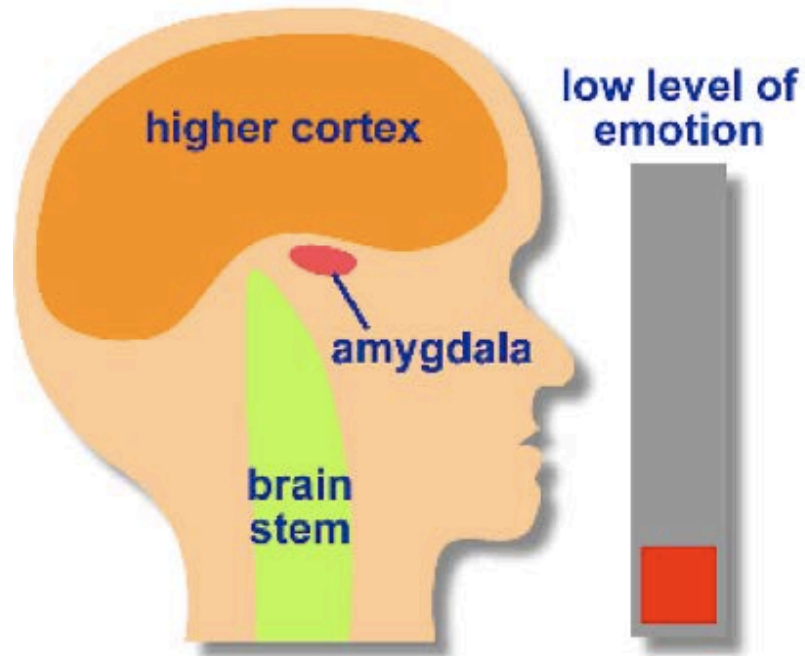
- Social Awareness
- Social Regulation



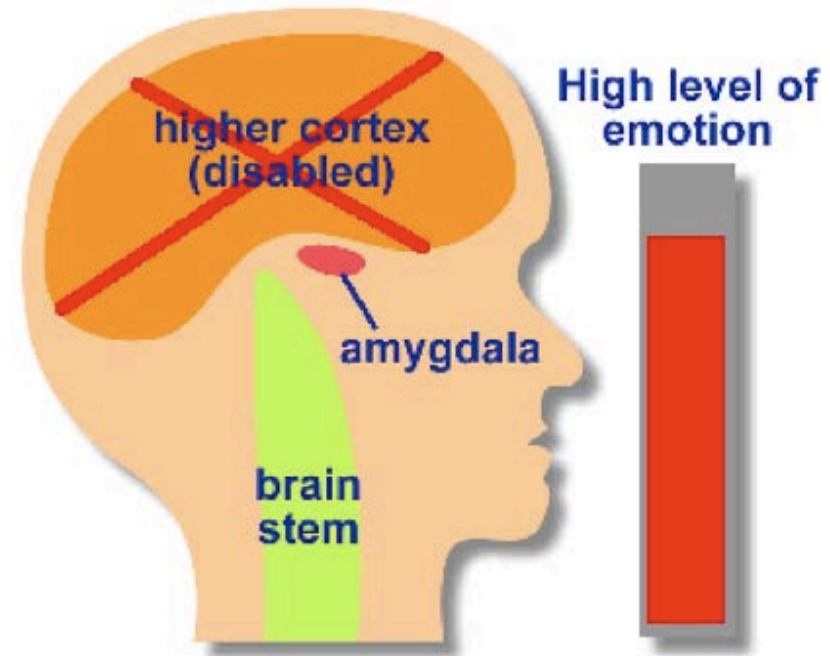
Motivation



Your Brain Under Stress. React or Respond.



Low emotion
(calm, relaxed)



High emotion
(anger, fear, excitement, love, hate, disgust, frustration)

Avoid State: REACT

- Have decreased cognitive performance
- Have less oxygen available for critical brain functions
- Tend to over generalize
- Respond with defensive action
- Perceive small stressors as worse than they actually are
- Are easily aggravated
- Will struggle to get along with other co-workers
- Cannot perform at your best



Approach State: RESPOND

- Are intrinsically motivated
- Have improved cognitive functioning (i.e. rational, creative thought)
- Are willing to do difficult things
- Are willing to take risks
- Think deeply about issues developing creative solutions
- Collaborate productively
- Are engaged
- Perform at higher levels



The Basics of EQ:

React vs. Respond



Self and Others

Self:

- Self-Awareness
- Self-Regulation



Others:

- Social Awareness
- Social Regulation



Motivation



Self- Awareness

Self-Awareness is the ability to recognize and understand your moods, emotions and drives, as well as their effect on others

Knowing how your feeling and why

Knowing your personal strengths and limits

Having a sense of your self worth and capabilities





- **Self-Regulation is the ability to control or redirect disruptive impulses and moods and the propensity to suspend judgment and think before acting**
- Keeping disruptive emotions and impulses in check
- Maintaining standards of honesty and integrity
- Taking responsibility for personal performance
- Flexibility and handling change
- Being comfortable with novel ideas, approaches and new information



Self-Regulation

How Do You
Press
Pause?



- **Social Awareness is the ability to understand the emotional makeup of other people**
- Adapting, adjusting & listening
- Sensing others' feelings and perspectives and taking an active interest in their concerns
- Sensing others' development needs and bolstering their abilities
- Anticipation, recognizing and meeting the needs of others
- Cultivating opportunities through different kinds of people
- Reading a group's emotional currents and power relationships



Social Awareness

Red Glass?
Clear Glass?
Cloudy Glass?



- **Social Regulation is a proficiency in managing relationships and building networks**

- Wielding effective tactics for persuasion
- Listening openly and sending convincing messages
- Negotiating and dissolving disagreements
- Inspiring and guiding individuals and groups
- Initiating or managing change
- Nurturing instrumental relationships for building bonds
- Working with others toward shared goals
- Creating group synergy in pursuing collective goals



Social Regulation

Social Regulation Strategies



BE OPEN AND BE
CURIOUS



ENHANCE YOUR
NATURAL
COMMUNICATION
STYLE



REMEMBER THE
LITTLE THINGS
THAT PACK A BIG
PUNCH: *HELLO,
PLEASE, THANK
YOU*



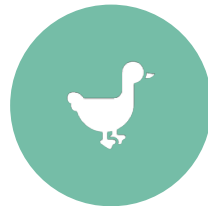
BUILD TRUST



ACKNOWLEDGE
THE OTHER
PERSON'S
FEELINGS



TAKE FEEDBACK
WELL



ONLY GET MAD
ON PURPOSE

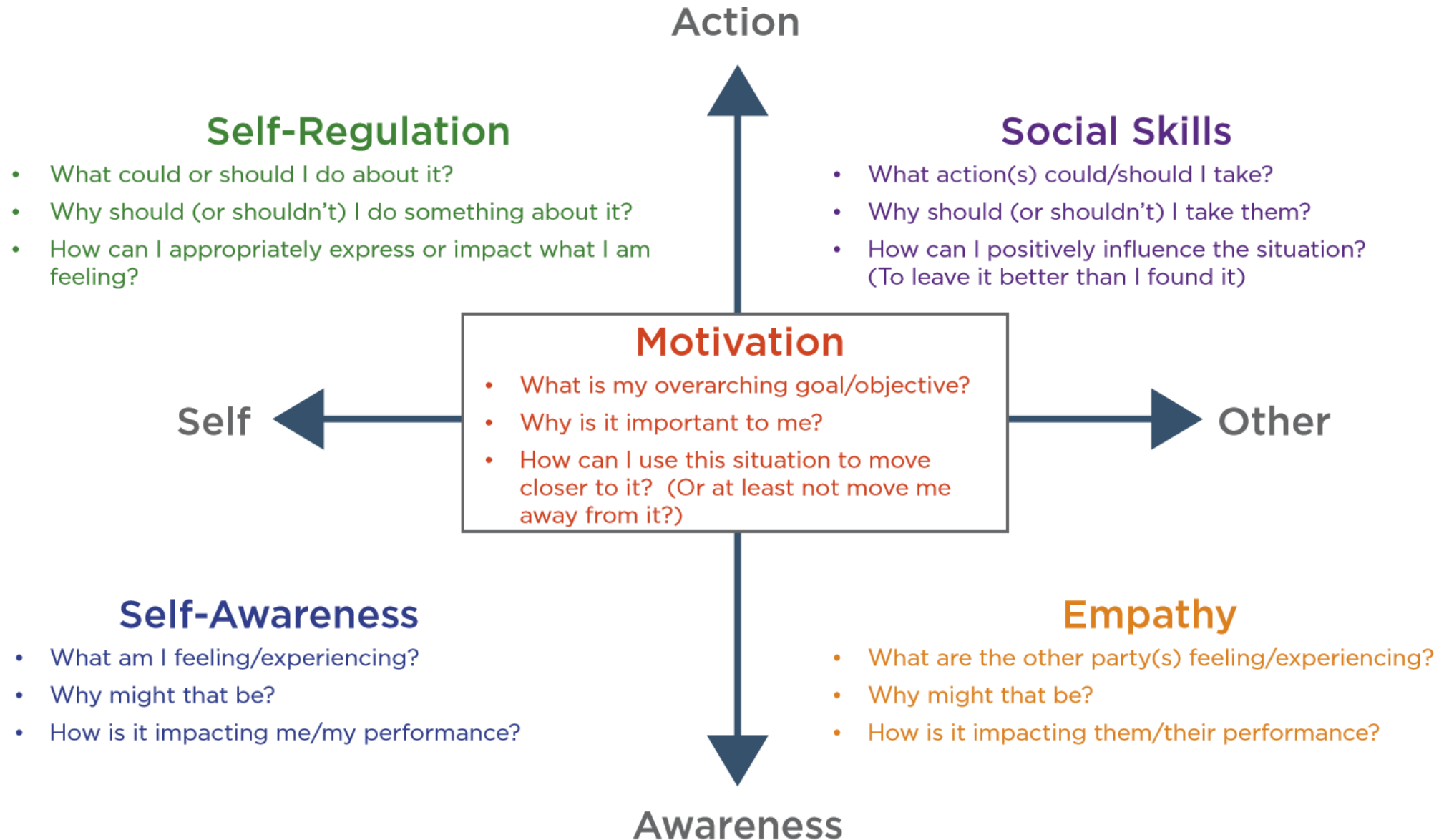


TACKLE A
TOUGH
CONVERSATION

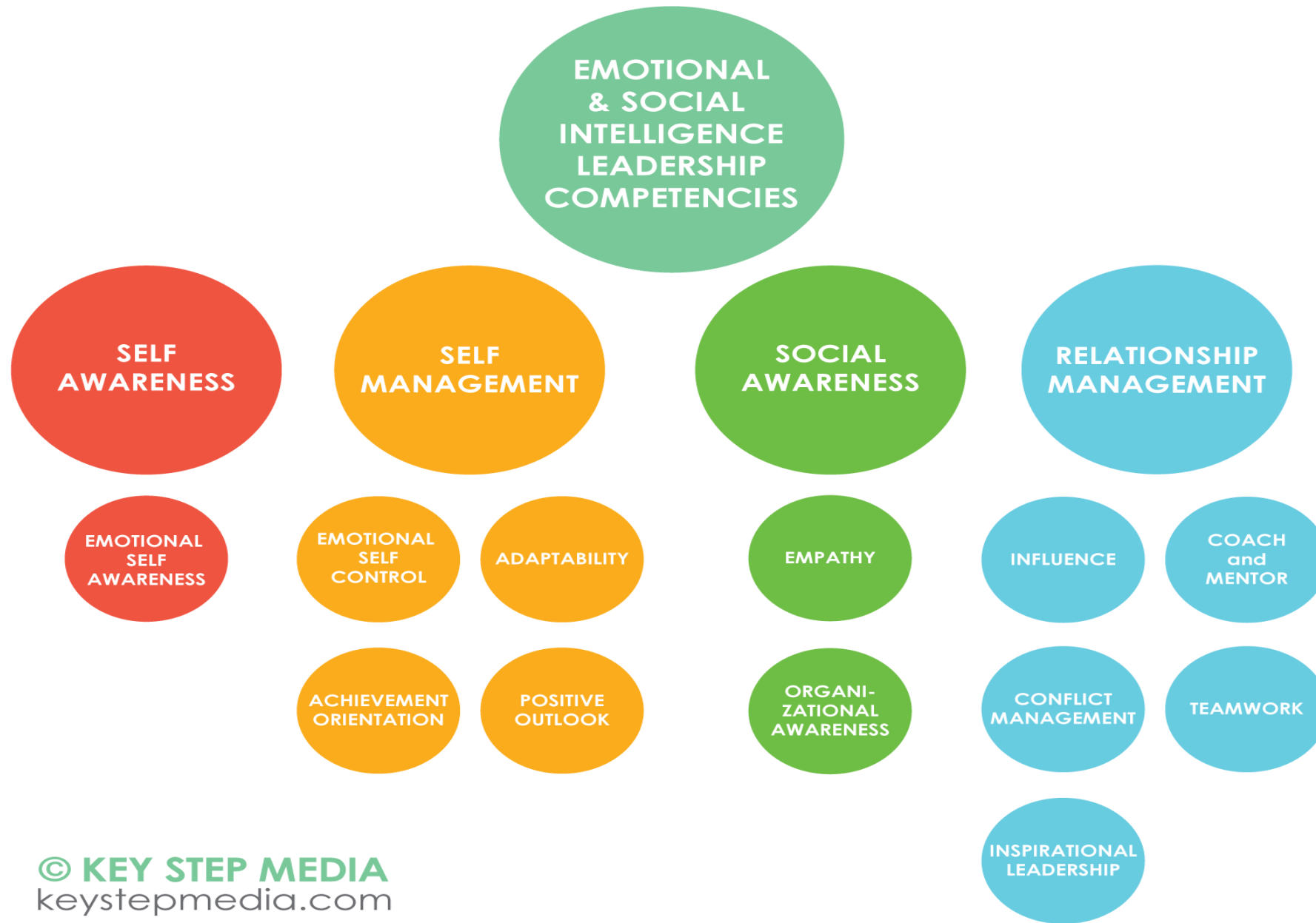
STARR Model of Social Regulation

- **S = STOP** and suspend your response
- **T = THINK** about what you want to see happen.
What's the end goal?
- **A = Assess** all potential responses
- **R = Respond**
- **R = Review** your response. How did it go? What did I learn? What went well? What would I do differently next time?





Source: Trevor O'Sullivan



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Dr. Daniel Goleman, 2020

A Complimentary Offer for YOU as My Way of Giving Back



1. For a complimentary short e-book entitled "***10 Ways to Increase your EQ***". Please e-mail me at Kelly@kellyfrager.com
2. First ten people to schedule a 30-minute discovery call with me NEXT week you will receive a complimentary EQ personalized report (value of : \$150)
3. If after first ten people, I'll enter you to win a complimentary personalized report looking at behaviors, motivators and EQ (value: \$350)

This is SO Ho-Ho-Ho AWESOME!



Let's Connect



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professional development &
training

