

Capturing Optimal Work / Life Balance with Emotional Intelligence



Association for
Talent Development



ASSESSMENTS

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The Point of Leadership™

Emotional Intelligence

LeadershipCall.com

Presenter: Ed Hennessy

Ed is CEO of Leadership Call, LLC and provides Emotional Intelligence assessments, training, consultation, corporate workshops and certification in the EQ-i 2.0 Model of Emotional Intelligence. He is a Master Training Partner of Multi-Health Systems, a leading global provider of psychological assessments for over 25 years. Ed has a diverse career background as an Executive Recruiter with over 15 years experience working with Fortune 1000 companies, national level sales with an INC 500 company, and is a U.S. Army Veteran.



Ed Hennessy
Leadership Call, LLC



A Veteran Owned Business

Capturing Optimal Work / Life Balance with Emotional Intelligence

AGENDA

- **OVERVIEW OF EMOTIONAL INTELLIGENCE**
- **THE EQ-i 2.0 MODEL, COMPOSITES, & SKILLS**
- **UNDERSTANDING EMOTIONAL PATTERNS**
- **A GUIDE TO LIFE / WORK BALANCE**
- **EI SKILLS THAT SUPPORT A LIFE / WORK BALANCE**
- **EI SKILL STRATEGIES**
- **PLAN TO USE EI SKILLS TO IMPROVE LIFE / WORK BALANCE**

Emotional Intelligence & Life / Work Balance



Harriet

EQ-i 2.0 Model of Emotional Intelligence



EQ-i^{2.0}
assess. predict. perform.



- Based on the Bar On Model of EI & world's first scientifically validated measure of emotional intelligence with over 25 years of research.
- Used in clinical, medical, educational, corporate and research settings (Level B Instrument)
- Recognized by:
 - American Psychological Association
 - American Educational Association
 - National Council on Measurement in Education

EQ-i 2.0 Model & Measures:

A set of Emotional & Social Skills that ...



EQ-i 2.0
assess. predict. perform.

Cope with challenges

Use emotional information in effective & meaningful ways



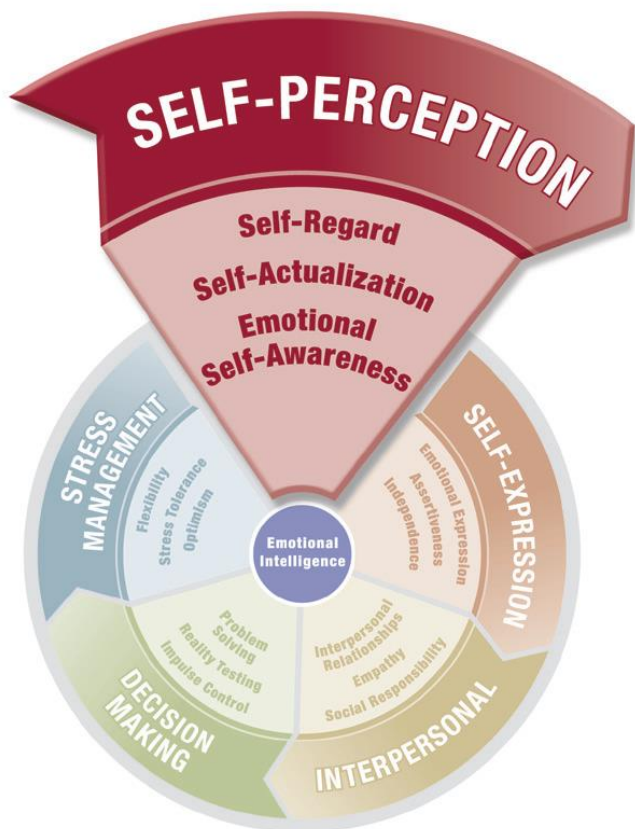
Influence the way we perceive & express ourselves

Develop & maintain social relationships



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assess. predict. perform.

EQ-i 2.0 Model Of Emotional Intelligence



Self-Perception

Presentation Skills & Self Confidence
Energizing & Able to reach your Audience
Passion & Commitment
Goal & Action Oriented
Influencing Action
Mindful
Self Improvement





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EQ-i 2.0 Model Of Emotional Intelligence



Self-Expression

Assertiveness in Non-Offensive Manner
Authentic Communication: Alignment of Verbal & Non-verbal Expression
Stays Curious
Follow Through
Persuasive
Self Reliance



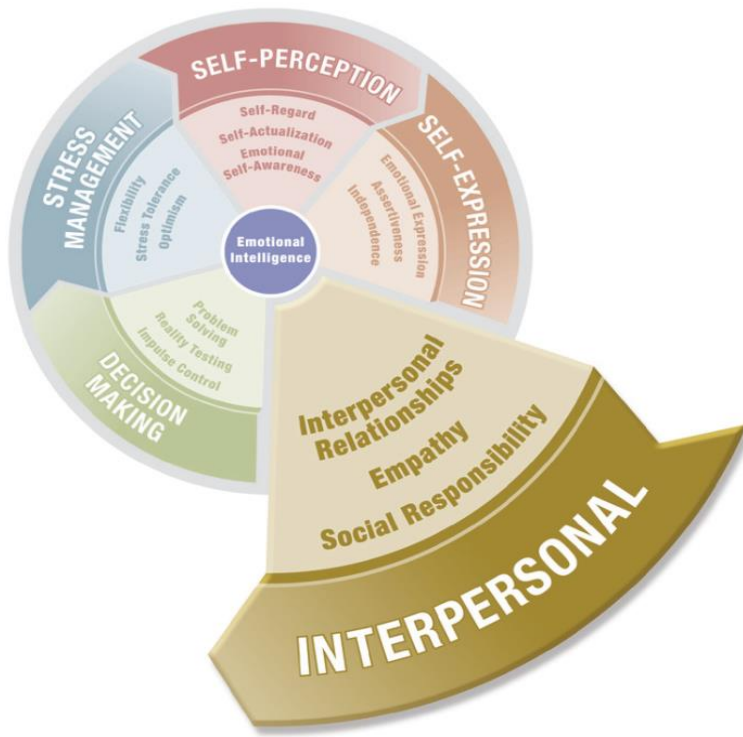
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EQ-i 2.0 Model Of Emotional Intelligence



Interpersonal
Values Relationships
Influence Decision Making Process
Listening Skills
Resonance
Commitment to Serve
Trust, Compassion & Respect



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EQ-i 2.0 Model Of Emotional Intelligence



Decision Making
Problem Solving
Objection Handling
Impulse Control
Organizational Skill
Seeing multiple perspectives
Effective Questioning Skills



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EQ-i 2.0 Model Of Emotional Intelligence



Stress Management

Resiliency

Positive Attitude & Hopeful

Calm

Adaptability

Influence

Open to new ideas

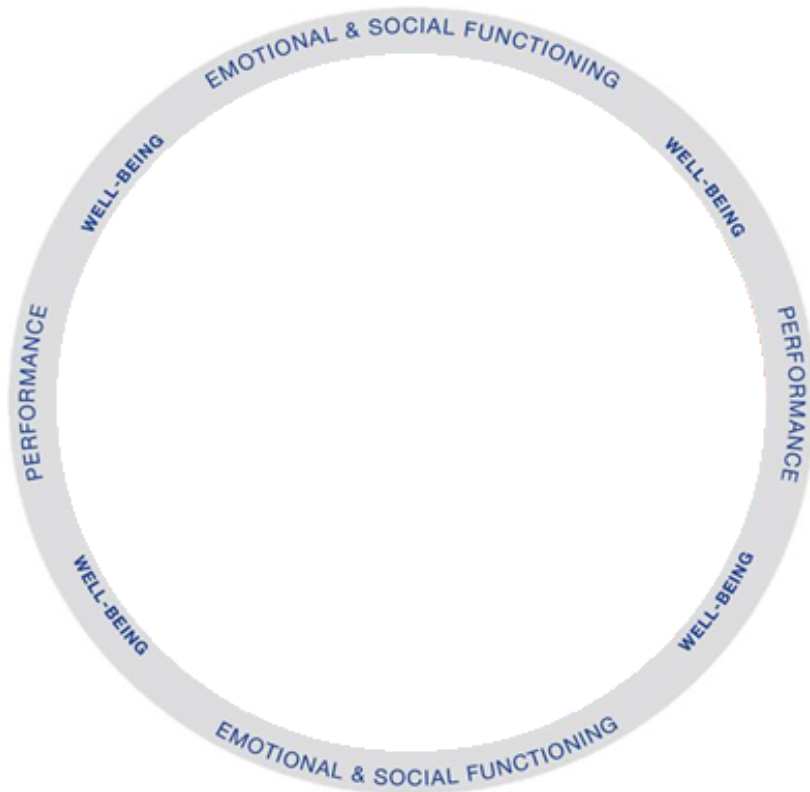


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EQ-i 2.0 Model Of Emotional Intelligence



Well Being-Happiness

Displays a healthy level of Well Being
Pleasant to be around
Enthusiastic about life in general
Amplification in other EI skills



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EQ-i 2.0 Model Of Emotional Intelligence

Self Regard

Self Actualization

Optimism

Interpersonal Relationships



Well Being

Understanding Emotional Patterns

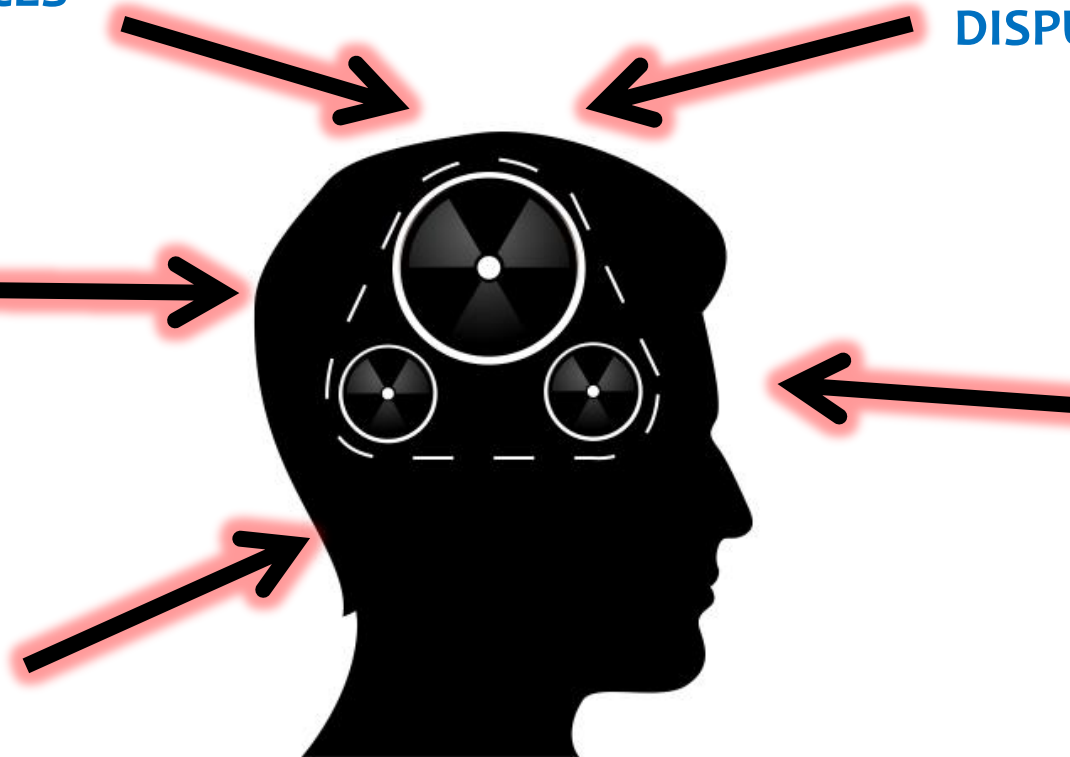
CONSEQUENCES

DISPUTE/DISGARD

BELIEFS

EFFECTS

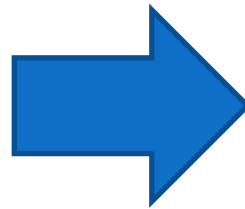
ACTIVATE



Dr. Albert Ellis, Internationally recognized as the Father of Rational Emotive Behavior Theory & Therapy, THE EQ EDGE

Connecting Emotional Intelligence to a Life / Work Balance

EI



Courtesy Freedigitalphotos.net

Connecting Emotional Intelligence to a Life / Work Balance

Keep work in perspective & prioritize

Temper unrealistic expectations

Question: Does multi tasking impact performance?

Keep work in perspective & prioritize

Temper unrealistic expectations



Multitasking can reduce productivity by approximately 40-percent!

Rubinstein, J. S., Meyer, D. E. & Evans, J. E. (2001). Executive Control of Cognitive Processes in Task Switching. *Journal of Experimental Psychology: Human Perception and Performance*,

Emotional Intelligence & Life /Work Balance

Keep work in perspective & prioritize

Work is an essential component for leaders in organizations. Nevertheless, it should not consistently overtake other responsibilities.

Use **Reality Testing** skills to maintain an objective view of your schedule and your various obligations (professional and personal).



Reality Testing Strategies

1. Do you think factually or do you allow emotions to cloud your judgment
2. Ensure that your perspective is validated by alternate sources of information
3. Practical actions or ideals

Emotional Intelligence & Life /Work Balance

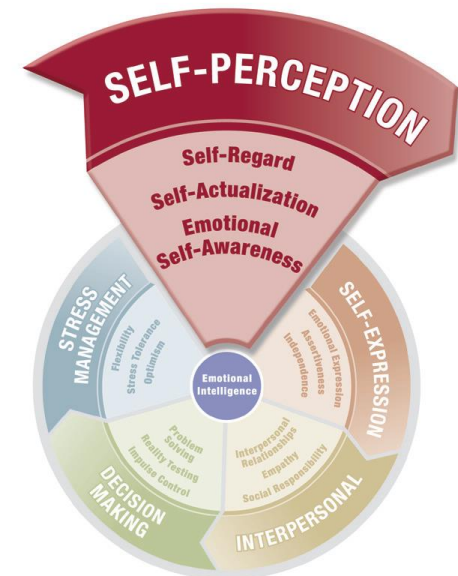
Temper unrealistic expectations

Leaders are only capable of taking on so much before physical and emotional resources deplete.

Use **Emotional Self-Awareness** to gauge emotional reactions which can serve as a trigger to adopt a more efficient/streamlined schedule.

Emotional Self Awareness Strategies

1. Identify emotional trigger points /impulsivity
2. Clarify emotions –mindfulness – (Anxious or Angry)
3. What is your emotional impact on others?



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Set boundaries and leave work at the office

When work continually encroaches on a leader's personal life, quality of life suffers to the detriment of Happiness.

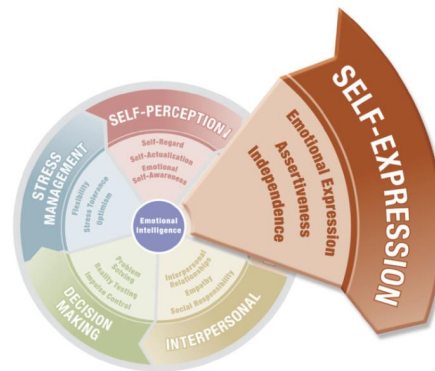
Use **Assertiveness** to ensure that discontent with work volume is vocalized as much as appropriate, and implement **Flexibility** to secure breaks at lunch and in the evenings/weekends.

Assertiveness Strategies

1. Pattern Analysis
2. Body Language / Tone
3. Prepare / Rehearse

Flexibility Strategies

1. What emotions do you experience
2. Manage expectations
3. Focus on the benefit (opportunity vs challenge)



Emotional Intelligence & Life /Work Balance

Delegate

Harness the power of delegation; assign tasks to your team to alleviate the burden of competing deadlines.

Leverage **Interpersonal Relationships** to identify those who can shoulder some obligations, or those who need exposure or development in a particular task, and use **Flexibility** to ensure fair distribution of work.

Interpersonal Relationship Strategies

1. Build more trust
2. Establish Coaching Relationship or Add to it
3. Increase your accessibility & approachability

Flexibility Strategies

1. Examine current delegation activities- opportunity to increase
2. Brainstorming for new ideas on workflow/process
3. Identify sticking points / Comfort Zone



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Change your mindset

"Individuals with the highest levels of optimism have twice the odds of being in ideal cardiovascular health compared to their more pessimistic counterparts"



Courtesy Freedigitalphotos.net

Lead Author Rosalba Hernandez, a professor of social work at the University of Illinois. "Data for the study were derived from the Multi-Ethnic Study of Atherosclerosis, an ongoing examination of subclinical cardiovascular disease that includes 6,000 people from six U.S. regions."

Emotional Intelligence & Life /Work Balance

Change your mindset

Leaders frequently feel compelled to shoulder a great deal of responsibility to achieve the strategic vision of the organization.

Use **Problem Solving** to alleviate strain, and leverage **Optimism**

Problem Solving Strategies

1. Identify common emotions experienced -Impact
2. Ask a trusted colleague for perspective on current challenges
3. Rule of 7, Time Frame, additional alternatives

Optimism Strategies

1. Perspective – temporary or permanent
2. Self Talk
3. Goal Adjustment (Required vs Stretch)



Connecting Emotional Intelligence to a Life / Work Balance

Perspective

According to a research at Cambridge University, it doesn't matter in what order the letters in a word are, the only important thing is that the first and last letter be at the right place. The rest can be a total mess and you can still read it without problem. This is because the human mind does not read every letter by itself, but the word as a whole.

Emotional Intelligence & Life /Work Balance

Meditate & Exercise

We now receive five times as much information every day as we did in 1986. But that pales into insignificance compared with the growth in the amount of information we churn out through email, twitter, social networking sites and text messages.

Every day the average person produces six newspapers worth of information compared with just two and a half pages 24 years ago – nearly 200-fold increase.

Dr Martin Hilbert, University of Southern California



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Meditate and Exercise

When pressure mounts, leaders often focus their priority on achievement and neglect their well-being.

Meditation and exercise boost **Stress Tolerance** and **Optimism**, both of which help you to refocus attention and manage competing priorities.

Stress Tolerance Strategies

1. Identify what you control
2. Be willing to revise priorities
3. Monitor your initial reaction to new requirements

Optimism Strategies

1. Past Success
2. Focus
3. Visualization

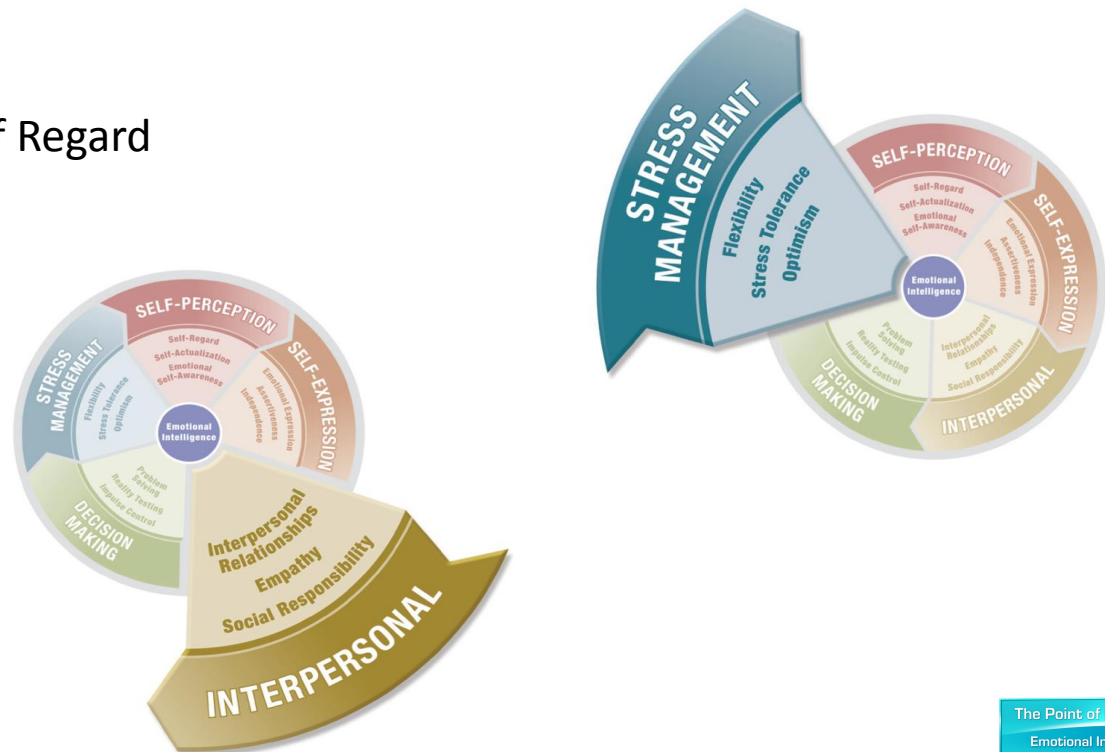


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Ensure proper rest and community engagement

Use **Flexibility** to ensure you receive proper rest/downtime to help reframe challenging situations, and leverage **Interpersonal Relationships** and **Social Responsibility** to participate in community engagements that buffer the effects of competing priorities.

1. Leave it alone
2. Reframe your beliefs / Self Regard
3. Give your time or talents



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Indulge in your passions

Leaders devoid of hobbies or extra-curricular activities are not well-rounded, which can prevent a holistic or alternative view of the organization.

Use **Independence** and **Self-Actualization** to identify interests and engage in these pursuits.

1. What time do you have set aside for just you?
2. Pursuit of meaning / non work related fulfillment
3. Happiness/Celebration



Emotional Intelligence & Life /Work Balance

Keep work in perspective & prioritize - Reality Testing

Temper unrealistic expectations – Emotional Self Awareness

Set boundaries and leave work at the office – Assertiveness & Flexibility

Delegate – Interpersonal Relationships & Flexibility

Change your mindset – Problem Solving & Reality Testing

Mediate & Exercise – Stress Tolerance & Optimism

Ensure proper rest & community engagement – Flexibility, Interpersonal Relationships and Social Responsibility

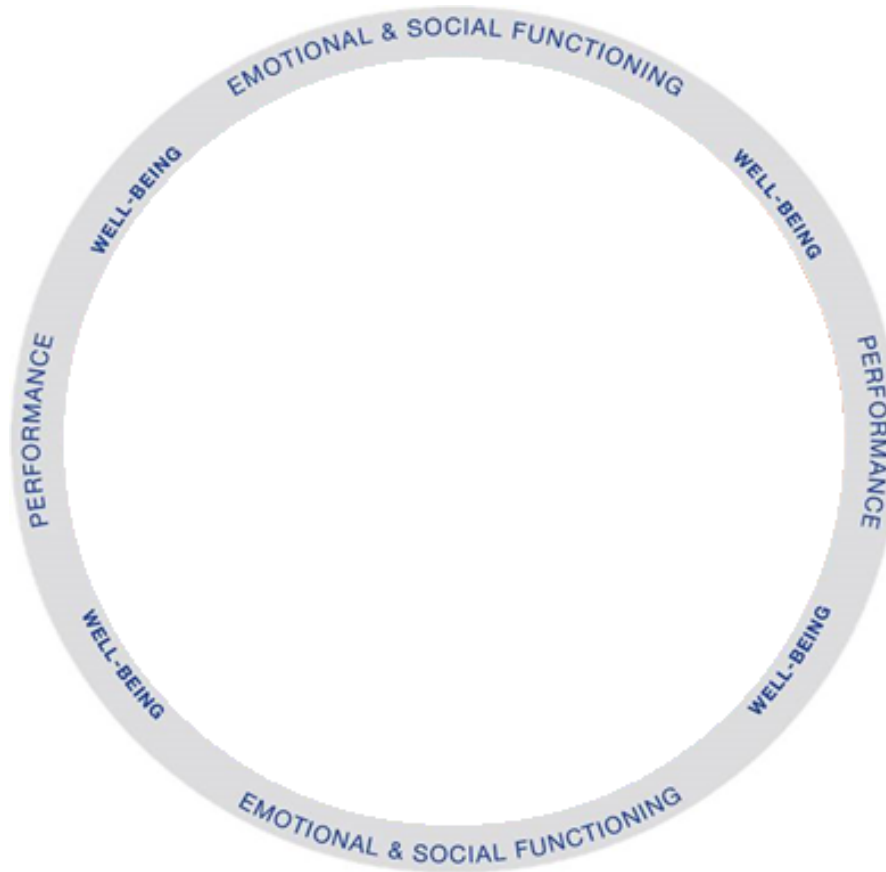
Indulge your passions – Independence & Self Actualization

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Key Factors



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Temper Unrealistic Expectations:
Development Skill: Emotional Self Awareness

1. Relevance & Benefit
2. Repetition & Accountability (A,B,C,D,E)
3. Time
4. Our EQ is dynamic/ Professional Development

Emotional Intelligence & Life /Work Balance Action Plan

Action Plan:

Goal- Increase my use of Emotional Self Awareness to recognize those times (emotional patterns) where I am taking on to much or embracing unfeasible demands. My goal in doing this is to adopt a more efficient and streamlined schedule. Benefit? (More time to..)

Time Opportunity / Time Frame – In meetings over the next 6 months.

EI Skills In Action - What can Harriet do? What does it look like in real life?

(Identify emotional trigger points /impulsivity , Clarify emotions –mindfulness – (Anxious or Angry) , What is your emotional impact on others?)

Measure of Success- New Openings in schedule, Less Stress, Renewed Health

Support and Resources- Commitment from all involved, Accountability /Coaching Partner, Additional Information (THE EQ EDGE, Assessments)

Potential Barriers- Time, Distance, Language, Culture, History

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Final Thought

Performance = Potential – Interference

Life Balance



- What Matters Most ?
- Who Matters Most ?
- When Matters Most ?
- Where Matters Most ?

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assess. predict. perform.

- ✓ Understanding of Emotional Intelligence EQ-i 2.0, Composites, and EI skills
 - ✓ Understanding Emotional Patterns
 - ✓ A Guide to Life / Work Balance
 - ✓ EI Skills that Support Life / Work Balance
 - ✓ EI Skill Strategies
 - ✓ Plan to use EI skills to improve Life / Work Balance
-
- ✓ If you would like more information on Emotional Intelligence, Please call to schedule a complimentary and no obligation EQ-i exploratory session.

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Thank you !



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The Point of Leadership™

Emotional Intelligence

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