



wim

women in
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Welcome WIM Virtual Learning Session Emotional Intelligence

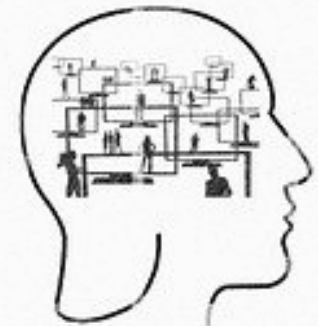
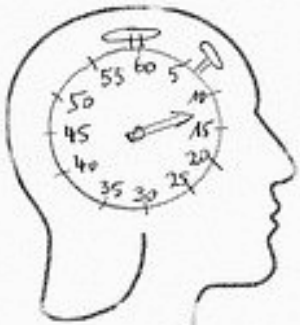
Emotional Intelligence

- Brief History
- Exercises
- Models
- So what's the big deal about Emotional Intelligence?
- Next Steps

Your emotions have a direct impact on performance!



Emotional Intelligence



What you need to know to succeed in your team.

Emotional Intelligence - Background

- Predictors of Success
- Definition
- Founding Fathers of Emotional Intelligence

Emotional Intelligence

Exercise #1



Emotions In A Day

Feeling Words List

abandoned ~ absent-minded ~ abused ~ accepted ~ accused ~ admired ~ adored ~ adrift ~ affectionate ~ afraid ~ aggravated ~ aggressive ~ agitated ~ alarmed ~ alert ~ alienated ~ alive ~ alone ~ aloof ~ alluring ~ amazed ~ ambushed ~ amused ~ angry ~ antagonistic ~ anxious ~ apathetic ~ appalled ~ apologetic ~ appreciated ~ appreciative ~ apprehensive ~ aroused ~ ashamed ~ astonished ~ attacked ~ attractive ~ aware ~ awestruck ~ awkward

bad ~ baffled ~ bashful ~ beaten down ~ belittled ~ benevolent ~ berated ~ betrayed ~ bewildered ~ bitter ~ blamed ~ blue ~ bold ~ bored ~ bothered ~ brave ~ broken ~ bummed ~ burdened ~ burned-out

calm ~ capable ~ carefree ~ careless ~ caring ~ cautious ~ censored ~ centred ~ certain ~ challenged ~ charmed ~ cheated ~ cheerful ~ cherished ~ childish ~ clean ~ clear ~ clever ~ close ~ closed ~ clueless ~ clumsy ~ cold ~ comfortable ~ committed ~ compassionate ~ competent ~ competitive ~ complacent ~ complete ~ concerned ~ condemned ~ confident ~ confused ~ considerate ~ contemplative ~ contempt ~ content ~ controlled ~ convicted ~ cornered ~ courageous ~ cowardly ~ cranky ~ crazy ~ cross ~ crushed ~ curious

daring ~ dashed ~ dazed ~ dead ~ deceived ~ dedicated ~ defeated ~ defenceless ~ defensive ~ defiant ~ degraded ~ dejected ~ delicate ~ delighted ~ demoralized ~ dependent ~ depressed ~ deprived ~ deserted ~ desired ~ despair ~ desperate ~ destroyed ~ detached ~ determined ~ devastated ~ devious ~ devoted ~ different ~ difficult ~ dirty ~ disappointed ~ disbelieving ~ discarded ~ disconnected ~ discontent ~ discouraged ~ disgraced ~ disgusted ~ disheartened ~ dishonest ~ disillusioned ~ dismal ~ dismayed ~ disobedient ~ disorganized ~ disposable ~ distant ~ distracted ~ distressed ~ disturbed ~ doubtful ~ drained ~ dropped ~ dull ~ dumb

eager ~ ecstatic ~ edgy ~ effective ~ embarrassed ~ empathetic ~ empty ~ enchanted ~ encouraged ~ energetic ~ energized ~ elated ~ enlightened ~ enraged ~ enriched ~ entertained ~ enthusiastic ~ envious ~ evasive ~ evil ~ exasperated ~ excited ~ excluded ~ exhausted ~ exhilarated ~ expectant ~ exploited ~ exposed ~ exuberant

faithful ~ fake ~ fantastic ~ fatigued ~ fearful ~ fearless ~ feisty ~ fine ~ flustered ~ foolish ~ forgiven ~ forgiving ~ forgotten ~ fortunate ~ framed ~ frantic ~ free ~ friendly ~ frightened ~ frisky ~ frustrated ~ fulfilled ~ full ~ funny ~ furious

generous ~ gentle ~ giving ~ grieving ~ glorious ~ good ~ grateful ~ great ~ glad ~ gloomy ~ grouchy ~ grumpy ~ guarded ~ guilty ~ gullible

handicapped ~ happy ~ hateful ~ haunted ~ healthy ~ heard ~ heartbroken ~ helpful ~ helpless ~ hesitant ~ honored ~ hopeful ~ hopeless ~ horrible ~ horrified ~ hospitable ~ hostile ~ humble ~ humiliated ~ hurt ~ hysterical

idealistic ~ idiotic ~ ignorant ~ ignored ~ imaginative ~ immune ~ impatient ~ impelled ~ imperfect ~ impertinent ~ important ~ impressed ~ impulsive ~ inadequate ~ inattentive ~ incensed ~ incompetent ~ incomplete ~ incredulous ~ indebted ~ indecisive ~ independent ~ indifferent ~ industrious ~ inept ~ inferior ~ inflated ~ informed ~ infuriated ~ inhibited ~ innocent ~ innovative ~ inquisitive ~ insane ~ insecure ~ insensitive ~ insignificant ~ isolated ~ insulted ~ intense ~ interested ~ interrogated ~ interrupted ~ intimidated ~ intimate ~ intrigued ~ invigorated ~ invisible ~ involved ~ irrational ~ irresponsible ~ irritated ~ irked

jaded ~ jealous ~ jinxed ~ jolly ~ jovial ~ joyful ~ jubilant ~ judged ~ judgmental ~ jumpy ~ just ~ justified

kidded ~ kind ~ knowledgeable

late ~ lazy ~ leery ~ left out ~ let down ~ liable ~ liberated ~ lifeless ~ light-hearted ~ liked ~ listened to ~ logical ~ lonely ~ loose ~ lost ~ lousy ~ lovable ~ loved ~ loving ~ lucky

mad ~ manipulated ~ mean ~ meditative ~ melancholy ~ merry ~ mischievous ~ miserable ~ misinterpreted ~ mistreated ~ misunderstood ~ mixed up ~ mocked ~ modest ~ molested ~ moody ~ motivated ~ moved ~ mystified

naive ~ nasty ~ needed ~ needy ~ negative ~ neglected ~ nervous ~ neurotic ~ nonchalant ~ nostalgic ~ noticed ~ numb

obeyed ~ obligated ~ obvious ~ odd ~ offended ~ old ~ open ~ oppressed ~ optimistic ~ ornery ~ out of control ~ outraged ~ overcome ~ overjoyed ~ overloaded ~ overwhelmed ~ overworked ~ owned

pampered ~ paralyzed ~ passionate ~ passive ~ patient ~ peaceful ~ peeved ~ pensive ~ perky ~ perplexed ~ persecuted ~ pessimistic ~ pestered ~ petrified ~ petty ~ phony ~ pious ~ playful ~ pleased ~ poor ~ possessive ~ positive ~ powerful ~ powerless ~ practical ~ pressured ~ private ~ productive ~ protected ~ protective ~ proud ~ provoked ~ prudish ~ punished ~ pushy ~ puzzled

questioned ~ quiet ~ quarrelsome ~ queer

rambunctious ~ reassured ~ realistic ~ rebellious ~ reborn ~ receptive ~ reckless ~ recognized ~ reconciled ~ reflective ~ refreshed ~ regretful ~ rejected ~ rejuvenated ~ relaxed ~ released ~ relieved ~ reluctant ~ reminiscent ~ remorse ~ renewed ~ replaced ~ replenished ~ repressed ~ rescued ~ resentful ~ reserved ~ resistant ~ resourceful ~ respected ~ responsible ~ restricted ~ revengeful ~ revitalized ~ rich ~ ridiculous ~ right ~ rigid ~ robbed ~ romantic ~ rotten ~ rushed

sabotaged ~ sad ~ safe ~ sassy ~ satisfied ~ saved ~ scared ~ scolded ~ scorned ~ secure ~ seductive ~ self-assured ~ self-centered ~ self-confident ~ self-conscious ~ self-destructive ~ self-reliant ~ selfish ~ sensitive ~ sentimental ~ serene ~ serious ~ sexy ~ skillful ~ shamed ~ shaken ~ sheepish ~ shocked ~ shunned ~ shy ~ sick ~ silenced ~ silly ~ sincere ~ sinful ~ slandered ~ sluggish ~ small ~ smart ~ smothered ~ skeptical ~ solemn ~ soothed ~ sorry ~ special ~ spiteful ~ splendid ~ spunky ~ squashed ~ stifled ~ stimulated ~ stingy ~ strained ~ stretched ~ stressed ~ strong ~ stubborn ~ stumped ~ stunned ~ stupid ~ submissive ~ successful ~ suicidal ~ suffocated ~ sullen ~ sunk ~ super ~ superior ~ supported ~ sure ~ surly ~ surprised ~ suspicious ~ sympathetic

tacky ~ tactful ~ talented ~ talkative ~ tame ~ tarnished ~ tasteful ~ tearful ~ teased ~ tenacious ~ tender ~ tense ~ tepid ~ terrible ~ terrific ~ terrified ~ tested ~ testy ~ thankful ~ thoughtful ~ threatened ~ thrifty ~ thrilled ~ tired ~ tormented ~ torn ~ tortured ~ tough ~ tragic ~ tranquil ~ transformed ~ trapped ~ treasured ~ tremble ~ tremendous ~ tricked ~ troubled ~ trusted

ugly ~ unaccepted ~ unappreciated ~ unbalanced ~ unburdened ~ uncanny ~ uncomfortable ~ unconcerned ~ uneven ~ unfit ~ unfriendly ~ united ~ unjust ~ unknown ~ unneeded ~ unpleasant ~ unreal ~ unruly ~ unwise ~ uplifted ~ used ~ useless

vacant ~ vague ~ vain ~ valid ~ valued ~ vexed ~ vicious ~ victimized ~ victorious ~ violated ~ vivid ~ void

wacky ~ warlike ~ warm ~ warmhearted ~ warned ~ wary ~ wasted ~ weak ~ wealthy ~ weary ~ weird ~ whole ~ wild ~ willful ~ wishful ~ witty ~ worldly ~ worse ~ worthy ~ wounded ~ wrong

yearning ~ yellow ~ yielding ~ young ~ youthful

zany ~ zealous

Emotional Intelligence

Exercise #2



Best Boss/ Worst Boss

Best Boss/ Worst Boss

1. Best person I ever worked with, for or around:

First Name / Initial: _____

	Score
Question 1:	
Question 2:	
Question 3:	
Question 4:	
Question 5:	
Question 6:	
Total Score	

Scoring Key

5: Significantly more than others

4: More than others

3: About typical

2: Less than others

1: Significantly less than others

How they made you feel

Rate your *Discretionary Effort*:
 1 2 3 4 5 6 7 8 9 10

2. Most challenging or difficult person I ever worked with, for or around:

First Name / Initial: _____

	Score
Question 1:	
Question 2:	
Question 3:	
Question 4:	
Question 5:	
Question 6:	
Total Score	

Scoring Key

5: Significantly more than others

4: More than others

3: About typical

2: Less than others

1: Significantly less than others

How they made you feel

Rate your *Discretionary Effort*:
 1 2 3 4 5 6 7 8 9 10

Best Boss/ Worst Boss



Statement

- Demonstrates awareness of their emotions
- Makes others feel appreciated
- Is open and honest about mistakes
- Makes ethical decisions
- Manages their emotions effectively in difficult situations
- Recognizes others



Score

- 1- Significantly less than others
- 2- Less than others
- 3- About typical
- 4- More than others
- 5- Significantly more than others

How Did Our Bosses Do?

Boss	Score	How did they make you feel?	How much Discretionary Effort?	How long ago was this?
Best				
Worst				

Emotions and How They Affect Our Behavior

Negative Emotions

- Narrow thinking
- Limits our interpretations of events
- Causes reactionary behavior
- Shrink from Opportunities
- More easily triggered
- Longer lasting effects
- Reduced performance

Positive Emotions

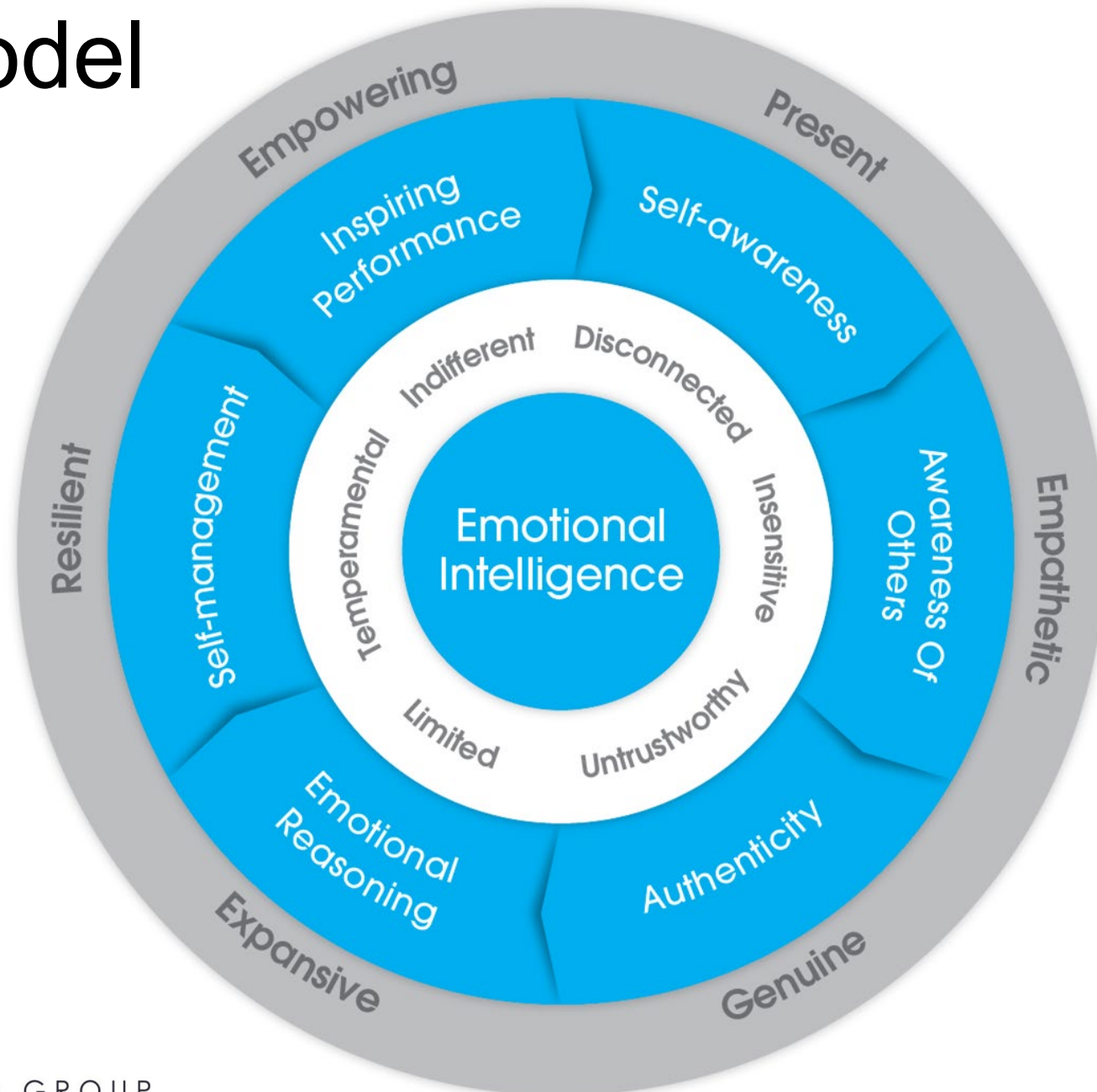
- More rational and creative problem solving
- More open to new ideas
- Willing to try difficult things
- Causes engagement behavior
- Take more risks
- Ability to see more options
- Increases dopamine levels


Emotional Intelligence

6 Key Components

- Self Awareness
- Awareness of others
 - Authenticity
- Emotional Reasoning
 - Self Management
 - Positive Influence

Genos Model

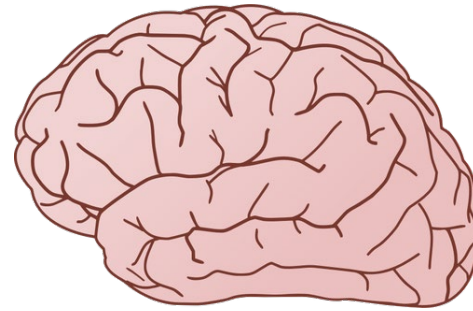




Another Way To View Emotional Intelligence

SCARF Model

Everything you do in life is based on your brain's determination to minimize change or maximize rewards .



Minimize change and maximize rewards is the organizing principle of the brain.

David Rock 2008

SCARF

- S- Status
- C- Certainty
- A- Autonomy
- R- Relatedness
- F- Fairness



STATUS

- *An increase in status generates a larger reward response than money*
- *A decrease in status triggers the brain's pain response*

CERTAINTY

- *Our brains are certainty seeking machines*
- *Make expectations, commitments, and structures extremely clear*
- *Any ambiguity triggers a threat response*

AUTONOMY

- *Work to provide opportunities of choice, control, or autonomy in every situation*
- *The threat response is dramatically higher when we feel we have no control*

RELATEDNESS

- *Build trust and a sense of what we have in common*
- *Bring new diverse people together socially and in teams with shared goals*
- *New or different people trigger a threat response*

FAIRNESS

- *Be more than fair*
- *Be generous with all and be seen doing so*
- *All must feel that they are being treated fairly*

IQ vs. EQ

- Intelligence Quotient
- Standardized Assessments
- Relatively stable overtime
- Schooling increases IQ 1-5 points over time
- Emotional Intelligence
- Does change over time
- Behavior Based
- Children
 - Sharing
 - Empathy
- Adults
 - Can target behaviors
 - Create action plan around behaviors

Top 10 Leadership Skills for 2020

World Economic Forum - Future of Jobs Report 2016

- Complex Problem Solving
 - Critical Thinking
 - Creativity
- People Management
- Coordination/Collaboration
- Emotional Intelligence
- Judgment/Decision Making
 - Service Orientation
 - Negotiation
- Cognitive Flexibility

Since COVID 19

Top 3 Leadership Skills

- Emotional Intelligence
 - Communication
 - Connectedness

Why Emotional Intelligence?

- Better Outcomes
- Better Productivity
- More Engaged Employees
- Improves Problem Solving
- Accounts for really 90% of what moves people up the ladder according to HBR.
- Impact on organizational performance
 - *inspiring discretionary effort

Thank you for your attention and participation!

Next steps:

- Participate in an Emotional Intelligence Survey
 - Follow up discussion 5/27/20 @ 2p EST

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If you have questions from the presentation, please email them to Stacey@buildeveloplead.com with the subject line “FAQ”



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Q&A and final words



Management Development Program

- Entry-level women in manufacturing and/or interested in becoming a manager of supervisor
- Two in-person sessions (2 days each) and two webinars

October 2020



Spring 2021

Leadership Consortium (co-ed)

- Seasoned leaders that lead others: senior managers, directors, department leads, vice presidents...
- One virtual introduction, two in-person sessions (2.5 days each), 5 webinars and a virtual presentation and graduation

Leadership Institute

- Women in high-level and executive leadership roles in manufacturing
- Two in-person sessions (3 days each) and self-paced online learning

Spring 2021



Virtual Learning Series



Virtual Learning



Supported by

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The WiM Virtual Learning Series consists of twelve monthly webinars that enable participants to learn about a variety of industry-related topics from the convenience of their home or office!

View the full 2020 VLS schedule here:

<https://www.womeninmanufacturing.org/virtual-learning>

Virtual Learning Series

🕒 UPCOMING EVENTS

- MAY 20** VLS WEBINAR: EMOTIONAL + SOCIAL INTELLIGENCE 2:00 PM - 3:00 PM 
- JUN 17** VLS WEBINAR: HARD POWER V. SOFT POWER - NAVIGATING BASED ON PERSONAL BRAND 2:00 PM - 3:00 PM
- JUL 15** VLS WEBINAR: ETHICS, INTEGRITY & COURAGE - UNDERSTANDING YOURS 2:00 PM - 3:00 PM
- AUG 5** VLS WEBINAR: ADAPTABILITY & LEADING CHANGE 2:00 PM - 3:00 PM
- SEP 16** VLS WEBINAR: GLOBAL (BROAD) PERSPECTIVE 2:00 PM - 3:00 PM

- OCT 28** VLS WEBINAR: INNOVATIVE THINKING 2:00 PM - 3:00 PM
- NOV 4** VLS WEBINAR: CUSTOMER PERSPECTIVE 2:00 PM - 3:00 PM
- DEC 9** VLS WEBINAR: ACCOUNTABILITY & CONFLICT MANAGEMENT 2:00 PM - 3:00 PM
- JAN 27** VLS WEBINAR: VISION & STRATEGY 2:00 PM - 3:00 PM
- FEB 24** VLS WEBINAR: DRIVE TO ACHIEVE 2:00 PM - 3:00 PM
- MAR 24** VLS WEBINAR: TEAMWORK - DIVERSITY & INCLUSION 2:00 PM - 3:00 PM

Thank you for your attention and participation!

If you have questions from the presentation, please email them to Stacey@buildeveloplead.com with the subject line **FAQ**