

# Learn Fest 2023

- ✓ Complimentary Series
- ✓ Learn from Experts
- ✓ Highly Engaging Sessions
- ✓ Certificate of Participation



📅 Wednesday, April 12, 2023

🕒 10 am - 11 am

📍 Online (Ms Teams)

## EQ for HR Leaders

- > The Context: BANI World
- > EQ - The Foundation for Resonant Leadership
- > The EQ Framework:  
Know Yourself, Choose Yourself, Give Yourself

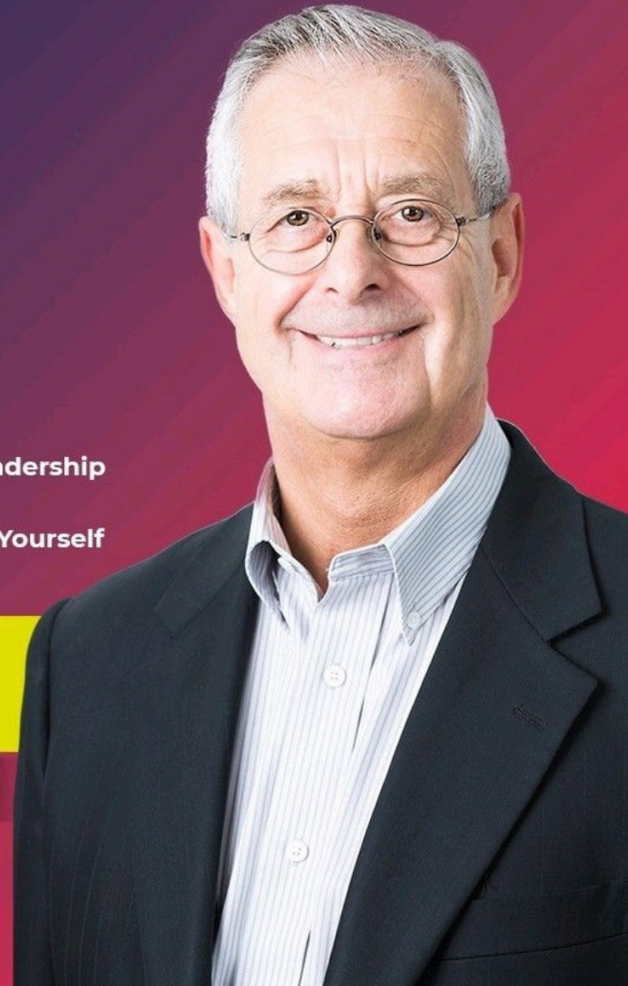
Course Expert:  
**John Bentley**

**REGISTER NOW FOR FREE!**

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M: **+971 56 106 5106**

✉ E: **hiba@simfotix.com**





# Good Morning and Welcome!



## EQ for HR Leaders

# First thought of the day ..

**Emotions drive People ...  
People drive Performance**



# John Bentley



Brain-Based Coach



# Catherine Bentley



**International Facilitator &  
Communications Coach**



# Outline

The Context

BANI World

Emotional Intelligence- what is it?

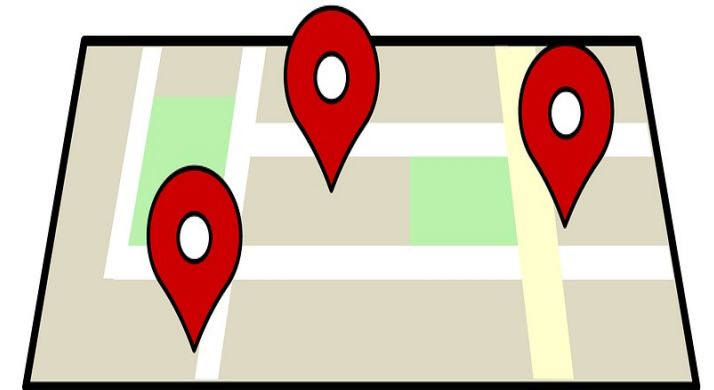
Business Case for Emotional Intelligence

Six Seconds EQ Model

Know Yourself

Choose Yourself

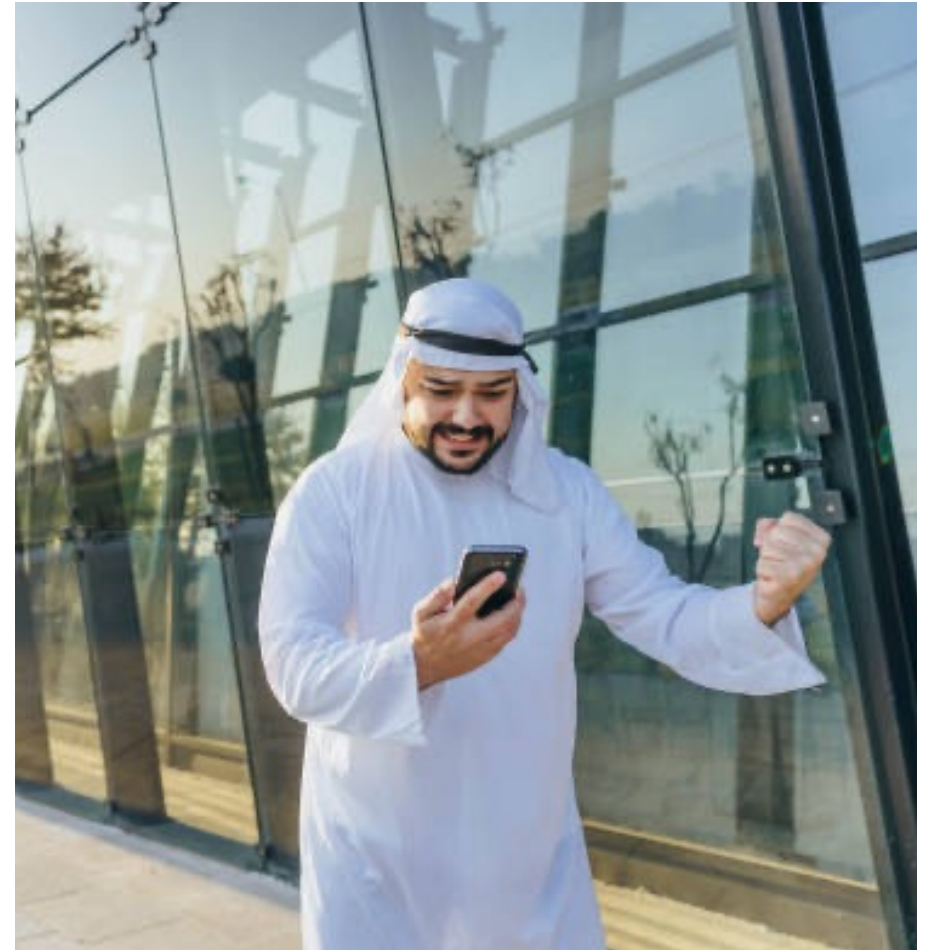
Give Yourself



# The World that We Live In







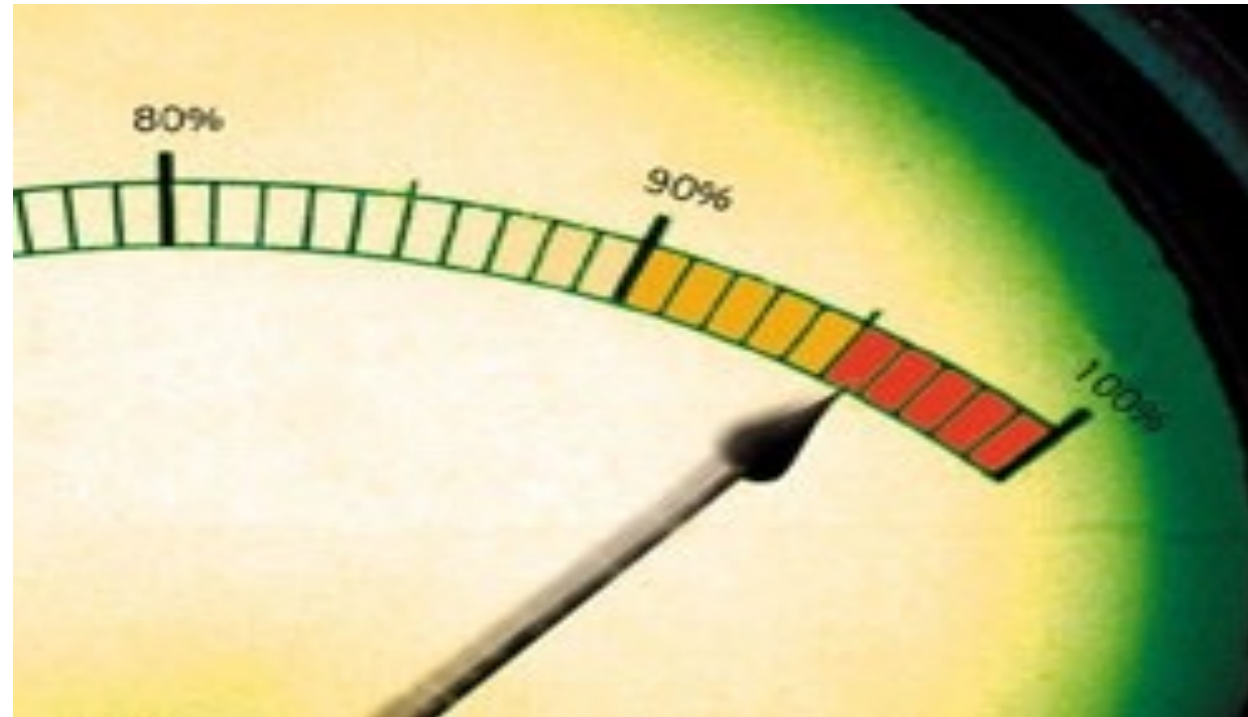


Creator of this new concept is Jamais Cascio, American anthropologist, author and futurist.

# LEADERS TALK



# How are your stress levels?



# Where are we now ?

## 3- minute Self Assessment

Find out what your stress level is by completing this quick quiz

DO YOU FREQUENTLY:	YES	NO
Fail to plan the best way to organise things?	<input checked="" type="radio"/>	<input type="radio"/>
Procrastinate rather than act swiftly?	<input checked="" type="radio"/>	<input type="radio"/>
Multi-task?	<input checked="" type="radio"/>	<input type="radio"/>
Seek unrealistic goals?	<input checked="" type="radio"/>	<input type="radio"/>
Work without clear goals?	<input checked="" type="radio"/>	<input type="radio"/>
Fail to delegate and try to complete most tasks yourself?	<input checked="" type="radio"/>	<input type="radio"/>
Miss deadlines?	<input checked="" type="radio"/>	<input type="radio"/>
Defer unpleasant tasks until later?	<input checked="" type="radio"/>	<input type="radio"/>
Have difficulty making decisions	<input checked="" type="radio"/>	<input type="radio"/>
Complain you are disorganized?	<input checked="" type="radio"/>	<input type="radio"/>
Neglect to consider the consequences of your actions when prioritising tasks?	<input checked="" type="radio"/>	<input type="radio"/>
Fail to use a rational prioritisation method?	<input checked="" type="radio"/>	<input type="radio"/>
Avoid saying "no" to additional workloads which are causing you stress?	<input checked="" type="radio"/>	<input type="radio"/>
React on impulse to situations rather than respond with intent	<input checked="" type="radio"/>	<input type="radio"/>

# Tick the box which most accurately reflects you



# Your stress levels

**10- 14** – Your current levels of stress are likely to be causing you stress and affecting your performance and or relationships

**6 – 9** - You are not always in control of your levels of stress: some days better than others

**0 – 6** – You seem to be avoiding many behaviours associated with high levels of stress and probably feel more in control of your time, schedules and emotions

# Question

What % of your decisions do you think are based on emotion?

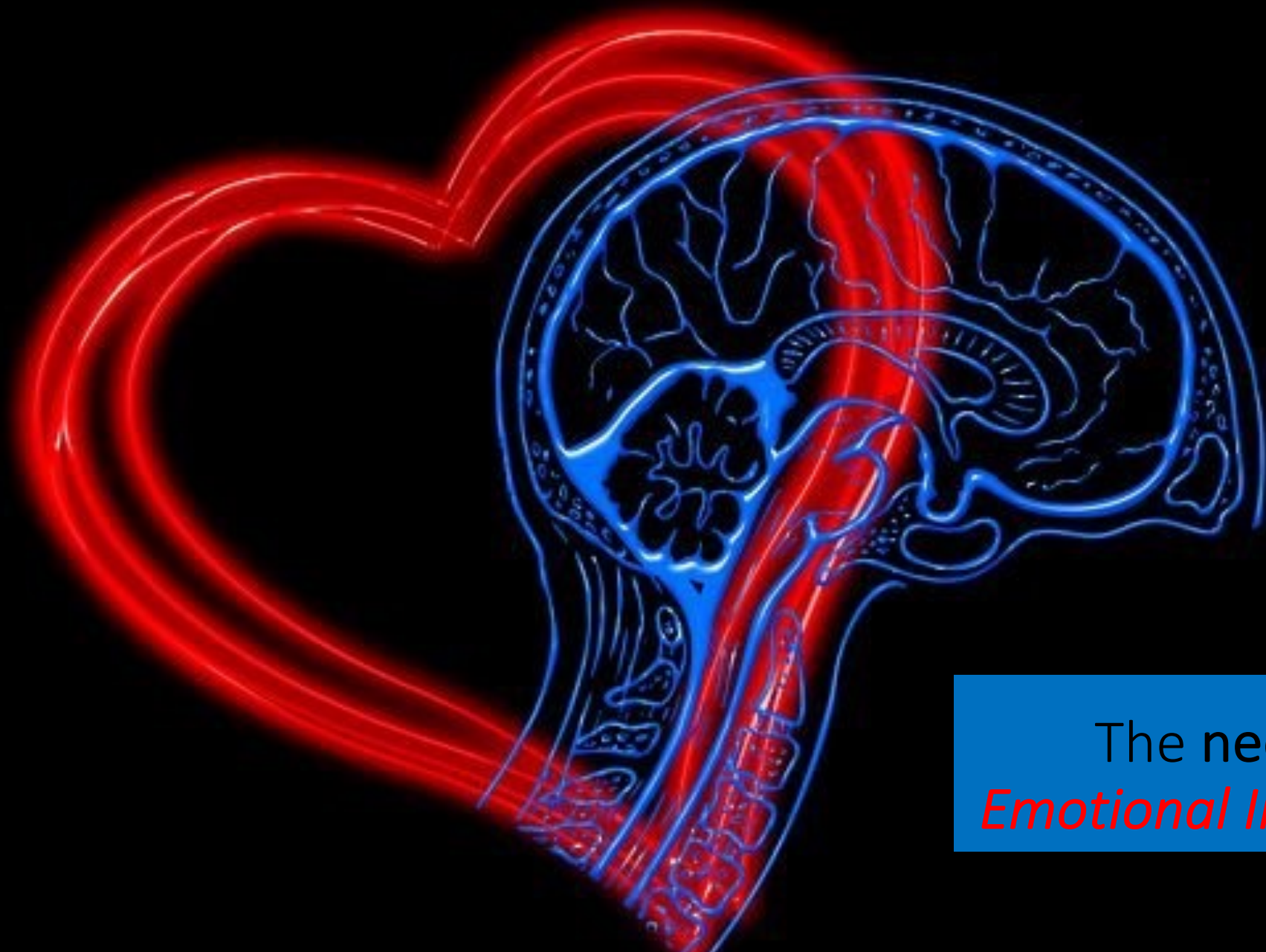


The answer ...

80 – 85%

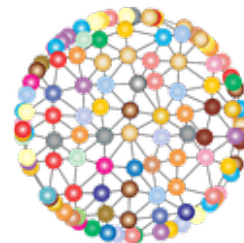
of decisions are based on emotion





The need for  
*Emotional Intelligence*

What does *Emotional Intelligence* mean to you?



# Emotional Intelligence is NOT ...

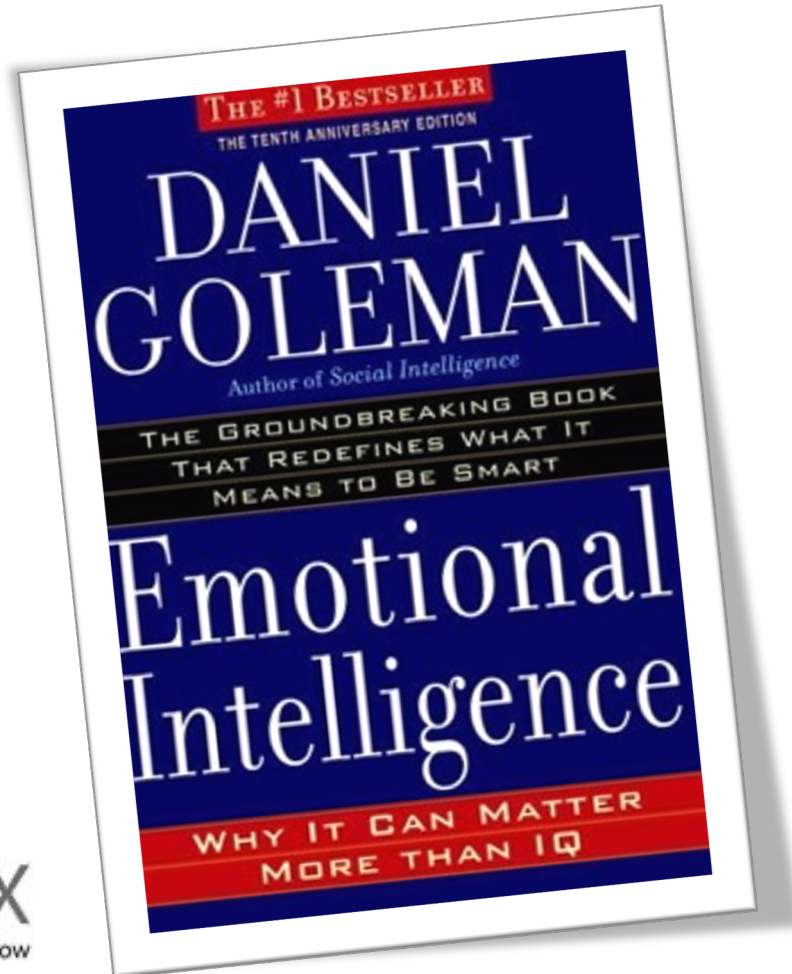
***“Being nice”***

***“Being emotional”***

***Personality***

***The opposite of IQ***

# Where did it all start?



**Daniel Goleman**  
**1995 New York Best Seller**

# Where did it all start?



**1997 – Six Seconds Founded**

***“Working towards a goal of a billion people practicing Emotional Intelligence”***

# SIX SECONDS DEFINITION



*Emotional intelligence is the ability to recognize your own feelings and those of other people. With this awareness, an Adaptive Leader is able to build trust with other participants and foster quality relationships.*



***“Emotional Intelligence is effectively blending thinking & feeling to make optimal decisions”***



# SIX SECONDS DEFINITION



***“Emotional  
Intelligence is being  
smarter with  
feelings”***

# Emotional Intelligence means ...



Career Success

Sports Success

Credibility

Inter Personal Skills

Quality of Life

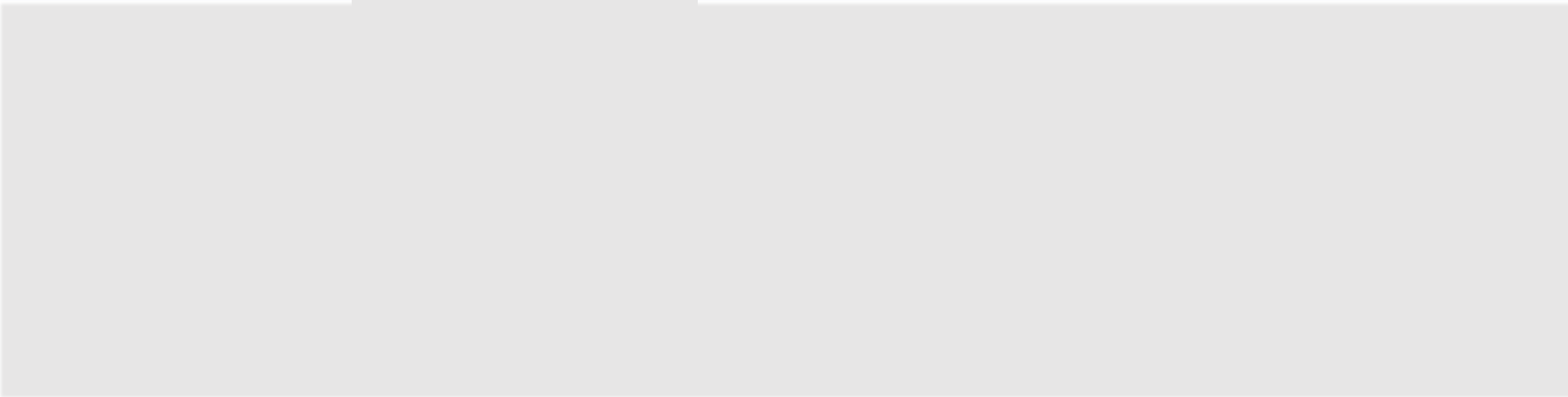




# The Business Case



# Defining SUCCESS



# Defining SUCCESS



## EFFECTIVENESS

Capacity to generate  
positive results

# Defining SUCCESS



## EFFECTIVENESS

Capacity to generate  
positive results



## RELATIONSHIPS

Capacity to build and  
maintain strong  
interpersonal connections

# Defining SUCCESS



## EFFECTIVENESS

Capacity to generate  
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## RELATIONSHIPS

Capacity to build and  
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## QUALITY OF LIFE

Capacity to create true  
happiness from a  
life well lived

# Defining SUCCESS



## EFFECTIVENESS

Capacity to generate positive results



## RELATIONSHIPS

Capacity to build and maintain strong interpersonal connections



## QUALITY OF LIFE

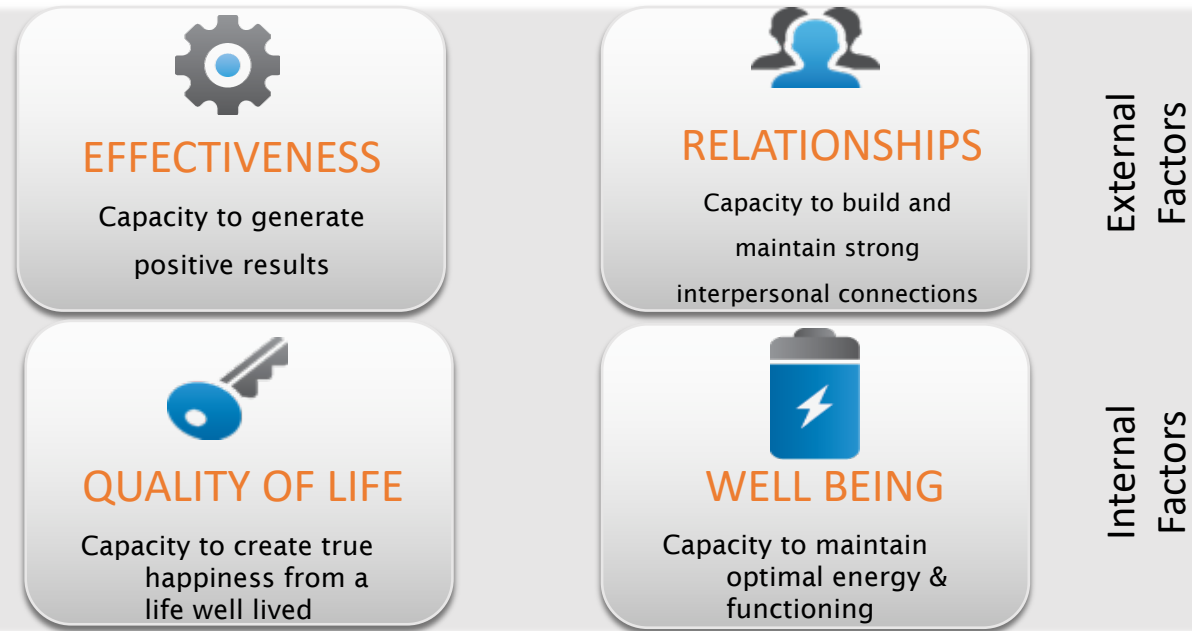
Capacity to create true happiness from a life well lived



## WELL BEING

Capacity to maintain optimal energy & functioning

# Defining SUCCESS



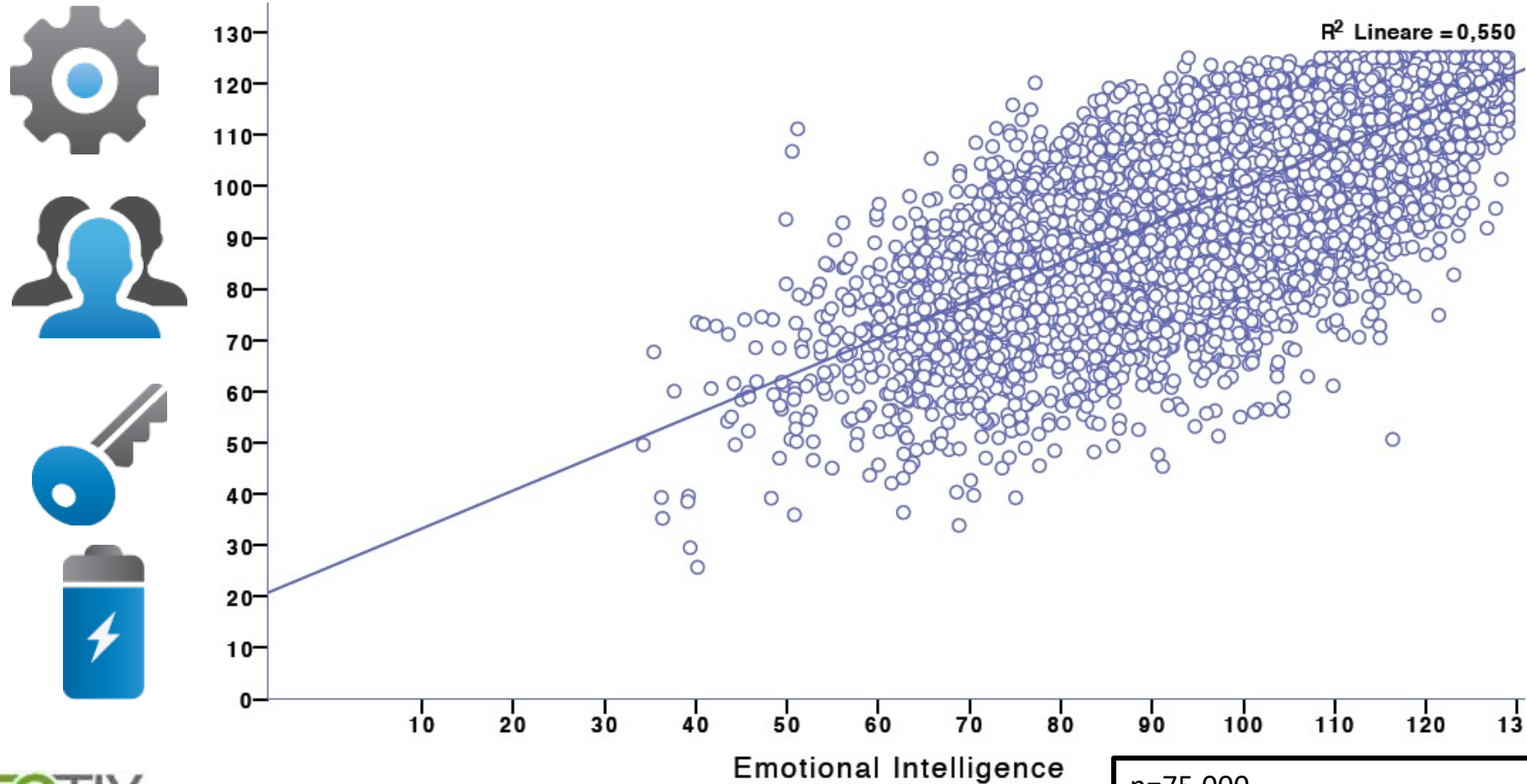
**Influence  
Decision-Making**

**Networking  
Community**

**Health  
Balance**

**Satisfaction  
Achievement**

# Success Factors & EQ Predictability:





# Success – EQ Competencies....



Effectiveness

**Exercise Optimism**



Relationships

**Increase Empathy**



Quality of Life

**Engage Intrinsic Motivation**



Wellbeing

**Increase Empathy**

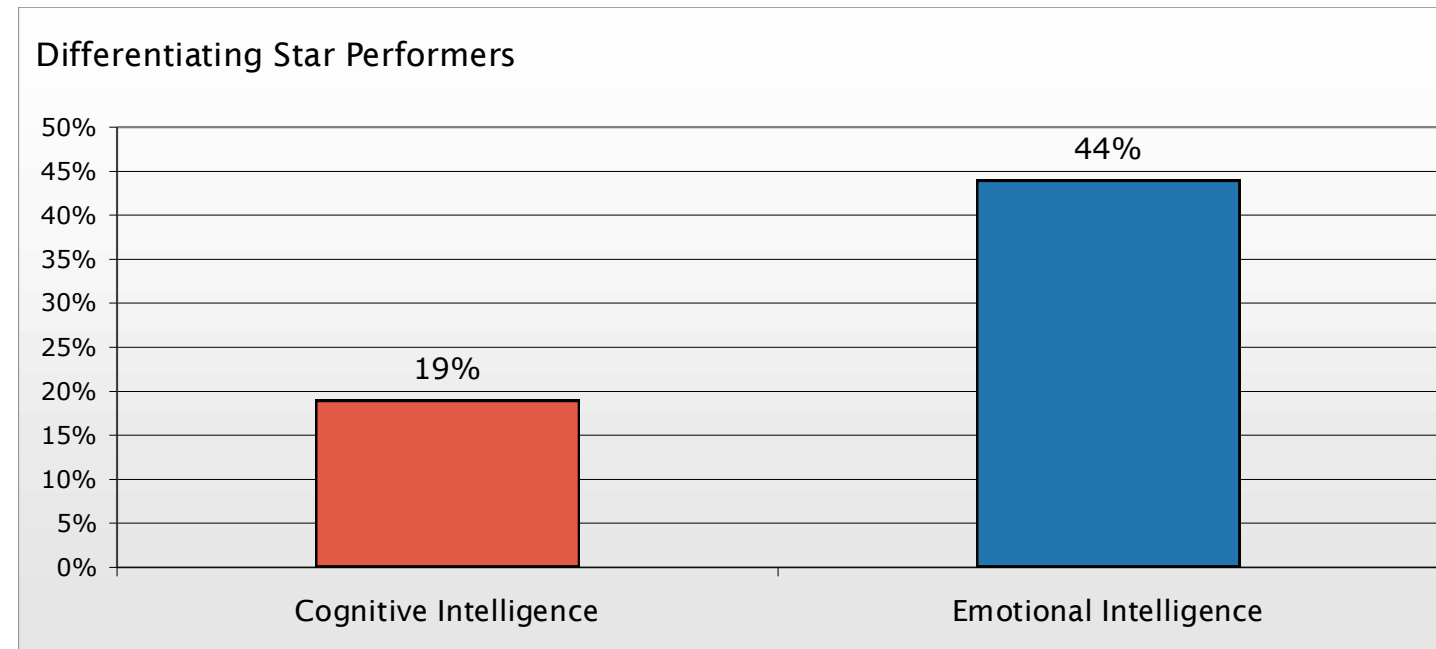
***“It's a basic tool that,  
deployed with finesse,  
is the key to  
professional success”***



**Harvard  
Business  
Review**

*Hired for IQ,  
promoted  
for EQ?*

## Career Success



***Emotional Intelligence is more than 2X as predictive of performance as IQ***

# Some Facts and Figures...

Leaders high in Emotional Intelligence are 7X as likely to be high in ***leadership performance outcomes***



# Some Facts and Figures...

Emotional Intelligence is a key driver of engagement



# Some Facts and Figures...

Organisations which prioritise Emotional Intelligence are 22x more likely to be high performing



# Some Facts and Figures...

Companies with higher emotional intelligence build better relationships with customers – this strengthens trust and drives loyalty



# Some Facts and Figures...

High emotional intelligence is a strong predictor of performance & profitability for leaders, teams and entire organisations







case study

# The Evidence

# Case Study: Hiring & Training

US Airforce was facing expensive setbacks in hiring & training of Pararescue Jumper candidates. Investment was made in identifying EQ skills which predicted completion of demanding training. Net savings from introducing measures - \$190 million

# Case Study: Productivity, Turnover, Training Costs

PepsiCo – pilot program with selected leaders: 10% increase in productivity & 87% decrease in turnover

Expansion of program results:

Overall economic value \$30 million

ROI on leaders' training costs 1000%+



pepsi

# Case Study: Key Business Outcomes

Sheraton Studio City Hotel in Orlando, US

EQ intervention resulted in:

19.6% reduction in unwanted employee turnover

8.4% increase in guest satisfaction

23.4% increase in market share

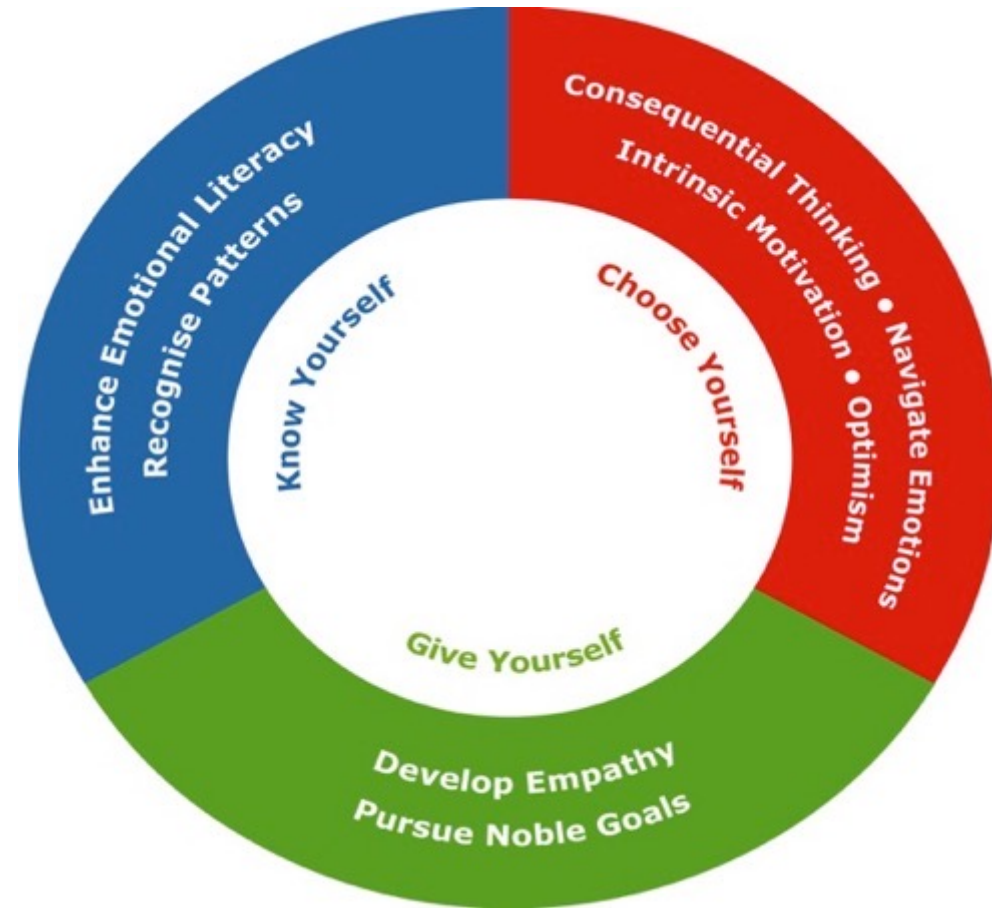


SHERATON

EST. 1937

# Seconds Emotional Intelligence (SEI) Model

- ❖ Know Yourself
- ❖ Choose Yourself
- ❖ Give Yourself



# Six Seconds Emotional Intelligence (SEI) Model

## Being smarter with feelings

*How?*

- 1. Be more aware*
- 2. Be more intentional*
- 3. Be more purposeful*

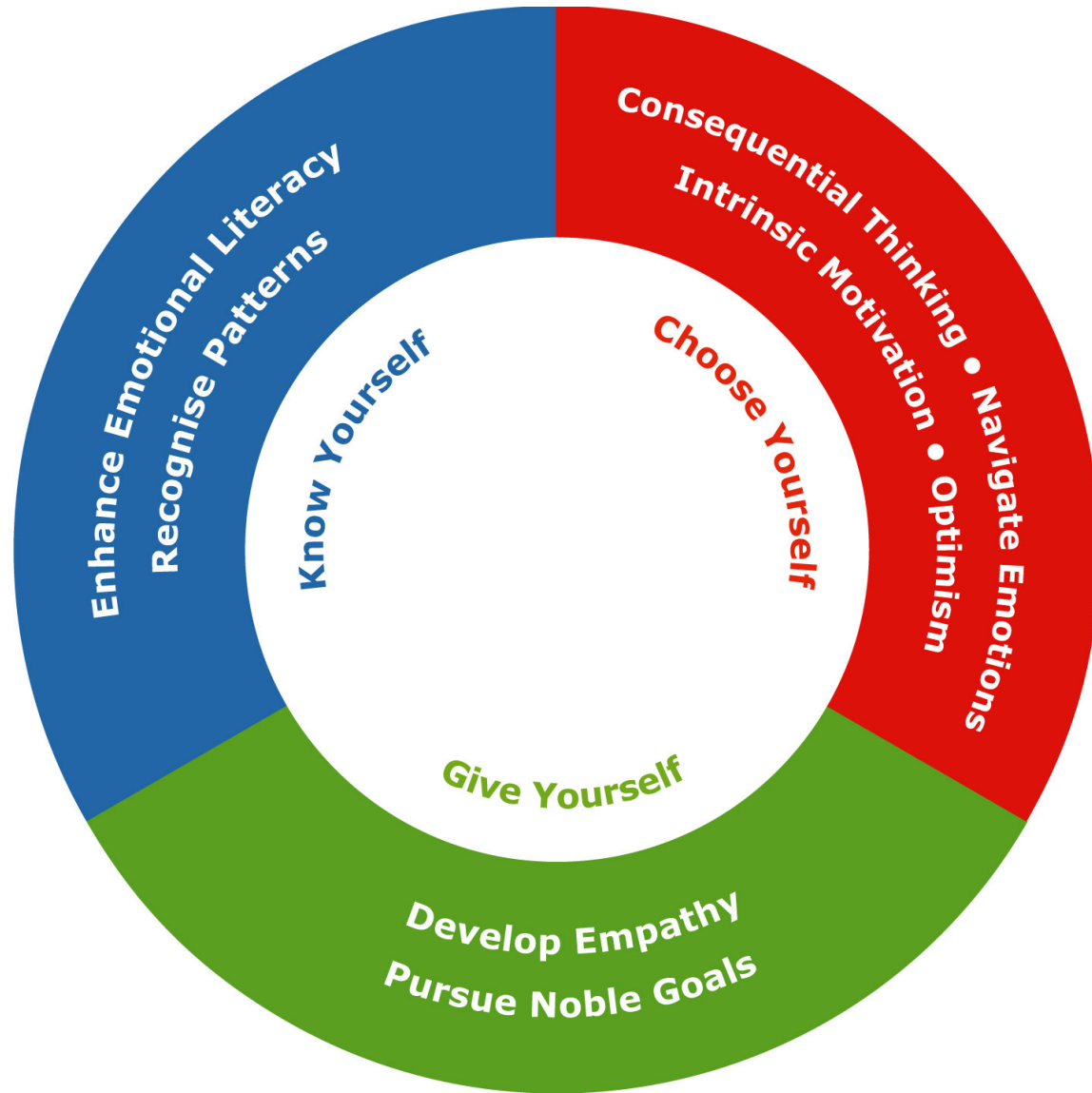


What am I feeling?



What options do I have?

What do I really want?





“**Knowing  
*yourself* is  
the beginning  
of all wisdom.**”

Aristotle

fab<sup>2</sup>uote.co

Know  
Yourself

# KNOW YOURSELF – Self Awareness

## Be More Aware

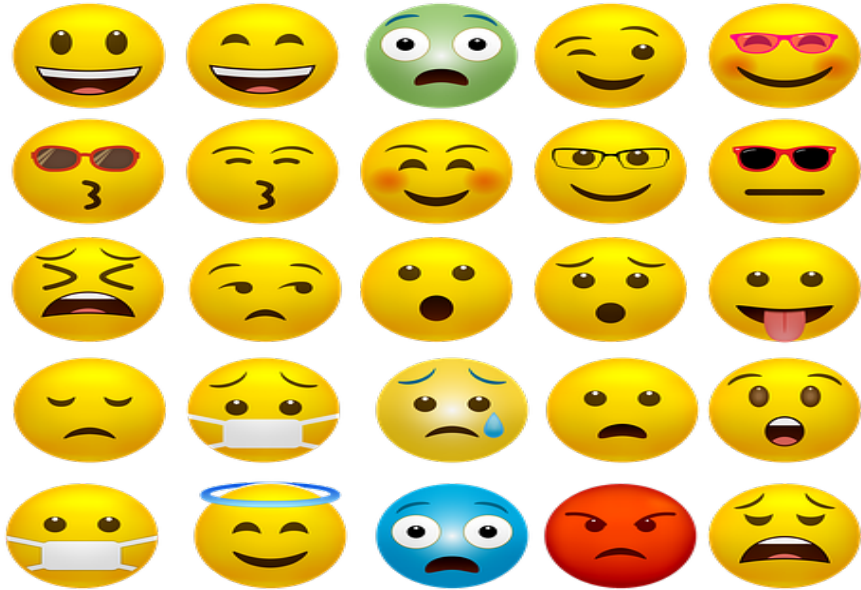
- *Enhanced Emotional Literacy*
- *Recognising Patterns*




**How aware are you of your own emotions?  
How aware are you of the emotions of others?**



Write Down As Many EMOTIONS as You Can....

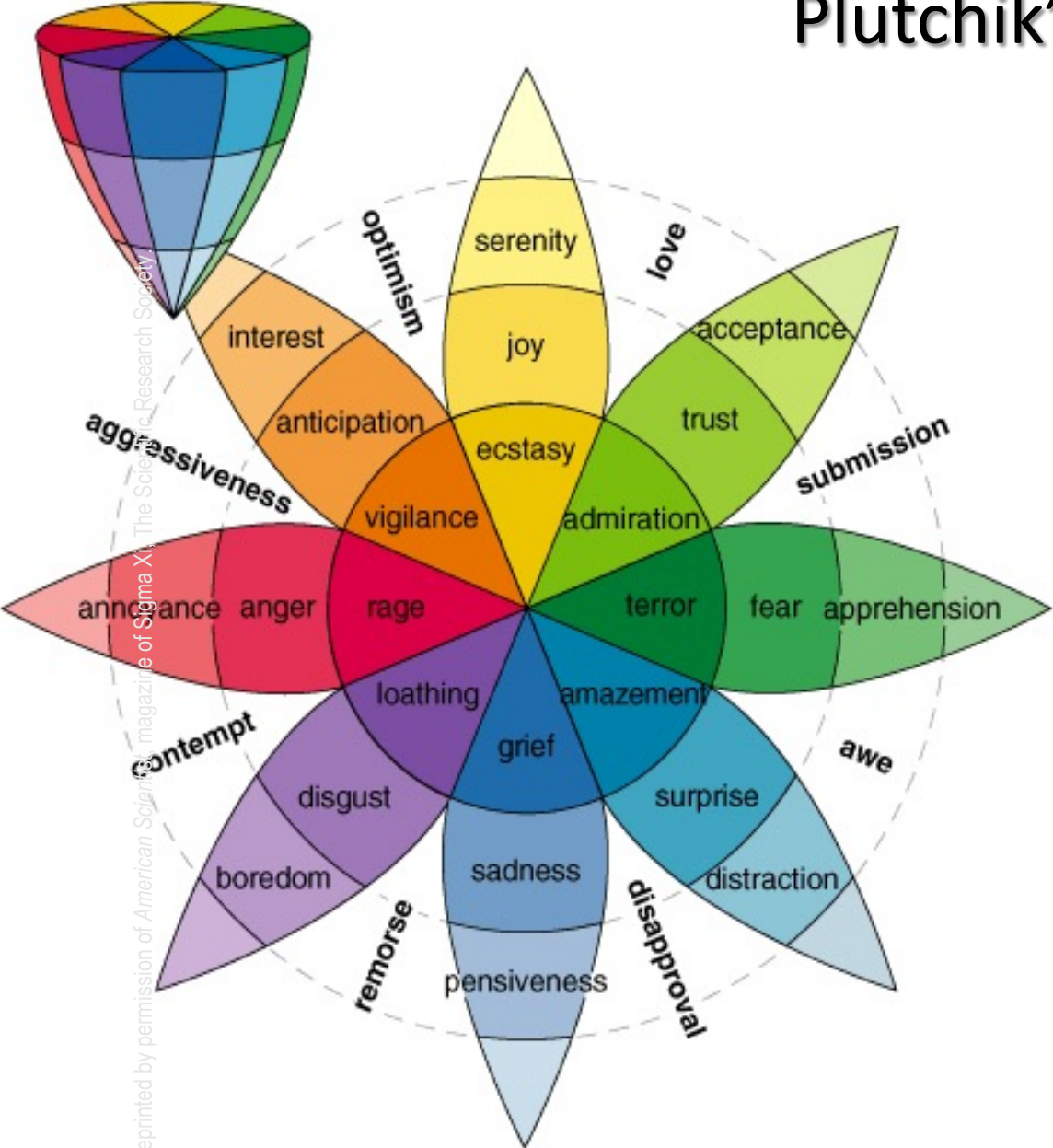




01:00:00

**MR. TIMER**

# Plutchik's Model

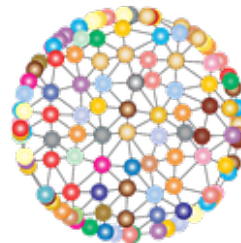


Where would your emotions sit in this model?

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# What emotions are you feeling right now?



# Why is this important?







## EMOTIONAL LITERACY.....

If you can *name* an  
emotion  
... you can *tame* an  
emotion

# Key Takeaways

- *VUCA to BANI World :*
  - *Brittle*
  - *Ambiguous*
  - *Non-linear*
  - *Incomprehensible*
- *80 - 85% decisions based on emotion*
- *EQ = Being Smarter with Feelings*
- *Business Case for EQ*
- *Six Seconds - Simple Model for EQ:*
  - *Know Yourself*
  - *Choose Yourself*
  - *Give Yourself*



**KEEP  
CALM  
AND  
CONTROL  
YOUR EMOTION**

[KeepCalmAndPosters.com](http://KeepCalmAndPosters.com)

*Thank  
you*

