

Emotional Intelligence

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**OF EXCELLENCE
and COUNTING**

IGFOA ANNUAL CONFERENCE

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What does Emotional Intelligence mean to you?



Engaging in ways that draw people to you





**Self-
Awareness**

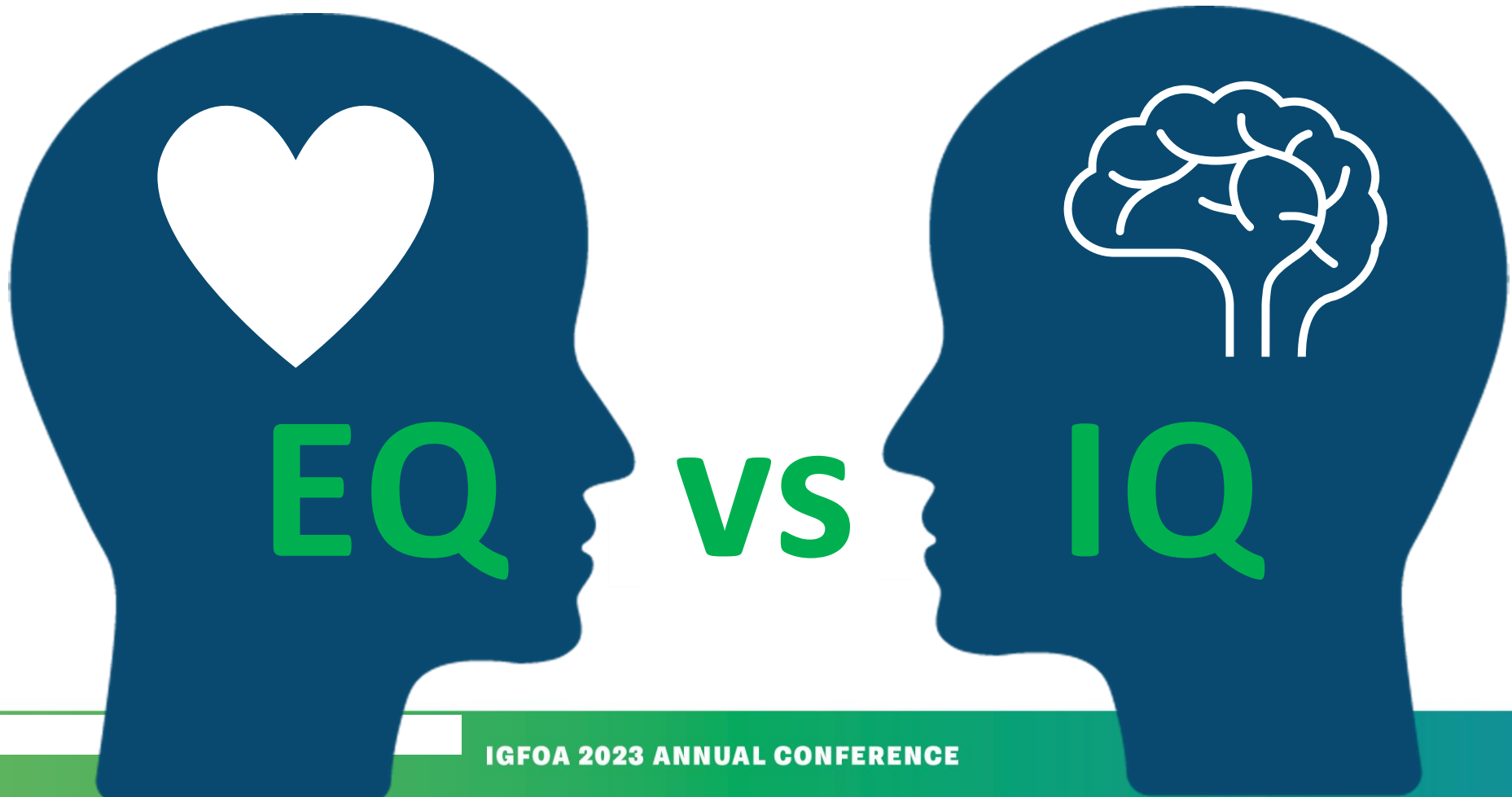
**Self-
Regulation**

**Social
Awareness**

**Relationship
Management**

What Emotional Intelligence Looks Like

What's the difference?



EQ and IQ Facts

People can be academically brilliant and socially inept or unsuccessful

People are often judged by their emotions rather than their knowledge

People must be aware of their emotions to change their behavior

Self - Awareness

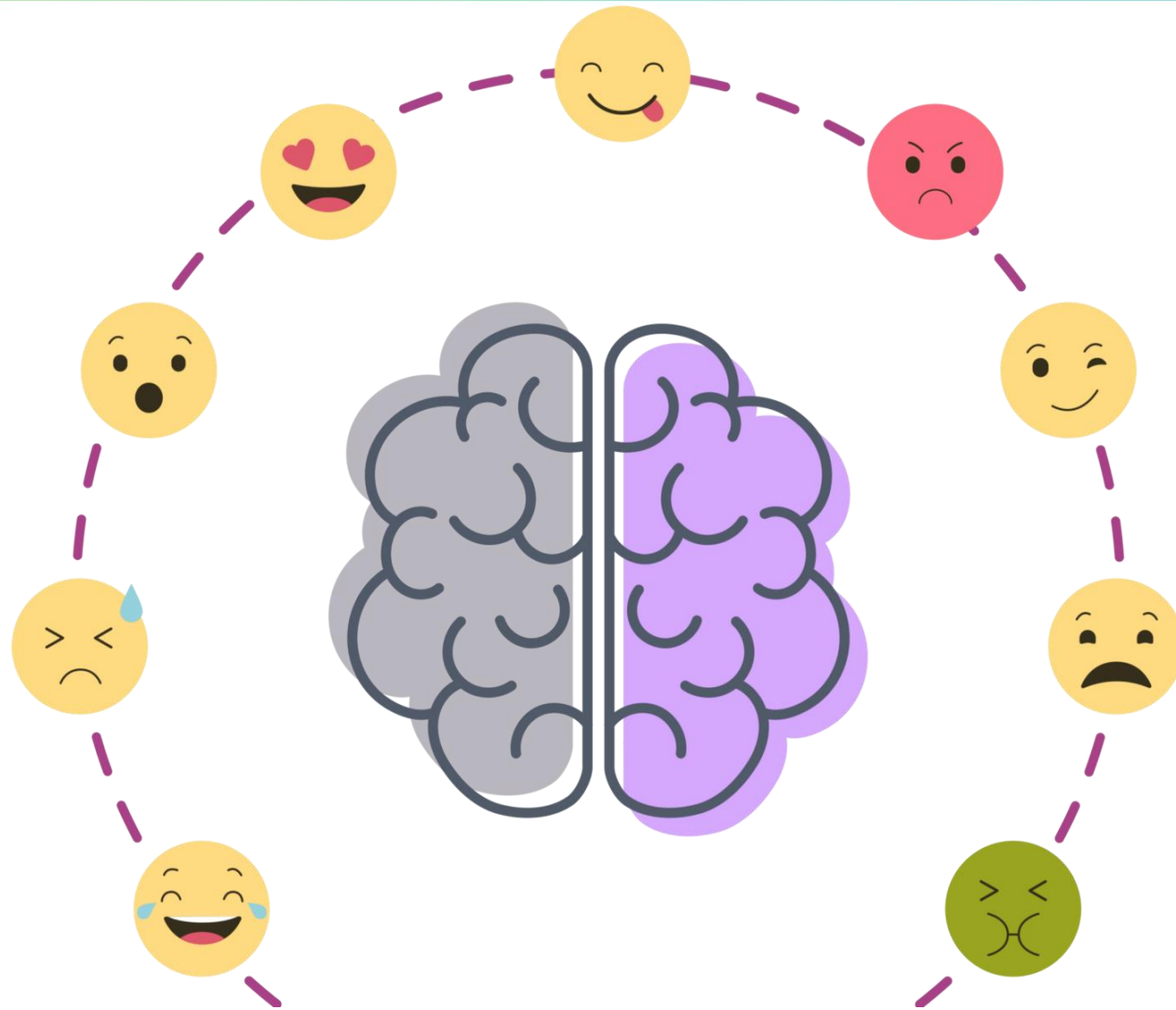
Self Awareness will not keep you from making mistakes, but it will help you learn from them.

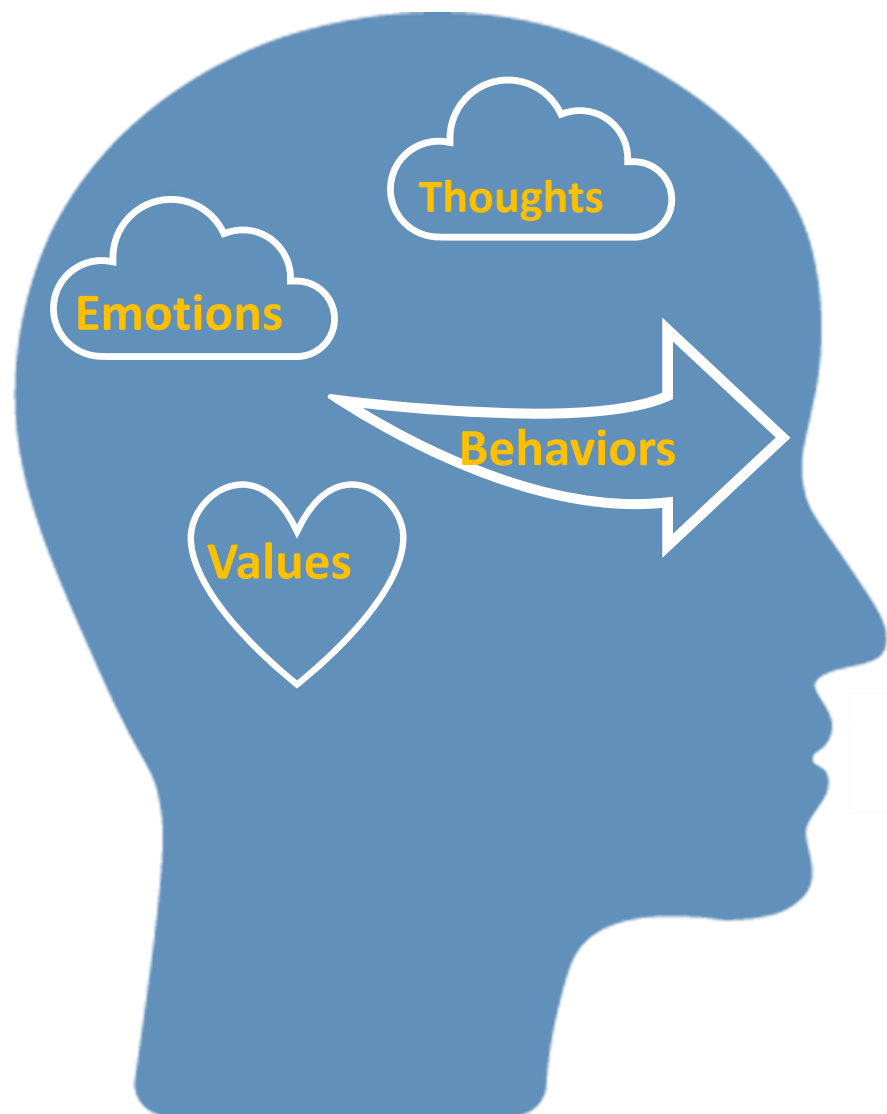
Strengths

Weaknesses

Self Aware people

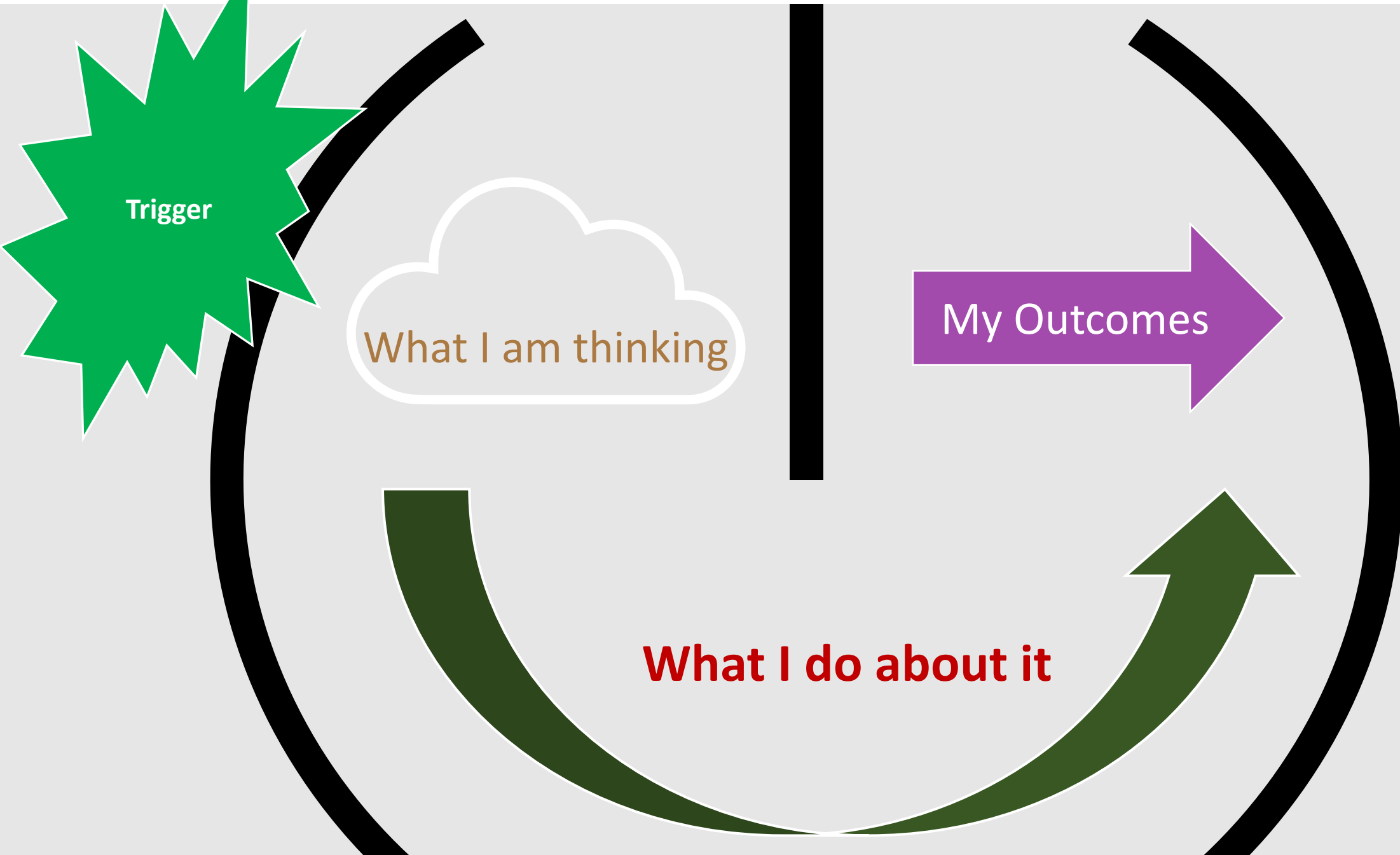
- Successfully manage difficult situations
- Express themselves clearly
- Easily gain respect and influence others
- Remain calm under pressure
- Recognize their own emotional reaction to people and situations
- Know how to be positive even during difficult stressful situations



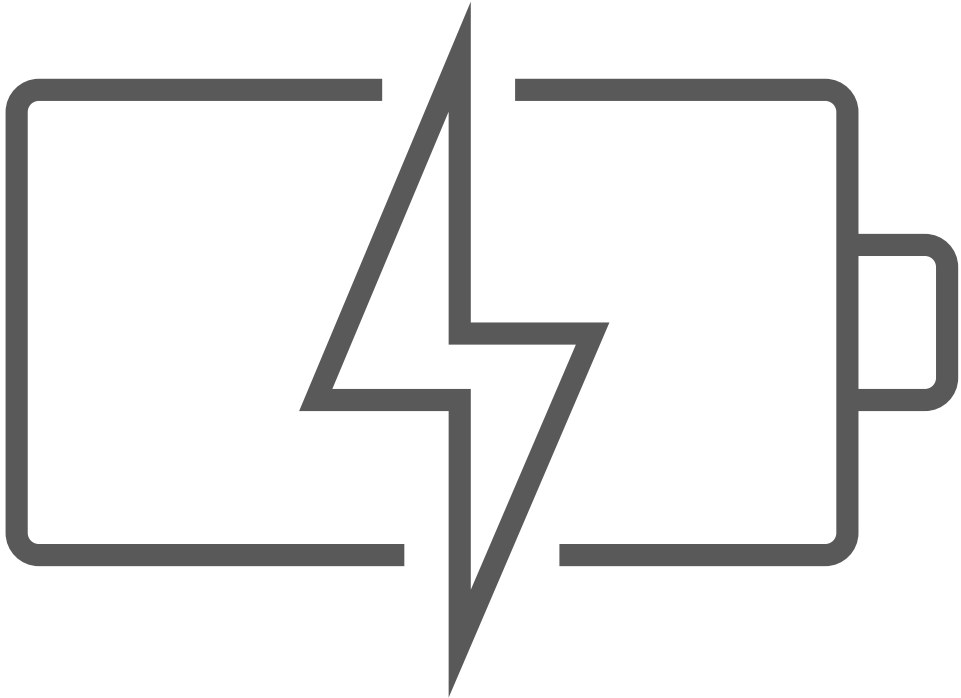


Self- Regulation





Energy Matters



High Negative	High Positive
Anger Fearful Nervous	Excited / Happy Motivated Courageous
Exhausted Depressed Burned out	Reflective Peaceful Mellow
Low Negative	Low Positive

When someone is not self aware or socially aware what are some of the behaviors you might observe?

Social Awareness



The Amazing Impact of Curiosity



Confirmation Bias: Supporting only incoming information from people and data that supports our belief, perception and desire

Cognitive Dissonance: When beliefs don't line up with your actions

I used to think....

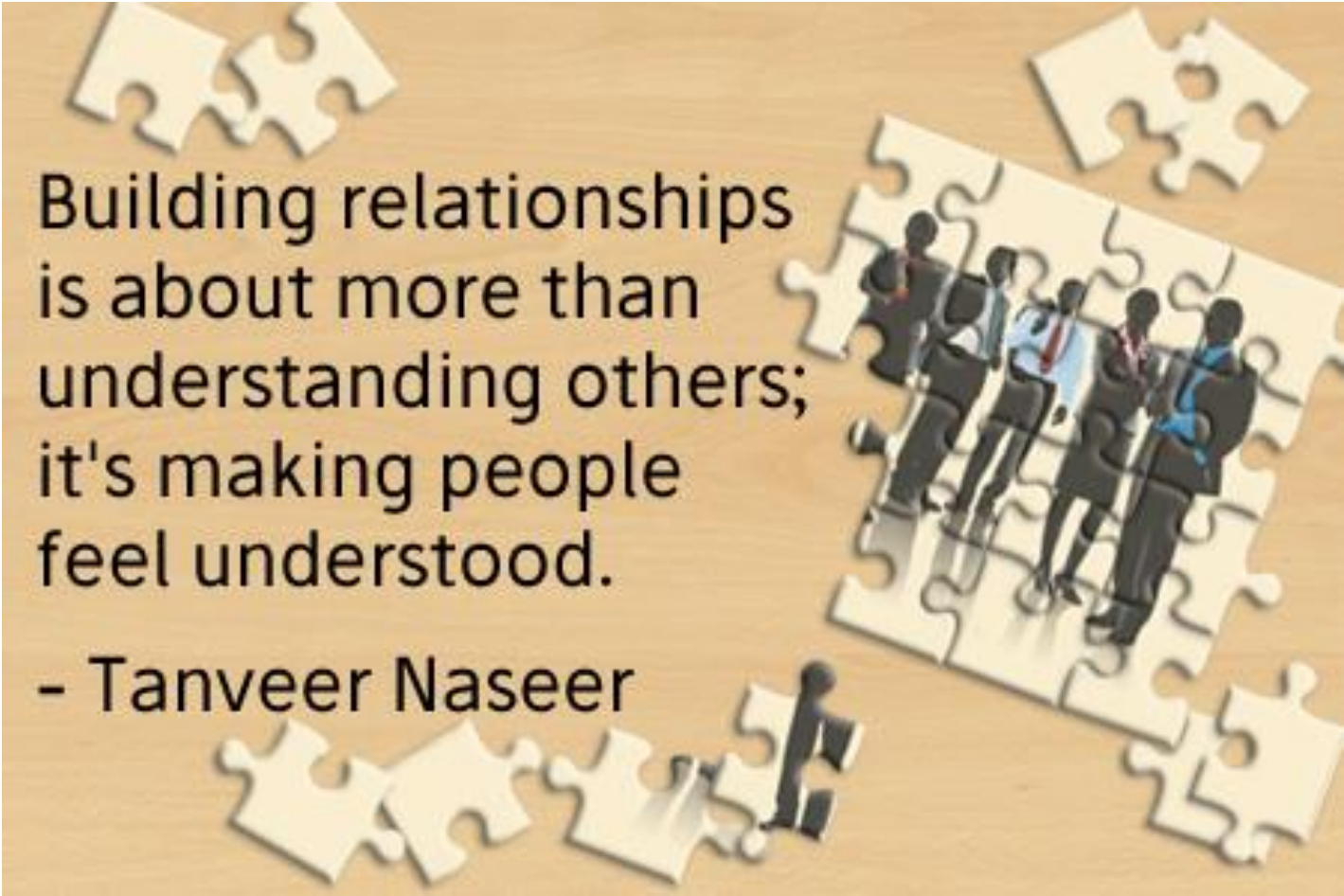
**But now I think
(or know)....**

**Sometimes when we assume
incoming information is biased or
wrong, we protect ourselves from
actually hearing it.**

Tools for success



Relationship Management



Building relationships is about more than understanding others; it's making people feel understood.

- Tanveer Naseer

**Reflect on a difficult situation
you had recently**

Go Deeper

**Self Awareness & Self Regulation =
Personal Competence**



**Social Awareness & Relationship
Management = Social Competence**

GETTING STRONGER

Your inner voice is powerful

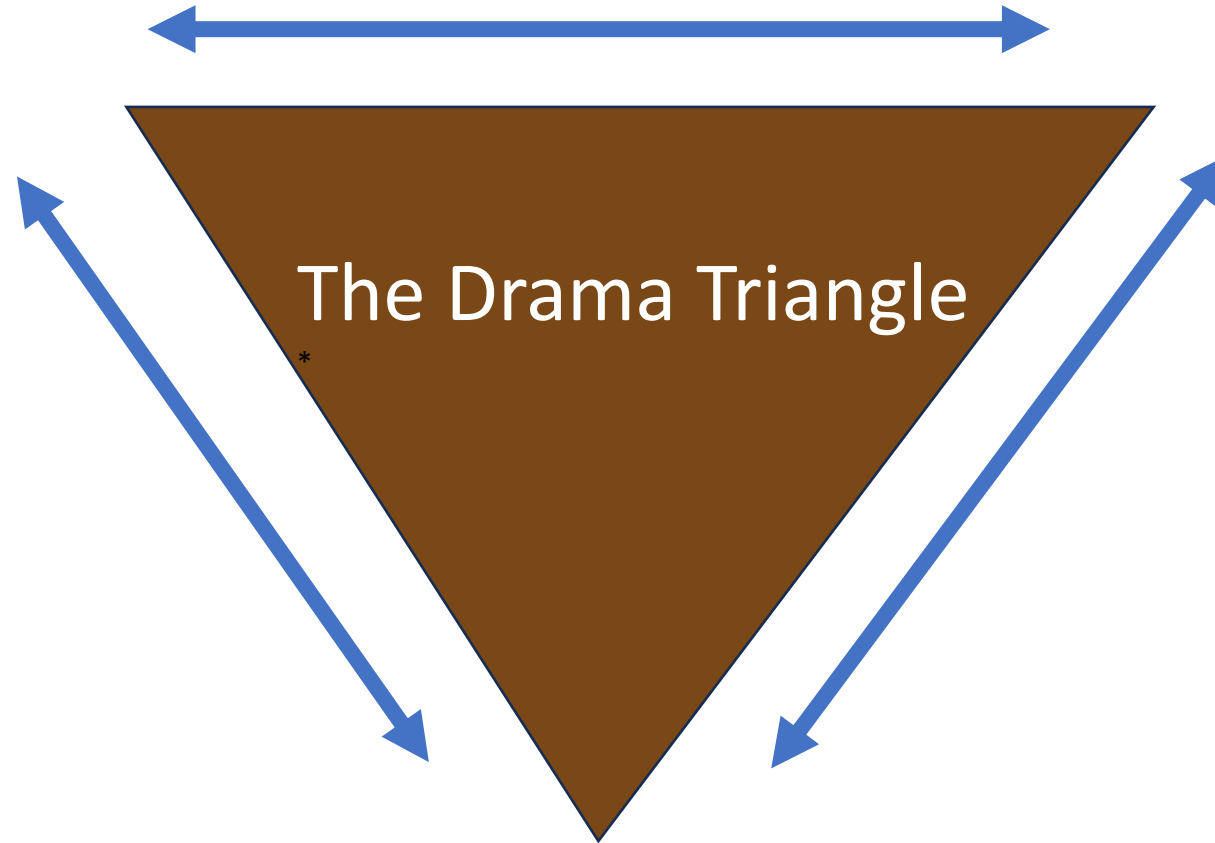
Accountability

HERO or Rescuer

Persecutor or Villain

I can help

It's your fault

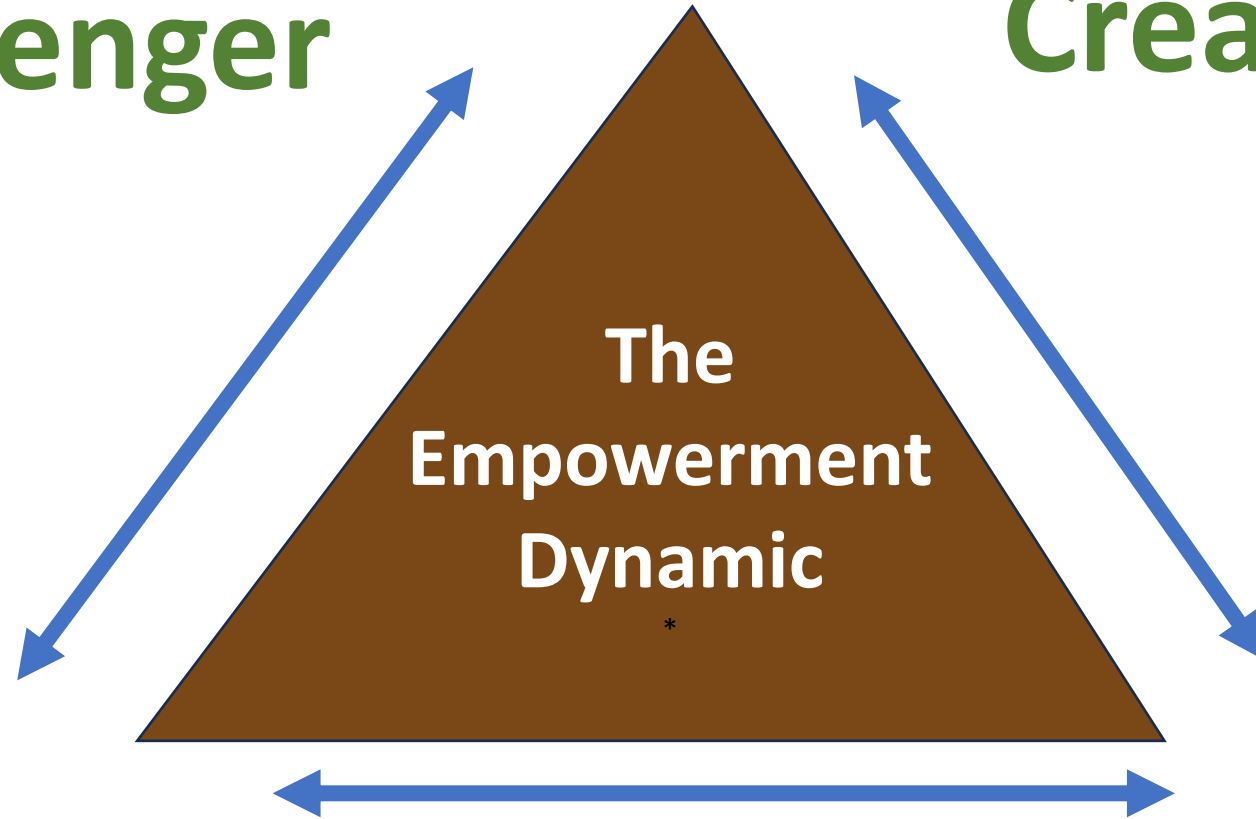


Victim
Everything happens to me

*Stephen Karpman

Challenger

Creator



Coach

*David Emerald

When feelings and emotions persist

Are you:
Hungry?
Angry?
Lonely?
Tired?

*David Stroom MD

- Find tactics to quiet your mind
- Seek another perspective
- Act on what you can vs, what you cannot control – know the difference
- Change your narrative from “what if”, “I can’t” or “they won’t” to how can I
- Consider positive affirmations

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