

Emotional Intelligence in Business

Jeanette Hargreaves LLC

What is Emotional Intelligence? (EQ)

Identify and feel feelings in healthy, helpful ways

Identify the feelings of others (and not take them personally)

Use that information to guide thinking and behavior

Adjust or manage feelings to achieve a goal

Your thoughts, feelings and actions are aligned

Benefits for Business

- better relationships
- people feel safe and cared for
- increased employee retention
- higher employee engagement
- effective problem-solving
- more efficiency
- higher sales

Feel Your Feelings

Across the world, most people feel emotions in similar ways.

Sadness: Lump in the throat, heaviness in chest.

Anger: heat in the head, tension at the base of the skull. Tight chest and fists.

Fear, scared: Upset stomach, tension in gluts (butt muscles). Tight chest. Tingling in head.

Happiness: Warmth in the chest, tingling in spine, breathe easier.

Nervous, worry: upset stomach, tight chest.

Love: Warmth in the chest. Tingling.

Fury, helplessness: Tight jaw, tight fists.

Shame: heat in the face, heaviness in the chest.

Confidence: Tingling in the head and arms. Breathe easier.

What do your feelings feel like to you?
This is an important part of emotional intelligence.

Connect

With Emotional Intelligence
By Jeanette Hargreaves LLC

Maintain your Composure

Calm yourself (take a deep breath or use The Perfect Yawn).

Connect with Feelings

Notice how they're feeling and say it, "You're feeling _____ because _____." Or, "You're (energized) today."
Pause. Notice their reaction.

Connect with Values

Based on the feelings, notice something positive about them. Use affirmative words. Instead of, "You **don't** like to feel rushed," say, "You want enough time to do the job well. You care about your work." (What do they care about? What do they like?)
Pause. Notice their reaction.

If there's a Problem

Problem-solve together based on values. Consider both individual and family (or team) values. Aim for a win-win solution. Avoid rewards and punishments. Instead, celebrate progress and problem-solving.

Celebrate wins.

If you notice you've made a connection, smile!

After You Connect, Direct

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Direct someone only after you've connected with their feelings and values. (They are much more likely to respect you and listen to your direction.)

Give context for why a task is being done. What's the big picture? What are the underlying company values for the task? Help the person understand how they are an important part of the whole.

Be direct and clear about the task. Use low-pressure words.

Don't ask, "Can you...?" or, "Will you...?" unless you're really asking.

Let them know how to get help if they need it. Support them in being successful.

If there's a conflict, problem-solve based on values.

There's no need for "please" and "thank you," because they aren't doing it for you. They're doing it for the company, for their job. Instead, continue to talk about feelings and values: "You have real initiative," Or, "You take pride in your work." Or notice impressive details about their work, "Your attention to detail in this area is going to help this project sail smoothly." (Save "please" and "thank you" for personal things, like passing the salt.)

Interruptions can be helpful or unhelpful. Use them wisely.

The Perfect Yawn

How to tell your nerves to calm down so you can be
Cool, Calm, Collected, and Confident

Think about a time you felt the way you want to feel

Relax the eyes and forehead

Bring the tongue down from the roof of the mouth

Tilt your head side to side to loosen neck muscles

Bring your shoulders down from your ears

Yawn with a long exhale

Open the the space at the back of the throat

Loosen your jaw

Let your belly drop

Relax your gluts

Keep yawning

Wiggle your knees

Wiggle your feet

Massage your scalp

Stretch

Sigh

Feelings for the Fridge

Get curious: What feelings are happening and why?
Respond to them in healthy, helpful ways.

Brave	Flexible	Playful
Calm	Frustrated	Regretful
Comfortable	Grateful	Relieved
Competent	Guilty	Sad
Confident	Happy	Safe
Confused	Hopeful	Satisfied
Curious	Hurt	Scared
Creative	Interested	Sensitive
Determined	Jealous	Shocked
Disappointed	Joyful	Skeptical
Disbelieving	Lonely	Sorry
Disgusted	Loved	Strong
Embarrassed	Loving	Successful
Enthusiastic	Nervous	Surprised
Exhausted	Optimistic	Thankful
Excited		Thoughtful

Angry (Is there sadness there, too?)

Anxious (Is there hurt there too?)

Ashamed (Is there distrust too?)

Overwhelmed (Usually means you have a combination of feelings. What are they?)

Rage (Is there helplessness too?)

Self-Righteous (Is there hurt too?)

Stressed Out (What other feelings too?)

Defensive (Is there sadness there too?)

Fearful (Is the fear helpful or not?)

Don't Care (Are you sure?)

Reveal Your Values

Use the most helpful values to direct your actions.

Balance	Freedom	Responsibility
Beauty	Friendship	Safety
Bravery	Fairness	Security
Calm	Fun	Sensitivity
Certainty	Gratitude	Service
Clarity	Health	Sharing
Cleanliness	Honesty	Simplicity
Comfort	Honor	Spirituality
Communication	Hospitality	Spontaneity
Community	Integrity	Stability
Compassion	Intelligence	Strength
Competence	Learning	Structure
Connection	Love	Success
Consistency	Loyalty	Support
Control	Mentorship	Sustainability
Cooperation	Orderliness	Teamwork
Courtesy	Patience	Thankfulness
Decisiveness	Peace	Thoughtfulness
Dependability	Personal growth	Tradition
Dignity	Playfulness	Transparency
Efficiency	Professionalism	Trust
Family	Purpose	Truth
Flexibility	Quality	Winning
	Respect	

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Book on sale on Amazon in September:

The Day I Threw Banana Bread and Almost Went to Jail

