THE Awakened CEO System

Office Hours

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Welcome to Office Hours

- A relaxed, informal mentoring program
- Held every Monday at Noon Pacific Time
- All recordings, slides, and exercises are archived in our member's area
- All recordings are available on my YouTube channel: www.YouTube.com/user/PaulHoyt

The Reasons

- Being a successful small business owner can be a great experience!
- It's tough - you need Education, Training, Tools, and Team to be successful
- We want you to get to know us

The Reasons

- First and most importantly, we want you to know that we care about you.
- We want you to succeed in every area of your life, whatever that means to you.
- We want you to find the **greatness**, the **happiness**, the **divinity** within yourself, and then remember it, embrace it, and live it every day.

Our Passion

To increase the survival rate...

Accelerate the growth rate...

And reduce the struggle rate
of businesses in America

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Our Vision...

To help millions of CEOs and Entrepreneurs accelerate their business growth and enjoy greater harmony and balance in their lives

Please Pass the Word!

Office Hours Agenda

- In depth discussion of a business success principle
- Closing remarks, special offers, and invitation for next weeks session
- Open Q&A and coaching

Join Us!

- The Awakened CEO Communities on both LinkedIn and Facebook
- Business Success Principle of the Day postings on both Facebook and LinkedIn
- Energy of the Day posting on Facebook

During the Call...

- Make comments, ask questions, share insights and “takeaways”
- Goal: 20 comments and likes in Facebook group

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THE Awakened CEO Conversation

- An Interactive Webinar, with special guest
- Wednesday, October 21st, 6pm PST
- Watch your emails for signup information

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Today's Topic:

Emotional Intelligence: The Secret of Effective Leadership

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The Key Performance Areas

MARKETING

PRODUCT DEVELOPMENT

OPERATIONS & ADMINISTRATION

FINANCIAL MANAGEMENT

SALES

SERVICE & DELIVERY

LEADERSHIP

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The Key Performance Areas

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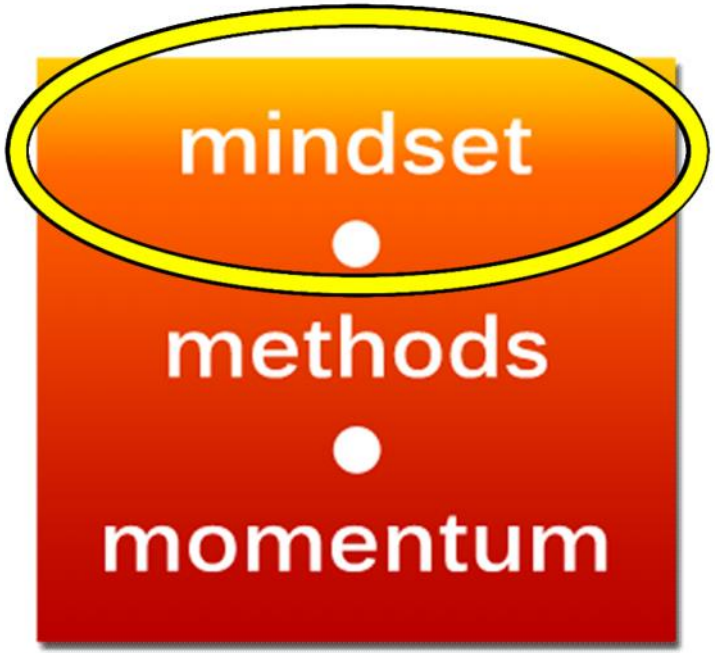

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Agenda

- What is Emotional Intelligence?
- Models of Emotional Intelligence
- EI and Job Performance
- EI and the Brain
- Improving your Emotional Intelligence
- EI and Personal Growth
- The Bottom Line

What is a Emotional Intelligence?

- Termed coined at Yale University in 1990
- “Emotional intelligence (EQ) is the ability to identify, use, understand, and manage emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges, and defuse conflict.”

  - Helpguide.org

What is a Emotional Intelligence?

- "If you have high emotional intelligence, you are able to recognize your own emotional state and the emotional states of others, and engage with people in a way that draws them to you. You can use this understanding of emotions to relate better to other people, form healthier relationships, achieve greater success at work, and lead a more fulfilling life."

Modes of Intelligence

- **Cognitive Intelligence** relates to a person's ability to learn, understand, and apply information in a meaningful way.
- **Emotional Intelligence** relates to how a person recognizes emotions in himself or herself and others, and manages these emotional states to work better with others.

Models of Emotional Intelligence

- Ability model
- Trait model
- Mixed model

The Ability Model

- Perceive Emotions
- Use Emotions
- Understand Emotions
- Manage Emotions

- Salovey and Mayer (Yale)

Trait Model

- Well Being: Healthy and Strong
- Warm and Sociable
- Self-Control
- Focused and Determined

Mixed Model

- Self-awareness
- Self-regulation
- Social skills
- Empathy
- Motivation

- Daniel Goleman

The EQ Map

	Recognition	Regulation
Personal Competence	Self-Awareness	Self-Management
Social Competence	Social Awareness	Relationship Management

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	Recognition	Regulation
Personal Competence	**Self-Awareness** ✓ Self-confidence ✓ Awareness of your emotional state ✓ Recognizing how your behavior impacts others ✓ Paying attention to how others influence your emotional state	**Self-Management** ✓ Getting along well with others ✓ Handling conflict effectively ✓ Clearly expressing ideas and information ✓ Using sensitivity to another person's feelings (empathy) to manage interactions successfully
Social Competence	**Social Awareness** ✓ Picking up on the mood in the room ✓ Caring what others are going through ✓ Hearing what the other person is "really" saying	**Relationship Management** ✓ Getting along well with others ✓ Handling conflict effectively ✓ Clearly expressing ideas/information ✓ Using sensitivity to another person's feelings (empathy) to manage interactions successfully

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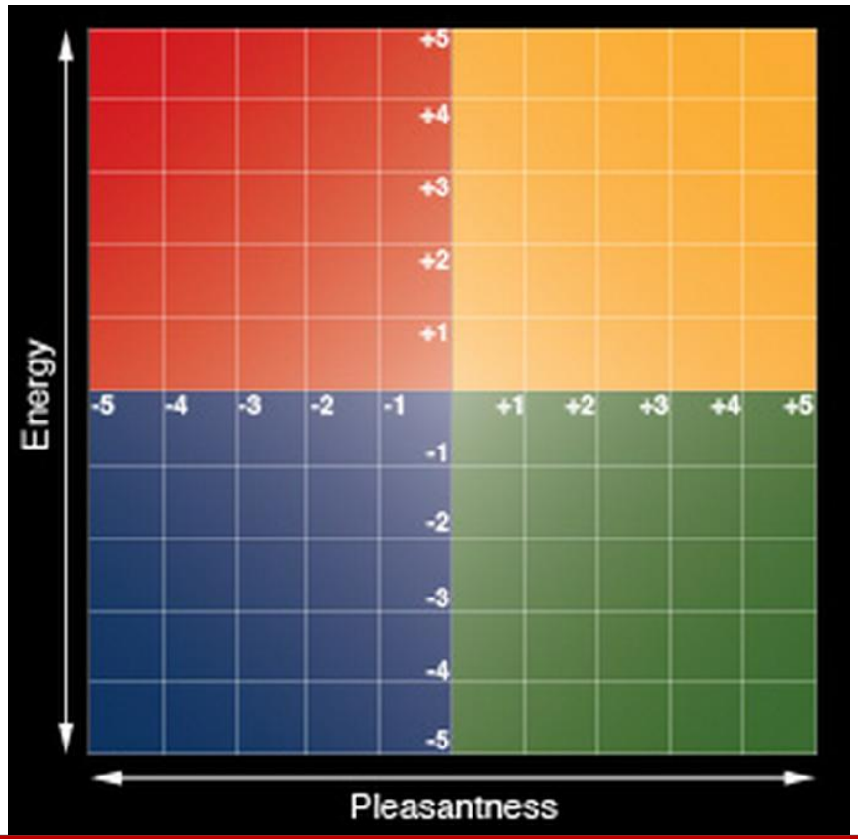
Basic EI Tools

- The Mood Meter
- The Ruler Skills

Marc Brackett, Yale University

The Mood Meter



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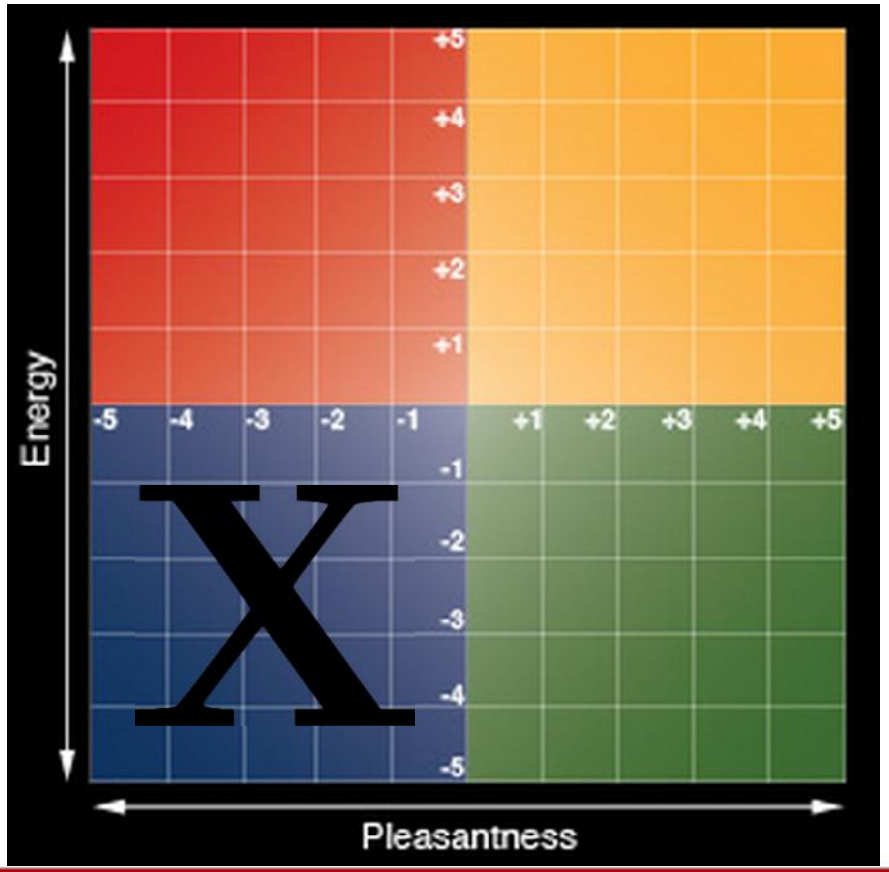
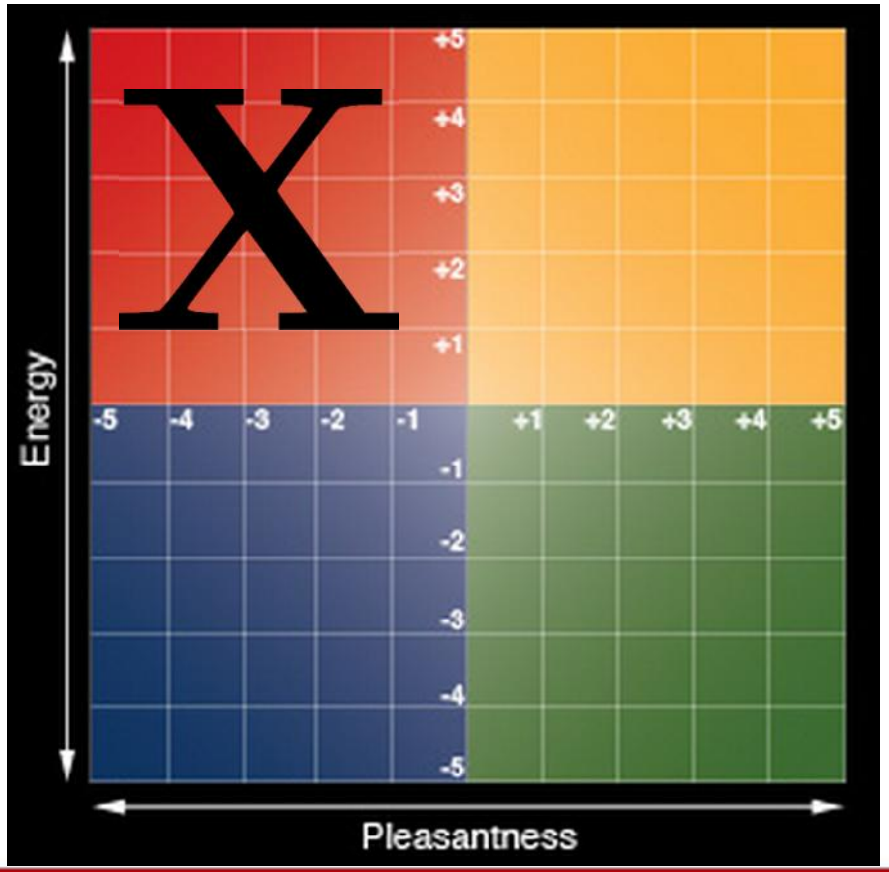
The Mood Meter

- Sad
- Bored
- Melancholy
- Tired



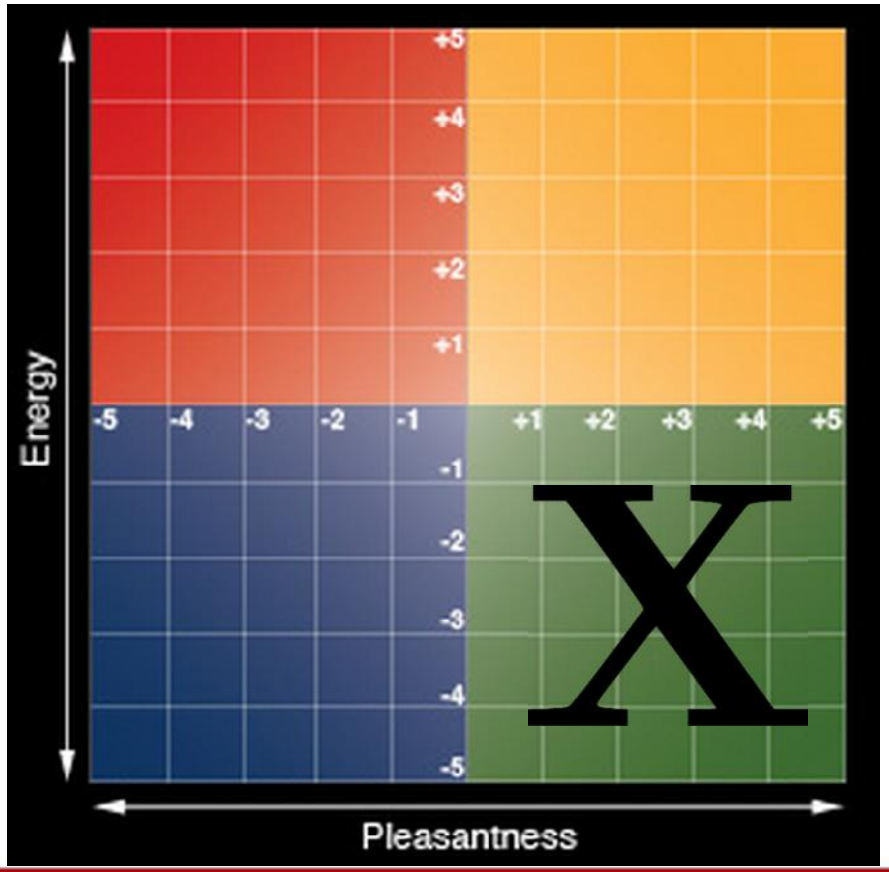
The Mood Meter

- Afraid
- Angry
- Annoyed
- Agitated
- Anxious



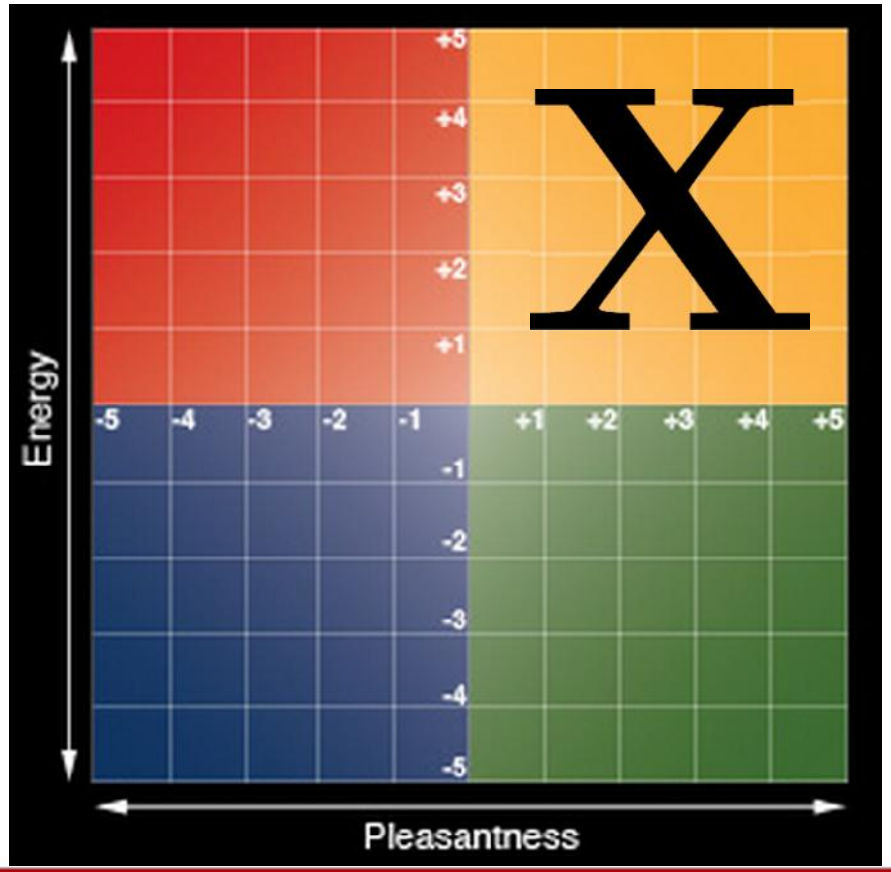
The Mood Meter

- Relaxed
- Contented
- Serene
- Peaceful



The Mood Meter

- Happy
- Joyful
- Excited
- Ecstatic



Awareness Questions

- Where are you on the Mood Meter?
- What caused you to feel this way?
- What word best describes your current feeling?
- How are you expressing this feeling?
- Given how you feel, what strategy will you use?

The Ruler Skills

- **Recognizing** emotions in self and others
- **Understanding** the causes and consequences of emotions
- **Labeling** emotions accurately
- **Expressing** emotions appropriately
- **Regulating** emotions effectively

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Variations in Emotional Experience

- How quickly emotions are felt
- How deeply emotions are felt
- How enduring are the emotional states

My Experience

My Experience

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High EI and Life Experience

- Well Being: Healthy and Strong
- Warm and Sociable
- Self-Control
- Focused and Determined

EI and Job Performance

- A positive correlation has been found in some studies, but not in all
- Emotional Intelligence becomes more important as the importance of Cognitive Intelligence decreases
- If a job doesn't require "Emotional Labor", then EI isn't that important

EI and Job Performance

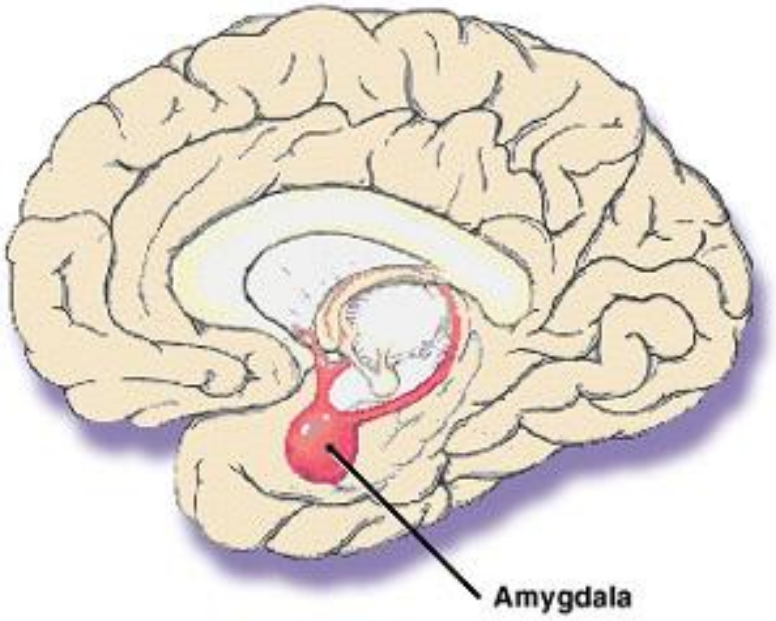
- Negative correlation occurs when the job requires focus and attention and solo efforts
- The more highly specialized and independent the job, the less EI matters
- The more the job requires leading others and teamwork, the more EI matters

High EI Jobs

- Customer service
- Caregivers
- Sales
- Leaders

Very High Emotional Intelligence

EI and the Brain



EI and the Brain

- Basal Ganglia – Habits
  - Evolved first, most powerful
- Amygdala – Emotions
  - Evolved next, very powerful
- Pre-frontal Cortex – Cognition
  - Evolved last, least powerful

EI and the Brain

- Very strong habits override everything
- Strong emotions override logic
- We only think effectively when habits and emotions are in check …
- … or when thinking is perceived to be the only way to escape a dangerous situation

EI and the CEO

- Customer service ✓
- Caregivers ✓
- Sales ✓
- Leaders ✓

Improving Your EI

- Ask others how they feel
- Study personality and mindset differences
  - Meyers-Briggs
  - DISC
  - Enneagram
  - Thinking Styles
- Study and practice dialog and conflict resolution methodologies

Improving Your EI

- Practice self-assessments
- Practice self-control
  - Breathing
  - Counting to ten
  - Walking away
- Practice changing your mood and your perspective

Improving Your EI

- Hang around people who have a high EI
- Limit your time around people who have a low EI
- Meditation

EI and Personal Growth

- Increasing EI is an essential and large part of Personal Growth
- To me, Personal and Spiritual Growth is even more...
- ... it goes way beyond competence and effectiveness

The Bottom Line

- Focus on your Emotional Intelligence
- Find ways to improve your Emotional Intelligence
- Encourage those around you to do the same
- Get a coach to help you

Agenda

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Homework

- Take time to reflect on your own Emotional Intelligence and that of others in your life
- Think about the value of increasing your own Emotional Intelligence
- Work diligently, every day, to learn and grow and become the best person you can be

Open Q & A and Coaching – in a minute

- Comments and questions on the topic of the day, then any other issues
- Tell me what your biggest “take-aways” are and what insights you gained from this presentation
- Tell me what you are going to focus on

Our Support Services

Service	Teach You	Do It With You	Do it For You
Education	X		
Training	X		
Coaching	X		
Advising / Mentoring	X	X	
Consulting		X	X
Growth Management		X	X

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