

Mixing Your EQ Cocktail: Balance, Blends, & Behavioral Change

HILE RUTLEDGE



Agenda

- EQ Overview
- Group Discussions
- Emotional Intelligence Tensions
- EQ Cocktails
- Questions & Answers/Wrap-up

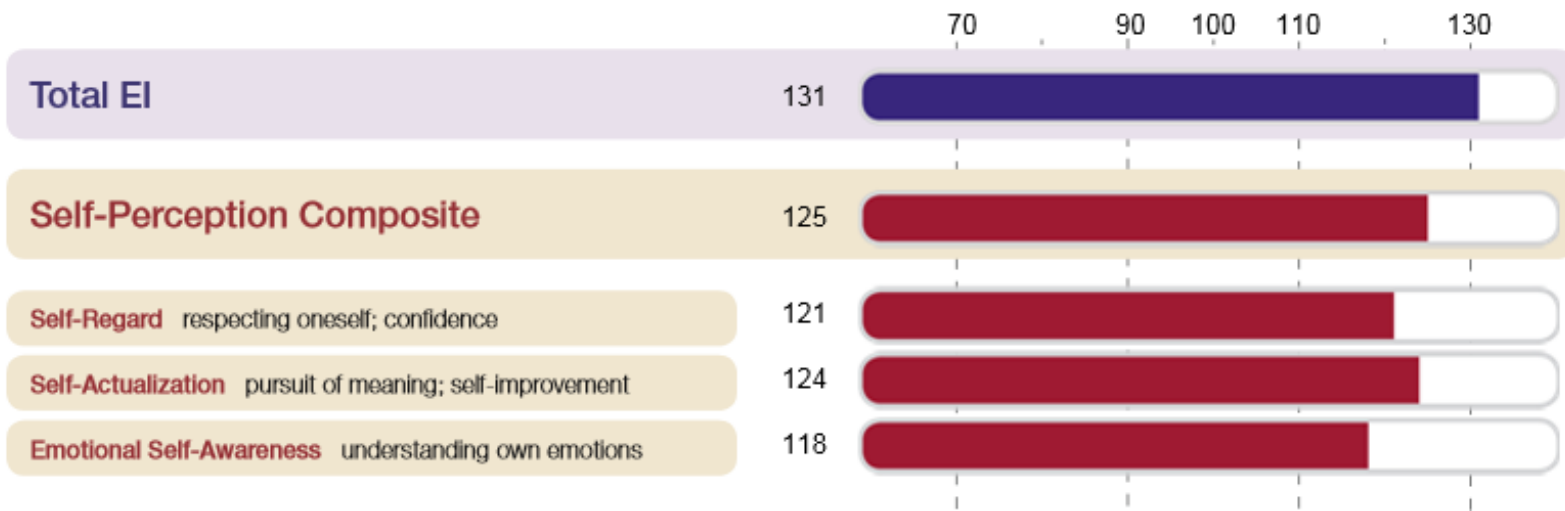
Emotional Intelligence

- A collection of components comprising our emotional and social functioning and general psychological well-being
- MHS's EQ-i^{2.0} model—the world's most popular—is composed of 16 elements
- Relates to potential for performance—not performance itself
- Is comprised of elements that can change and be altered

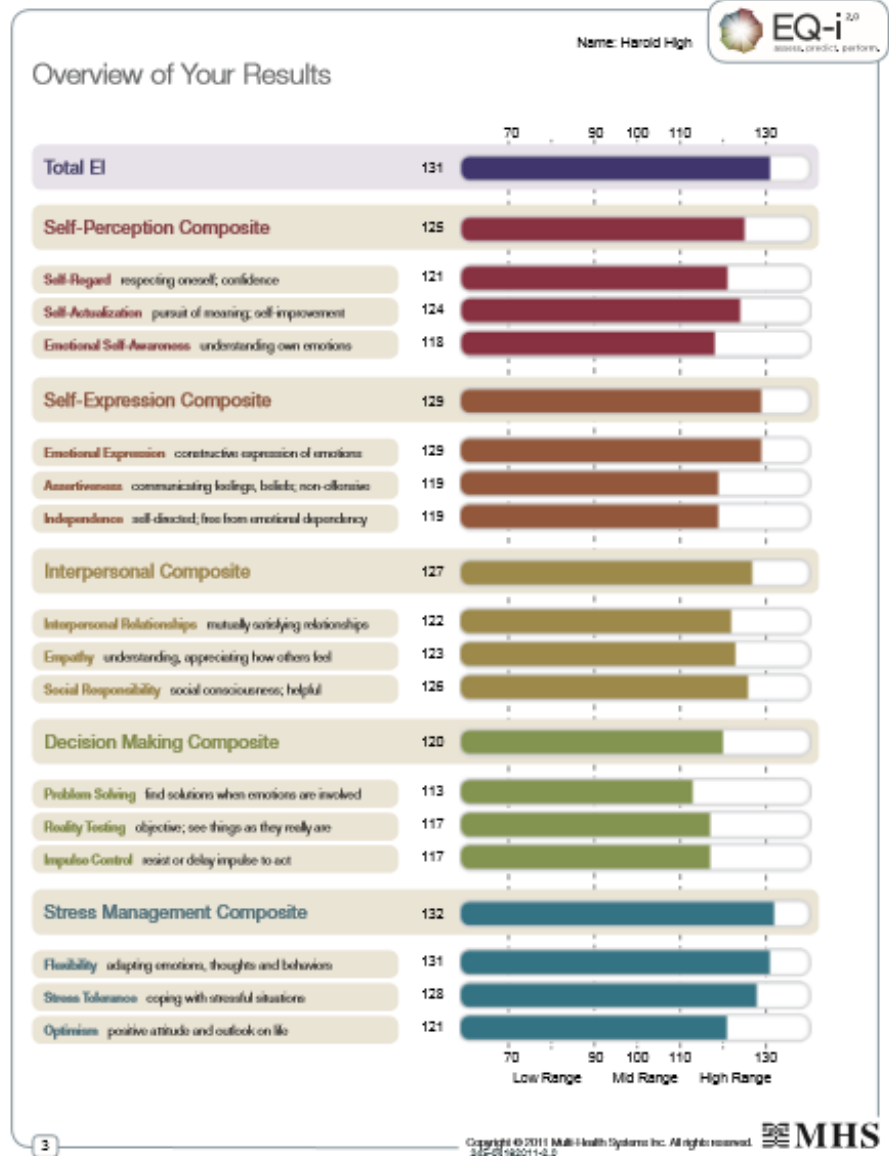
EQ-i^{2.0} Model



EQ-i^{2.0} Report Form

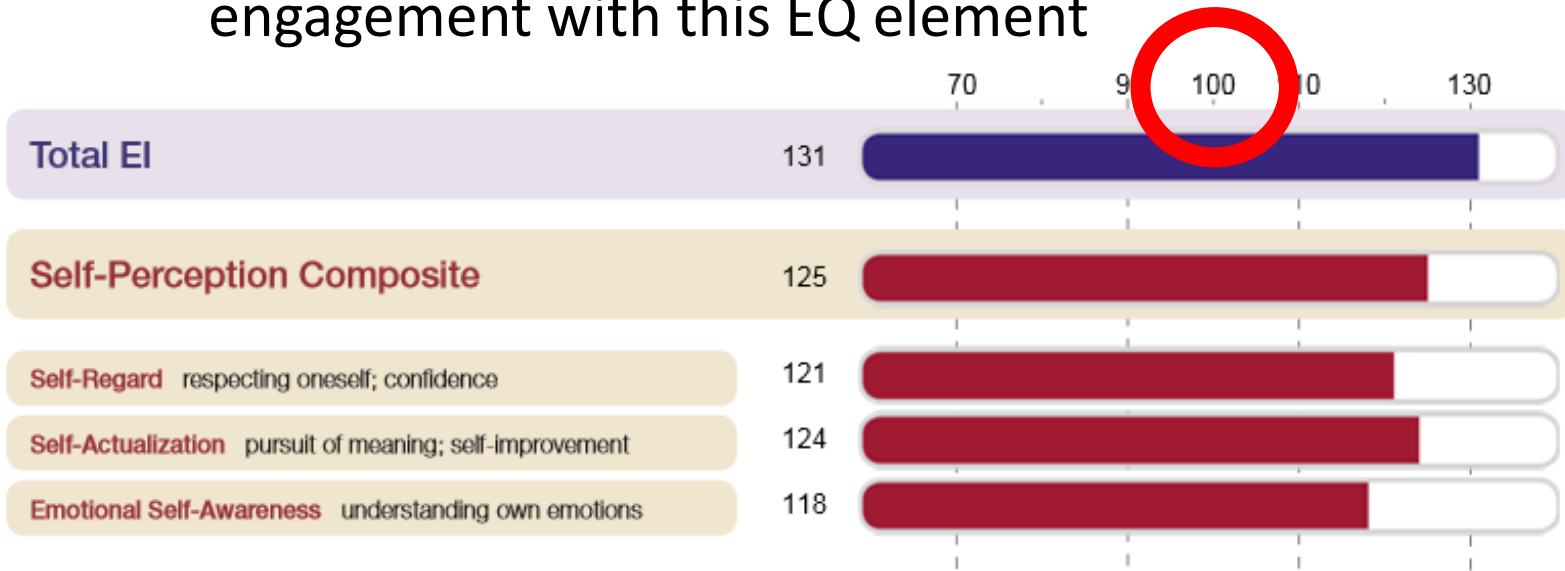


EQ-i Report Close-up

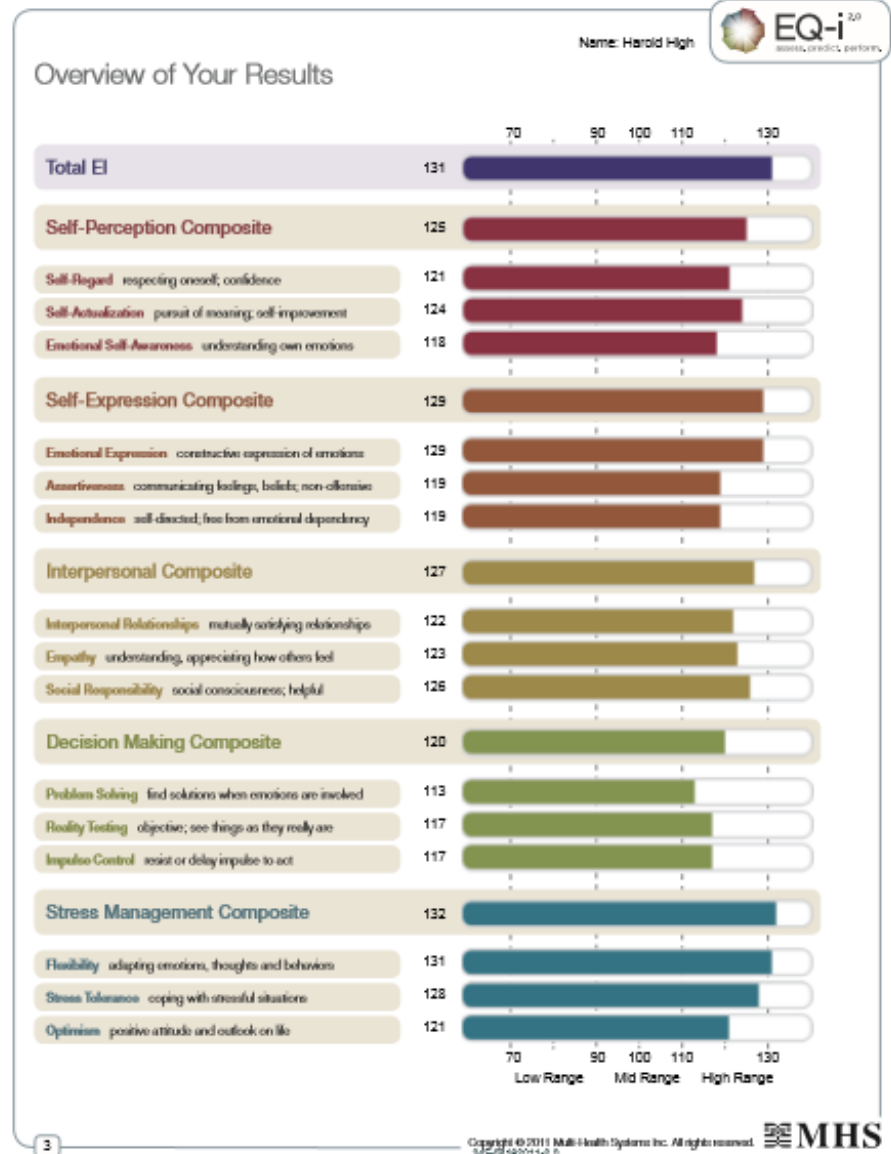


EQ-i^{2.0} Report Form

Average/Mean level of engagement with this EQ element

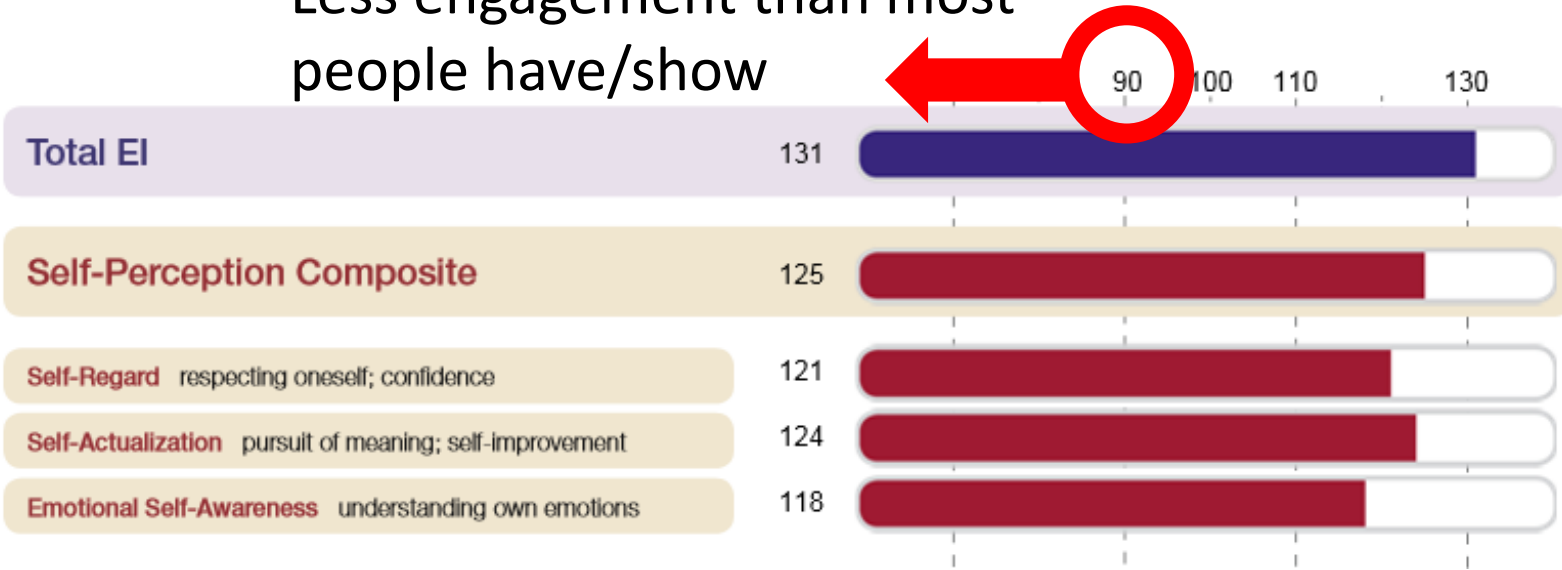


EQ-i Report Close-up

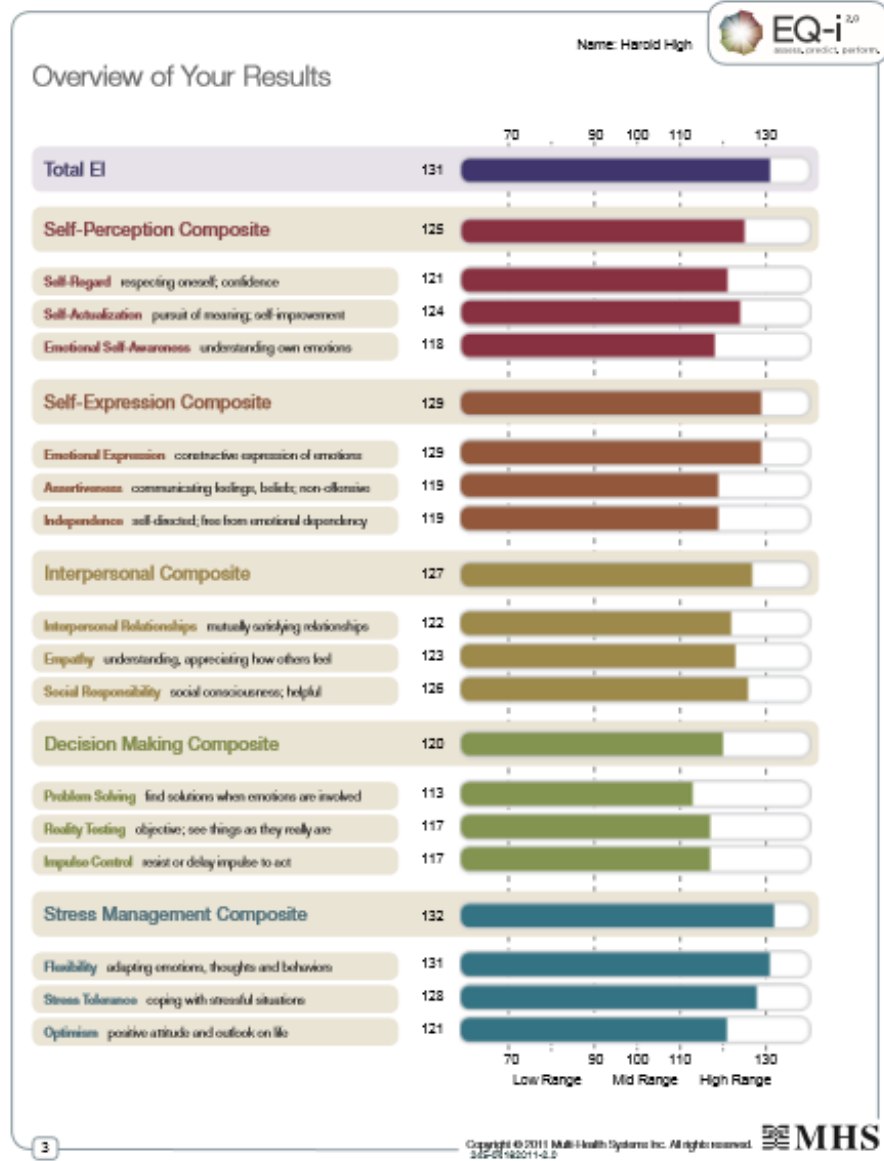


EQ-i^{2.0} Report Form

Bottom 25%
Less engagement than most
people have/show

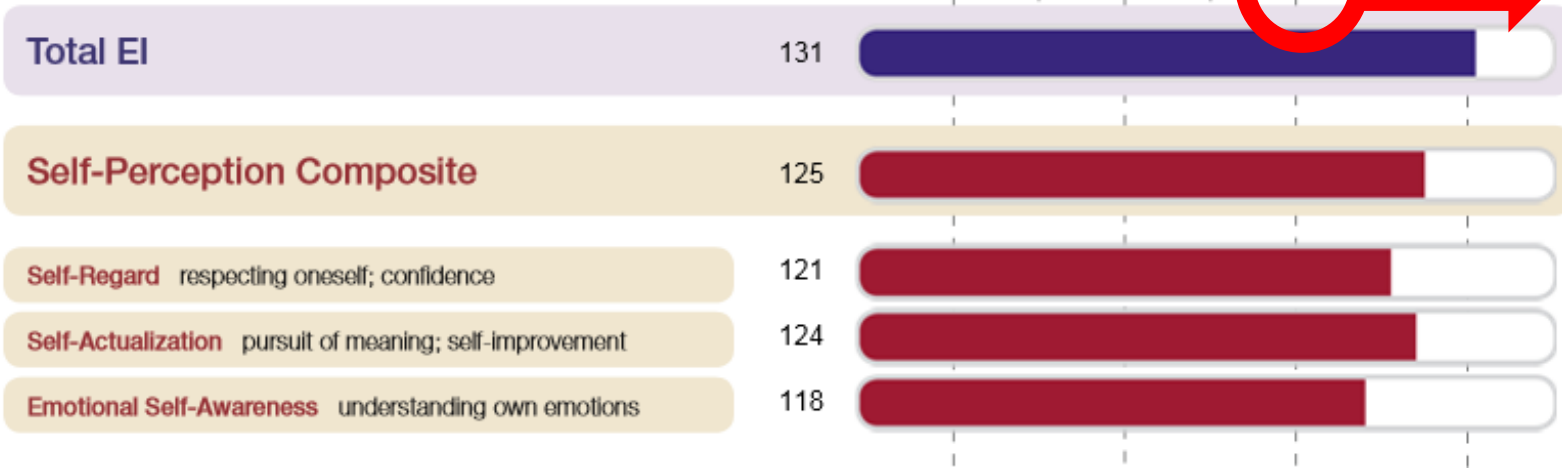


EQ-i Report Close-up

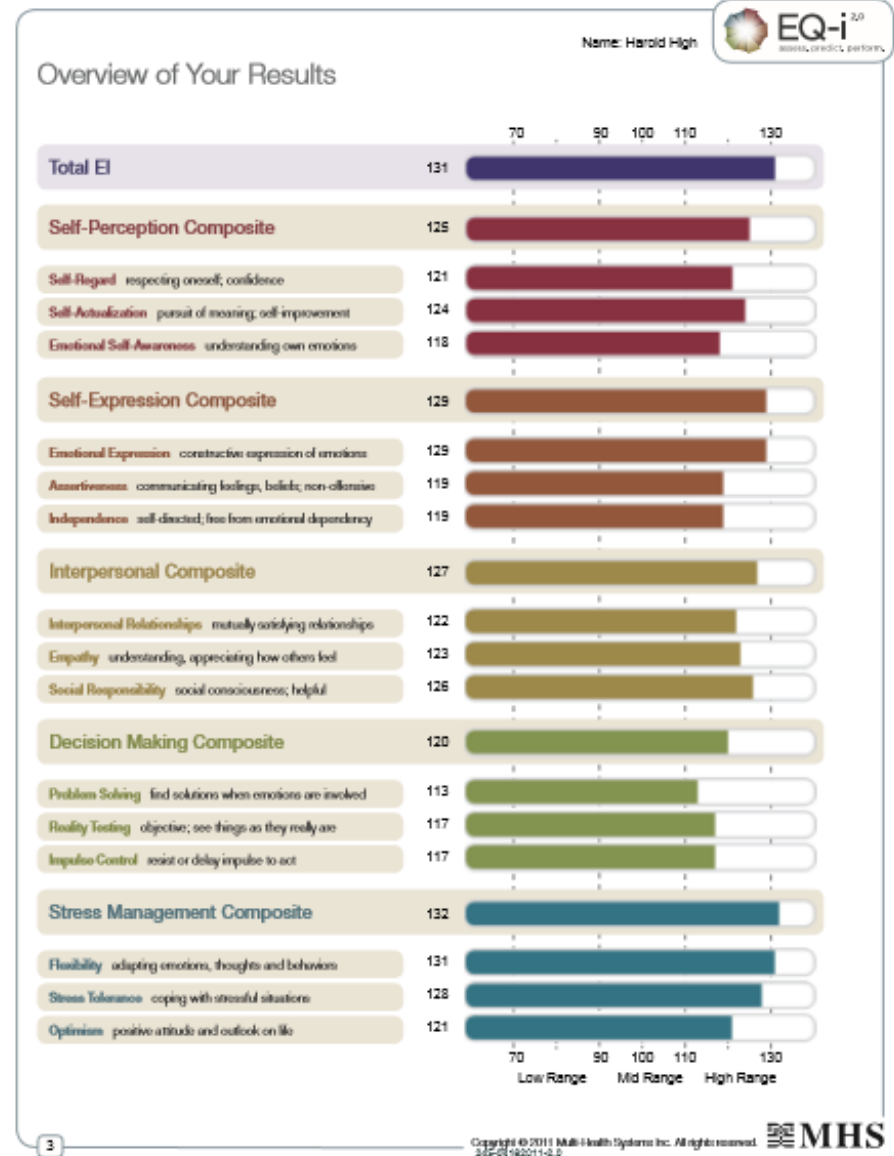


EQ-i^{2.0} Report Form

Top 25%
More engagement than most
people have/show



EQ-i Report Close-up



Assertiveness

your ability to put your needs, thoughts and opinions out into the world—even when doing so invites opposition or conflict or causes you to take a stand

Independence

your ability and tendency to be self-directed in your thinking, feeling and actions—to go it alone when needed

Interpersonal Relationships

your ability and tendency to give and receive trust and compassion and to establish and maintain mutually satisfying personal relationships

Impulse Control

your ability or willingness to delay an initial temptation to do or say something—to filter action or expression as appropriate

Group Discussions

What does the over-use of the EQ element assigned to your group look/sound like?

Independence

your ability and tendency to be self-directed in your thinking, feeling and actions—to go it alone when needed

Independence

Low Independence results in feedback that you:

- Emotionally cling to others' ideas, opinions or feelings
- Are easily led—frequently following the crowd
- Lack intellectual depth—weak minded
- Come to decisions slowly on your own, indecisive
- Seem uninformed

High Independence results in feedback that you:

- Are effectively autonomous and self-assured

Independence

When **Independence is too active** or over-done:

- Emotionally withholding
- Detached and isolated
- Counter-dependent
- Un-collaborative

Interpersonal Relationships

your ability and tendency to give and receive trust and compassion and to establish and maintain mutually satisfying personal relationships

Interpersonal Relationships

Low Interpersonal Relationship results in feedback that you:

- Withdraw from relationships and social contact
- Seem unfriendly
- Prefer to go your own way and seem a bit of a loner
- Are cold and hard to get to know

High Interpersonal Relationship results in feedback that you:

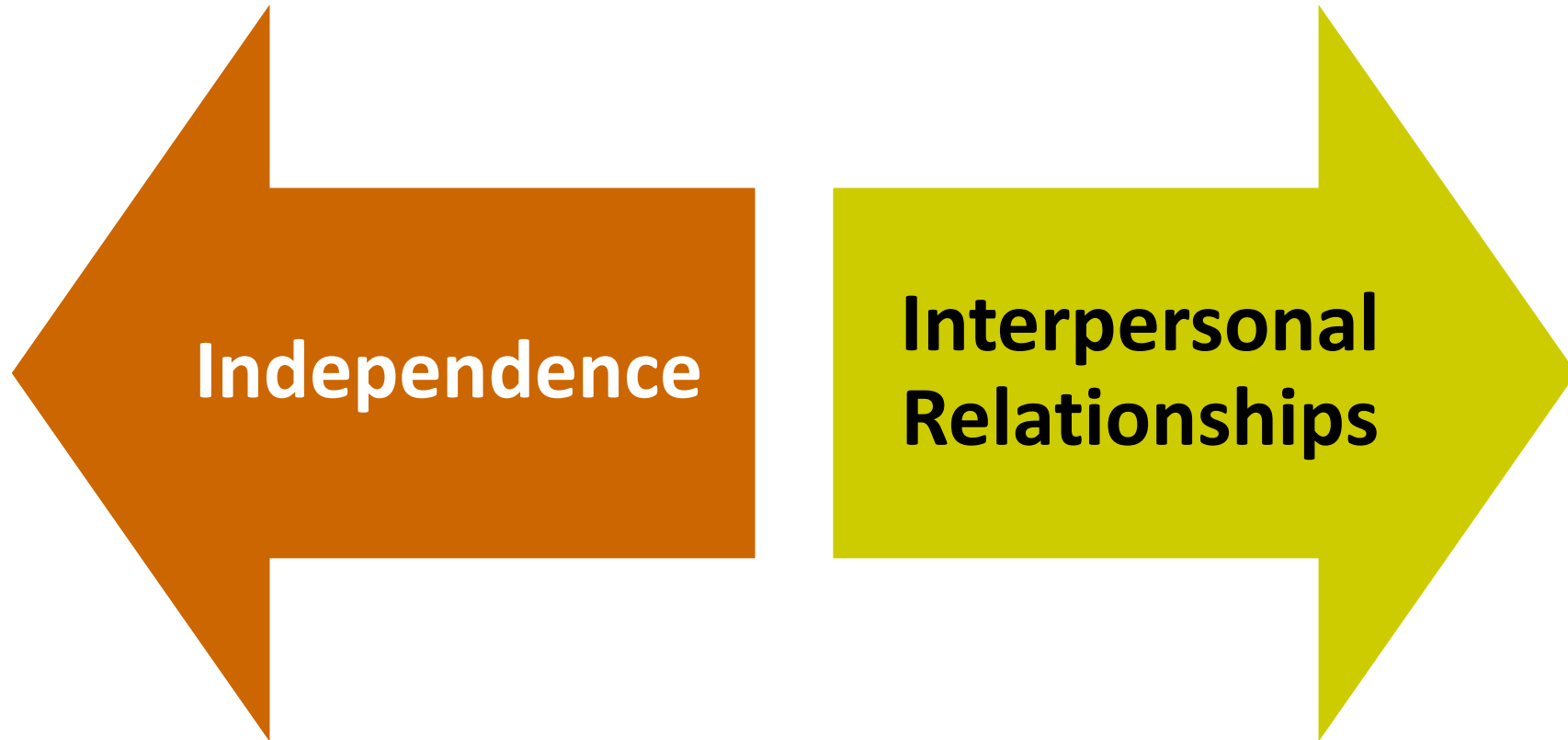
- Build and nurture close relationships well

Interpersonal Relationships

When **Interpersonal Relationship** is **too active** or over-done:

- Inappropriately familiar or intimate
- Too free or disclosing with personal data
- Co-dependent
- Unable or unwilling to be alone

EQ Tension #1



The autonomous focus and self-oriented aspect of Independence is balanced by the relational, other-oriented concern of Interpersonal Relationships.

Assertiveness

your ability to put your needs, thoughts and opinions out into the world—even when doing so invites opposition or conflict or causes you to take a stand

Assertiveness

Low Assertiveness results in feedback that you:

- Seem bashful, shy or soft-spoken
- Withhold important information or opinions
- Appear uncommitted to a cause or issue
- Come across as weak—as a push-over or a doormat
- Lack substance

High Assertiveness results in feedback that you:

- Speak your mind and stand up for yourself

Assertiveness

When **Assertiveness** is **too active** or over-done:

- Aggressive
- Abusive or militant
- Bossy and unwilling to compromise
- Self-centered (commanding the spotlight)

Impulse Control

your ability or willingness to delay an initial temptation to do or say something—to filter action or expression as appropriate

Impulse Control

Low Impulse Control results in feedback that you:

- Are rash and impetuous
- Have little self-control
- Seem impatient
- Start talking and then tend not to stop

High Impulse Control results in feedback that you:

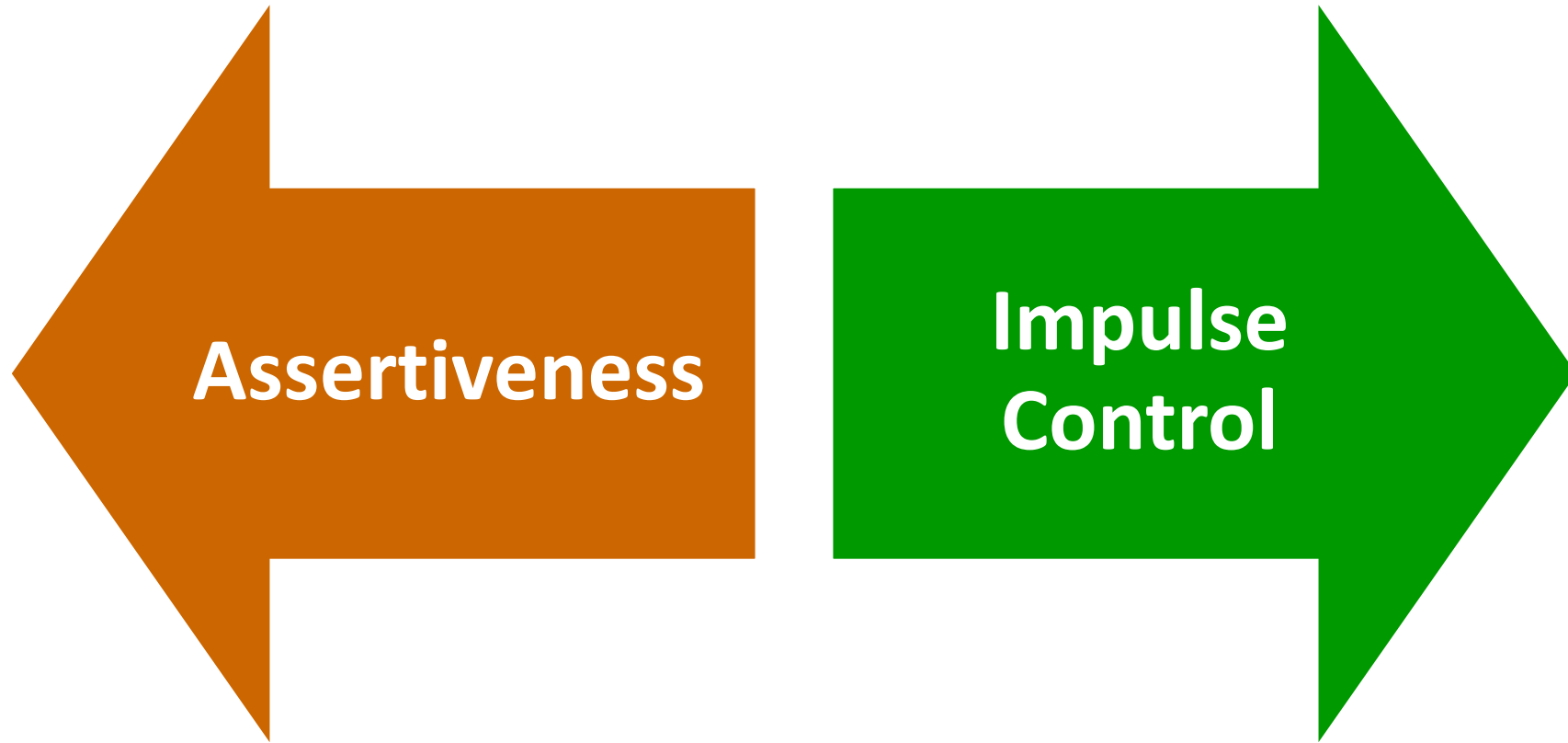
- Resist or delay impulses & temptations to act

Impulse Control

When **Impulse Control** is **too active** or over-done:

- Repressed
- Verbally or emotionally stifled or constrained
- Unable or unwilling to be spontaneous
- Inhibited

EQ Tension #2



The outwardly-focused, expressive quality of Assertiveness is balanced by the internality and containment of Impulse Control.

Good Soldier Cocktail



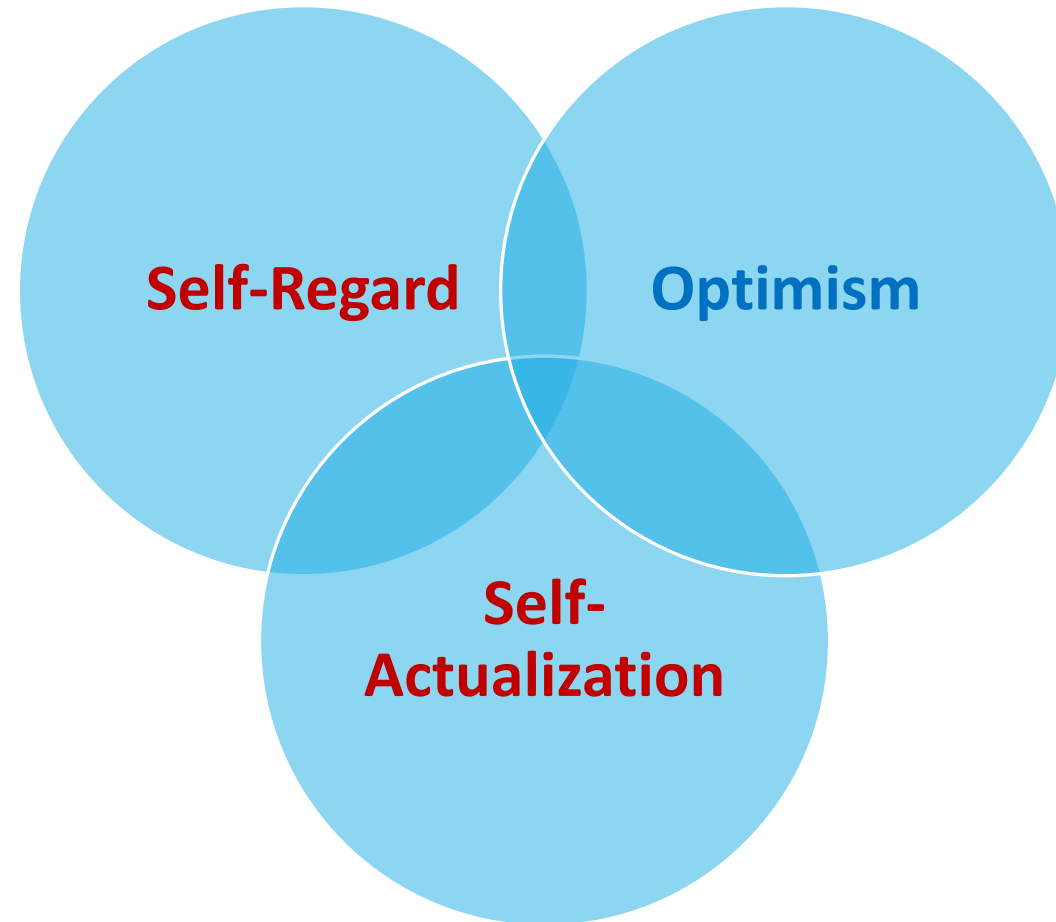
When your Assertiveness outpaces or overshadows your Independence, you argue and/or push for ideas or principles that are not yours or in which you may not believe, which can make you look like good soldier or a gun for hire.

Passive Aggression Cocktail



When your Independence outpaces or overshadows your Assertiveness, others may perceive that you have ideas, values or opinions that do not get voiced or argued—which can look and sound covert and/or passive-aggressive

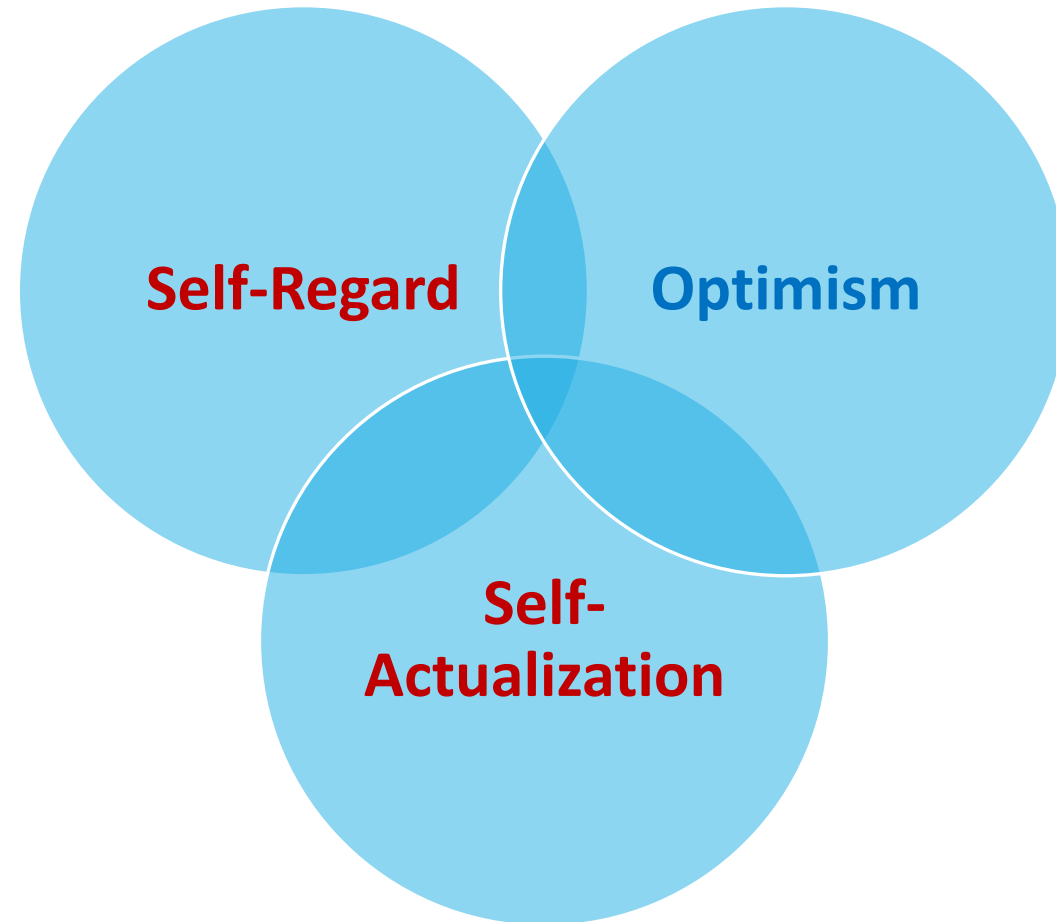
EQ's Power Cocktail—the Big 3



Self-Regard

the ability and tendency for you—in full light of both your positive and negative qualities—to both like and have confidence in yourself

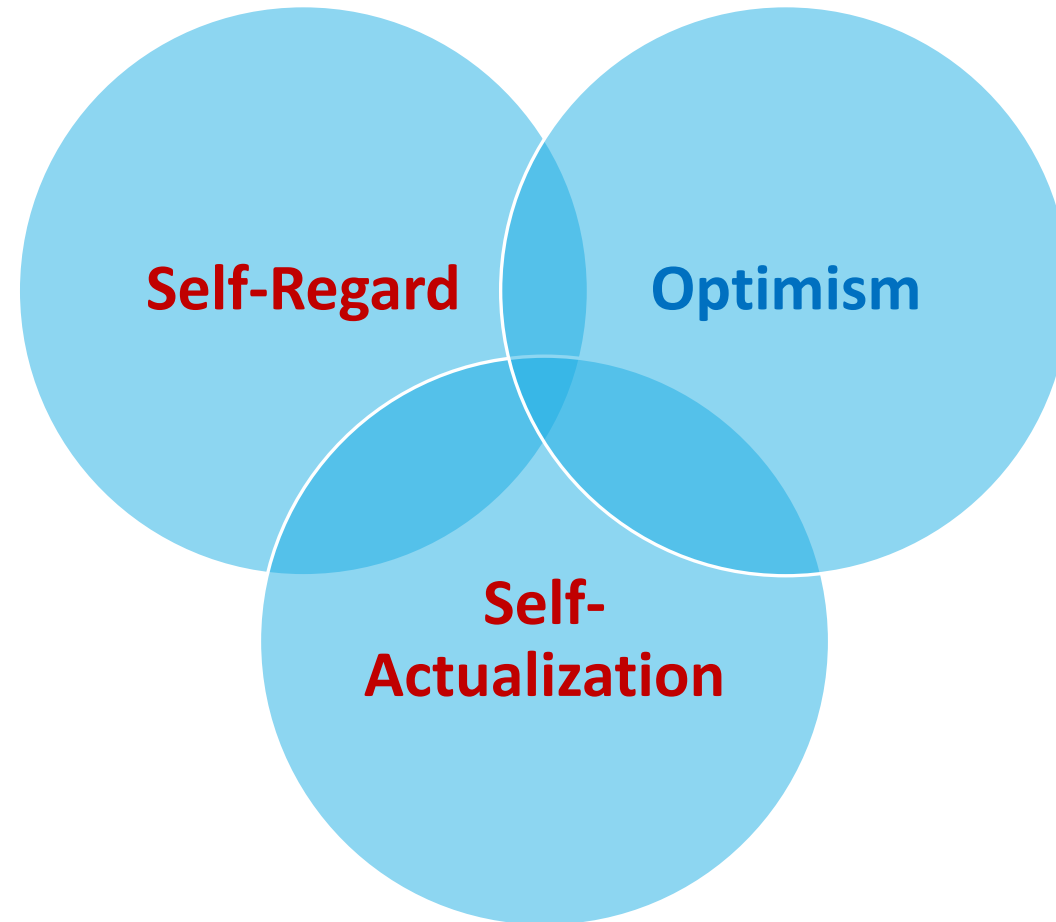
EQ's Power Cocktail—the Big 3



Self-Actualization

your ability and tendency to grow and strive—to see potential, set meaningful goals and work toward your betterment and fulfillment

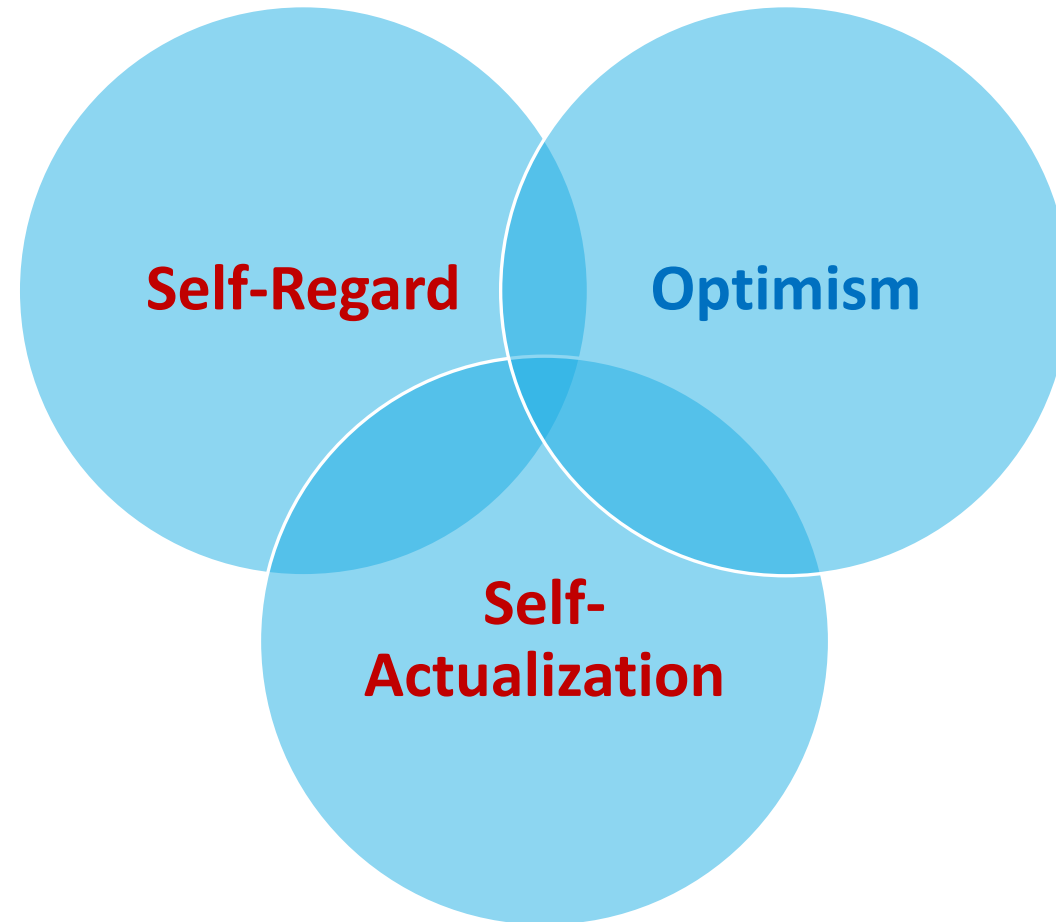
EQ's Power Cocktail—the Big 3



Optimism

your ability and tendency to look at the brighter side of life and to maintain a positive attitude even in the face of adversity—Optimism gives you hope and enables you to see the future as a positive, inviting place

EQ's Power Cocktail—the Big 3



Summary

- “High scores are good, and low scores are bad”—this is an ineffective way to use EQ
- The relationship between the EQ-i’s elements and their relative intensity is more telling
- Balance and creative tension between complimentary behaviors should be the EQ goal

What questions do you have?



Next Steps

- Your materials contain four Summary/Reflection Questions designed to help you relate this session's information to your life and career.
- If you have not taken the EQ-i yourself, consider reaching out to OKA or another certified provider to experience this tool for yourself.
- If you train or coach using Emotional Intelligence or the EQ-i, consider the tensions between the elements covered in this session to deepen your approach to EQ.
- If you are not already EQ-i certified, consider attending one of OKA's in-person or on-line programs.

Save 10% on Leading Talent Development Certifications



EQ-i^{2.0}[®]
assess. predict. perform.



EQ 360[®]
assess. predict. perform.

 **Influence Style
Indicator**[®] Leverage Impact

 **Decision Style
Profile**[®] Make Better Decisions

 **Change Style
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