



Strengthen Your Emotional Intelligence and Ace Your Interviews

Presented by Jane Ryan, MS, PhD Psychology Candidate 2015
&
Emotional Intelligence and Career Transitions Master Coach

Today's Learning Goals

1. Gain a better understanding of emotional intelligence (EI or EQ)
2. Increase knowledge and how to strengthen EI skills.
3. Strengthen awareness of self and of others.
4. Learn techniques to strengthen EI?
5. Create a plan to apply these techniques daily.

1. Gain a better understanding of emotional intelligence.

Since 1990, Peter Salovey and John D. Mayer have been the leading researchers on emotional intelligence. They defined EI as, "the **subset of social intelligence** that involves the ability to monitor one's own and others' feelings and emotions, to discriminate among them and to use this information to guide one's thinking and actions" (1990).

1. Gain a better understanding of emotional intelligence.

Salovey and Mayer's Model:

Perceiving Emotions: Understanding nonverbal signals.

Reasoning With Emotions: Prioritizing what we pay attention and to what interests us.

Understanding Emotions: Interpreting emotions and cause.

Managing Emotions: Regulating and responding to emotions.

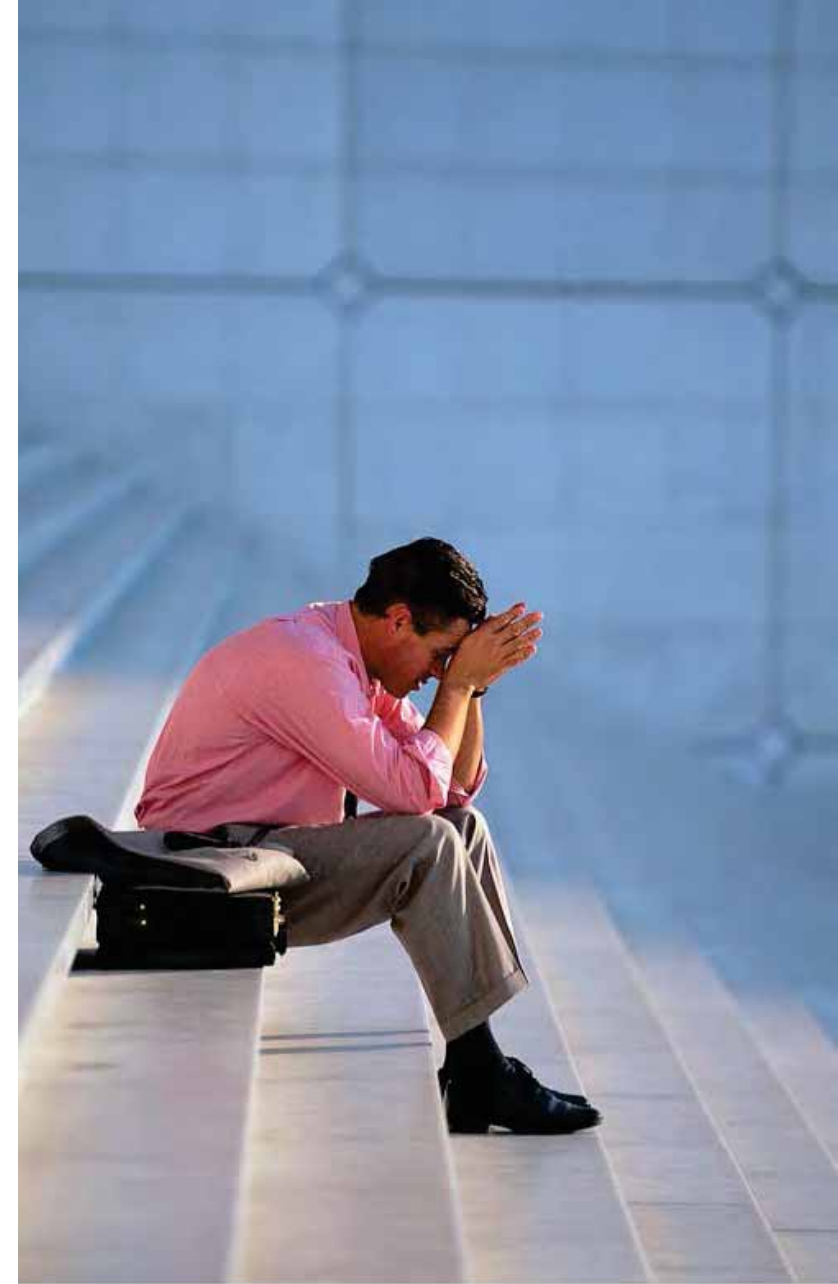


Perceiving Emotions: Understanding emotions is to accurately perceive them – Awareness of self and others. In many cases, this might involve understanding nonverbal signals such as body language and facial expressions.



Reasoning With Emotions: Involves using emotions to promote thinking and cognitive activity. Emotions help prioritize what we pay attention and react to; we respond emotionally to things that garner our attention.

Understanding Emotions: Interpreting Emotions and Cause





Managing Emotions: The ability to manage emotions effectively is a key part of emotional intelligence. Regulating emotions, responding appropriately and responding to the emotions of others are all important aspect of emotional management.

1. Gain a better understanding of emotional intelligence.

1995 - The concept of emotional intelligence is popularized after publication of psychologist and New York Times science writer Daniel Goleman's book *Emotional Intelligence: Why It Can Matter More Than IQ*.

1. Gain a better understanding of emotional intelligence.

According to Daniel Goleman, known for his research on emotional intelligence in the workplace and in leadership:

The rules for work are changing. We're being judged by a new yardstick:

Not just by how smart we are, or by our training and expertise, but also by **how well we handle ourselves and each other.**

This yardstick is increasingly applied in choosing **who will be hired and who will not, who will be let go and who retained, who passed over and who promoted.**

In a study of more than 2,000 managers from 12 large organizations, 81% of the competencies that distinguished outstanding managers were related to emotional intelligence.

(Boyatzis, 1982)

“181 different positions from 121 organizations worldwide ... 67% of the abilities deemed essential for effective performance were emotional competencies.”

(cf. Rosier, 1994)

“Reanalyzed data from 40 different corporations ... to differentiate star performers from average ones ... emotional competencies were found to be twice as important in contributing to excellence as pure intellect and expertise.”

Goleman, WWEI (cf. Jacobs & Chen, 1997)

**The primary derailer of top executives is
a lack of impulse control.**

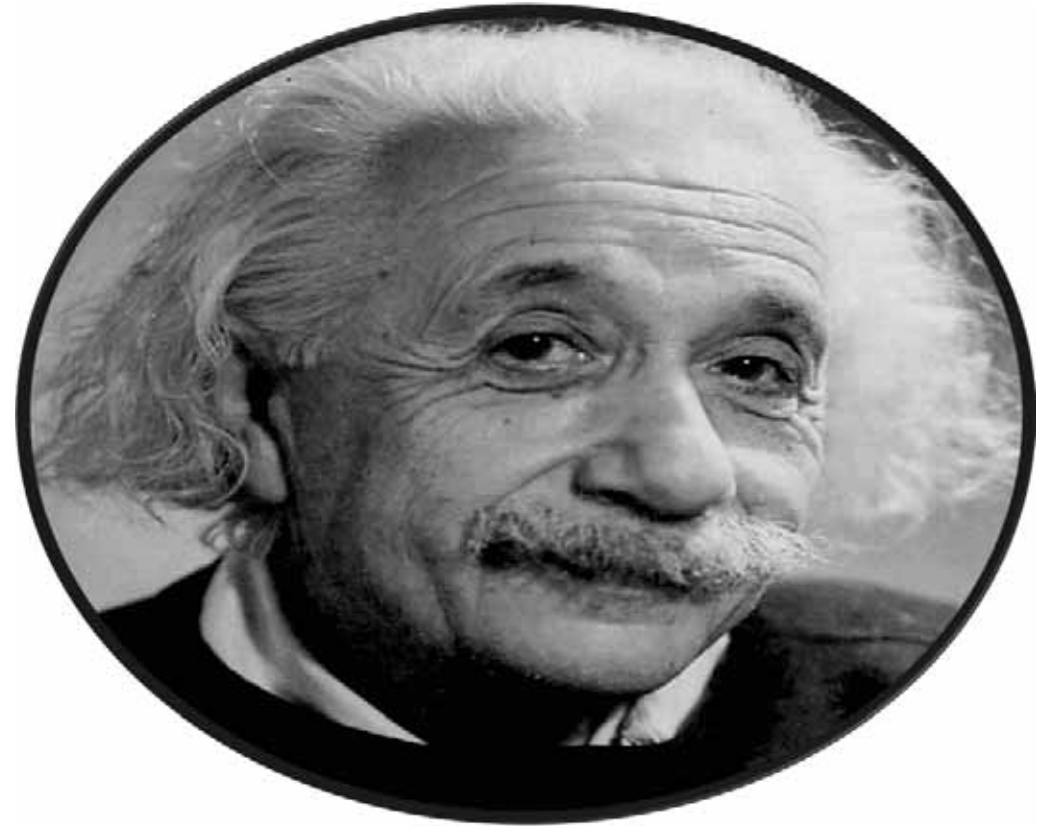
Goleman, WWEI (cf. Clarke, 1996)

Intelligence is more than IQ

IQ = Intelligence Quotient

- Your Intellectual Capital
- Your Knowledge
- Your Imagination
- Your Expertise

If you can't explain it simply, you don't understand it well enough. Albert Einstein



Intelligence is more than IQ

EQ = Emotional Quotient

Emotional Intelligence

Ability to Show Empathy

Ability to Connect

Ability to Align



Strengthening EI through Effectively Communicating

Ability To Apply Techniques:

- 5W's and HOW
- Listen Actively
- Question Effectively
- Paraphrase
- Think Critically
- Apply Covey's 7 Habits of Highly Effective People
- Understand Personalities
- Stop, Breathe, Think then Speak (SBTS)
- Connect, Converse, Create
- Reflective Journaling



Actively Listen

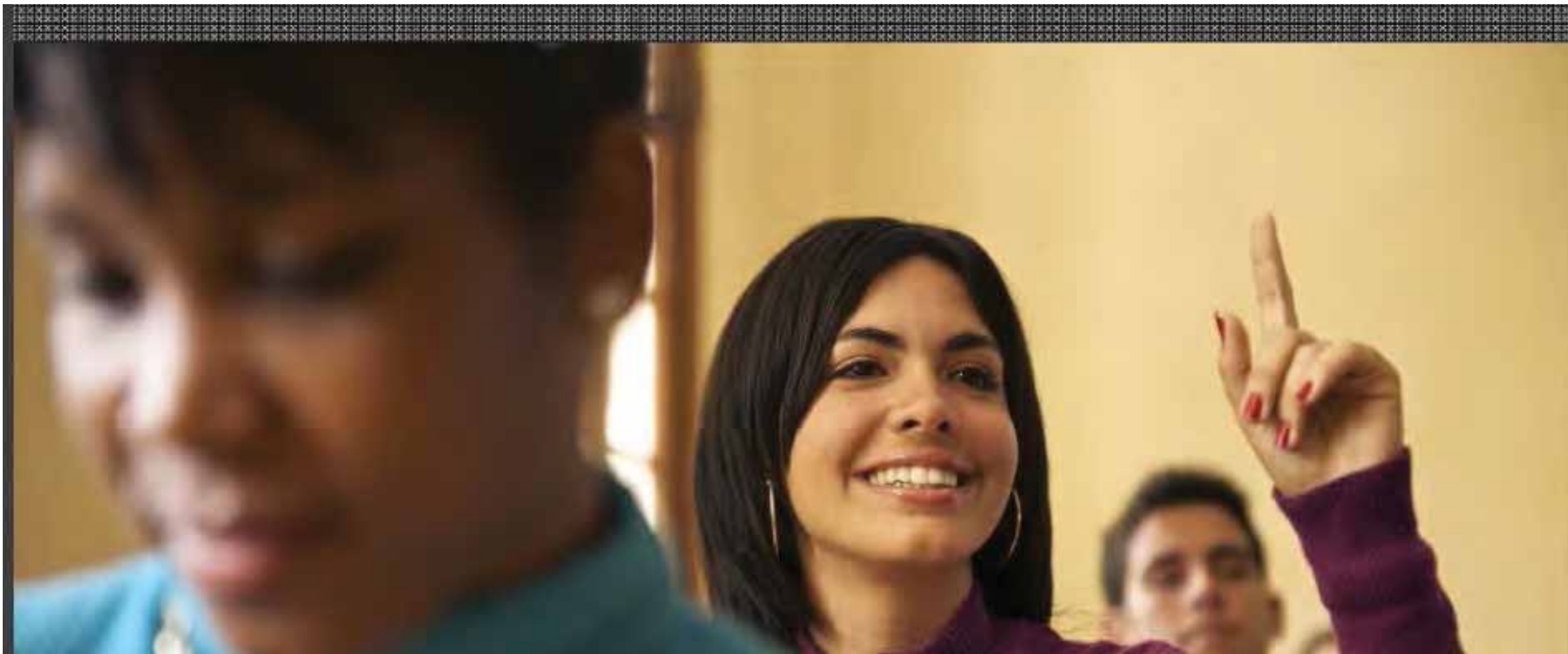
**Actively
Listening**

Without Interrupting or
Distractions



Question Effectively

Open-Ended Questions



Paraphrasing

Confirm Understanding & Expectations



$$y' = u \frac{dv}{dx} + v \frac{du}{dx}$$

$$u \frac{dv}{dx} + v \frac{du}{dx} + \frac{1-2x}{x^2} uv = 1$$

$$u \left[\frac{dv}{dx} + \frac{1-2x}{x^2} v \right] + v \frac{du}{dx} = 1$$

$$\frac{dv}{dx} + \frac{1-2x}{x^2} v = 0$$

$$\frac{1}{v} dv = \int \left(\frac{1}{x^2} dx + 2 \right) \frac{1}{x} dx$$

$$\sin^2 x + \cos^2 x = 1$$

$$\operatorname{tg} x = \frac{\sin x}{\cos x}$$

$$\operatorname{ctg} x = \frac{\cos x}{\sin x}$$

$$3 \log_7 x + \frac{1}{5} \log_7 b - (x+2) \log_7 3$$

$$\log_7 x^3 + \log_7 \sqrt[5]{b} - \log_7 3^{(x+2)}$$

$$\log_7 x^{\frac{3}{5}} \sqrt[5]{b} - \log_7 3^{(x+2)}$$

$$\log_7 \frac{x^{\frac{3}{5}} \sqrt[5]{b}}{3^{(x+2)}}$$

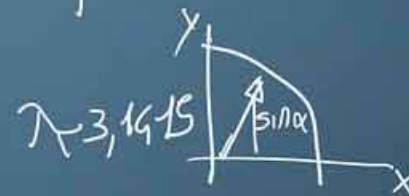
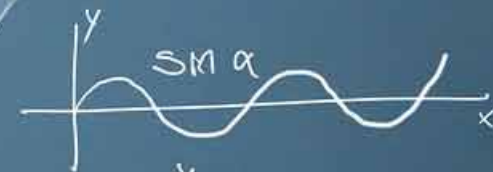
$$3x^3 - 5x^2 + 2x = 0$$
$$x \cdot (3x^2 - 5x + 2) = 0$$

$$x = 0 \vee 3x^2 - 5x + 2 = 0$$

$$x_1 = 0 \vee x_{2,3} = \frac{5 \pm \sqrt{25 - 24}}{6}$$

$$x_1 = 0 \quad x_2 = 1 \quad x_3 = \frac{2}{3}$$

Thinking Critically



7 Habits of Highly Effective People

Source:
Stephen F. Covey (1995)



Stephen Covey's "*7 Habits of Highly Effective People*"
Helps you to Strengthen your EQ

1. Understand your audience **"Seek First to Understand, Then to be Understood"**
2. Align yourself to your audience and create synergies **"Synergize"**
3. Establish goals **"Begin with the End in Mind"**
4. Think **"Win/Win"** you only win when others win
5. Reflect upon and repair your deficiencies **"Sharpen the Saw"**
6. Be deliberate, Take action, **"Be Proactive"**
7. Set priorities **"Put First Things First"**

Personalities & Preferences

Your Personality

Their Personalities — Know Preferences



Understanding Personalities

Self Awareness and Awareness of Others

Know your personality and know personalities of others

MBTI Personality Profiles and What Does All This Mean to Emotional Intelligence?

- **Extraversion “E”/Introversion “I”** – your source of motivation (extrinsic or intrinsic) aka where we get our energy from
- **Sensing “S”/Intuition “N”** – the way in which you obtain information (facts, here/now or data and the possibilities)
- **Thinking “T”/Feeling “F”** – the way in which you make decisions (head or heart)
- **Judging “J”/Perceiving “P”** – Your approach to life (organized/planful or open-ended/spontaneous)

Reflective Journaling



Self Management



Putting It All Together

Practice & Application



Preparation



Prepare
&
Deliver



What three things will you implement as a result of our session today?



Q&A Wrap



EQ

- http://psychology.about.com/library/quiz/bl_eq_quiz.htm
- or
- <http://www.ihhp.com/free-eq-quiz/>

Test Your Emotional Intelligence

Find Your Strengths (Strengths Finder 2.0)

<http://www.strengths.gallup.com>



Jane Loya Ryan, MS, PhD. Candidate, Leadership & Career Transformation Coach.

Jane is the Founder and President of Jane Ryan & Associates, a woman-owned coaching business based out of Dallas, Texas. She is a certified emotional intelligence coach and an expert in transformational learning, leadership development and career transitions with a specialization in helping her clients strengthen their emotional intelligence, interpersonal and critical and creative thinking skills. She applies her extensive studies in behavioral and positive psychology to her client's transformation goals. Her transformational coaching provides her client's measurable and achievable outcomes resulting in improved performance, growth and a renewed energy and outlook on life and their careers. Jane uses applied science methodology incorporating proven techniques to help her clients move from where they are today to where they need to be.

Jane brings 15 years of organizational and human capital consulting experiences and 10 years of leadership and transformational coaching offering her clients opportunities to achieve optimal performance. Her client experiences come from Fortune 500 to 500, middle market to small business startups and individuals seeking to invest in achieving optimal performance and attainment of specific professional and personal goals. Her individual clients include C-Suite and senior executives, middle management to cross functional team members to graduate students beginning their careers to soldiers transitioning from military to civilian and many others in between.

Prior to founding Jane Ryan & Associates, Jane worked at Hewitt Associates as a senior managing consultant and business developer. She led global diverse subject matter expert teams serving Fortune 500 clients on all areas of human capital and organizational performance. Jane is also an expert speaker, trainer, author and blogger. Go to JaneRyanBlog.WordPress.Com and follow her blogs on topics from career transition, to leadership, to learning & development, to organizational development and on emotional intelligence...

Jane earned her master's in applied psychology and is now completing her PhD in Psychology with a specialization in teaching (target completion 2015) from Walden University and she received her BA in Psychology from Ashford University *Magnum Cum Laude*. She's a member of the Association for Talent Management (ATD), the Neuroleadership Institute, and a member of the Golden Key International Honour Society and Neuroleadership Institute, and multiple others. When Jane is not coaching her clients, she is working on her dissertation "The Exploration of Executive Female Leadership Beliefs on Gender Inequality and Positive Social Change in the Workplace" as well as taking time to enjoy spending time outdoors riding horses, gardening, cooking and entertaining friends, family and guests on weekends.

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