ENHANCING LEADERSHIP SKILLS: UTILIZING THE 5 KEY ELEMENTS OF EMOTIONAL INTELLIGENCE

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OBJECTIVES:

- Introduce concept of emotional intelligence (EQ, emotional quotient)
- Define relationship and difference between EQ and IQ
- Explore personal EQ skills and abilities
- Define the x5 Domains of Emotional Intelligence
- Develop an understanding of how to use concepts of EQ to enhance personal and leadership success
1. EFFECTIVE: OCCUPATIONAL THERAPY IS EVIDENCE BASED, CLIENT CENTERED, AND COST-EFFECTIVE.

2. LEADERS: OCCUPATIONAL THERAPY IS INFLUENTIAL IN CHANGING POLICIES, ENVIRONMENTS, AND COMPLEX SYSTEMS.

3. COLLABORATIVE: OCCUPATIONAL THERAPY EXCELS IN WORKING WITH CLIENTS AND WITHIN SYSTEMS TO PRODUCE EFFECTIVE OUTCOMES.

4. ACCESSIBLE: OCCUPATIONAL THERAPY PROVIDES CULTURALLY RESPONSIVE AND CUSTOMIZED SERVICES.

5. EQUITY, INCLUSION, AND DIVERSITY: WE ARE INTENTIONALLY INCLUSIVE AND EQUITABLE AND EMBRACE DIVERSITY IN ALL ITS FORMS.
LEADERSHIP POLL

https://scholarlykitchen.sspnet.org
WHY I CHOSE THIS TOPIC:

• my personal journey...
EXERCISE 1...
YOUR PERSONAL EXPERIENCE

PART I

PART I
EMOTIONAL INTELLIGENCE

“EQ”
EMOTIONAL INTELLIGENCE… definition

Oxford dictionary:

“The capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically.”
2 BRAINS
*both are necessary*

THINKING BRAIN

FEELING BRAIN

PNGio.com

Sarah Lawrence College
NEUROLOGY OF THE “EMOTIONAL” BRAIN
BRAIN: 4 principle parts

1. **Cerebrum**
   - Largest portion
   - Includes the Cerebral Cortex

2. **Brainstem**
   - Midbrain, pons, medulla oblongata

3. **Diencephalon**
   - Thalamus, Hypothalamus

4. **Cerebellum**
The **Limbic system** is found in the medial parts of the frontal and temporal lobes and connects with the hypothalamus, thalamus, basal nuclei, and other deep nuclei.

**Controls emotional experience and expression**

How we react when threatened, upset, angry, etc. Small role in olfactory response.
EXERCISE I...
PERSONAL EXPERIENCE

PART 2
EMOTIONAL INTELLIGENCE

“EQ”
1. **Self-Awareness:** Knowing one’s emotions
2. **Self-Regulation:** Managing emotions
3. **Motivation:** Motivating oneself
4. **Empathy:** Recognizing emotions in others
5. **Social Skills:** Handling relationships
WISHING WELL: SAFE ZONE

https://www.gettyimages.com/
KNOWING ONE’S EMOTIONS:
recognizing feelings
as they happen
X3 STYLES OF EMOTIONAL RESPONSE

• I. **ACCEPTING** – these people can see and recognize their emotions, but just accept them as they are instead of attempting to change them. “Take me or leave me” attitude.

• II. **ENGULFED** – these people are overly-focused on their emotional state. They often feel completely out of control and helpless. They lose perspective of how they actually feel, and therefore make no attempt to change. “I give up” attitude.

• III. **SELF-AWARE** – these people can identify their emotions “in the moment.” They are autonomous, sure of their boundaries, have a positive outlook on life, and are able to manage negative moods more quickly because they don’t obsess over them. “Can-do” attitude.
EXERCISE 2...
ANALYZING MY OWN EQ
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<tr>
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<th>Sad</th>
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**Happy: E (Emotional Intelligence) Up**
- Appreciates independence in leadership
- Has lots of opportunity to learn and understand EQ
- Personal journey towards adopting EQ into leadership practices may take longer

**Sad: I (Internalization) Down**
- May not be in tune to personal emotions
- Easier recognition of “negative” emotions such as anger, worry, depression
- May view leader as abusive, unsupportive, threatening, unpredictable

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**Happy: E (Emotional Intelligence) Up**
- Easily recognizes feelings and emotions
- Is attracted to leaders who demonstrate empathy
- Appreciates a leader with strong EQ skills

**Sad: I (Internalization) Down**
- Lack of self-confidence
- Intimidated by perceived intelligence IQ
- Needs a leader with more EQ
- Already possess tendencies towards EQ
MANAGING EMOTIONS
EQ GOAL = BALANCE (NOT SUPPRESSION)

Every feeling has value and significance

Suppression of feelings:
- Is unhealthy
- Is counterproductive to effective leadership
- Is counterproductive to a happy life
- Limits empathy towards others
- Limits understanding of other person’s perception
MANAGING EMOTIONS = FULL TIME JOB
“Anger is never without a reason, but seldom a good one” – Benjamin Franklin

- Reframing situations more positively is the key to lowering levels of anger.
- People are more prone to anger if they are already emotional/stressed... If the stressful situation isn’t dealt with, the nervous system can remain on ‘high alert’ for days/weeks.
What helps calm an angry person?

1. The earlier you can intervene, the higher the potential for change (calming, rational thinking, open communication)

2. Challenge the thoughts that triggered the anger in the first place through open communication, listening, understanding, and personal reflection
Anger that has turned into **RAGE** = it’s too late to intervene.
WAYS TO CALM...

✓ Leave, be alone
✓ Deep breathing
✓ Muscle relaxation
✓ Exercise
✓ Engage in a “mindless” activity
✓ In the moment, find a “secret” fidget

✗ Shopping    ✓ Eating
MOTIVATING ONESELF
NEGATIVE MOTIVATION

• When emotions overwhelm concentration…“working memory” is no longer available
  • Can’t remember or recall information
  • Can’t think straight
  • Can’t plan a logical course of action
  • Can’t be creative to problem solve

POSITIVE MOTIVATION

• To stay positive…work hard to muster feelings of enthusiasm and confidence, and maintain persistence in the face of setbacks
• Patience – the Marshmallow Test
• Hope & Optimism
• Flow: state of self-forgetfulness; opposite of rumination and worry; the motivation to not quit!!
RECOGNIZING EMOTIONS IN OTHERS

Domain IV
WORDS VS. TONE OF VOICE

how
YOU SAY IT MATTERS
• 90% of communication is nonverbal
• Every behavior is a form of communication
Persons with high interpersonal intelligence often find themselves succeeding in positions of leadership because they possess the ability(ies) to:

- Organize groups
- Negotiate solutions
- Make personal connections with and amongst others
- Socially analyze others’ feelings, motives, and concerns
BENEFITS OF DEVELOPING EQ

- Meeting personal growth goals
- Meeting career goals
- Happier relationships with partners
- Stronger leadership skills
STEPPING STONES OF CHANGE: it’s not easy
Q&A
Thank you!
REFERENCES:


