EMOTIONAL QUOTIENT (EQ)

Life choices, grit, communication tools and opportunities
By a show of hands, have you ever been misunderstood?

The Supervisor: Get it done, safely please

The Employee: Get it done
Often, the message is subjective…
What did the message mean to each?

The Supervisor: Get it done, safely (which means follow all of the rules)

The Employee: Get it done (which means the work is done and they are not hurt)
Emotional quotient (EQ), derives from emotional intelligence (EI), it is a measurement of a person's ability to monitor his or her emotions, to cope with pressures and demands, and to control his or her thoughts and actions.

The ability to assess and affect situations and relationships with other people also plays a role in emotional intelligence. This measurement is intended to be a tool that is similar to intelligence quotient (IQ), which is a measurement of a person's intellect.

There is much debate surrounding EQ, primarily because there is no standard agreed-upon measurement.
Grit: Expert Infantryman Badge

- 25 miles, 70 lbs. (including rifle)
- 12 Miles, 37 qualifications
Did the child become emotional?
Did the message (SOP) convey the intent?

- Did progress initially go as planned?
  - Over budget & over schedule
- Was the job completed efficiently?
  - Bread was indeed harmed in the making of this sandwich
- Was there a high level of feedback and coordination?
  - No… but so as to make a point about the SOP
- Did the young man become upset?
  - Do our teammates sometime become frustrated?
How would we rate ourselves?

Awesome score

<table>
<thead>
<tr>
<th>Skills</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self Awareness</td>
<td>60%</td>
</tr>
<tr>
<td>Self Control</td>
<td>90%</td>
</tr>
<tr>
<td>Building Relationships</td>
<td>50%</td>
</tr>
<tr>
<td>Awareness of Others</td>
<td>30%</td>
</tr>
</tbody>
</table>
How would some else rate you?

Are you approachable?
Do you speak to others or at them?
Do you balance mission accomplishment with humanity?
## How do people best communicate?

<table>
<thead>
<tr>
<th>Baby Boomers</th>
<th>Generation X</th>
<th>Generation Y</th>
<th>Millennials</th>
<th>The future</th>
</tr>
</thead>
<tbody>
<tr>
<td>Write me a memo</td>
<td>Call me</td>
<td>Lets chat online</td>
<td>You could Facebook me but its faster to text</td>
<td>I already know, everything</td>
</tr>
</tbody>
</table>

### How the young view us

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Who is in charge?

- The whole brain is required to process EQ functions
- The core contains fight or flight elements
- Hypothalamus
Who is in charge?

- You take a call from an old friend
- Glass shatters at home, at midnight
- Performance reviews
The “Gap”

Carefully consider that moment when input ends… you have an opportunity to **win or fail** with your response.
Triggers, cause pendulum movement
Do you know what triggers YOU?

- Upset
- Scared
- Blaming self
- Blaming others
- Angry
- Fearful

Said another way… the gap
Which mode: Fight or flight?
How do you bring EQ together

You

Org

EQ

Others
A single message has many meanings

Let's divide this group into groups:
Green, (Marshalls)
Yellow (Everyone else)
Red (Jonny)
Blue (Doc)

How would each group feel in the following situations?
“I’ll be your huckleberry”
Let's schedule a meeting!
Ok Emily, its bedtime
Your Spouse: Can you take out the trash?

What they see

What I see

IF YOU LOVE ME PROVE IT

Somehow, we must meet in the middle
Oil prices are down from 2008-2015

Oil prices mean different things to different people.

The general population enjoys low oil prices.
Lake Oroville Dam damage
A wedding ring
Success or defeat?

114,000,000 viewers
Some people panic, some cheer

When you walk into the room, what do people think? Does your personal brand represent something positive or negative to others? Are you aware?
What is the missing link to effectiveness?

When emotional intelligence first appeared to the masses in 1995, it served as the missing link in a peculiar finding: people with average IQs outperform those with the highest IQs 70% of the time.

Why? Because of soft skills, EQ and their personal brand.

https://www.forbes.com/sites/travisbradberry/2014/01/09/emotional-intelligence/#703a05aa1ac0
High emotional recognition was linked to a higher salary, even after controlling for salary-bumping factors like age, gender, education, work experience and work hours.

The link between emotional intelligence and earnings is so direct that every point increase in emotional intelligence adds $1,300 to an annual salary.¹
Skill sets must be well rounded

- You may be skilled
- You might have great ethics
- You might have great people skills…

But do you have ALL of the above skills?

Competency (Technical skills)
- Skills
- Abilities

Character (fits the organization)
- Morals inherent to yourself
- Morale brought to the table

Chemistry (with the organization)
- EQ
- Flexibility
Can I improve my EQ?

- Emotional intelligence, is a flexible set of skills that can be acquired and improved with practice.
- Although some people are naturally more emotionally intelligent than others, you can develop high emotional intelligence even if you aren’t born with it.
What happens to a team over time?

A 2012 Study in Turkish healthcare:

- Being in constant interaction with the same people in the same environment for a long time may result in emotionally advanced thoughts, feelings, and behaviors.

- When the relationship between the marital status of the participants and their emotional intelligence was examined, we observed that married people had more emotional intelligence than singles.

- Indeed, an individual who thinks that he/she is given value and earns a deserved level of wages is expected to feel more comfortable in terms of his/her job.

- Why?

“I think you probably known this deep down inside. You have an opportunity to make a substantial difference in (your employees life). And in the lives of (others) you manage. There is probably no other person who is doing to do as much to determine these people’s sense of accomplishment and peace of mind.”
Takeaway resources

- Watch a 60 second video clip, and then write down what the message meant or could have meant to each person receiving the message
- Buy and read books such as:
  - Emotional Intelligence 2.0
  - Take a EQ test
  - Take a EQ class online
  - Practice placing yourself in someone else's shoes
What questions do you have?

For follow up information, contact

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