


**UNDERSTANDING
& BUILDING YOUR
EMOTIONAL
INTELLIGENCE**



Scott Warrick, JD, MLHR, CEQC, SCP

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#1 BEST SELLER IN ALL THESE CATEGORIES



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**Why
Are
We
Here?**

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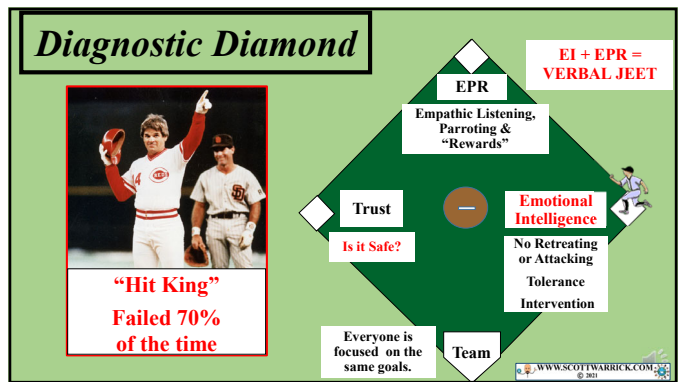
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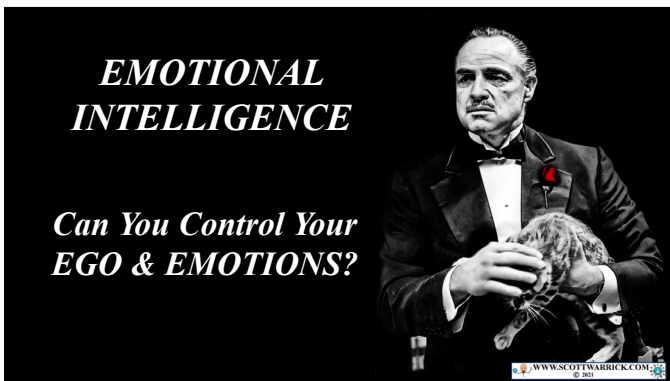
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The #1 factor that will determine how ...

SUCCESSFUL

you are & how

HAPPY

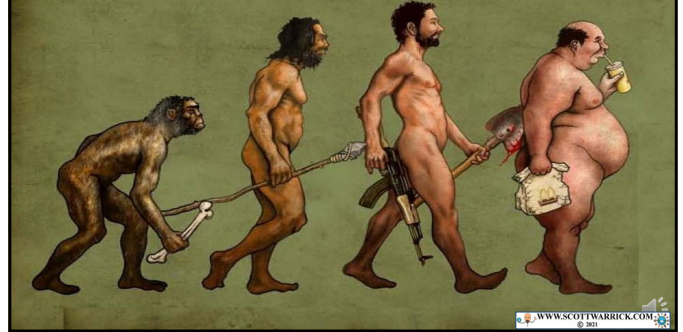
you will be is your

EQ ... NOT your IQ!

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Have We Evolved?



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Yabba, Dabba Doo!

I didn't get
EATEN
today!



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FIGHT -or- FLIGHT



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**Which is Stronger...
Logic or Emotions?**

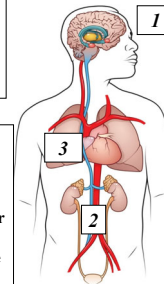
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FIGHT OR FLIGHT

3.
The blood in the body is re-routed to the lungs, arms and legs, leaving the frontal lobes deprived of blood and the face "flushed."

2.
The adrenal glands release adrenaline into our brain and then throughout our body. This release of adrenaline will then speed up our heart rate. When our heart rate hits about 145 beats per minute, we go into full fight or flight.



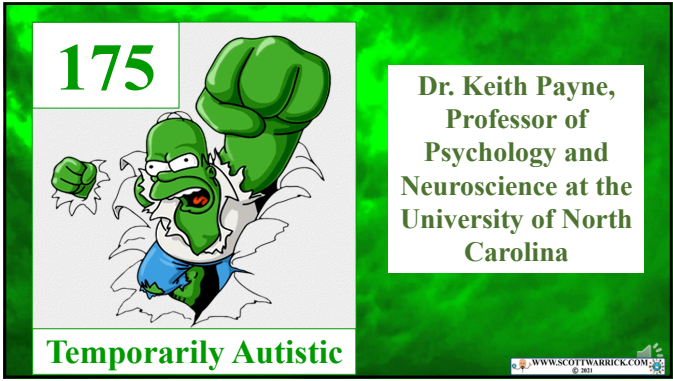
1.
We hear, see, taste, smell or feel a "danger" or stimulus. The brain instantly sends an alarm throughout our parasympathetic nervous system and activates our adrenal glands, one set that is located in our brain and another that is right above our kidneys. We then get that "tightening knot" in our "gut."

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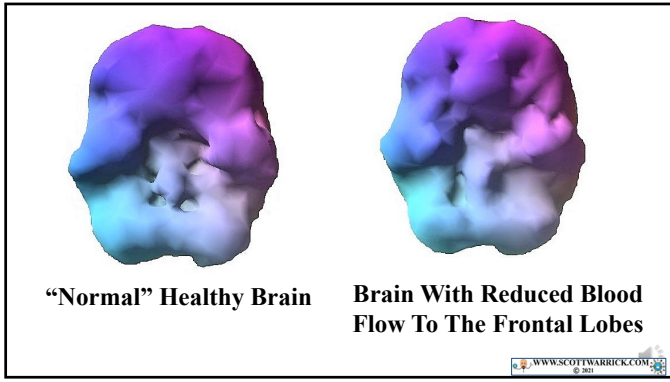
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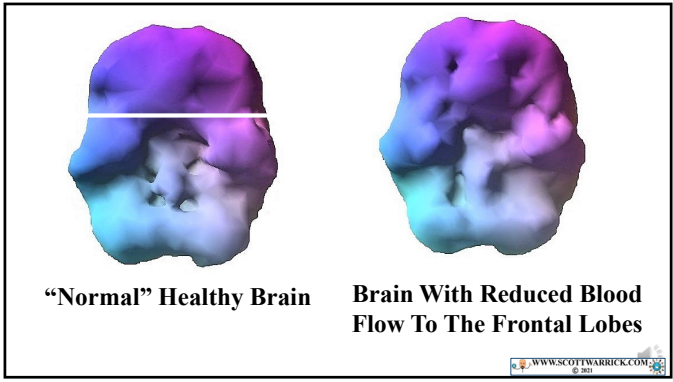
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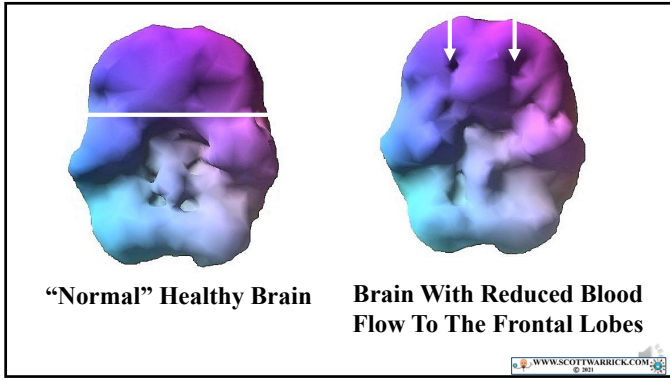
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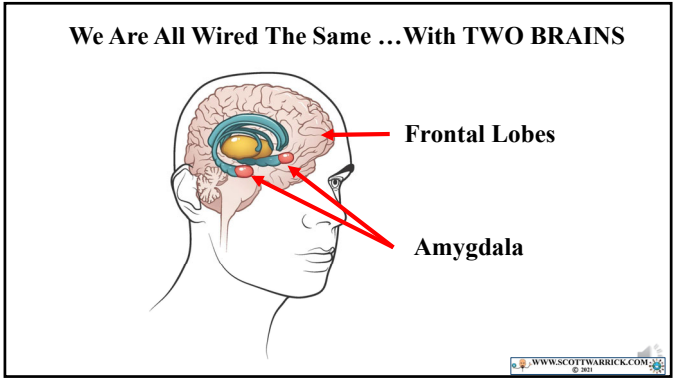
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HIGH ROAD vs. LOW ROAD

Frontal Lobes: High Road Logic
Further from Thalamus
Loses Blood Supply in "Fight or Flight"

Amygdala: Low Road Emotions
Closer To Thalamus
Retains Blood Supply in "Fight or Flight"

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Low Road : 17,000th of a second

Stimulus enters the brain and goes to the Thalamus.

Stimulus then goes to the Amygdala and down the Vagus Nerve to the Adrenal Glands to stimulate fight or flight.

This all happens in 17,000ths of a second.

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Emotional Hi-Jacking

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High Road : 2 to 3 Times Slower

Stimulus is finally sent to the Frontal Lobes.

This takes 2-3 times longer.

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SLOW DOWN AND THINK!!!

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EMOTIONAL INTELLIGENCE

The Difference Between Success and Failure is 5 SECONDS.

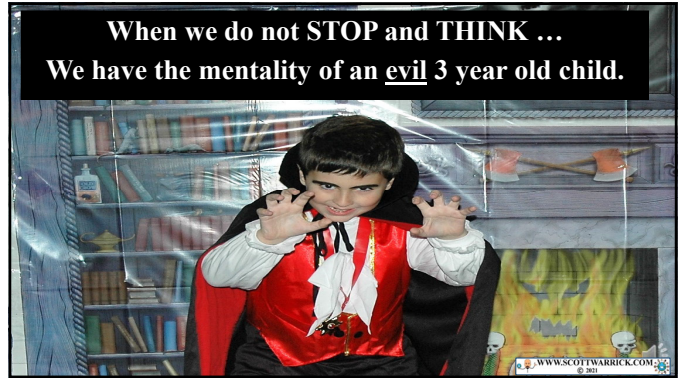
SLOW DOWN AND THINK!!!

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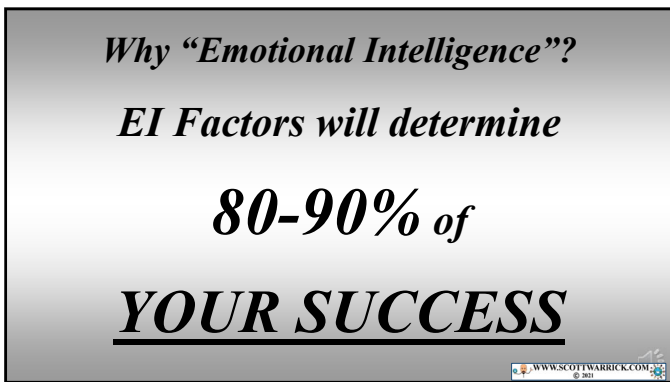
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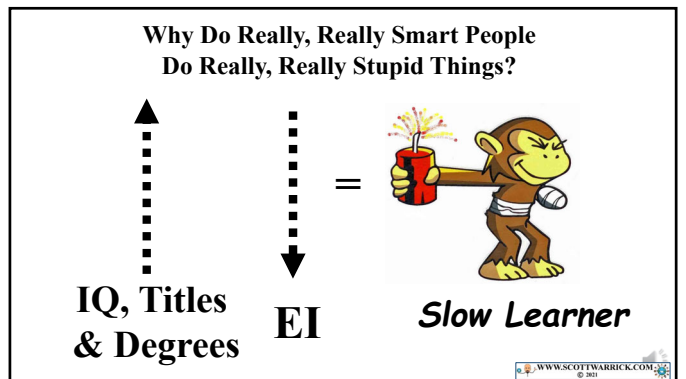
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Why Do Really, Really Smart People Do Really, Really Stupid Things?


↑

**IQ, Titles
& Degrees**

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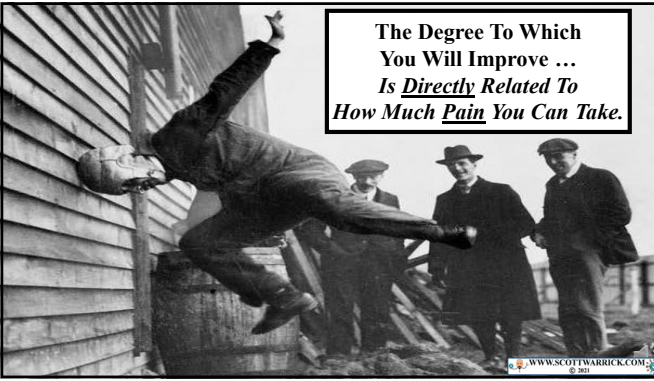
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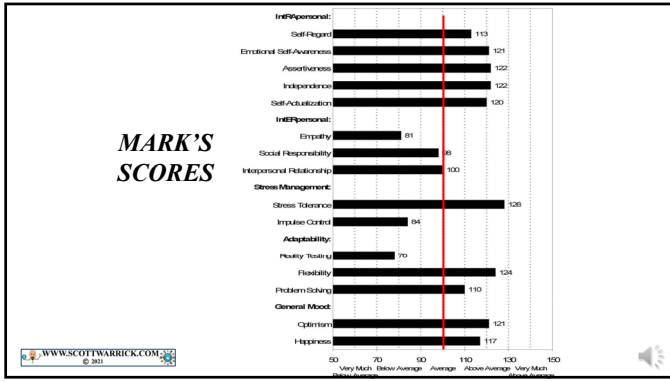
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The Degree To Which
You Will Improve ...
Is Directly Related To
How Much Pain You Can Take.

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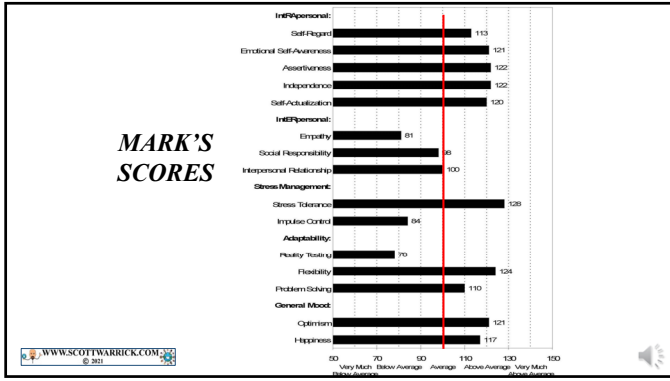
“DRAG” & High Performance



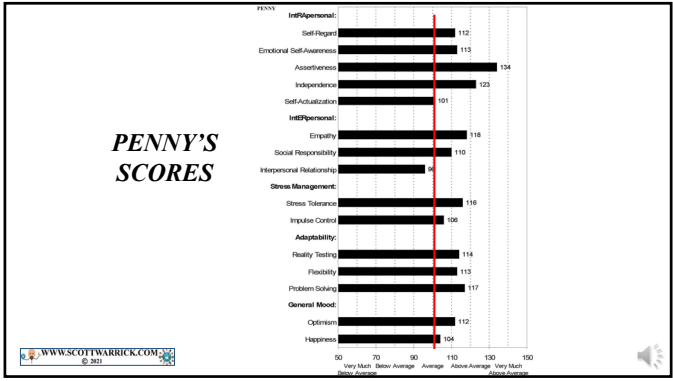

What Is Slowing YOU Down?

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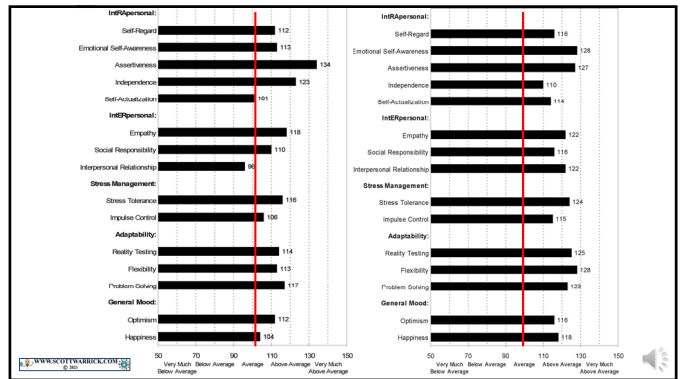
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- ### Emotional Child Checklist
- ___ Cannot Control Their Emotions and Ego
 - ___ Dismiss Any Opinions That Disagree With Theirs
 - ___ Little Or No Empathy For Others
 - ___ Mind Blind
 - ___ Reward Bootlickers
 - ___ Micromanage Others
 - ___ They Suppress or Escalate Conflict. *They Do Not Resolve It.*

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Pitfalls of Low Emotional Intelligence

Cannot Control Their Emotions and Ego

They base their decisions and reactions on ego and emotion ... not logic.

They "Rush To Judgment" without investigating the facts.

They cannot communicate in conflict situations due to their uncontrolled emotions.

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Pitfalls of Low Emotional Intelligence

Cannot Control Their Emotions and Ego

In the end ...

Their "reactionary approach" destroys trust.

So, others "clam up," and "Critical Decision Making" disappears.

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What Are Our Workplaces Like?

Is It SAFE To Speak Up?

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**Do FACTS Only
Get In The Way
Of A
“Good” Opinion?**

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Pitfalls of Low Emotional Intelligence

Dismiss Any Opinions That Disagree With Theirs

They cannot admit their own mistakes and will not accept feedback, so they cannot improve.

When things go wrong, they blame everyone else rather than trying to correct the situation.

Adopts a “my way or the highway” mentality.

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Pitfalls of Low Emotional Intelligence

Dismiss Any Opinions That Disagree With Theirs

Mirror vs. Window Mentality

When things go well, the EI/Great Leaders look out the window and give the praise to their people.

When things go wrong, the EI/Great Leaders look into the mirror and ask, “What should I have done differently?”

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Pitfalls of Low Emotional Intelligence

Little Or No Empathy For Others

Unable to see the perspective of others ... and don't care.

Very self-centered.

Manipulate others for their own ends.

Cannot build trusting relationships with others.

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Pitfalls of Low Emotional Intelligence

Little Or No Empathy For Others

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Pitfalls of Low Emotional Intelligence

Little Or No Empathy For Others

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Pitfalls of Low Emotional Intelligence

Little Or No Empathy For Others

Anime in the U.S.
has over
107,000,000
fans!

Naruto

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Pitfalls of Low Emotional Intelligence

Little Or No Empathy For Others

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Pitfalls of Low Emotional Intelligence

Little Or No Empathy For Others

Mickey Guyton

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Pitfalls of Low Emotional Intelligence

Mind Blind

They do not realize the destructive impact they have on others ... or they don't care.

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Pitfalls of Low Emotional Intelligence

Mind Blind

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Pitfalls of Low Emotional Intelligence

Reward Bootlickers

They LOVE people who agree with them ...

So, they surround themselves with bootlickers.

Groupthink is the norm ... with disastrous results.



Kim Jong-un

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Pitfalls of Low Emotional Intelligence

Micromanage Others

They believe no one can do anything as well as they can, so they build very little trust or increase the abilities of others.




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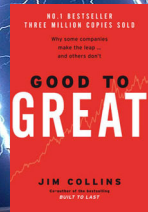
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Pitfalls of Low Emotional Intelligence

Micromanage Others



Lee Iacocca Not Great



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Pitfalls of Low Emotional Intelligence

And finally ...

They Either Suppress or Escalate Conflict. They Do Not Resolve It.




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Pitfalls of Low Emotional Intelligence




They therefore enable "Bullying" behavior.

In the end, Emotional Children create a very combative environment that kills trust.

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Emotional Child Checklist

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HRCI Program ID: 676652

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**Start Date: 8/8/2024
End Date: 12/31/2024**

1 Recertification Credit Hour: General




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SHRM Program ID: 24-YNGG4

**UNDERSTANDING & BUILDING
YOUR
EMOTIONAL INTELLIGENCE**

**Start Date: 8/12/2024
End Date: 12/31/2024**

1 Recertification Credit Hour: General



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