



# Emotional Intelligence: The Foundation of Leadership



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# Inattentional Blindness



- We think we see the world and ourselves as they really are, but we actually miss a lot.
- Inattentional blindness is an error of perception that results from a lack of attention to an unexpected object.
- In other words, we can be so focused on another object and/or our thoughts that we are blind to what is right in front of us.

# Inattentional Blindness



- Let's have fun with this research!
- DVD
- Discussion

# Inattentional Blindness



- We operate under a false notion of how the mind works: the mistaken belief that we pay attention to what we see and hear even as the object or sound is right in front of us.
- Paying attention to a person is not as easy as it seems. You can be talking with the person but not consciously seeing the “whole picture” of what the person is saying or doing.
- As a result, the person’s experience with you can be shallow and lack connectedness.

# Inattentional Blindness



- Three Personal Habits cause us to be “blind” to giving 100 percent of our attention to the other person:
  - ➔ Habit 1 – Multitasking
  - ➔ Habit 2 – Split Attention
  - ➔ Habit 3 – Internally Focused

# Emotional Intelligence



- Group Exercise – Bad Boss v. Good Boss
- Small Group Discussion
- Large Group Discussion

# Emotional Intelligence



- Emotional Intelligence (EI) is your ability to identify, control and evaluate the emotions of your self, others, groups, and environments.
- EI determines your self-awareness to provide your people skills, self-confidence, and self-motivation.
- In other words, “Know Thyself!”
  - ➔ What are your hot buttons?
  - ➔ What situations or persons cause you to react or not act in a manner that serves you well, personally and professionally?
  - ➔ Are you a good listener?
  - ➔ Do you show empathy?

# Emotional Intelligence



- Dr. Daniel Goleman introduced the world to the topic of EI in his 1995 bestselling book, *The Emotional Intelligence*.
- The business world has embraced EI because of two words: Economic Impact.
- EI is critical to ensuring happier employees and customers.
- The Harvard Business Review has hailed EI as a “ground-breaking, paradigm-shattering idea.”
- EI behaviors are taught in our military, public schools, medical professions, and more.



# Emotional Intelligence



- I know what you're thinking. What about my IQ? I'm smart!
- Don't worry, EI and IQ work together!
- However, the research indicates that EI behaviors, over IQ and technical skills, emerge as the most important qualities of an effective leader and the foundation of true leadership.

# Emotional Intelligence



- Neuroscientists and psychologists have discovered our brain's very design makes it sociable: 80% EI (social) vs 20% IQ (cognitive).
- EI can be divided into four components:
  - ➔ Self-Awareness,
  - ➔ Social-Awareness,
  - ➔ Self-Management, and
  - ➔ Relationship-Management.

# Emotional Intelligence



- Self-Awareness is the ability to recognize and understand your moods, emotions, and thoughts, as well as their effect on yourself and others.
- If you have high Self-Awareness:
  - ➔ You know yourself.
  - ➔ You have self-confidence.
  - ➔ You know your strengths and weaknesses.
  - ➔ You find time to reflect.
  - ➔ You are more realistic.

# Emotional Intelligence



- Social-Awareness is about how we manage the emotions of others. It's being aware of others' feelings, thoughts, and needs.
- If you have high Social-Awareness:
  - ➔ You demonstrate empathy and seek to truly understand the other person.
  - ➔ You are good listener.
  - ➔ You observe people to really understand what is going on with them.
  - ➔ You are focused on the other person and not on your thoughts.

# Emotional Intelligence



- Self-Management is about how effectively you manage your own thoughts, feelings and emotions, as well as how well you control your responses to new or challenging situations.
- If you have high Self-Management:
  - ➔ You can be flexible.
  - ➔ You can remain optimistic.
  - ➔ You can demonstrate integrity and are a person to trust.
  - ➔ You can better manage others strong emotions.
  - ➔ You have good “impulse control.”

# Emotional Intelligence



- Relationship-Management is your ability to apply understanding in your actions with others.
- If you have high Relationship-Management:
  - ➔ Your people skills are shown.
  - ➔ You connect well with others.
  - ➔ Your EI behaviors are most visible to others.
  - ➔ You become a person about whom others say, “What a pleasure to be around someone like you.”

# Emotional Intelligence



- You have a choice in the way you interact with others.
- You are in control!
- Your decision is very visible and will impact almost everything about your life: relationships, career success, etc.
- Become more Emotionally Intelligent!
- Start with Self-Awareness:
  - ➔ Daily ask: “What did I notice about myself?”
  - ➔ Note your thoughts, feelings, and behaviors.
  
- Q&A



- Dr. Hannah has a strong background as an Executive Coach and the study of behavioral change and EI.
- Provides team development across organizations, and leadership development for executives, senior managers, and high potential leaders.
- Experienced in the study and application of effective organizational change principles, structure, and processes.
- New book, Control, will be available Summer 2015. Published four prior books and over 20 professional journal articles and book chapters.
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