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
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

IQ

Technical Skills

Emotional Intelligence

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:

Intention → Emotions → Behavior → 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 \( \rightarrow 1 \)
   - 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

Loss of Perspective

Hijacked! (default behavior)

Increase in certainty (move toward default behavior)

Act on impulse with even more certainty (move even closer to default behavior)
Emotional Hijack Summary

- Less self control
- More errors
- Movement toward default behavior
- Less perspective
- Less judgment
- More “certainty”

Your body responds to the amygdala in .85 milliseconds!

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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?

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”).

sosSS - Seek Information

- Strengthen your Curiosity

- Access information that the amygdala needs to remove the trigger!
BSA Jamboree 2013

JULY 15TH-24TH
JAMBO 2013
ARE YOU IN?

IGNITING THE SPIRIT AND SKILLS OF LEADERS

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

Marcel Proust