

IMPACT 2023

CORNERSTONE ANNUAL MEETING & COUNCIL FORUM

Leading with Emotional Intelligence

Roger Wolkoff, Chief Authenticity & Relationship Expert (C.A.R.E.),

THE RIDDLE OF THE FARMER

Suppose you had a farmer who needs to transport a fox, a chicken and some corn across a river.

He only has a small boat that can only carry him and one of them with him per crossing. The farmer needs to get all three items across the river in one piece.

But there is a problem. He can't leave the fox and chicken alone as the fox will eat the chicken. Likewise, he can't leave the chicken with the corn as the chicken will munch down on the corn. So, can you figure out how the farmer could solve this problem?

A red, handwritten-style logo consisting of the letters 'R' and 'W' intertwined.

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**What is emotional
intelligence?**

**Why is it
important?**

Strategies





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Would you rather have a high-paying job that you hate or a low-paying job that you love?



High-paying job
that you hate

Low-paying job
that you love?

Would you rather retire early with a modest amount of savings or continue working until a later age but have a large retirement fund?



Retire early with a modest amount of savings

Continue working until a later age but have a large retirement fund

What in the world is
emotional intelligence?

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**Make your emotions
work for you.**



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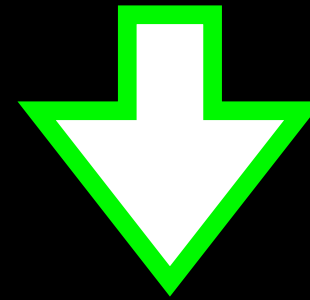
Manager with high EQ

Recognizes when you are
feeling stressed or
overwhelmed

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**Have a conversation with
you to find out what's
going on...**



Offers you support



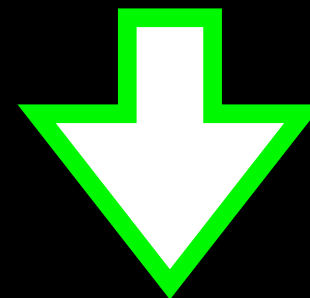
Leader with high EQ

In tune with emotions,
needs, and motivations.

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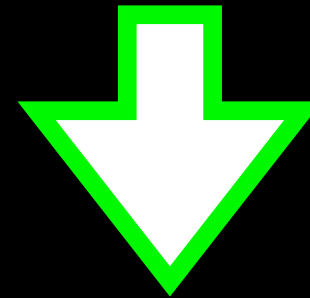
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**Create an environment
of trust and collaboration**



**More engaged and
productive team!**

**You are better equipped
to resolve conflicts and
negotiate solutions...**



**...that lead to success
for all parties involved.**

**We improve people's lives through
all that we do**

What in the world is
emotional intelligence?

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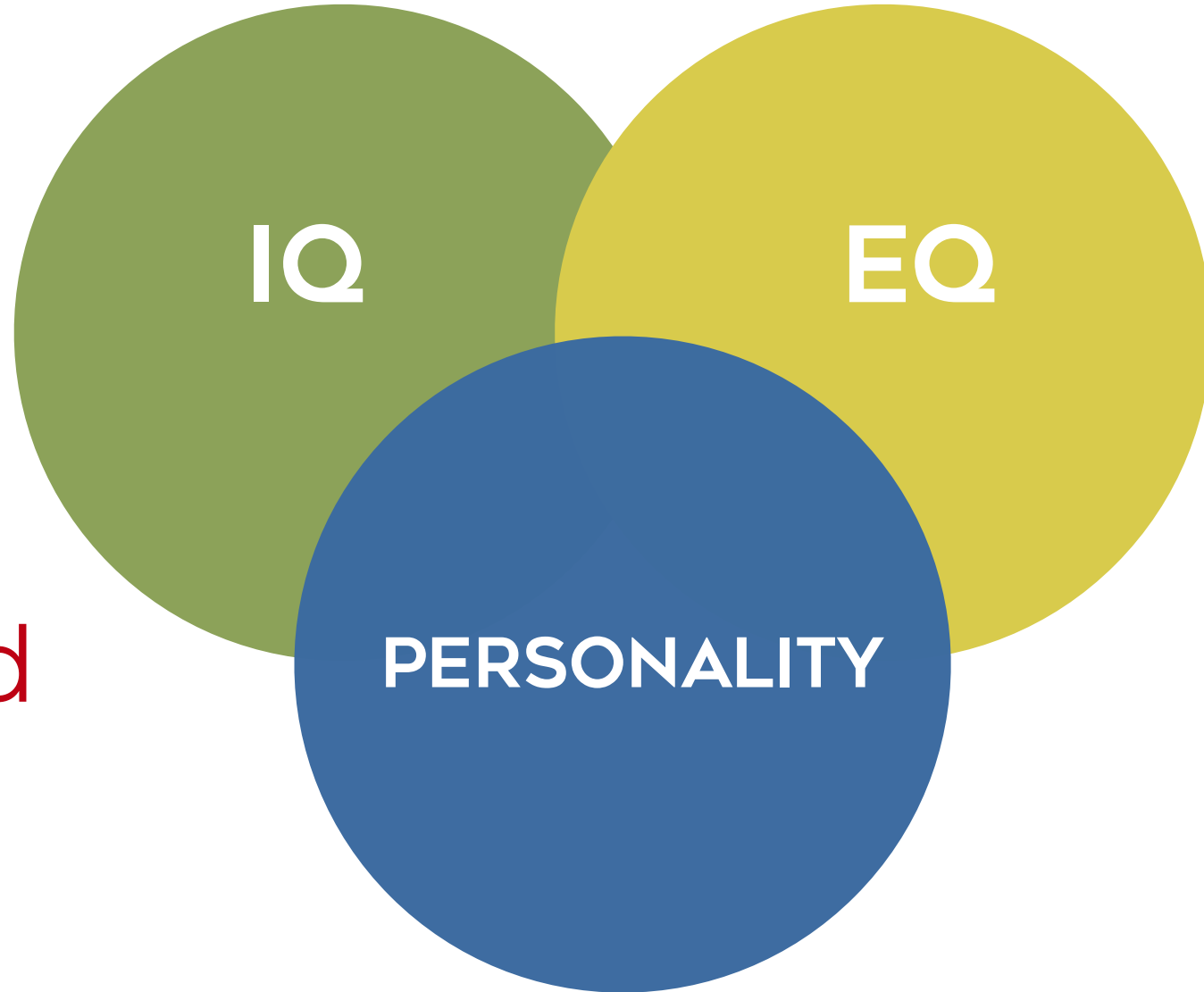
**Emotional Intelligence is the ability
to recognize, understand, and
manage your emotions and the
emotions of others.**



**It involves skills such as empathy,
self-awareness, self-regulation,
and effective communication.**



fixed



flexible

fixed

Why?

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**More successful
and fulfilling
relationships and
interactions.**

“Emotions are not
problems to be solved.
They are signals
to be interpreted.”

*Vironika Tugaleva,
author, poet, spoken word artist*



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I am emotionally intelligent.

Yes

No

Say what?



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Hold your hands out in front of you, like you're going to clap.

Clasp your hands together like you see in the screen.

Hold them apart, and then bring them together.



C

Y

A

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Challenge Your Assumptions



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**“OK, so how do I know
how emotionally
intelligent I am?”**



Assessments

<https://positivepsychology.com/emotional-intelligence-tests/>



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I lose my temper when I feel frustrated

Strongly disagree — 1

Disagree — 2

Neither Agree or Disagree — 3

Agree — 4

Strongly Agree — 5

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I know my strengths and weaknesses

Strongly disagree — 1

Disagree — 2

Neither Agree or Disagree — 3

Agree — 4

Strongly Agree — 5

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I feel that I don't enjoy my work.

Strongly disagree — 1

Disagree — 2

Neither Agree or Disagree — 3

Agree — 4

Strongly Agree — 5

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I ask people for feedback on what I do well, and how I can improve.

Strongly disagree — 1

Disagree — 2

Neither Agree or Disagree — 3

Agree — 4

Strongly Agree — 5

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I find it difficult to read other people's emotions.

Strongly disagree — 1

Disagree — 2

Neither Agree or Disagree — 3

Agree — 4

Strongly Agree — 5

**We all have opinions.
We all have emotions.**



What you do **AFTER** you feel
emotion defines and shapes
your success.

6 Primary Emotions



What are the top problems you face right now?

Not enough time

Not enough resources

Not enough energy

Too much change

Too much to do

More than you can imagine!

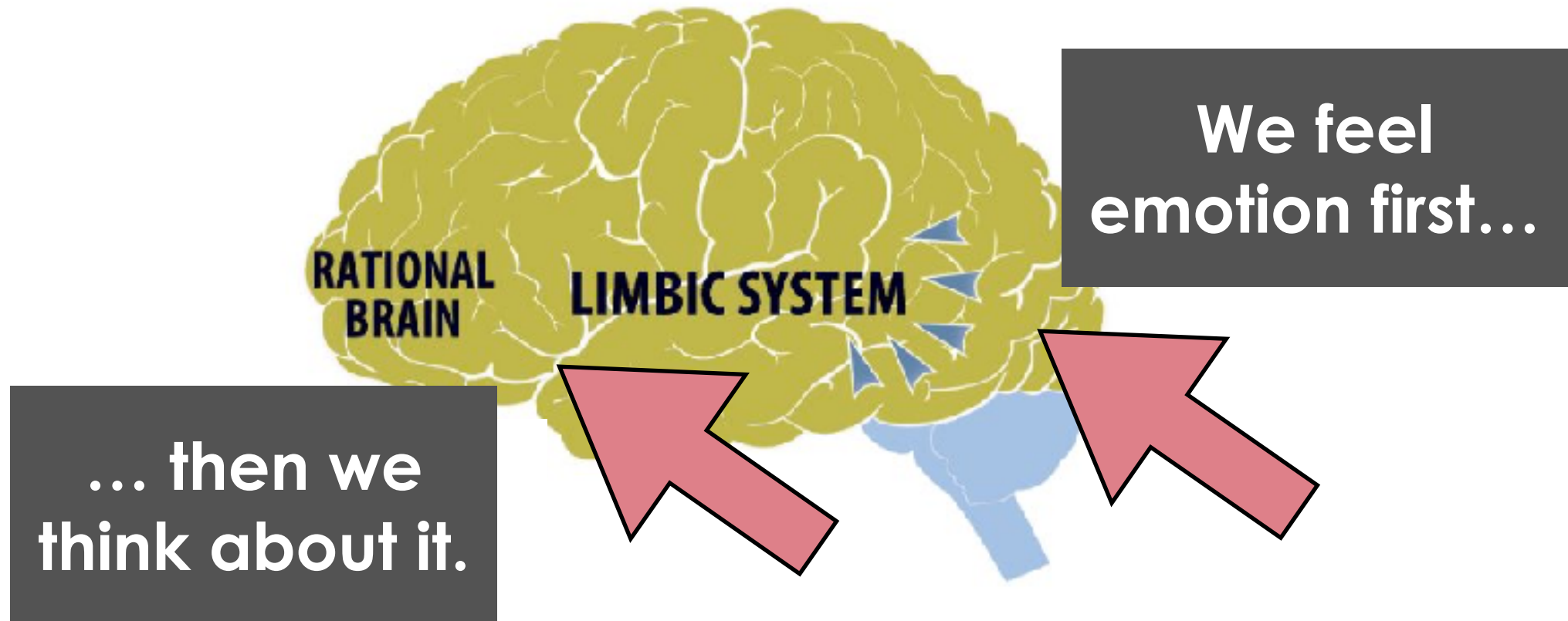


Emotion vs. Reason

What three words describe how you feel right now?



Brain: Emotion & Reason



What you do **AFTER** you feel
emotion defines and shapes
your success.

Emotional Intelligence

Self-Awareness

ability to understand your emotions

Self-Management

ability to direct your behavior

Social Awareness

ability to perceive other' emotions

Manage Relationships

ability to bring harmony in relationships

EMOTIONAL INTELLIGENCE TIPS

Self-Awareness

Your ability to accurately
perceive **your own** emotions
in the moment.

Understand your **tendencies**
across situations.



Self-Awareness

Quit Treating Your Feelings as Good or Bad

1



**What feelings
do you label
or treat as
“good?”**

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Self-Awareness

**Observe the Ripple Effect
from Your Emotions**

2



Self-Awareness



**Know Who and What
Pushes Your Buttons**

3

"Well, that
escalated
quickly"
is our family
motto.

Self-Awareness

“Emotional hijacking”



First Impressions

One Word

What is the first word you think of when you see this person?



What is the first word you think of when you see this person?



First Impressions



Self-Awareness



**Keep a Record
of Your Emotions**

4

Self-Awareness

Self-Management

Use awareness of your emotions to **actively choose** what you say and do.

More than...



Self-Awareness =
understand your emotions

Self-Management =
how you **respond**



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Self-Management

Breathe Right

1

Self-Management

Count to Ten

2



Self-Management

Smile and Laugh More

3

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follow up



Self-Management

Put a Mental Recharge into Your Schedule

4



**What is your
favortite way
to put a mental
recharge into
your schedule?**

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Would you rather have a friend who is highly emotionally intelligent but is not always honest with you, or a friend who is less emotionally intelligent but always honest?

Friend who is highly emotionally intelligent
but is not always honest with you

Friend who is less emotionally intelligent
but always honest?

Self-Management

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Which one of these self-management strategies resonates the most with you?

Breathe Right

Count to Ten

Smile and Laugh More

Put a Mental Recharge into Your Schedule

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Social Awareness

Recognize and understand



Social Awareness



1



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I use people's first names...

Rarely

Some of the time

Most of the time

All the time

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Social Awareness

2



Social Awareness

3



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I use active listening skills when people speak to me.

Strongly disagree — 1

Disagree — 2

Neither Agree or Disagree — 3

Agree — 4

Strongly Agree — 5

**Repeat
what was
said.**





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Social Awareness

4



Where is your
favorite place to
people watch?



15
TIE UP

2

518772

11 1987

FL 12345

Would you rather be able to read other people's emotions accurately or regulate your own emotions effectively?

Be able to read other people's emotions accurately

Regulate your own emotions effectively

Social Awareness

Which social awareness strategy do you see yourself trying?

Greet People by Name

Watch Body Language

Practice the Art of Listening

People Watching

Relationship Management

Understand

Express

Understand

Relationship Management

awareness

manage interactions successfully

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I ask people for feedback on what I do well, and how I can improve.

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Relationship Management

1



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**What is the
best feedback
you ever
received?**

Relationship Management

2



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What is your preferred communication style?

Face-to-face

Phone

Email

Text

Any social media

Communication is overrated

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Relationship Management

3



Relationship Management



- open communication
- willingness to share
- consistency
- follow through on agreements of relationship

Relationship Management

4

“Thank You”

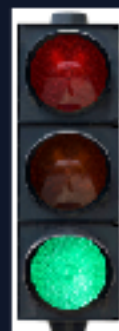
“I

understand”

“I’m sorry”

Relationship Management

Which relationship strategy do you see yourself continuing to improve?



Would you rather have a boss who is highly emotionally intelligent but tends to micromanage, or a boss who is less emotionally intelligent but gives you more autonomy?

Boss who is highly emotionally intelligent but tends to micromanage

Boss who is less emotionally intelligent but gives you more autonomy

Would you rather work with a team that is high in emotional intelligence but low in technical skills, or a team that is high in technical skills but low in emotional intelligence?

Team that is high in EI but low in technical skills?

Team that is high in technical skills but low in EI?

Summary



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**Emotional Intelligence is the ability
to recognize, understand, and
manage your emotions and the
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**It involves skills such as empathy,
self-awareness, self-regulation,
and effective communication.**



What you do **AFTER** you feel
emotion defines and shapes
your success.



10 Ways to Check Yourself for Negative Self-Talk

Free Download!



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enter code when prompted:

EQ4ME

Let's Stay In Touch!

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What is Your One Thing?

Small step



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