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

VISION 2025

- I. <u>EFFECTIVE</u>: OCCUPATIONAL THERAPY IS EVIDENCE BASED, CLIENT CENTERED, AND COST-EFFECTIVE.
- 2. <u>LEADERS</u>: OCCUPATIONAL THERAPY IS INFLUENTIAL IN CHANGING POLICIES, ENVIRONMENTS, AND COMPLEX SYSTEMS.
- 3. <u>COLLABORATIVE:</u> OCCUPATIONAL THERAPY EXCELS IN WORKING WITH CLIENTS AND WITHIN SYSTEMS TO PRODUCE EFFECTIVE OUTCOMES.
- 4. <u>ACCESSIBLE:</u> OCCUPATIONAL THERAPY PROVIDES CULTURALLY RESPONSIVE AND CUSTOMIZED SERVICES.
- 5. <u>EQUITY, INCLUSION, AND DIVERSITY:</u> WE ARE INTENTIONALLY INCLUSIVE AND EQUITABLE AND EMBRACE DIVERSITY IN ALL ITS FORMS.



WHY I CHOSE THIS TOPIC:

mypersonaljourney...



EXERCISE I... YOUR PERSONAL EXPERIENCE



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."



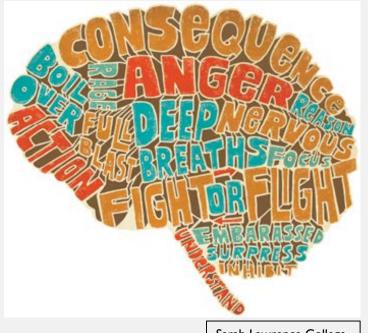
2 BRAINS

both are necessary

THINKING BRAIN



FEELING BRAIN



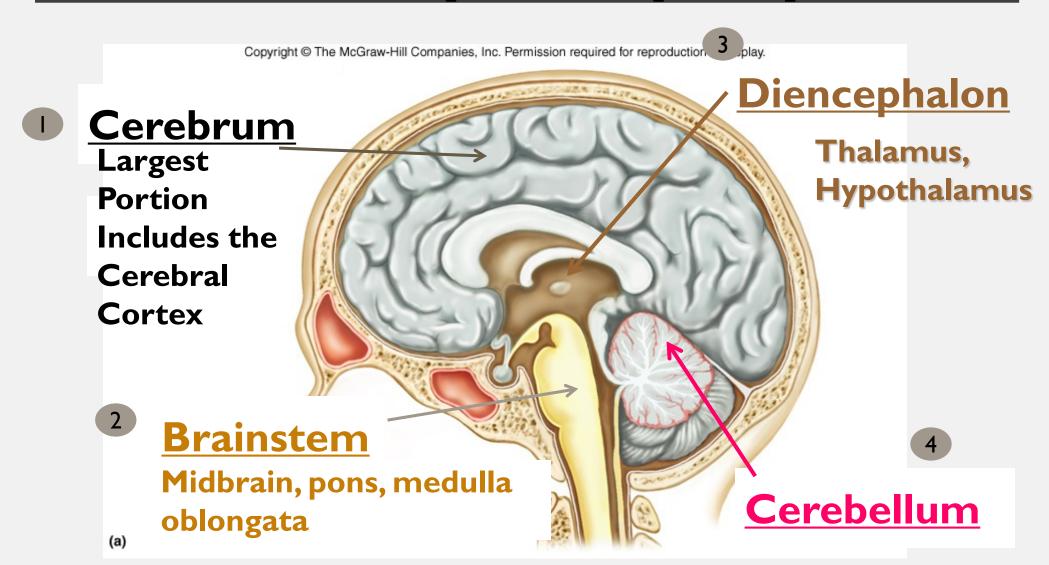
Sarah Lawrence College



NEUROLOGY OF THE "EMOTIONAL" BRAIN



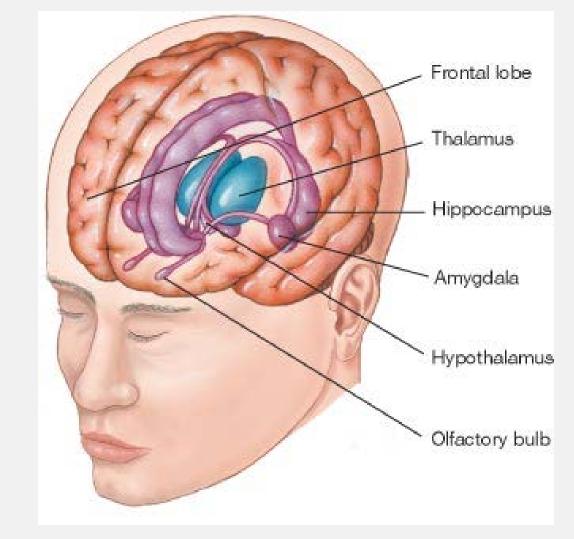
BRAIN: 4 principle parts





1

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



2

Controls emotional experience and expression

How we react when threatened, upset, angry, etc. Small role in olfactory response

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EXERCISE I... PERSONAL EXPERIENCE



PART 2





EMOTIONAL INTELLIGENCE

"EQ"

- 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



KNOWING ONE'S EMOTIONS: recognizing feelings as they happen

Domain I

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. <u>SELF-AWARE</u> 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 FO













- Appreciates independence in leadership Has lots of opportunity to learn and
- understand EQ
- Personal journey towards adopting EQ into leadership practices may take longer









- 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









- Easily recognizes feelings and emotions
- Is attracted to leaders who demonstrate empathy
- Appreciates a leader with strong EQ skills









- Lack of self-confidence
- Intimidated by perceived intelligence IQ
- Needs a leader with more EQ
- Already possess tendencies towards EQ

MANAGING EMOTIONS

Domain II

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



- "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.

ANGER



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



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



MOTIVATING ONESELF

Domain III

STAYING MOTIVATED... TO MASTER EMOTIONAL CONTROL

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

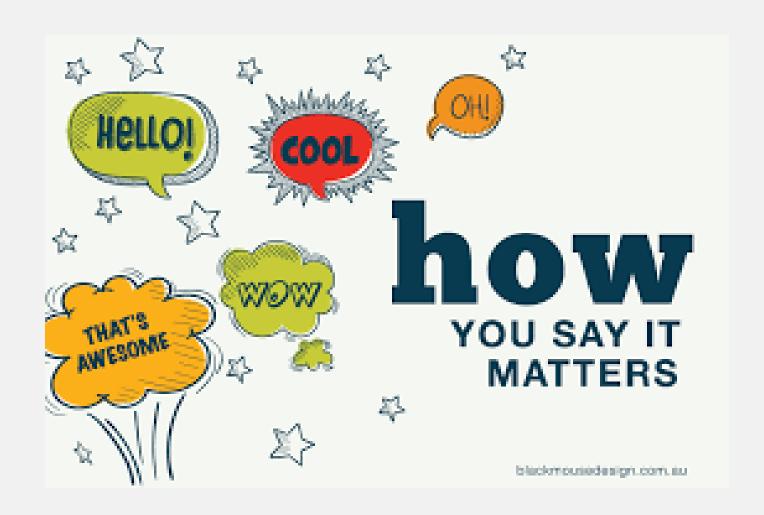
- To stay positive...work hard to muster feelings of enthusiasm and confidence, and maintain persistence in the face of setbacks
- Patience the Marshmallow Test
- Hope & Optimism
- Flow: state of self-forgetfulness; opposite of rumination and worry; the motivation to not quit!!

RECOGNIZING EMOTIONS IN OTHERS

Domain IV



WORDS VS. TONE OF VOICE





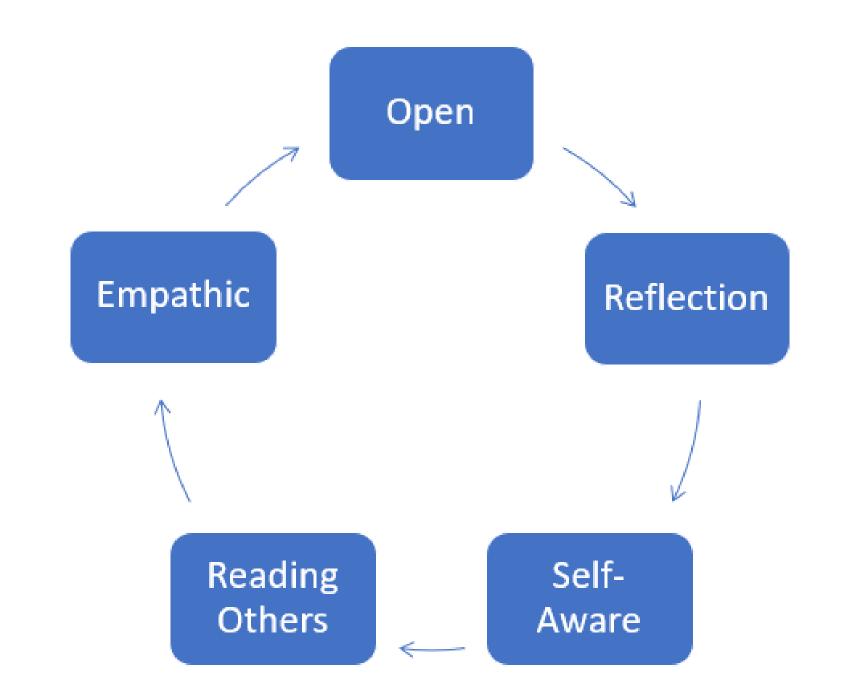


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NONVERBAL IS KEY

- 90% of communication is nonverbal
- Every behavior is a form of communication





DEVELOPING RELATIONSHIPS

Domain V

INTERPERSONAL INTELLIGENCE

- 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



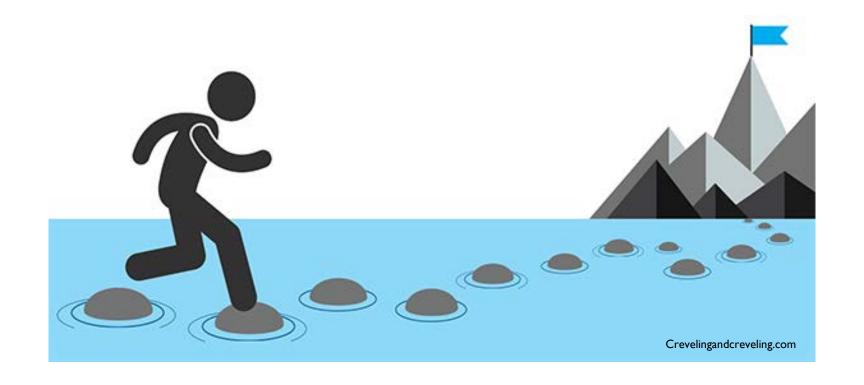
Meeting career goals



Happier relationships with partners



Stronger leadership skills



STEPPING STONES OF CHANGE: it's not easy



Q&A

hank hou!

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