

Igniting the Spirit and Skills of Leaders



Emotional Intelligence: The Key to Effective Response

Prepared for;



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"Because of the furious pace of change in business today, difficult to manage relationships sabotage more business than anything else - it is not a question of strategy that gets us into trouble, it is a question of emotions."

John Kotter
Harvard Business School

Pan Flu 2009

Are you **Prepared?**

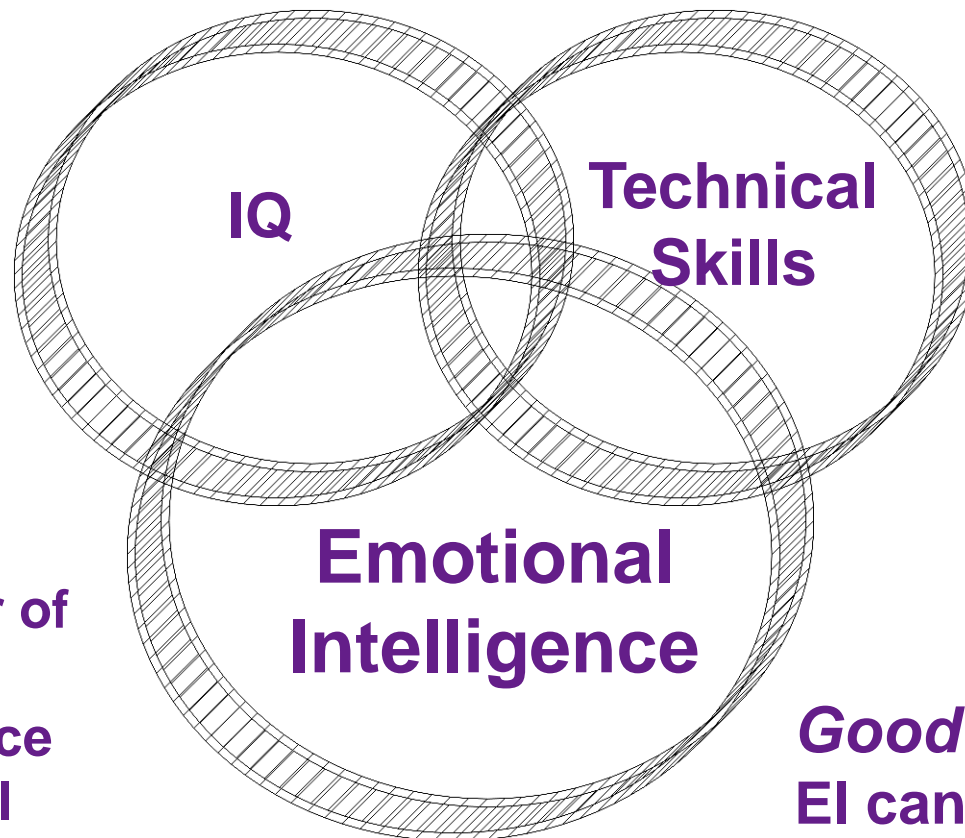


Emotional Intelligence is...

- 1. Recognizing, understanding and managing our own emotions**
- 2. Recognizing, understanding and influencing the emotions of others**

3 Domains of Competence

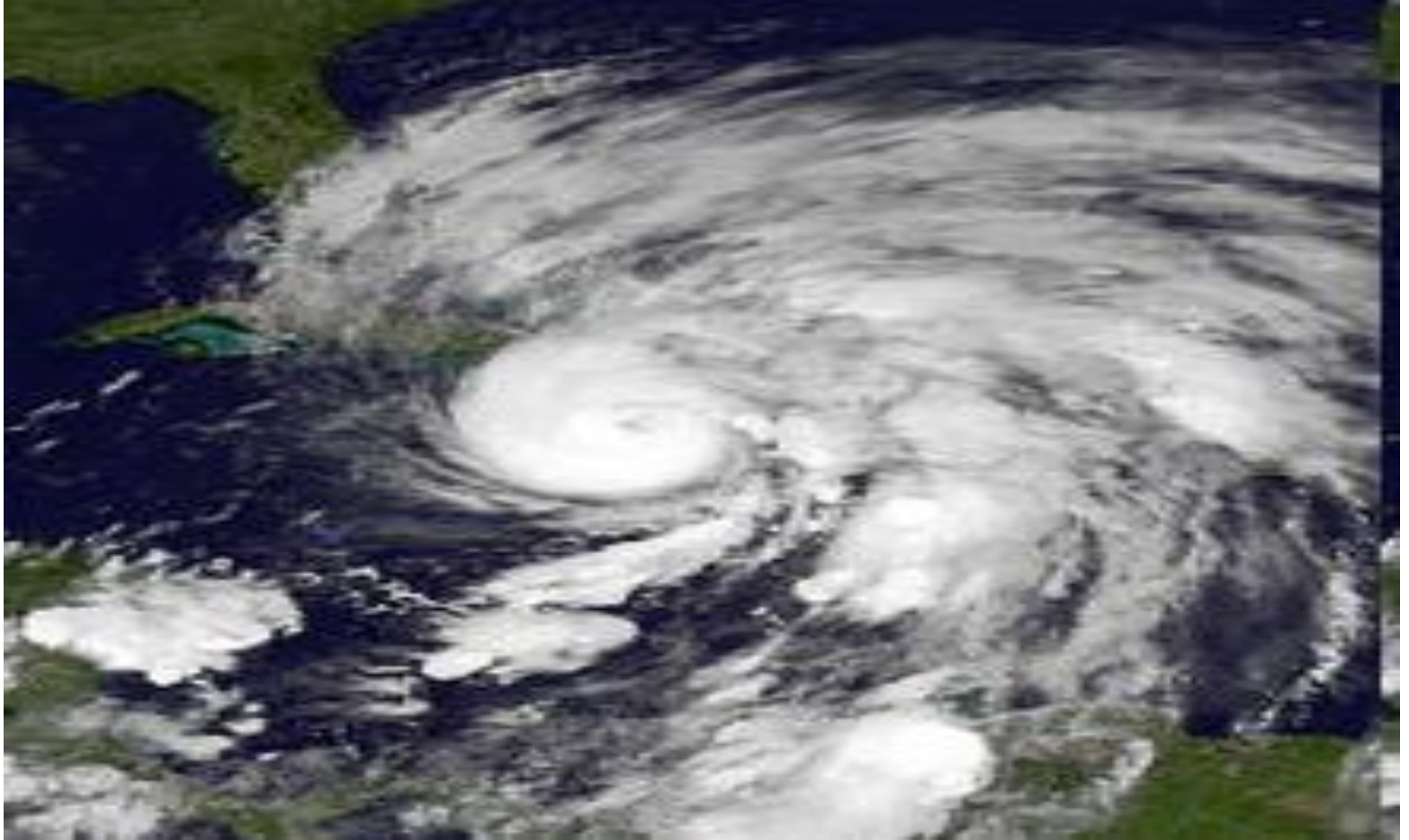
Threshold Competencies



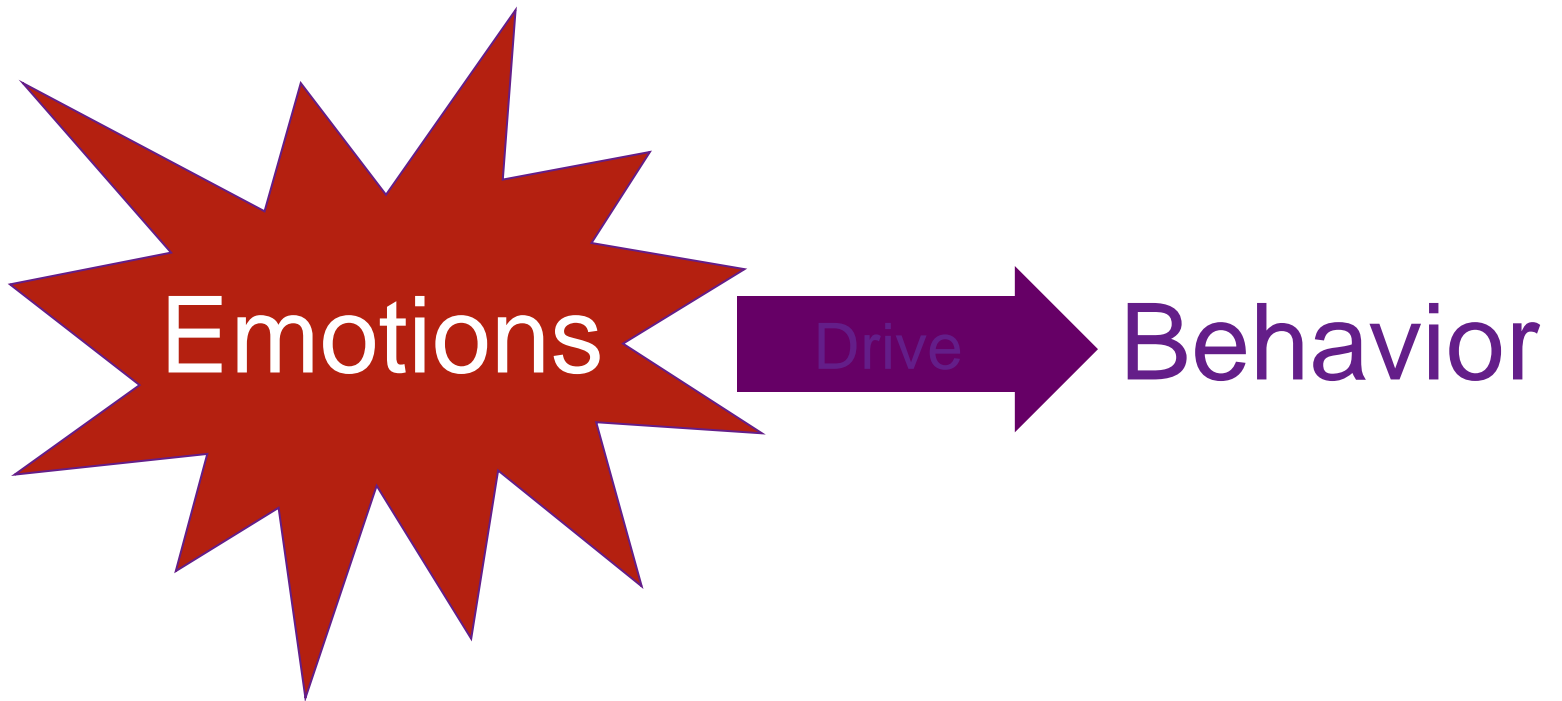
As a predictor of success EI = more than twice IQ & Technical Skills combined!

Good news...
EI can be learned!

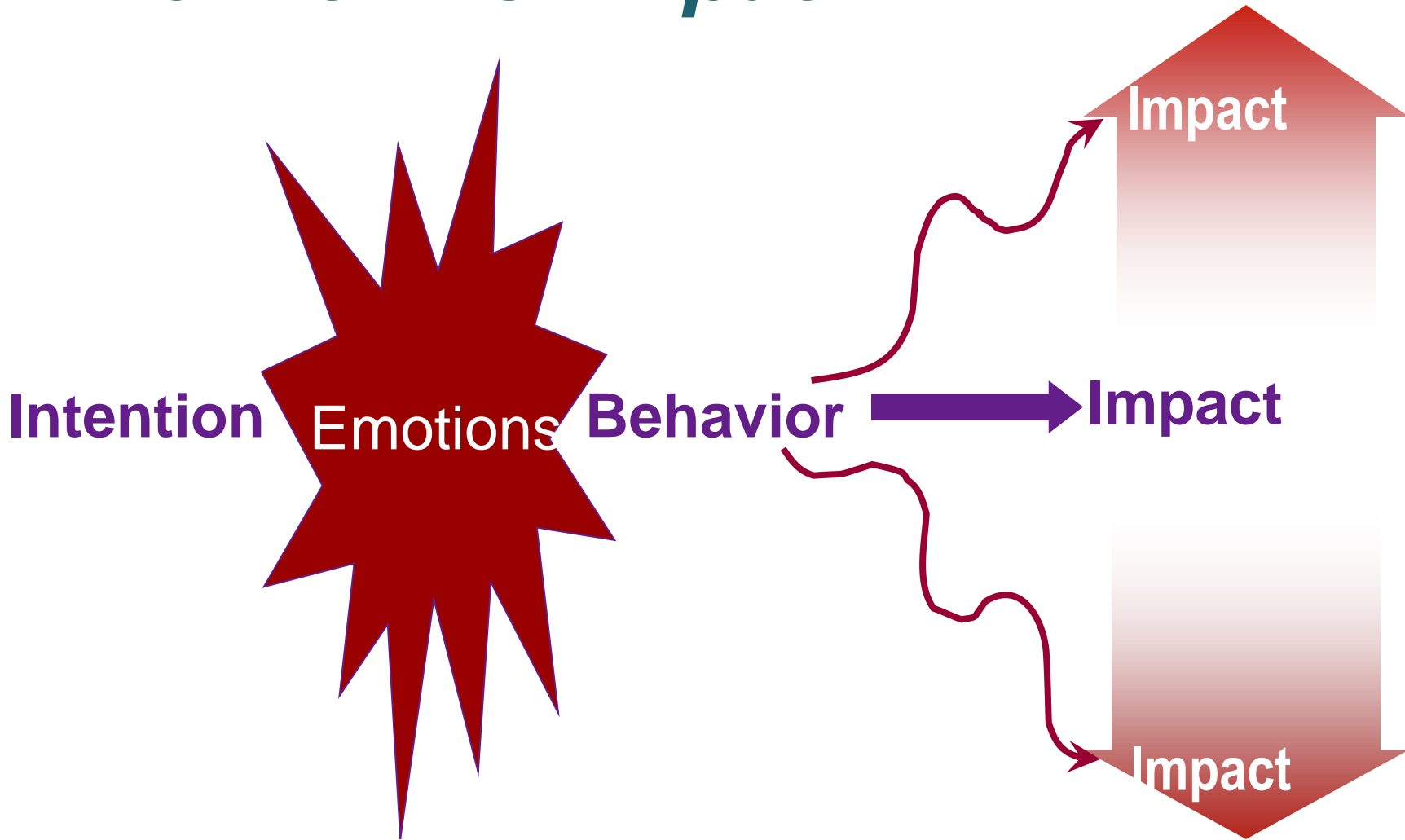
Hurricane Sandy 2012



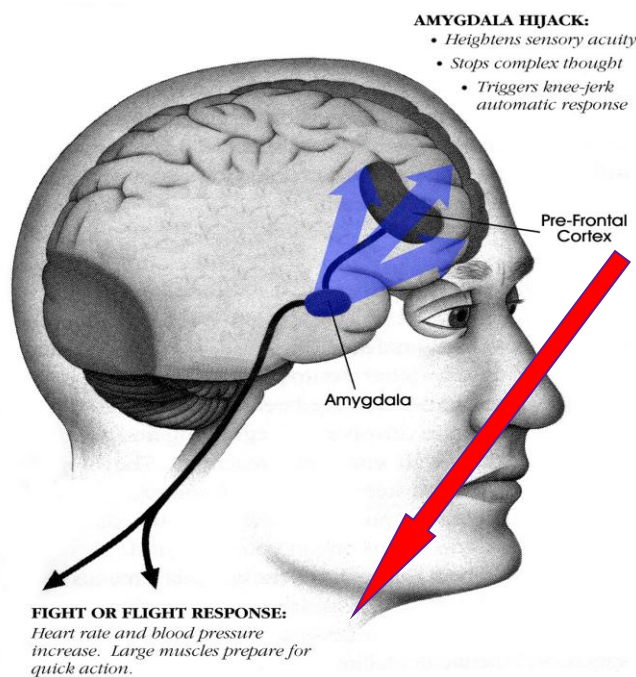
Emotions Drive Behavior



Intention vs. Impact:



An Emotional Hijack Results In...



1. Body Responds

- Increase in heart rate
- Increase in breathing
- Increase in reflexes

2. Decrease in working memory

- 4 variables → 1
- The “1” is the one we default to for protection

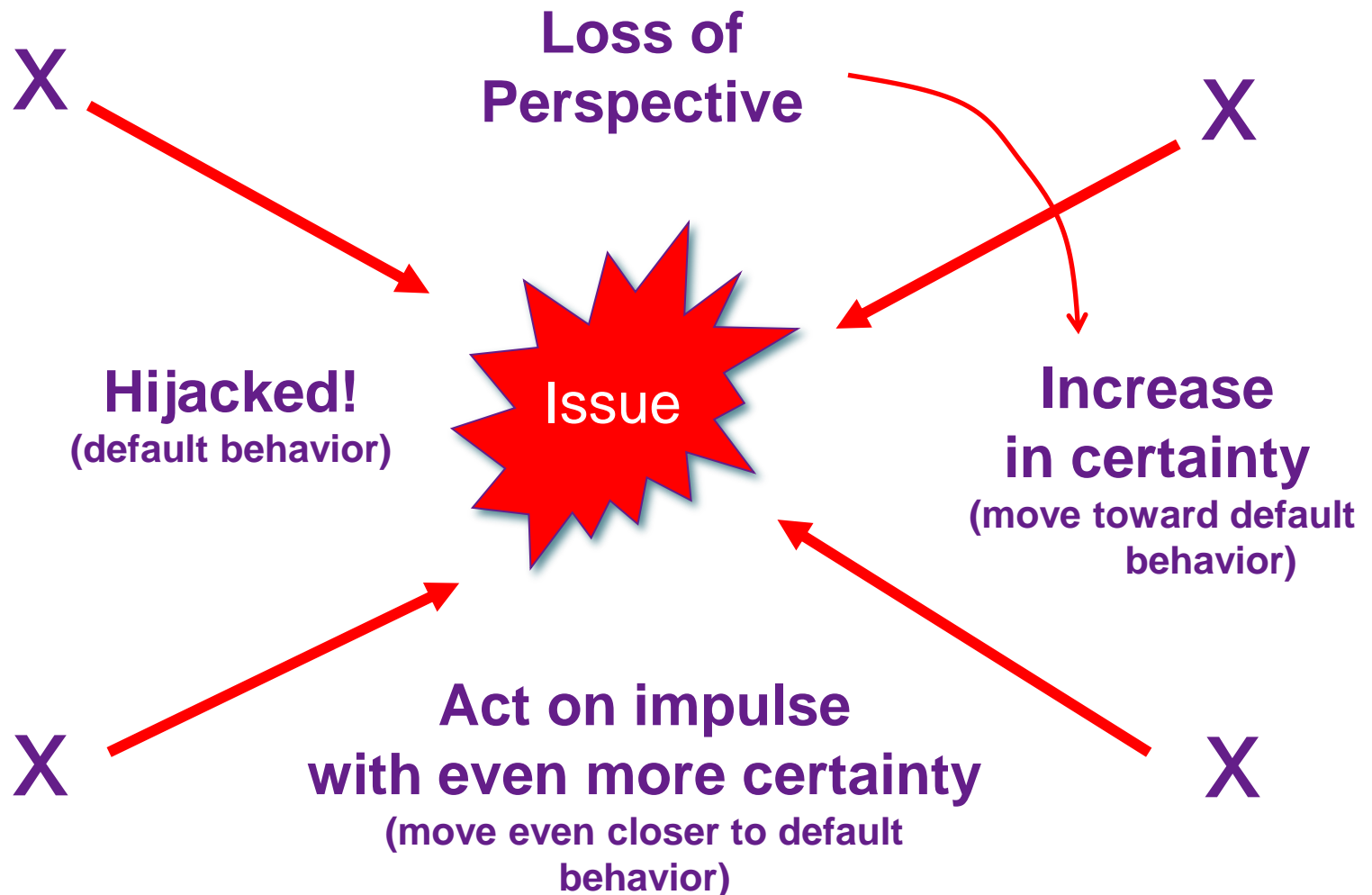
Unaddressed - effect lasts for 18 minutes!

3. Toxicity

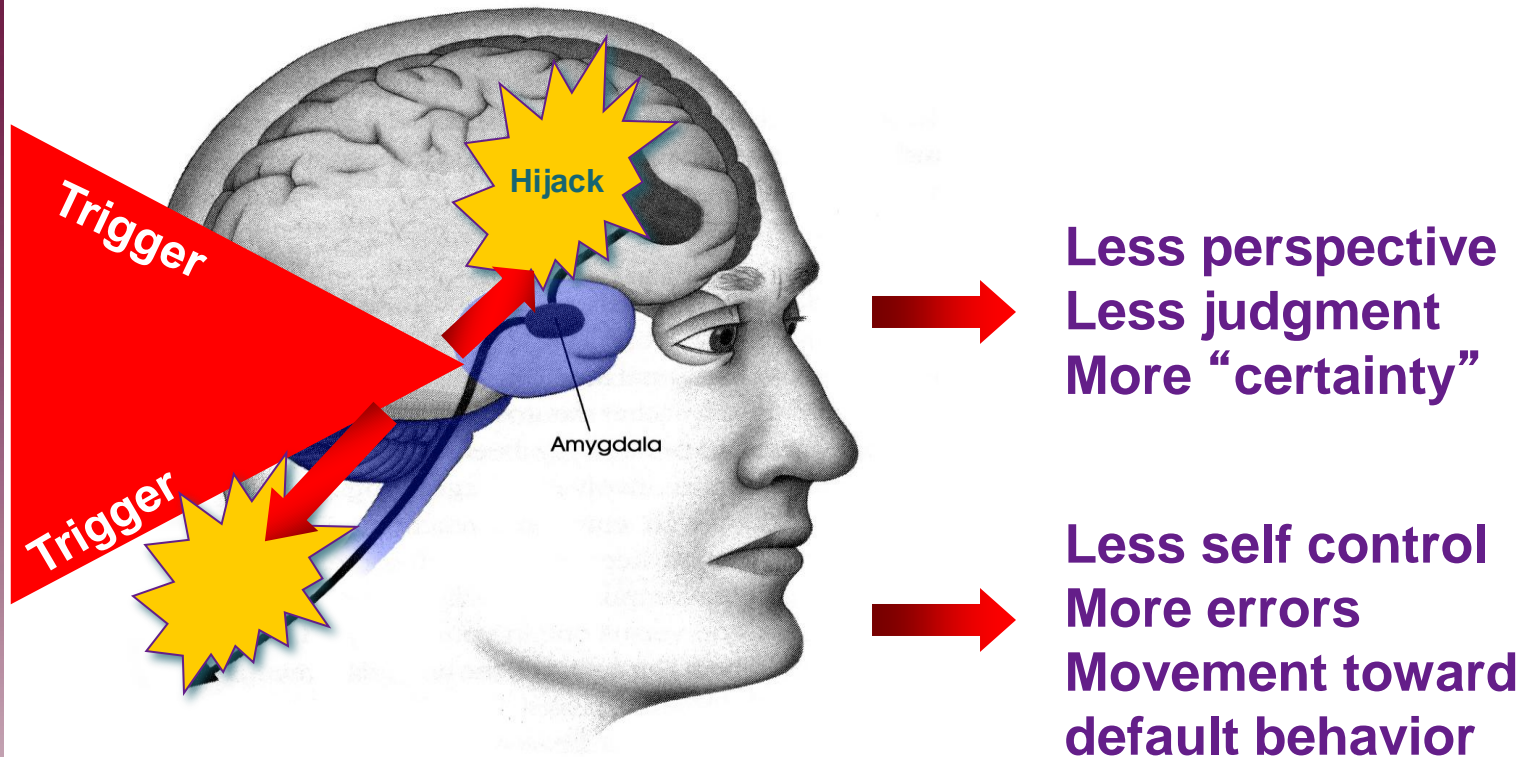
- Chemicals released into bloodstream

Takes 3 - 4 hours for the blood to clear!

Degrees of Hijack



Emotional Hijack Summary



Your body responds to the amygdala in .85 milliseconds!

Strategy: ***Early Warning System***

Your body is your EWS...

***... it responds to the
amygdala in .85 milliseconds!***

**What are your “symptoms”
when you feel a hijack
coming on?**

Body?

Speech?

Eyes?

Behavior?



Strategy: SOSS

Soss - Stop

- Disengage...

...to re-engage more *powerfully!*

- Pattern Interrupt

sOss - Oxygenate

- Conscious lengthening of the breath
- Gain control of the flow of Cortisol!

Strategy: SOSS

SOSS - Strengthen Gratitude

- **Frame and practice using a story - (go to your “happy place”.)**

SOSS - Seek Information

- **Strengthen your Curiosity**
- **Access information that the amygdala needs to remove the trigger!**

BSA Jamboree 2013

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JAMBO 2013
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GET WILD.**

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“The real voyage of discovery lies not in seeking new landscapes, but in having new eyes.”

Marcel Proust