

Emotional Intelligence

Presented by: Erika Walker, President

THE WALKER THOMAS GROUP

May 2, 2025



Today's Agenda

Welcome

Level Setting on EQ

EQ's Relation to a High Performing & Inclusive Workplace

Determining your EQ

Developing EQ in yourself, others, and in your teams

Ten Minute Break

Breakout Debriefs

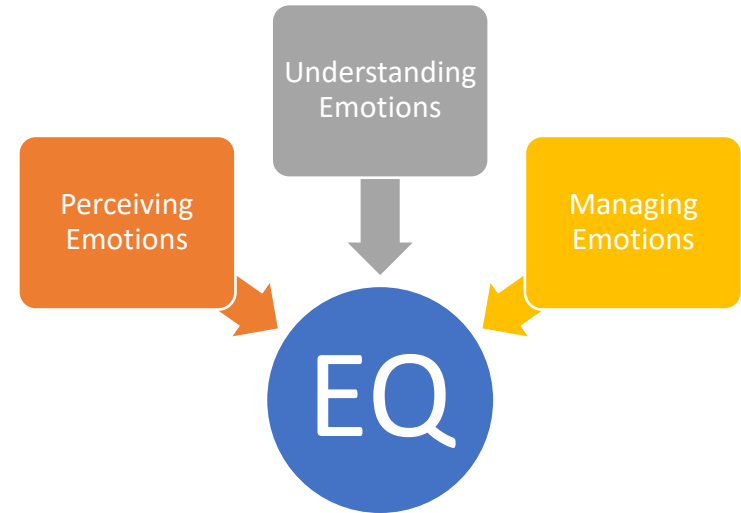


On the way to this workshop...



What is it?

Emotional intelligence is the ability to recognize, address, and manage one's personal emotions and those of others.





With emotional intelligence,
the question is not ...

*“Will strong feelings or
emotions arise?”*

BUT

*“How do we handle them
when they do arise?”*





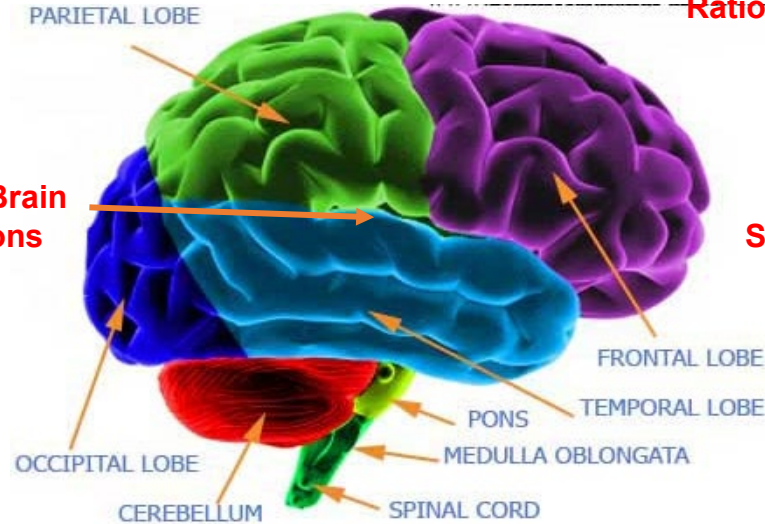
EQ starts in the brain

EQ
Parallel Processing
Right Brain

Neocortex
Higher Order Thinking
Rational Brain

IQ
Serial Processing
Left Brain

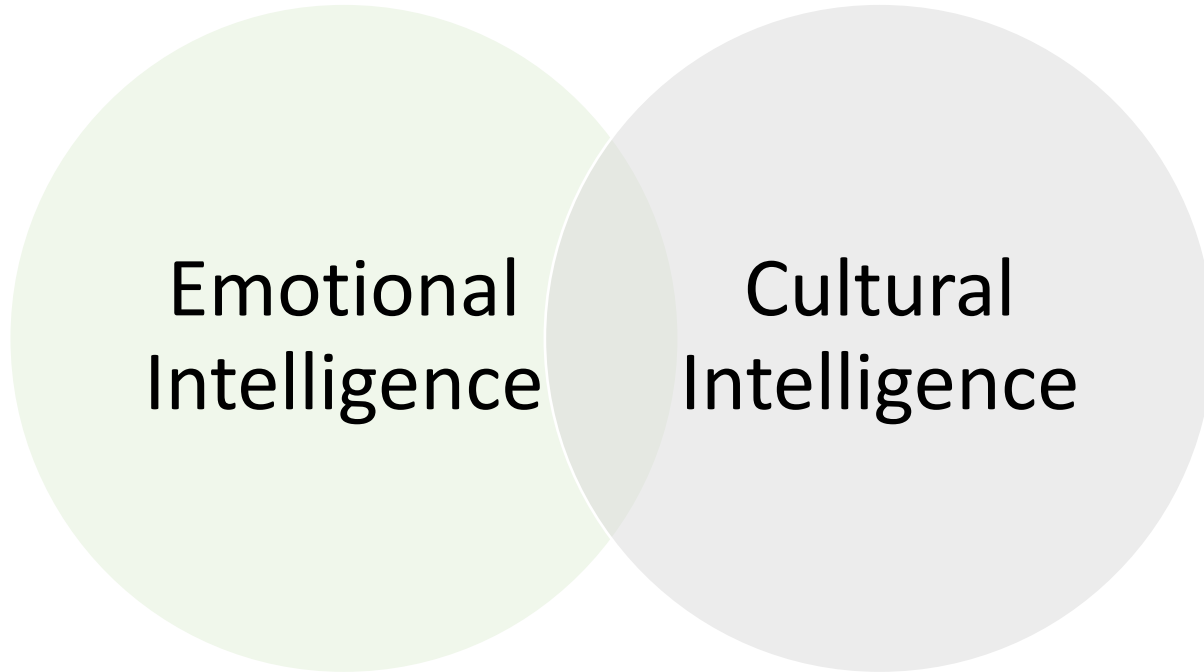
Limbic Brain
Emotions



Brain Stem
Survival

Comparison to Other Intelligence Indices

SOCIAL INTELLIGENCE



- Perception and interpretation of cues
- Sensitivity to complex situations
- Flexibility in behaviors
- Effective interaction with others
- Continuously learning
- Perception and interpretation of emotional cues
- Understanding emotions
- Facilitating emotional thought
- Empathizing
- Effective emotion management
- Expressing of emotion
- Continuously learning
- Perception & interpretation of cultural cues
- Possessing cultural knowledge
- Effective processing of cultural information
- Suspension of judgment
- Exhibition of appropriate cultural behaviors
- Transfer of skills to different cultural contexts
- Continuously learning
- Motivation to learn about cultures



EQ and DEI

Emotional
Intelligence

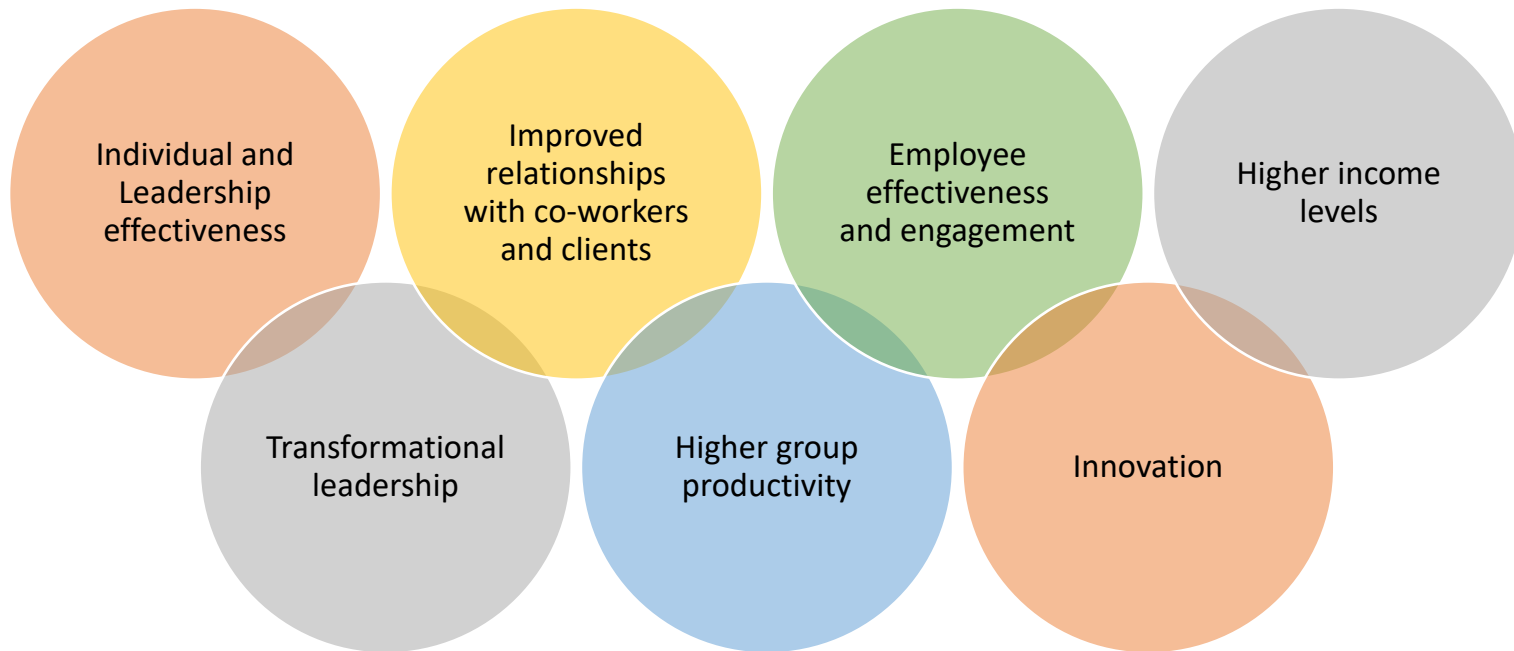


Diverse/
Inclusive Work
Setting



Why is EQ important to organizations?

EQ is a key predictor of ...





EQ Competencies

Awareness



SELF AWARENESS

- Emotional Self-Awareness



SOCIAL AWARENESS

- Empathy
- Organizational awareness

Behaviors and Actions



SELF MANAGEMENT

- Emotional self-control
- Adaptability
- Achievement orientation
- Positive outlook

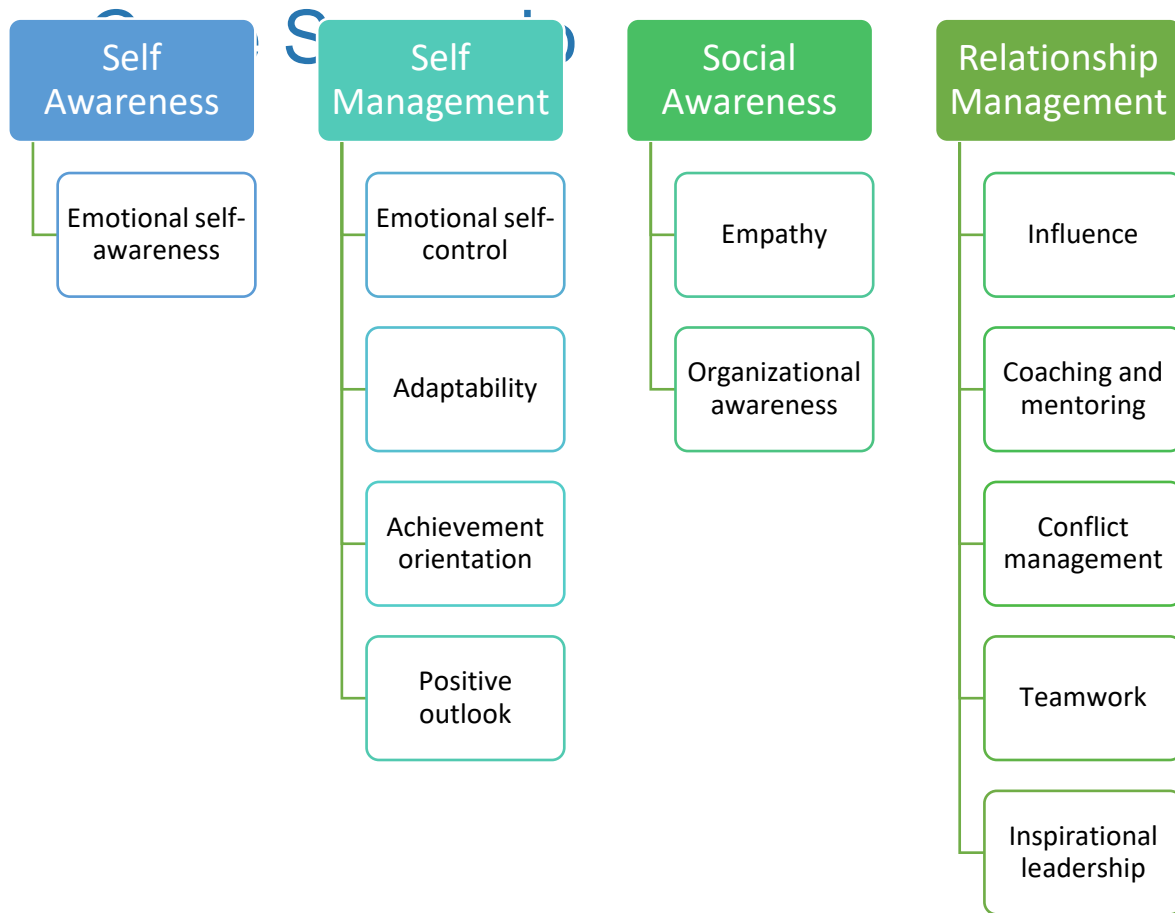
Personal Competence



RELATIONSHIP MANAGEMENT

- Influence
- Coaching and mentoring
- Conflict management
- Teamwork
- Inspirational leadership

Social Competence





Group Discussion

- What could Karen stop or start doing to demonstrate more EQ?
- What could others do, e.g., leadership, other project team members?



How to Determine your Level of EQ

- Self Monitoring
- Feedback from Others
- Tools
 - ✓ Hogan EQ Assessment
 - ✓ ESCI – 360 Assessment
 - ✓ Mind Tool's Test (15 items)
 - ✓ The University of California at Berkley's test (20 items)
 - ✓ Institute for Health & Human Potential (17 items)
 - ✓ Psychology Today's test (146 items)



HOGAN

Self Assessment

		Strength	Work in Progress	Clear Development Area
Self Awareness	Emotional self-awareness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Self Management	Emotional self-control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Adaptability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Achievement orientation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Positive outlook	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Awareness	Empathy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Organizational awareness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relationship Management	Influence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Coaching and mentoring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Conflict management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Teamwork	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Inspirational leadership	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How to Develop EQ

It's the little things, and like anything you are trying to develop, it takes consistent practice



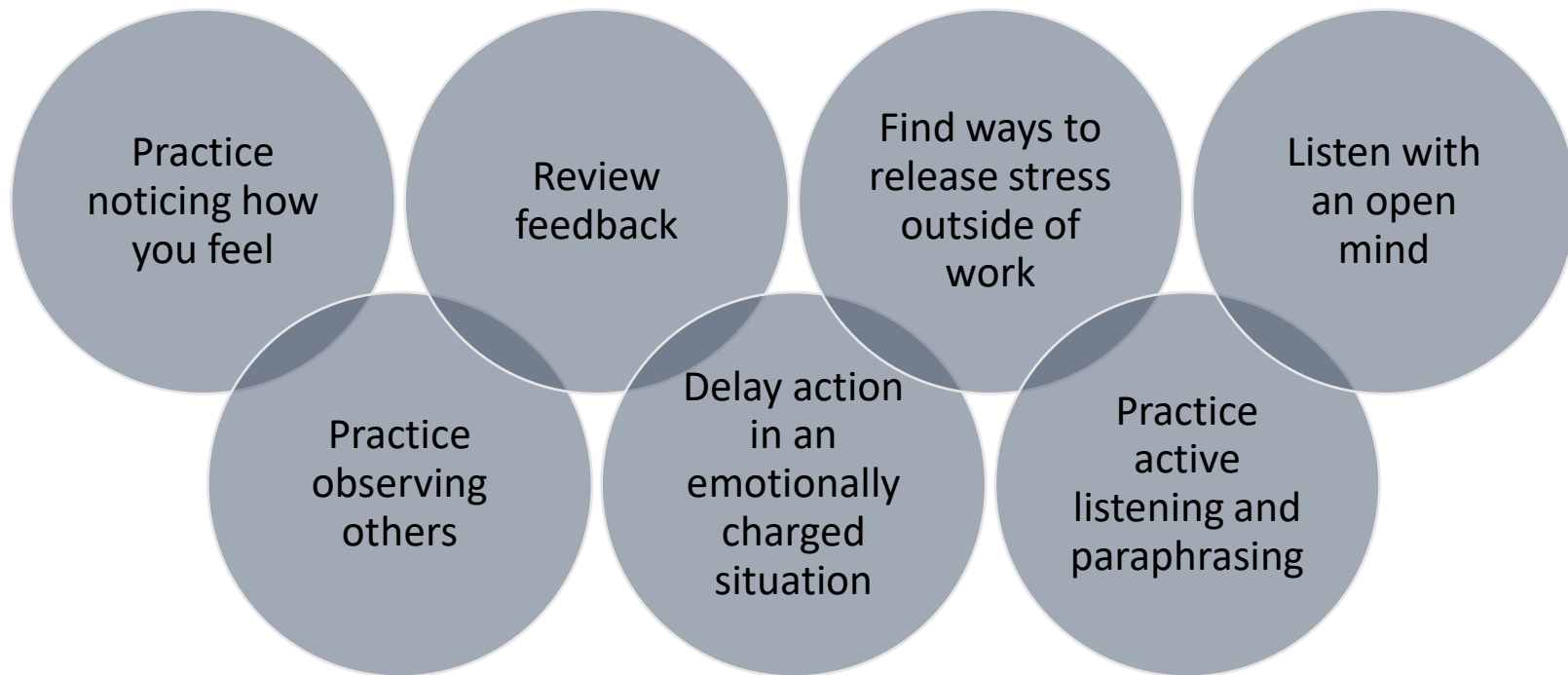
Reflection

Recall a recent event at work where you felt stressed.





How to Develop/Enhance EQ within Yourself





Questions to Ask Yourself



SELF AWARENESS

I know what I just said, but what am I feeling right now?

Why don't I look forward to conversations with _____?



SELF MANAGEMENT

Why do I feel so defeated because I didn't get a chance to work on the project I wanted?

Is this really a setback?

What can I learn from it and do differently?



SOCIAL AWARENESS

Why might this group of new hires be so reluctant to reach out to more senior level employees for assistance?

How does their experience differ from mine during my early career?



RELATIONSHIP MANAGEMENT

Does the team have a clear picture of what we are trying to accomplish?

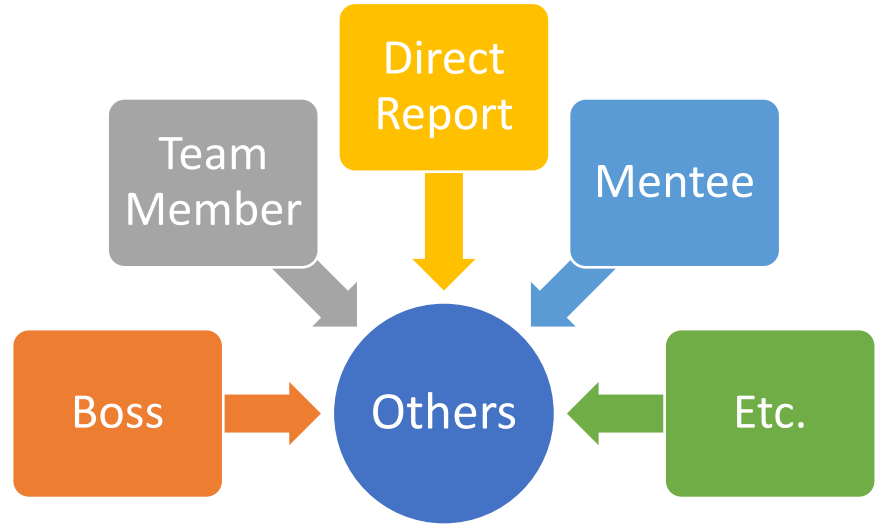
Does the vision include them? Do they value the pathway we are using to get there?

Were their insights collected?



Developing EQ in Another Individual

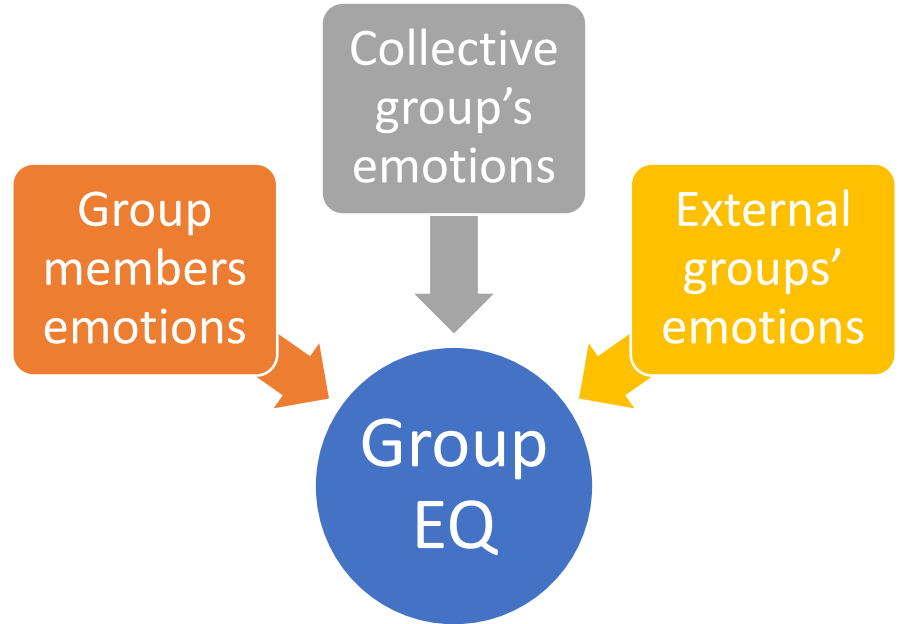
- Can't change someone's EQ unless they want to change
- Help the individual find a **reason** to change
- Help the individual identify the GAP and create a motivating goal
- Engender **trust** to facilitate open communication



How to Develop an Emotionally Intelligent Work Group

- Model EQ in your behaviors
- Establish group norms that foster EQ
- Ignite passion through vision and appreciation
- Be in tune to workplace stressors and put methods in place that help employees manage stress
- Recognize the needs and feelings of other groups

Calls for awareness and regulation at a higher level:





Point / Counterpoint



What might
get in the
way of ...?

What can I
tell myself or
do when this
happens?

What other
resources
exist?

EQ Application



Wrap-Up

Debrief



Questions



Ten-minute
break before
Break-out
Sessions





Thank You



Emotional Intelligence

Breakout

May 2, 2025

Large Group Discussion



What were some of your key take-aways from today's session?

- Dr. Charmon Parker Williams (Example)– Empathy balanced with objectivity. “I hear you, but...”
 1. Make sure people feel heard. Acknowledging does not = validating someone's emotions.
- Recognize what capabilities you have and how you react to feedback, if you *can* react. Look in the mirror, you don't have to BE the mirror.
- It is difficult to be an active listener when your attention is somewhere else. Avoid multitasking so that you can focus on who you're talking to.
- Be careful not to be dismissive. This could even mean just talking about how something relates to *your* experience. This could minimize what they are trying to tell you.
- Sometimes people just need you to listen, you don't need to respond to everything. “Are we venting, or are we problem-solving”
- Check in to see where everyone is that day.
- Take the time to observe your setting and what everyone values.

Large Group Discussion



What are some of the challenges of creating an emotionally intelligent workplace? Consider the virtual workplace as well.

- Time
- Recognizing when change is needed
- Adapting to a changing environment (leadership, etc.)
- Culture: you need to build credibility before you can change the culture.
- Needing to use different EI tools/skills at home and at work

Large Group Discussion



What strategies could you or leaders within your organization implement to foster a more emotionally intelligent workplace? Consider the virtual workplace as well.

- Build relationships
- Make time and prioritize improving. Ex. Make time to get coffee with coworkers, build those relationships outside of the workplace.
- Say “Thank you” more. Little things can make a big difference.
- Get on the same page so you can move in the same direction. You can do this by giving others some direction.

Wrap-up and next steps

Submit survey responses for this session.

Corporate Guides and Fellows, schedule your monthly coaching meeting and discuss ways to implement learnings from today with your teams.

Executive Sponsors and Direct Managers, schedule a meeting with all Inclusion Cluster member to discuss for opportunities to apply principles from today's session in your day-to-day

Next session:

- Corporate Guides/Fellows - Academic Sessions on June 6 at HCSC
- Executive Sponsors and Direct Managers – Subtleties of Inclusion and Exclusion on July 16 at HCSC

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Advancing multiracial leadership in business

