



- # Using Emotional Intelligence to Improve Decision Making



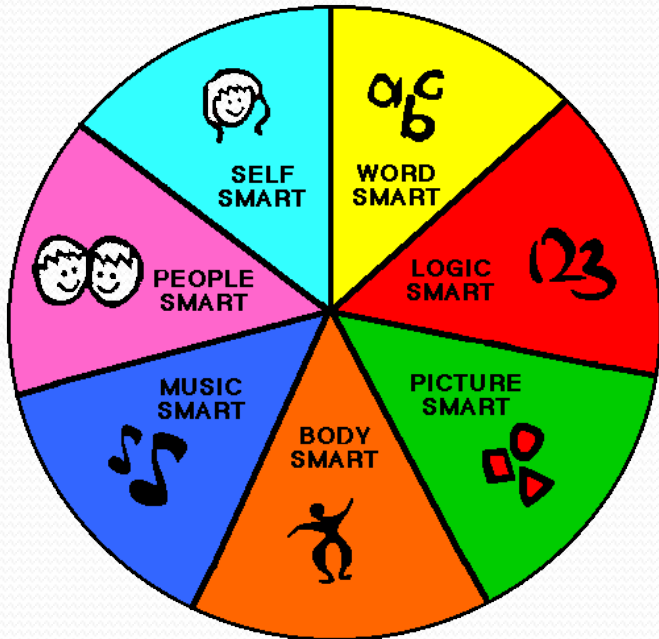
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Content

- ✓ Where did Emotional Intelligence come from?
- ✓ What happens to me when I'm stressed?
- ✓ Understanding my triggers / self-awareness

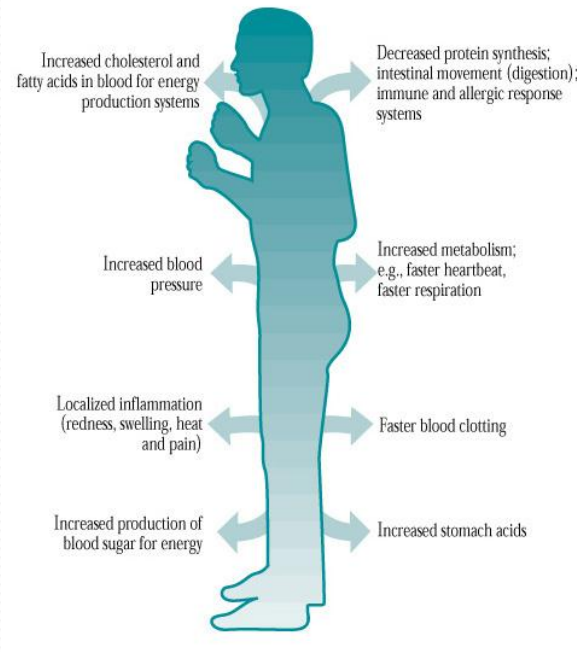


What is Emotional Intelligence?



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Your Body Reacts





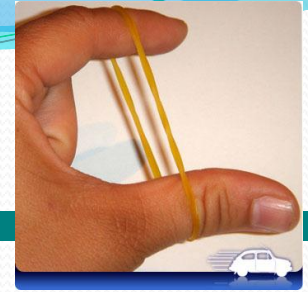
What Happens to Me?

- 40% of workers reported their job was very or extremely stressful;
- 25% view their jobs as the number one stressor in their lives;
- Three fourths of employees believe that workers have more on-the-job stress than a generation ago;
- 29% of workers felt quite a bit or extremely stressed at work;
- 26 percent of workers said they were "often or very often burned out or stressed by their work";
- Job stress is more strongly associated with health complaints than financial or family problems.

This information was obtained in the 1990's in large surveys by Northwestern National Life Insurance Co, Princeton Survey Research Associates, St. Paul Fire and Marine Insurance Co., Yale University and The Families and Work Institute.



What Happens to Me?



The price tag for U.S. industry estimated at over \$300 billion annually as a result of:

Accidents

Absenteeism

Employee turnover

Diminished productivity

Direct medical, legal, and insurance costs

Workers' compensation awards as well as tort and FELA judgments

People are disturbed not by things, but
by their perception of things...
- Epictetus -



What Are Your Triggers?

1. Describe the stress experienced on the job by entering on this line the emotion you felt: _____.
Rank the intensity of that emotion (1 = low, 10 = high): _____.
2. What factors contributed to your feelings about the problems?
3. Describe the successes experienced on the job by entering on this line the emotion you felt: _____.
Rank the intensity of that emotion (1 = low, 10 = high): _____.
4. What factors contributed to your feelings about the successes?



Self-Awareness as a Tool

Emotional Intelligence

the ability to sense, understand and effectively apply the power and acumen of emotions to facilitate high levels of collaboration and productivity.

Intrapersonal Scales

the ability to understand yourself, form an accurate concept of yourself, and be able to use that concept to operate effectively in life.

Interpersonal Scales

the ability to understand other people, relate effectively to others, understand what motivates others, and how to work cooperatively with them.



The Emotional Quotient Assessment

Self-Awareness
Self-Regulation
Motivation
Empathy
Social Skills
Intrapersonal
Interpersonal

Interpersonal Empathy:

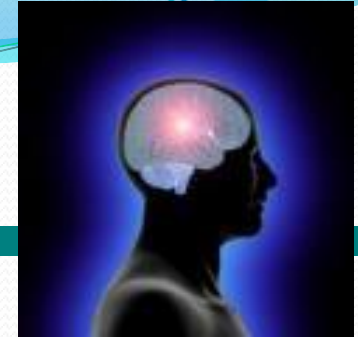
At times, you may find it difficult to understand others' reactions.

What you can do:

- Seek first to understand
- Observe non-verbal behavior
- Practice active listening
- Don't interrupt
- Consider how others will feel
- Express gratitude
- Reach out and offer assistance



How Can I Get More HELP?



At www.russellmartin.com:

- Purchase books
- Get our LEARNING FLASH e-zine for more tips and tools
- Find out about public webinars and workshops
- Buy fun stuff in the store



We will send you a free link to try the Emotional Quotient Assessment!