Emotional Intelligence in Leadership

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3 ideas

OWN IT

BIDS

Mood Meter

(Marc Brackett, Yale University)
Mood Meter

- Where are you on the mood meter?
- What word best describes your current feeling?
- What caused you to feel this way?
- How are you expressing that feeling?
- Given how you feel what strategy will you use to get the most out of our time?

Brainstorming
Flexible Mindset

Critical Mindset
- Persuasive Speaking
- Proofing & Editing

Determined Mindset
- Brainstorming
- Building Consensus

Reflective Mindset

Recognize & Regulate
Emotions Matter

- Attention, Memory, & Learning
- Decision-Making & Judgment
- Relationship Quality
- Physical & Mental Health

They’re contagious
They leak
They drive behavior
When expressed & received they resolve

EQ & Job Performance
*(TalentSmart)*

- 90% of top performers are high in EQ
- Just 20% of low performers are high in EQ
Study of 130 executives

• Found that how well people handled their own emotions determined how much people around them preferred to deal with them (Walter V. Clarke Associates).

Center for Creative Leadership

• Primary causes of derailment in executives were deficits in emotional competence

  Top three were:
  • Difficulty in handling change
  • Not being able to work well on a team
  • Poor interpersonal relations

213 School-Based Programs

• Social & Emotional Learning

• 270,034 (K-12th grade)

• Improved social & emotional skills, attitude, behaviors, and academic performance

• 11 percentile point gain in academic achievement

• (Loyola University Chicago, 2011)
OWN IT

S + R = E

*Internal Dialogue
*Mental Imagery
*Behavior
### Mindful Responding

- **Stop**
- **Take a slow deep breath**
- **Observe/reflect**
- **Proceed**
F.E.A.R.

- F. ______
- E. ______
- A. ______
- R. ______

BIDDING

- Away
- Toward
- Against

Bids are

- Verbal or non-verbal
- Intellectual or physical
- High or low energy
- Funny or serious
- Could involve thoughts, feelings, observations, opinions, or invitations
- Fuzzy or Clear
Making Deposits

- Respond toward Bids
- Be interested
- Listen to understand
- Use a preferred modality (Visual, Auditory, Kinesthetic)

with colleagues

- say hello and goodbye each day
- returned borrowed items
- note b-days and acknowledge
- remember things of personal importance: pets, children, parents, travel, hobbies, sports, workouts
- laugh with them
- give encouragement when they are having a difficult time or when they have a success

Bid Busters

- Not being attentive or responsive to others (or their emails/texts)
- Blaming (you always...you never...)
- Acting habitually negative
- Using sarcasm or put-downs
- Not clearing up misunderstandings
Mindful Listening

• Listen to Understand
• Nothing else to do
• No problems to solve
• If your mind wanders bring it back

What’s Up?

• What’s on your mind?
• Recent challenge or success?
• Thankful for?
• Looking forward to?

Empty the cup...before you fill it up

• Create mental and emotional space for working and learning
writing about worries before a major test can improve scores

writing about stressors can boost your immune system

- An upsetting event (department or organization wide)
- A tradition prior to beginning of meetings
- Daily personal check-in
- After receiving disturbing news
- End on a positive (success or gratitude)

Decision fatigue

Before lunch 10-15%  After lunch 66%
Tips

- **Meditate** - mindfulness - 5 min.
- **Exercise** - even for 10 mins. (GABA)
- **Sleep** - tired brain cells lose ability to absorb glucose

Mind Full, or Mindful?

Mindfulness: What is it?

“"The awareness that emerges through paying attention on purpose, in the present moment, and non-judgmentally to the unfolding of experience moment to moment""

- Jon Kabat-Zinn, UMass Medical School’s Center for Mindfulness
Practical Practice

- Start the day right- 2 minute breath awareness
- Take 10 minutes prior to walking on campus
- Start with 2 Minutes quiet time at beginning of meetings and end 5 minutes early.
- On your commute home- 10 minutes no phone or radio- just be. Let go of any thoughts that arise. Attend to your breath
Closure

☐ List 3 ideas that resonated with you the most.

___________________________________________

___________________________________________

___________________________________________

☐ Based on your learnings from today, what is one thing you will STOP doing and one thing you will START doing?

___________________________________________

___________________________________________

Contact info.

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