

# EQ over IQ every time!

*How to improve communication  
between your emotional and rational  
brain*

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# For Our Time Together

- Why does EQ matters?
- What is EQ?
- Practicing EQ (Personal & Team)

# Who is this guy?

Degrees (Master of Divinity & Ph.D. Technical)

Communication/Rhetoric/Making Meaning

20 years in local church ministry

22 years in higher education fundraising

Certified in pastoral counseling psychology

Organization/Family systems theory

Cultural Intelligence/Intercultural Communication

Worked on personal emotional health since 1987

# Core Beliefs that Drive Todd

- “People are more important than things.”
- The people with whom I spend most of my waking hours are my WORK FAMILY.
- Purpose of life – become something more / find meaning
- Trust your “gut”

# Why does EQ matters?

# Problems EQ Answers

- How do we create a work environment that provides the greatest opportunity for success?
- What role does a work culture play in team member satisfaction and longevity?

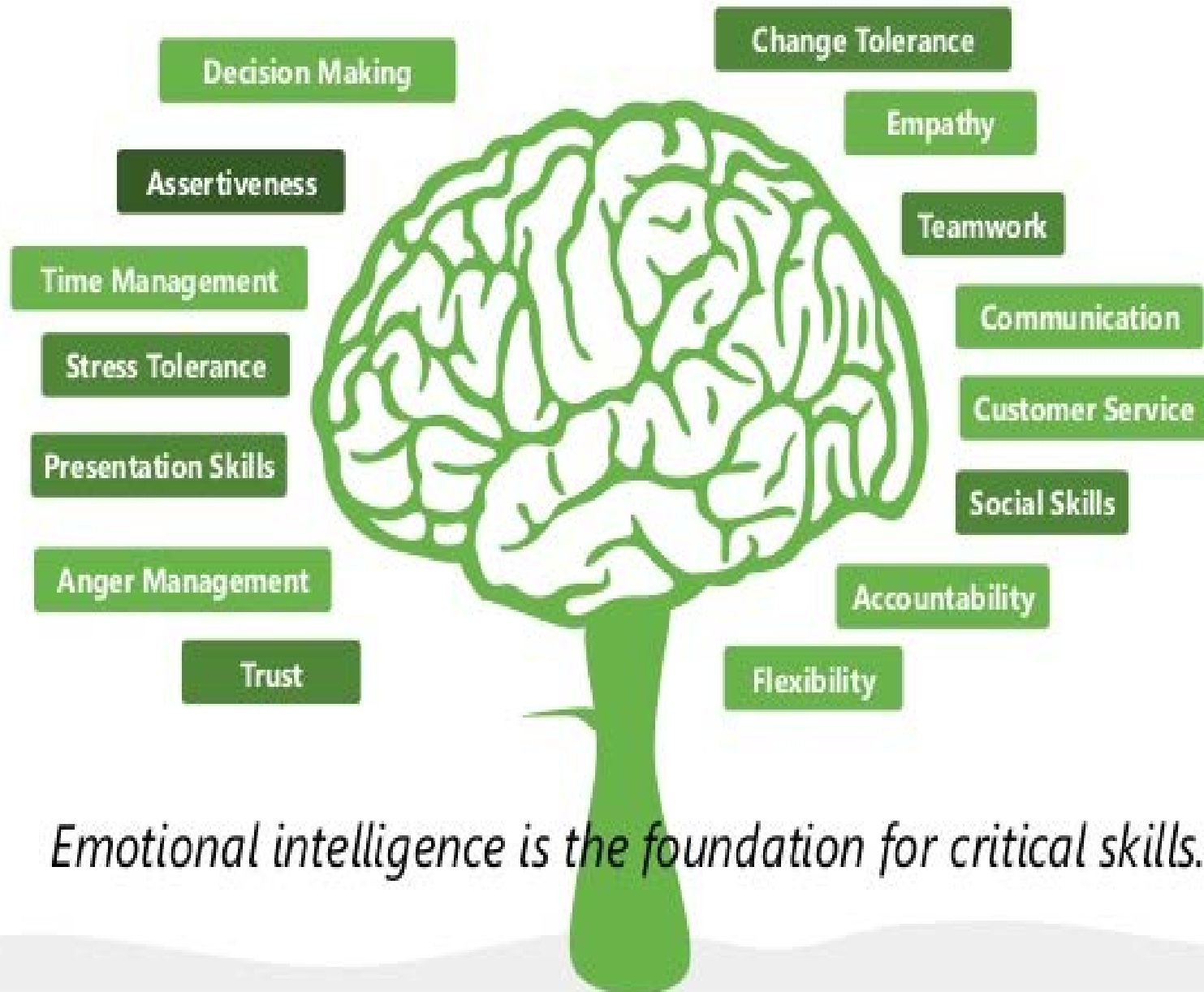
# Research Findings

- People with average IQs outperform the highest IQs 70% of the time. (*no known connection between IQ and EQ*)
- Success largely depends on one's ability to handle self, get along and work with others.

# Why Care About EQ?

- EQ Research Study :
  - 90% of top performers studies were high in EQ (only 20% of bottom performers were high in EQ)
  - People with high EQ make an average of \$29K more annually than people with low EQ (every point increase in EQ adds \$1,300 to annual earnings)
- EQ is a strong predictor of performance
- EQ impacts what one thinks, says, and does
- EQ is the foundation for numerous critical skills





*Emotional intelligence is the foundation for critical skills.*

# EQ in the Workplace

Improved productivity

Develop leadership qualities

Creates satisfaction in customers

Ability to handle conflict

Holistic approach to problem solving

Happier

Stay longer

Adjust to change

Learn quicker

Innovative

Focused

Positive attitude

# Team Members Want To Be...

- Successful (autonomy, mastery, purpose).
- Treated like whole human beings (lives, feelings, wants, needs).

# What is EQ?

# How do/would you define EQ?

EQ (emotional intelligence or quotient) is:

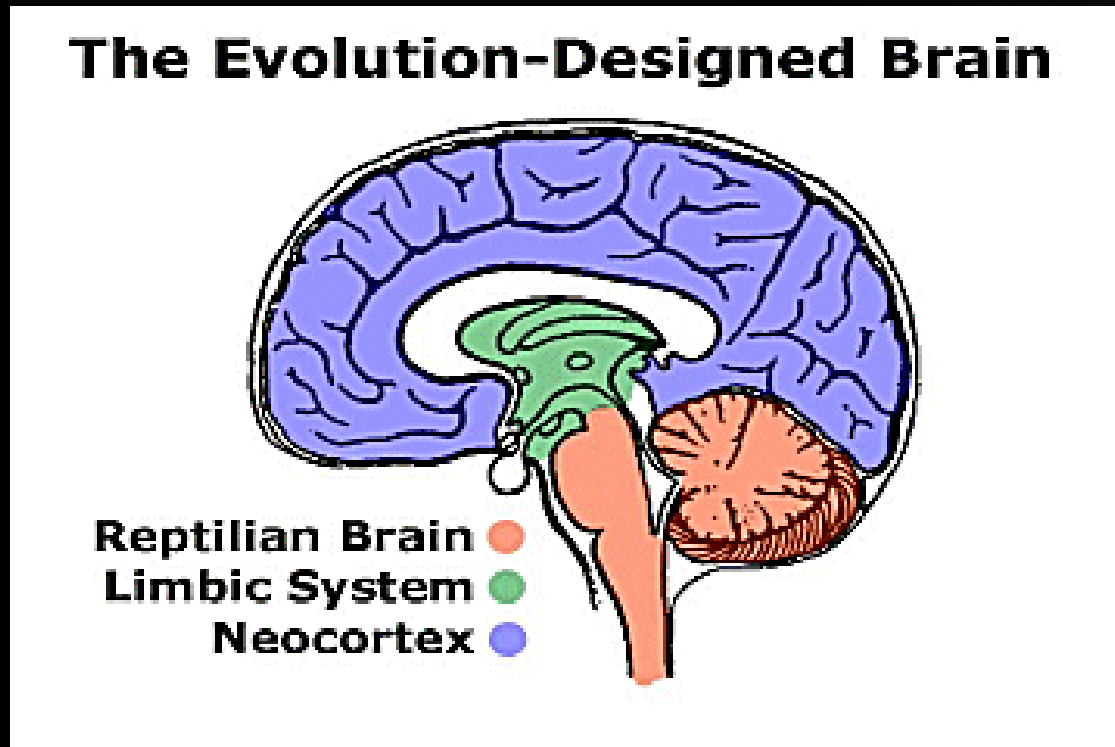
- capacity to recognize your own and others emotions
- ability to discriminate between different feelings
- aptitude to properly label feelings
- skill of using emotional information to guide thinking and behavior.

**KEY to EQ** – identify, understand, and consider your own and others feelings when making decisions

*(Understand what and why people feel and react – use that information to solve problems)*

# Emotion before Reason

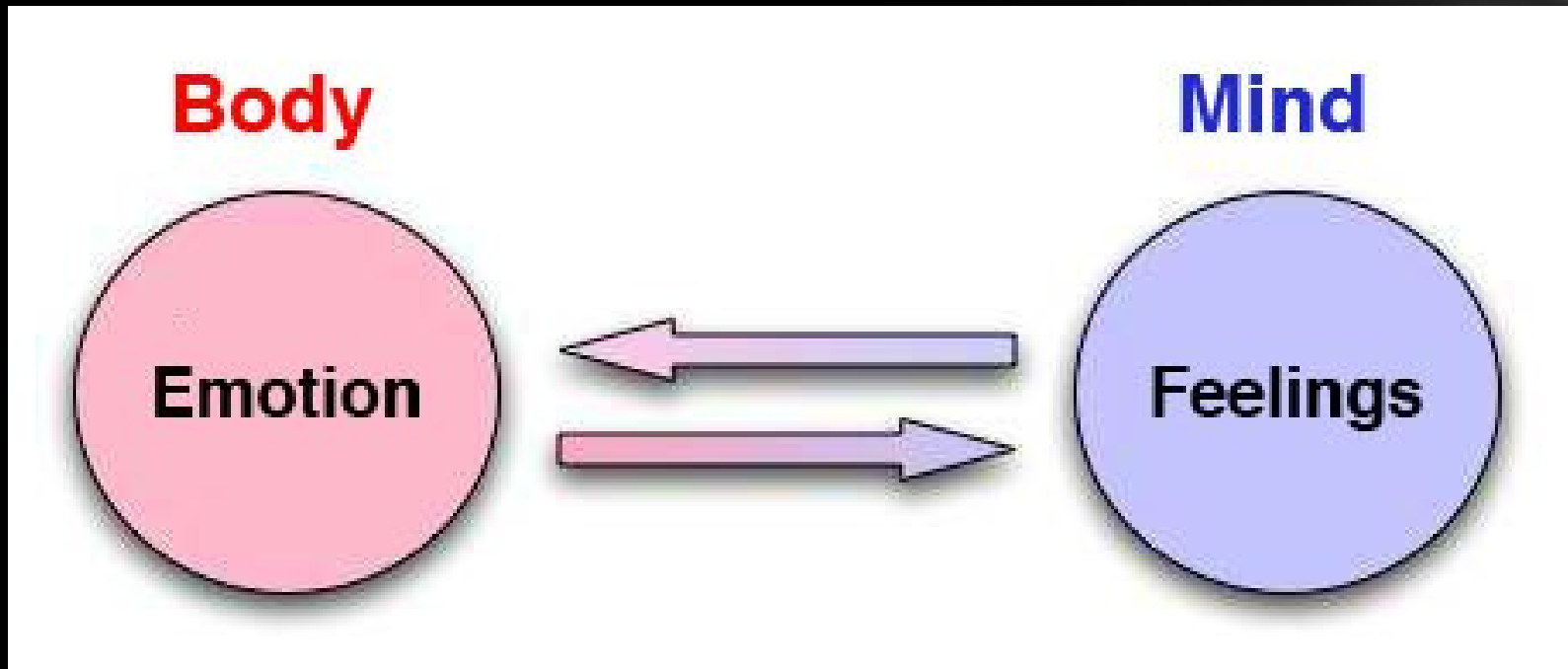
EMOTION – biochemical reaction, alters physical state, universal in all humans



FEELING – mental portrayal of emotions ( assigning meaning to emotions based on experience, beliefs, memories)

# What is the difference between emotions and feelings?

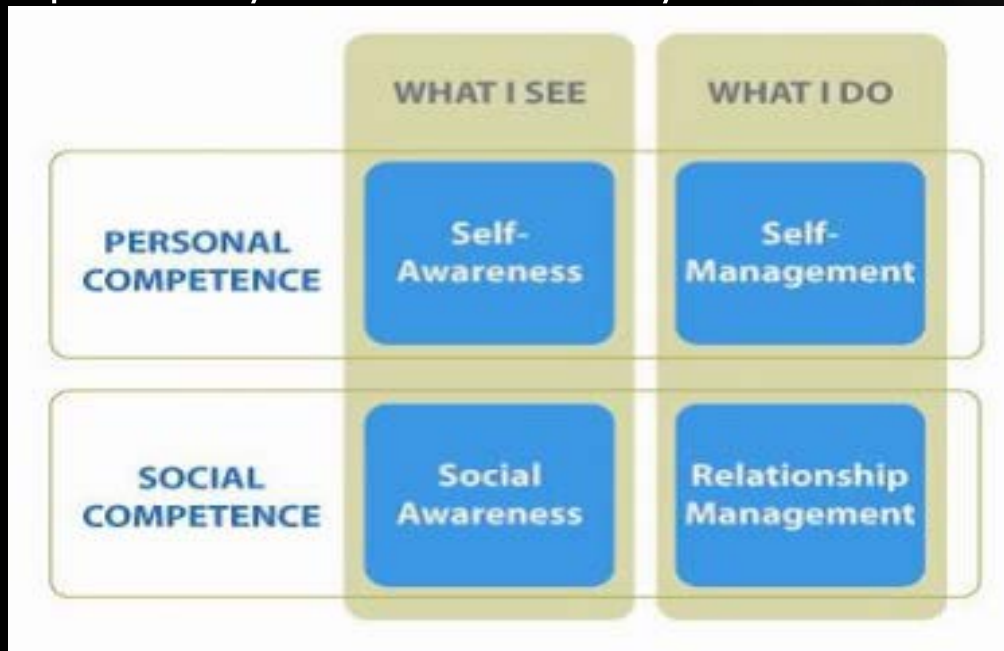
Emotions occur in response to some variable



Emotions contain information (feeling language)

# Personal / Social Competence

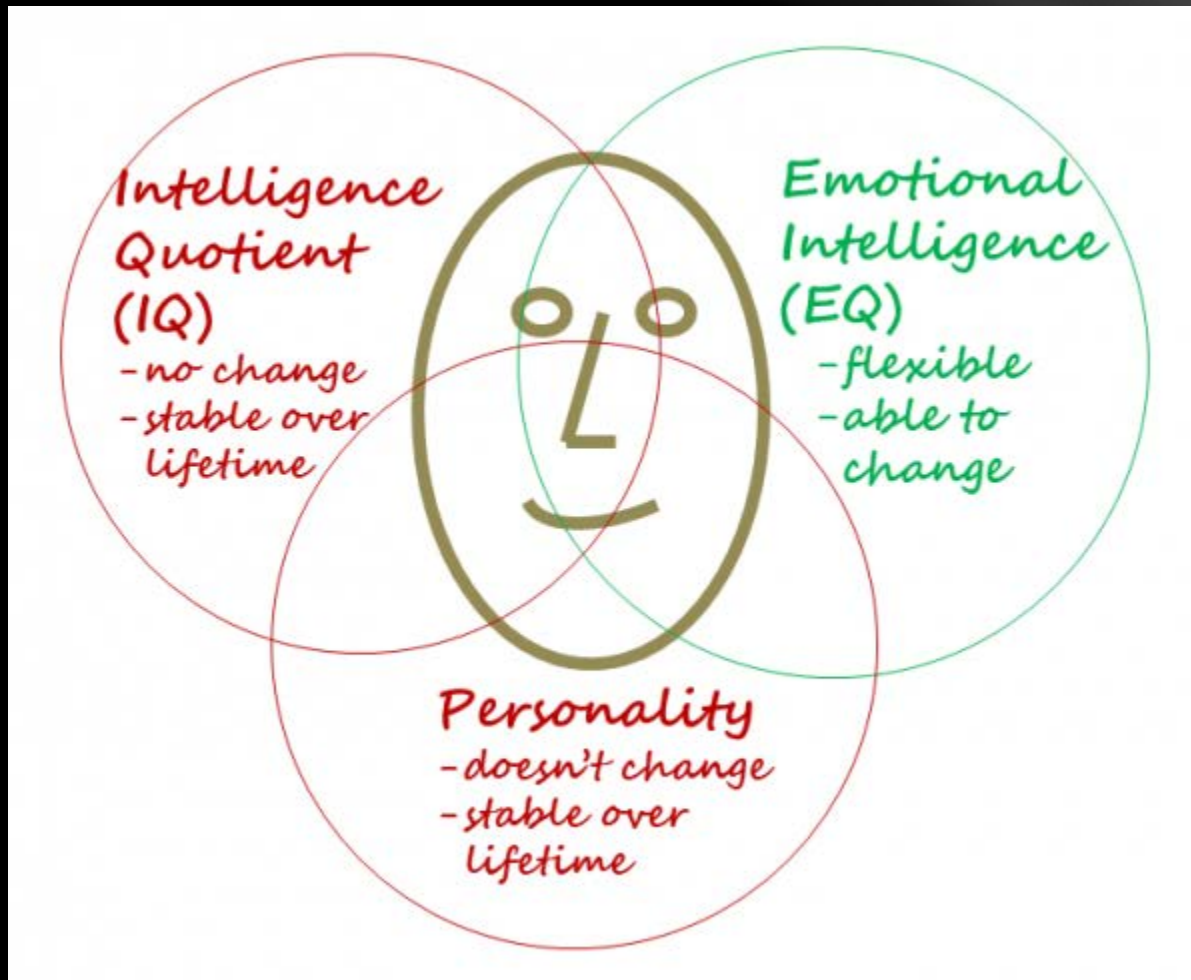
Self Awareness – perceive your emotions (stay flexible in directing own behavior)



Social Awareness – identify and understand other's emotions, feelings, moods, behavior, motives (using emotional awareness to manage interactions successfully)



# The whole Person: How We React and Think



PERSONALITY – hard-wired preferences or style that defines each of us

# Practicing EQ

# EQ embodied



# How To Increase EQ

- Improve communication between emotional and rational brains
  - Sense emotional Reaction (physiological reaction)
  - Put feeling words to emotional responses
- New EQ pathways in the brain leads to EQ habits
- Consciously replace old behaviors with EQ behaviors

# Increase Your PERSONAL EQ

- Don't change the subject (feel your emotions)
- Don't judge feelings (neither right or wrong, real; be curious)
- Connect feelings with events ( "When have I felt this way?")
- Be curious about feelings ( "What do I think about this feeling?")
- Feel your emotions (listen to your body and connect to feelings)
- Ask someone how you feel ( "How am I coming across?")
- Tune in to internal-dialogue (dreams, subconscious thoughts)
- Diary of feelings ( "How do I feel today? Why?")
- Call their names (write down feelings or speak them aloud)
- Enough about me (know when to shift from self to those around you)

# 16 EQ Habits

1. Emotional vocabulary (accurately identify emotions)
2. Curious about people (empathic)
3. Embrace change (flexible, adaptive)
4. Know self (strengths, weaknesses, likes, dislikes, "buttons")
5. Good judge of character (read what others are about)
6. Thick skinned (not easily offended)
7. Can say no (to self and others, self-control, delay gratification)
8. Not afraid of mistakes (dwelling vs. remembering)

# 16 EQ Habits

- 9. Give (think about others – can receive from others)
- 10. Forgive (no grudges)
- 11. Not shy around difficult people (in touch with emotions)
- 12. Human (fallible, don't expect perfection)
- 13. Disconnect (shut off, live in moment)
- 14. Rest (recharge brain with restful sleep)
- 15. Self-talk (controls thoughts – positive and negative)
- 16. Happy (self-worth comes from within)

# Practice EQ on Your TEAM

- Focus on others (“your end of the boat is sinking”; be humble; put others first)
- Use personal forms of communication (human contact)
- Become interested in others (dreams, expectations, experiences)
- Pay undivided attention (active listening, genuine interest)
- See their perspective (how they understand things, feel)
- Show you care (recognize, affirm)
- Be emotionally aware (curious about own/other feelings/mood)
- Notice body language (are words and body language in sync)
- Anticipate reactions (take initiative and openly respond)



How do you know if you are working  
with/for someone with High EQ?

**HOW YOUR SUPERVISOR**



**WATCHES YOU AT WORK**

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# How do you know if you are working with/for someone with High EQ?



# Challenges to EQ in leadership and organizational cultures?

- A Story - Matthew 28:36; Mark 12:28 “The Greatest Commandment”
  - First – Love God
  - Second – Love self
  - Third – Love neighbor as self
- Acquiring EQ requires one to know, be in touch with, understand, value her/his own emotions.
- EQ is intangible (difficult to pin down, measure, and know how to improve).





# Resources available at **[gogc.me/EQ](http://gogc.me/EQ)**

- Quick Emotional Intelligence Activities for Busy Managers: *50 Team Exercises That Get Results in Just 15 Minutes*; Adele B. Lynn
- EQ Assessment Tools
- Presentation PDF

**[gogc.me/EQ](http://gogc.me/EQ)**

# Questions/Comments

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Thank you for participating.

All the best practicing EQ in your life and work.

**[gogc.me/EQ](https://gogc.me/EQ)**