



## **LEADING FROM WITHIN EMPOWER YOUR LEADERSHIP WITH EMOTIONAL INTELLIGENCE**

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## TRAINER: BRANDON JONES, M.A.

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- B.A. in Sociology from the University of Minnesota, a Masters in Community Psychology from Metropolitan State University, and a Masters in Psychotherapy (MFT) from Adler Graduate School
- 2013 Bush Foundation Leadership Fellow, '23 Culture of Health Leadership Institute for Racial Healing Fellow, '23 New Leadership Council Fellow

## MY GOAL FOR TODAY



- My only Goal of the day is to get you to **Shift** your **Lens**
- Expand your **Worldview**
- **Disrupt** Your Current Thought Process.
- Provide some **Context**

## SUSTAINABLE WELLNESS

- Sense of Social Support
- Sense of Meaning and Purpose
- Sense of Effectiveness
- Ultimately, Sustainability is being Proactive with your selfcare.



# - Wellbeing Wheel -



## Dimensions:

### Environment:

- Personal Environment
- Relationship with Nature
- Global Environmental Health

### Health:

- Diet & Nutrition
- Physical Activity
- Sleep
- Thoughts & Emotions
- Stress Mastery

### Relationships:

- Personal Relationships

### Security:

- Safety
- Facing Fear
- Relationship to Money

### Purpose:

- Life Purpose
- Spirituality

### Community:

- Community Wellbeing

additional resources available at <https://www.takingcharge.csh.umn.edu/what-wellbeing>

created by Dr. Mary Jo Kreitzer, *used with permission*

From the U of M Center for Spirituality and Healing Center

## DEFINING WELLBEING

Wellbeing is a state of balance or alignment in body, mind, and spirit. In this state, we feel content, connected to purpose, people, and community; peaceful and energized; resilient and safe.

Wellbeing

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IT'S HAPPENING...

**GETTING PREPARED FOR  
THE NEXT NORMAL**

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# INTRODUCTION TO EMOTIONAL INTELLIGENCE

- Definition: Emotional Intelligence (EI) is the ability to understand and manage your own emotions and those of others.

## Key Points:

- EI is critical for effective leadership.
- EI involves self-awareness, self-regulation, motivation, empathy, and social skills.

# EMOTIONAL INTELLIGENCE

Your ability to recognize and understand emotions in yourself and others, and your ability to use this awareness to manage your behavior and relationships.

Drs. Travis Bradberry and Jean Greaves

Emotional Intelligence 2.0

**WOBI**

World of Business Ideas



# EMOTIONAL AND SOCIAL INTELLIGENCE

BEING ABLE TO MANAGE YOUR THOUGHTS, SPEECH, ACTIONS, EMOTIONAL RESPONSES, AND PERCEPTIONS.

“

*Emotional intelligence is the “something” in each of us that is a bit intangible. It affects how we manage behavior, navigate social complexities, and make personal decisions that achieve positive results.*

Travis Bradberry & Jean Greaves, 2009

PositivePsychology.com

## IMPORTANCE OF EI IN LEADERSHIP

### Why EI Matters:

- Enhances decision-making
- Improves communication
- Builds stronger relationships
- Fosters a positive work environment

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# WHAT IS EMOTIONAL INTELLIGENCE

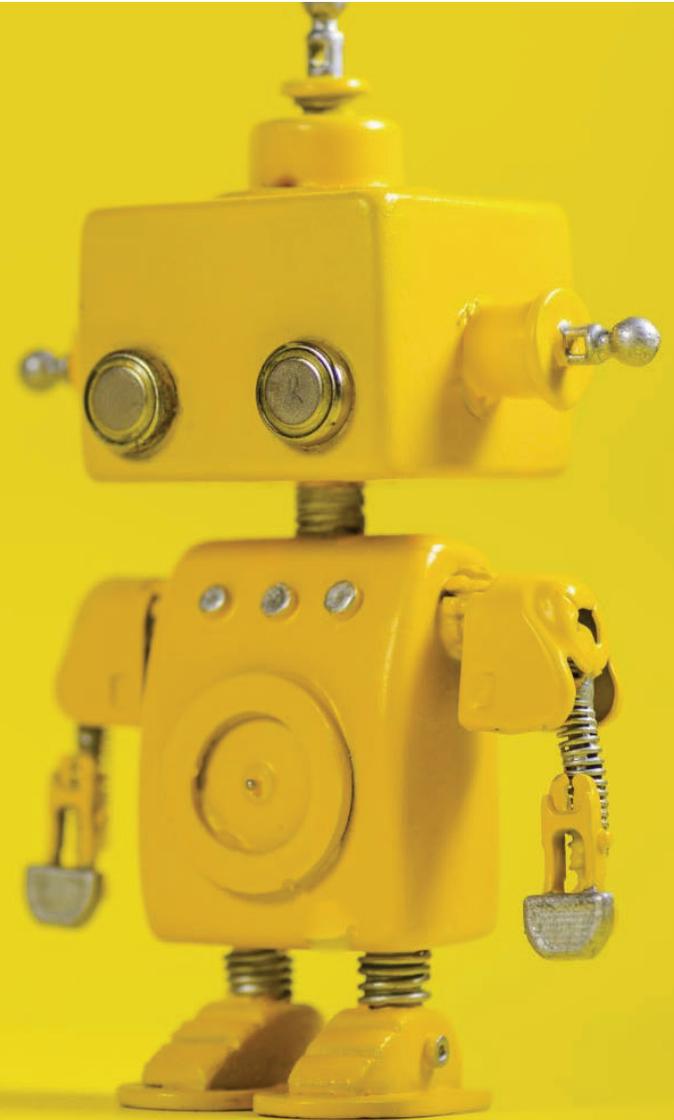
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**Recognizing, understanding, expressing and managing your emotions and the emotions of others.**

- Understanding your own emotions
- Picking up on others' cues
- Managing your responses/reactions to others
- Being appropriate in social situations
- Developing relationships
- Treating others well
- Helping others manage their emotions

## EMOTIONAL INTELLIGENCE IS NOT.....

- Being smart
- IQ
- Controlling others' emotions
- Manipulating others
- Extroversion
- Introversion
- Just being nice
- Suppressing emotions
- Giving free rein to emotions
- Attempting to be a robot
- Being passive





# EMOTIONS, MOODS, FEELINGS

What is an emotion?

Why is it valuable to understand what you are feeling?

Why is it important?

How do feelings affect your mood?

*Our emotions and moods can be contagious*

# DEFINING EMOTIONS, MOOD, AND FEELING

Definitions:

- **Emotion:** a mental state that arises spontaneously rather than through conscious effort and is often accompanied by physiological and behavioral changes in the body.
- **Mood:** a particular state of mind or outlook at a particular time.
- **Feeling:** an emotional state or reaction; an awareness by your body.

## **PRIMARY EMOTIONS HAPPEN IN THE MOMENT/REAL TIME; THEY MOVE US TO ACTION.**

- Joy
- Happiness
- Fulfillment
- Contentment
- Peace
- Fear
- Shame
- Sadness
- Hurt
- Guilt
- Frustration
- Dissatisfaction
- Disappointment

## SECONDARY EMOTIONS ARE COMPLICATED AND BUILT UP; THEY HINDER US

- Disapproval
- Disdain
- Hatred
- Coldness
- Hostility
- Persecution complex
- Paranoia
- Distrust
- Worry
- Anxiety
- Insecurity
- Low self-esteem
- Self-hatred
- Depression
- Anger/Rage
- Jealousy

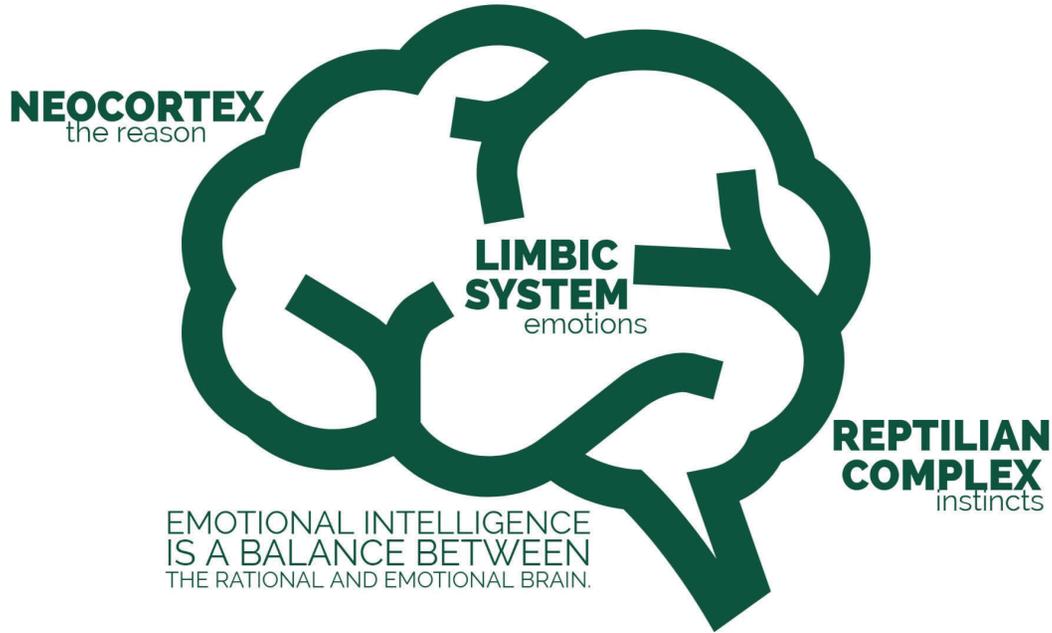
## WHEN OUR EMOTIONAL INTELLIGENCE IS ACTIVATE

- Traffic
- Awakened by a scary noise
- Yelling at work
- Worrying email/phone call
- Impending deadline
- Bad news

### Activated

- Activation of “lower” brain regions
- Irrational, kneejerk reaction , entirely emotional
- “Scream and Yell”
- Activation of “higher” brain regions
- Calm response, combination of emotion and logic
- “Work to fix it”





# SUBCONSCIOUS TO CONSCIOUS THOUGHT



## 1. REPTILIAN BRAIN

### WHAT HAPPENS HERE?

- Heart Rate
- Breathing
- Balance
- Compulsive Behavior

## 2. LIMBIC BRAIN

### WHAT HAPPENS HERE?

- Memories of Emotions
- Value Judgments
- 'Gut Feelings'

## 3. NEOCORTEX

### WHAT HAPPENS HERE?

- Language
- Abstract Thought
- Imagination
- Consciousness

- 2. Logical/Conscious Thought
  - slow & effortful
  - future focused
  - not a primary driver of decision making

95% OF DECISIONS MADE HERE.

1. Subconscious Thought
- fast processing
  - emotion driven
  - cares about here & now



**EMOTIONS ARE THE DRIVING FORCE BEHIND THE DECISION MAKING PROCESS.**

**SELF  
AWARENESS**

**SOCIAL  
AWARENESS**

**4 KEYS TO EMOTIONAL INTELLIGENCE**

**SELF  
REGULATION**

**RELATIONSHIP  
MANAGEMENT**

# SELF AWARENESS

The ability to recognize and understand your moods, emotions, and drives. As well as their effect on others.

## Hallmarks:

- Self Confidence
- Realistic Self-Assessments
- Self-Deprecating Sense of Humor



## SELF AWARENESS (INTROSPECTIVE)

- Slowing Down
- Understanding your thoughts and feelings
- Processing your emotions...”Why do I feel some type of way!?!?!?”
- Visit your values
- Check yourself
- Know who and what pushes your buttons
- Stop and ask yourself why you do the things you do
- Seek feedback



## WHY YOU NEED SELF AWARENESS

Individuals need emotional self-awareness to be attuned to their inner signals, recognizing how their feelings affect them and their rapport with the others.

There is an inner dialogue that provides you the ability to control your emotions and impulses.

Many of us need to move from judgement to curiosity. When we do this, we connect dots that are there, rather than connecting ones that are not.

# SOCIAL AWARENESS

The ability to understand the emotions of the people you deal with.

## Hallmarks:

- Empathy
- Organizational Awareness
- Services Orientation



## SOCIAL AWARENESS

- All about staying in **Control**...
- Knowing Your Values and why they are your Values
- Holding yourself Accountable
- Greet people by name
- Watch body language
- Live in the moment, be present
- Practice the art of listening
- Step into their shoes



## WHY YOU NEED SOCIAL AWARENESS

Because you do the work of a leader, because you care, and you are aware of what others may need your leadership.

Usually, this is a sign that you have strong social skills are typically good at connecting with others.

Rather than focus on their own success first, you also are interested in helping others develop and shine.



## SELF-MANAGEMENT

The ability to control or redirect disruptive impulses and moods.  
The propensity to suspend judgment (to think before acting).

### Hallmarks:

- Trustworthiness & Integrity
- Comfort with Ambiguity
- Openness to Change

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## SELF MANAGEMENT (PROACTIVE)

- **Being Proactive vs. Reactive**
- **Examine your Mistakes and your Successes** (Why did that work or not work???)
- Having a **Personal Code** (A Constructive way of getting things done in any situation!)
- **Practice being Calm**, Count to ten
- Take control of your self-talk
- Smile and laugh more
- Learn a valuable lesson from everyone you encounter



## WHY YOU NEED SELF MANAGEMENT

You can maintain yourself from becoming too angry, frustrated, and to a point of burnout.

Don't make impulsive, careless decisions

You begin to think before they react

A hand is shown placing a white puzzle piece with a blue silhouette of a person in a suit into a larger puzzle. The puzzle is composed of many pieces, each featuring a light blue silhouette of a person in a suit. The background is a light blue color with a subtle pattern of these silhouettes.

## RELATIONSHIP MANAGEMENT (SOCIAL SKILLS)

Proficiency in managing relationships and building networks. An ability to find common ground and build rapport.

### Hallmarks:

- Effectiveness in Leader Change
- Persuasiveness
- Services Orientation

## RELATIONSHIP MANAGEMENT (REACTIVE)

- Pay attention to **Language** (Body, Tone, "Code Words")
- Develop **Conflict Management Skills**
- A **healthy** amount of **Empathy for others.**
- Be open and curious
- Take feedback well
- Build trust
- Acknowledge the other person's feelings
- Tackle a tough conversation
- Remember the little things that pack a punch



## WHY YOU NEED RELATIONSHIP MANAGEMENT

Everything is nothing going to be positive and  
“Happy-Go-Lucky.”

Building bonds, Cultivating, and navigating networks  
are important for relationship development.

Building a caring relationship involving transparency  
is a big part of rapport building.

There can be teamwork and collaboration between  
adults and youth.

**"IN ORDER TO BE SUCCESSFUL  
AND FULFILLED NOWADAYS, YOU  
MUST LEARN TO MAXIMIZE YOUR  
EQ SKILLS, FOR THOSE WHO  
BLEND REASON AND FEELING  
ACHIEVE THE GREATEST RESULTS."**

Drs. Travis Bradberry and Jean Greaves



Motivation:

Being driven  
to achieve

Setting and  
reaching goals

Empathy:

Understanding  
others'  
emotions

Responding  
appropriately

ADDITIONAL COMPONENTS OF EMOTIONAL INTELLIGENCE

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THE KEY  
INGREDIENT:  
**EMPATHY**

As a result, looking at things from the other's perspective and what they may be experiencing.

In a personal relationship, it's easy to understand why we want to know what's happening in the other person's life. It is equally important in business relationships.

When we yell at someone, how does it make that person feel? When we shut down and tune out, how does that make someone feel? What do OUR actions do to others..... something to think about!

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# DEVELOPING EMOTIONAL INTELLIGENCE

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## Steps to Improve EI:

- **Self-Reflection:** Regularly assess your emotions and reactions.
- **Seek Feedback:** Gain insights from others.
- **Practice Mindfulness:** Stay present and attentive.
- **Develop Empathy:** Actively listen and understand others' perspectives.
- **Enhance Communication:** Clearly express your thoughts and emotions.



# PRACTICAL APPLICATIONS OF EI IN LEADERSHIP

## Building Trust:

- - Be transparent and honest.
- - Show empathy and understanding.

## Conflict Resolution:

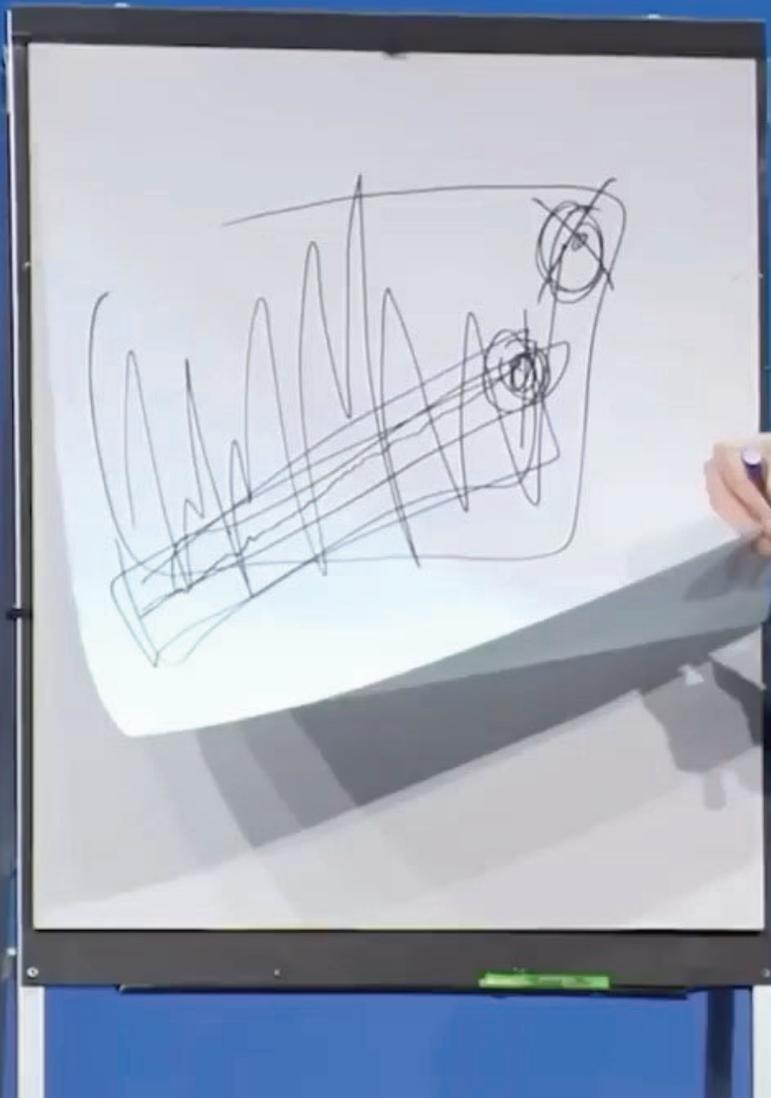
- - Address issues calmly and objectively.
- - Focus on solutions, not blame.

## Team Motivation:

- - Recognize and celebrate achievements.
- - Provide constructive feedback.

## Adaptability:

- - Be open to change and new ideas.
- - Encourage innovation and creativity.



## CASE STUDIES AND EXAMPLES

- Example 1: Transformational Leadership
  - - Leader A used EI to turn around a struggling team.
  - - Implemented open communication and active listening.
  - - Resulted in increased morale and productivity.
  
- Example 2: Conflict Management
  - - Leader B resolved a major conflict by understanding the underlying emotions.
  - - Used empathy and negotiation skills to find a mutually beneficial solution.

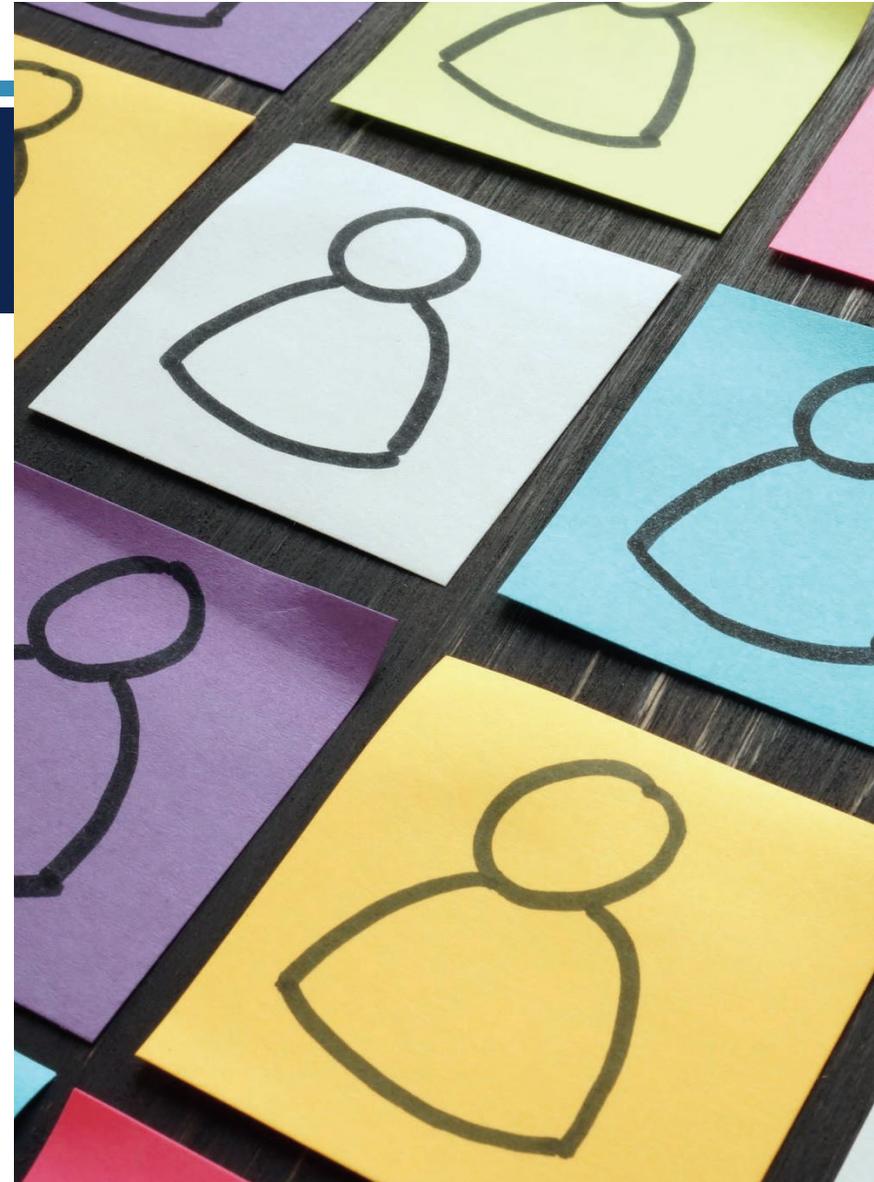
## CONCLUSION AND Q&A

### Summary:

- - EI is essential for effective leadership.
- - Developing EI can lead to better decision-making, improved relationships, and a positive work environment.
- Questions: Any questions or comments.

# EQ ACTION PLAN

1. Pick an EI skill to work on.
2. Pick 3 strategies to begin using for your chosen skill.
3. Choose an EI partner.
4. Keep the following in mind as you apply:
  - Expect success, not perfection
  - Practice, practice, practice
  - Be patient
5. Measure your progress



## ADDITIONAL RESOURCES

- Books:
  - - 'Emotional Intelligence' by Daniel Goleman
  - - 'Primal Leadership' by Daniel Goleman, Richard Boyatzis, and Annie McKee
- Websites:
  - - Emotional Intelligence Consortium ([eiconsortium.org](http://eiconsortium.org))
  - - Mind Tools ([mindtools.com](http://mindtools.com))

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