



CORNERSTONE DEVELOPMENT
Young Professionals
Conference

More Than a Feeling: The Power of Emotional Intelligence

Courtney Ramsey

Leadership Development Expert



Next Generation of
CU SMART
Leaders



**Speak up, get
rewarded!**

8:46 PM

© Courtney Ramsey Speaks, LLC



CORNERSTONE DEVELOPMENT

**Young Professionals
Conference**

What is emotional intelligence?

8:46 PM



Emotional Intelligence (EI) is the ability to recognize your feelings, discriminate among them, and use this information to manage your emotions and actions. It's also being able to recognize emotions in others, and positively influence their actions.



The Business Case:

Emotional intelligence accounts for nearly 15% of what moves people up the ladder when IQ and technical skills are roughly similar



The Business Case:

% of top performers at work have high emotional intelligence

Source: 39 Best Emotional Intelligence Statistics To Know In 2022



The Business Case:

People with high EQ
make more
annually than
people with low EQ

8:46 PM

Source: 39 Best Emotional Intelligence Statistics To Know In 2022



The Business Case:

Workers who have managers with high EIQ scores are **x** less likely to quit than those with managers who have low EIQ

8:46 PM

Source: 39 Best Emotional Intelligence Statistics To Know In 2022



Everyday Life Case:

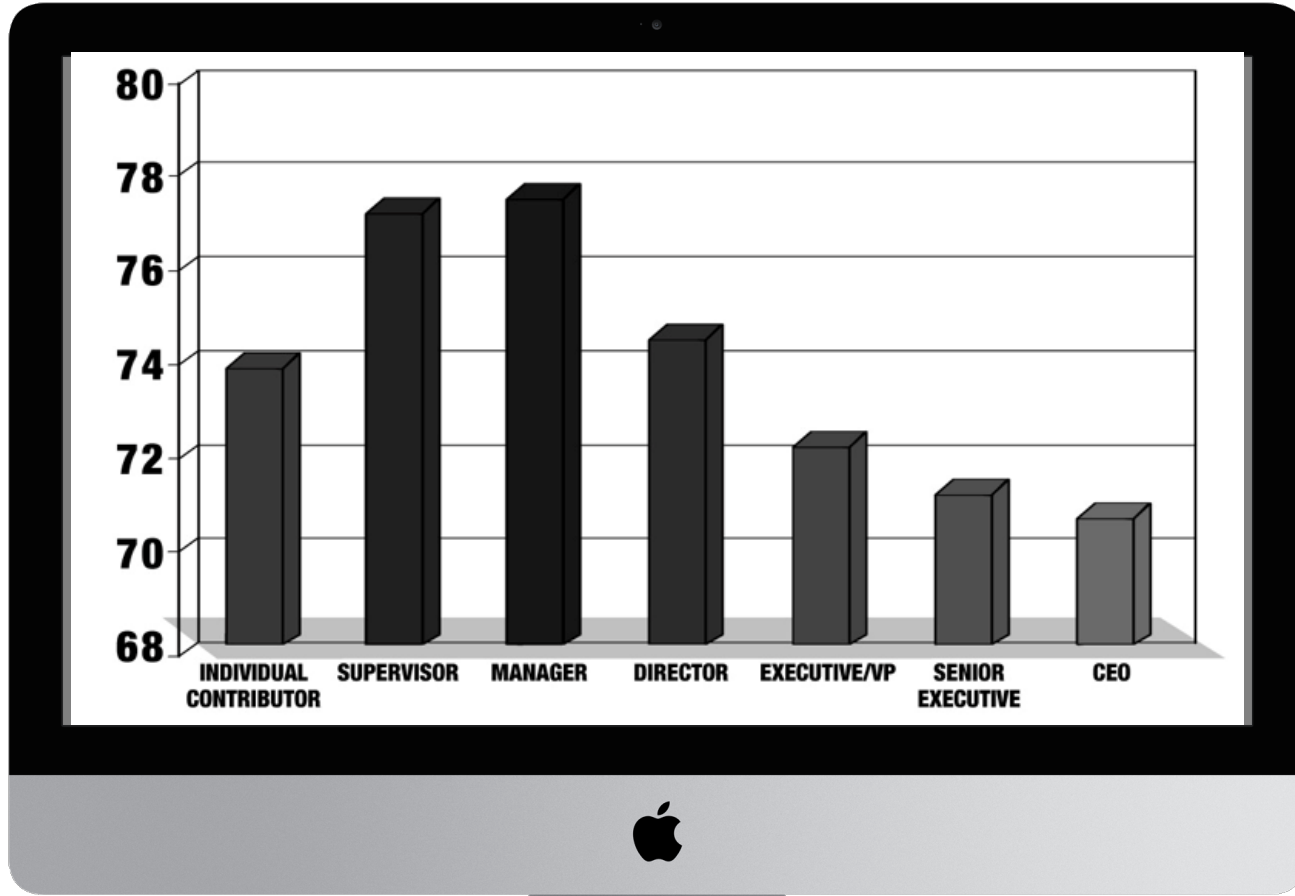
**People with
higher EIQ are
typically
happier and
healthier!**

Stronger
relationships

Less stress

More resilient

EQ Can Improve or Decrease Over Time



Source:
Travis Bradberry

Aspects of Emotional Intelligence





Self-Skills

Self-awareness & Self-regulation



What do you **feel** when you
see these images?
What happens to you **physically**?



8:46 PM

© Courtney Ramsey Speaks, LLC



8:45 PM

© Courtney Ramsey Speaks, LLC



8:46 PM

© Courtney Ramsey Speaks, LLC



8:46 PM

© Courtney Ramsey Speaks, LLC



8:46 PM

© Courtney Fomse Books, LLC



8:46 PM

© Courtney Ramsey Speaks, LLC



Seeing is not agreeing.

**We all interpret and
respond to things
differently.**



CORNERSTONE DEVELOPMENT

Young Professionals
Conference

**Try to notice your cues
more.**

8:46 PM



Recognize Your Physical Cues

- Increased heart rate
- Butterflies
- Flushed skin
- Holding breath
- Tense muscles
- Sweating
- Voice rising, getting louder
- Swearing



What can you do when you feel your emotions rise?

Manage Your Emotional Responses

- Take deep breaths
- Relax your jaw and tongue
- Count to 10 slowly (to yourself)
- Take a break and walk around
- Let the other person know verbally
 - “I need a some time to gather my thoughts. Can we revisit this tomorrow?”
- Give yourself perspective
 - Will this matter in three days? Three weeks? Three months? Three years?

In Real Life



Assertive



Non-Assertive

Be Aware of Body Language & Facial Expressions

8:46 PM

© Courtney Ramsey Speaks, LLC

Manage Your “Non-verbals”

- Be aware of your “focused” or “listening” face
- Maintain normal eye contact
- Leave arms uncrossed when possible
- Remove barriers between you and the other person
- Mirror the other person (within reason!)
- Monitor your voice
 - Tone
 - Volume
 - Pace



Other Skills

Recognizing emotions and influencing others



CORNERSTONE DEVELOPMENT

Young Professionals
Conference

How do you think that worked out for me?

8:46 PM



**What do you see others do or
hear them say that gives you
a sense of their emotional
state?**



CORNERSTONE DEVELOPMENT

**Young Professionals
Conference**

What is empathy?

8:46 PM



Empathy is the ability to understand, identify with, and often share the emotions of others. It's not about feeling sorry for them or agreeing with them.



Demonstrate Empathy

- **Don't**: offer advice, judge, tell them how to feel
- **Do**: be understanding without necessarily agreeing
- **Do**: use words and gestures to show you care



Share Your
Intent & Be
Vulnerable
Before
Beginning



Acknowledge
& redirect
When You Get
Off Course



Acknowledge
Other's Ideas
& Validate

**We All Want to Feel Safe, Seen,
Heard, & Valued**



In Real Life...

Don't be the smartest person in the room. Let others shine too.
DO Ask and offer. DON'T tell or command.

Instead of:

- Here's what you I would do...

Instead of:

- If you'd just do X, you'd solve your problem.

Try:

- That's a challenging one! Would you like some advice?

Try:

- What have you tried? Have you considered...



In Real Life...

Assume people don't feel comfortable speaking candidly unless asked, especially if you have seniority!

Instead of:

- So that's the plan. What do you think?

Instead of:

- If you have any questions or concerns, let me know.

Try:

- I value your opinion. Good or bad, what do you think?

Try:

- Courtney, what concerns do you have? Help me avoid bumps in the road!



In Real Life...

Recognize when you mess up, and ask for a “do over.”

Instead of:

- Don't be so sensitive!

Instead of:

- You know I didn't mean it that way...

Try:

- I think that came out wrong. Can I try that again?

Try:

- I'm sorry! I didn't intend to hurt your feelings. Can I get a second chance at that?



Conflict Resolution

- Be aware of your emotions while remaining composed
- Be aware of others' emotions
- Communicate your needs clearly and respectfully
- Make your priority getting your needs and the other person's needs met

8:46 PM

© Courtney Ramsey Speaks, LLC

Tips for Emotionally Intelligent “Fighting” & Giving/Receiving Feedback

1

Deal in reality

2

Listen without getting defensive

3

No “jabs”

4

Leave unrelated issues out



In Real Life...

Do your best to receive constructive feedback or outright criticism with grace and make the person feel good about sharing it.

Instead of:

- I did that because....
- Well you always...
- Takes one to know one...

Try:

- Thank you--good feedback!
- Thank you for sharing that.
- Thank you...I'll work on that!

8:46 PM

A close-up photograph of a butterfly with vibrant orange, yellow, and purple markings on its dark wings, resting on the palm of a human hand. The image is framed within a circular white area against a blue background. A semi-transparent white horizontal band is overlaid across the middle of the image, containing the text.

Adaptability

Ability to adapt to change



Cultivate Different Perspectives

- Ask for feedback and opinions of those unlike you
- Eliminate “either/or” thinking
- Be curious
 - Play devil’s advocate with yourself
 - Ask WHY you think that way
 - Remember our thoughts are usually opinions, not facts



Get Unstuck When Facing Challenges

- Define the problem.
- Gather information.
- Brainstorm options.
- Evaluate potential solutions.
- Choose and implement the best option.



Resilience

Ability to move forward in tough conditions



Remember this feeling?

8:46 PM

© Courtney Ramsey Speaks, LLC

Thoughts & Emotions Impact Actions



Increase Self-Confidence

- Think positive and in the present tense
 - Change “I can’t” to “I can’t YET” or “I will learn...”
 - Change “problem” to “challenge” or “opportunity”
 - Change “have to” to “want to” or “get to”





Beliefs & Words Matter

8:46 PM

© Courtney Ramsey Speaks, LLC

Increase Self-Confidence

- Recognize that confidence comes from doing
- Remind yourself of past successes
 - Ask a friend
- Identify your strengths
 - Ask a friend
- Seek failure, and fail forward



8:46 PM



Cultivate Optimism

- Think: Setbacks are temporary and set you up for future success
- Look for the positive (reticular activating system)
- Acknowledge the positive out loud
- Minimize negative influences
- Use your sense of humor



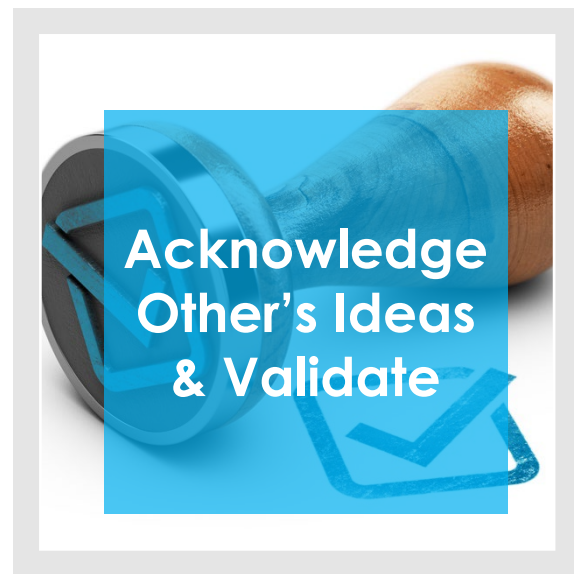
**What questions do
you have?**



Share Your
Intent & Be
Vulnerable
Before
Beginning



Acknowledge
& Redirect
When You Get
Off Course



Acknowledge
Other's Ideas
& Validate

**We All Want to Feel Safe, Seen,
Heard, & Valued**



THANK YOU!



Find me online!



LinkedIn



Courtney@CourtneyRamseySpeaks.com



469.438.8844



CourtneyRamseySpeaks.com