
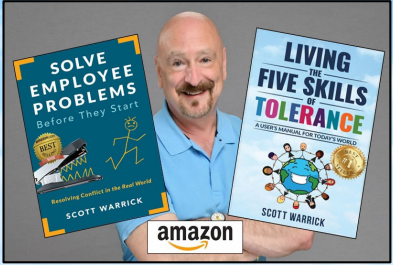


**PART 1:
UNDERSTANDING
& BUILDING
YOUR
EMOTIONAL
INTELLIGENCE**



Scott Warrick, JD, MLHR, CEQC, SCP
www.scottwarrick.com

1



**FREE
Lunch &
Learn Videos
Are Posted!**

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2

Where Are We Going?



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3



**TRUST:
Is
It
SAFE?**

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Protective Bubble



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Where Are We Going?

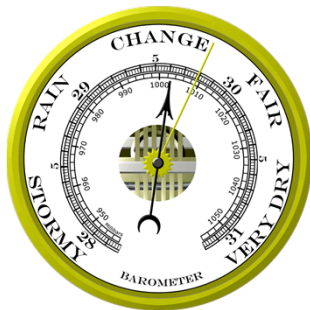


TRUST

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Trust Will ALWAYS Change

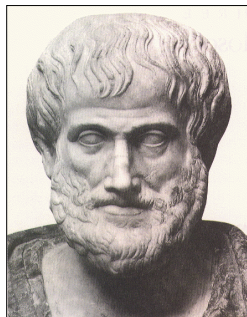


7



How Much Do You Want To Contribute To Your Own Misery?

8



*“Anyone can become angry--
That is easy.*

*But to be angry with:
The right person ...
To the right degree ...
At the right time ...
For the right purpose ...
In the right way,
This is **NOT** easy.”*

~Aristotle, The Nicomachean Ethics

9

Has The World Changed
In The Last 10 Years?



10



*“I am not here
to hurt you.*

*I am here to
help you.”*

11



“Central Park Karen”
Amy Cooper

Bird Watcher
Christian Cooper

“There is an African American man, I am in Central Park,
he is recording me and threatening myself and my dog,”

12



13



14



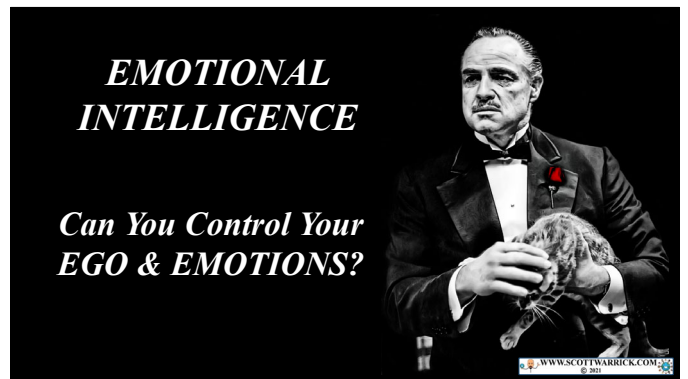
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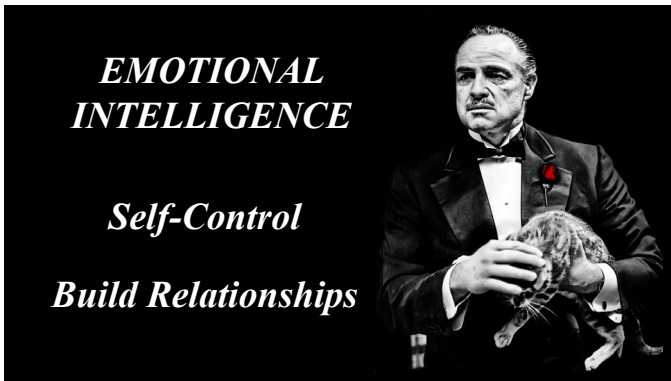
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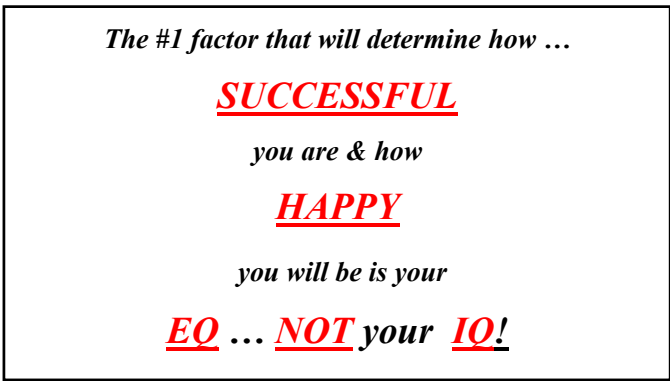
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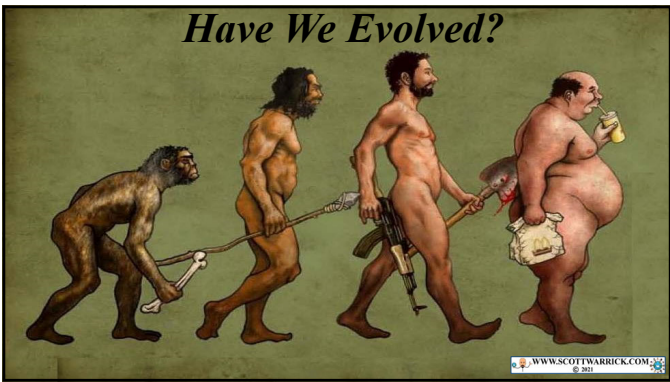
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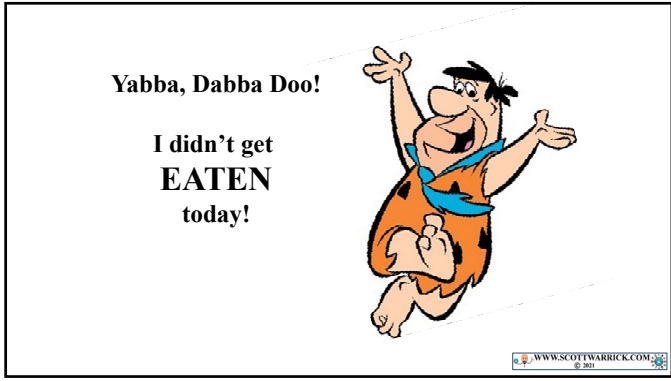
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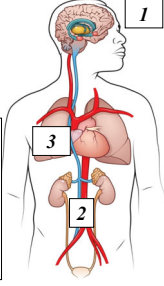


*Which is Stronger...
Logic or Emotions?*

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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."

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 flight 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."

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145

Emotional Hijacking

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175

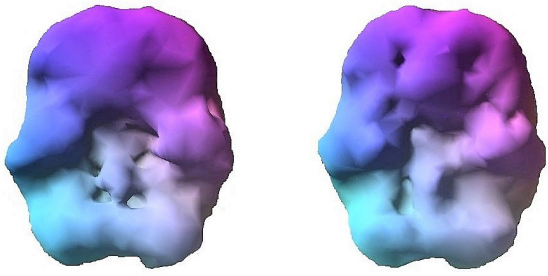


Temporarily Autistic

**Dr. Keith Payne,
Professor of
Psychology and
Neuroscience at the
University of North
Carolina**

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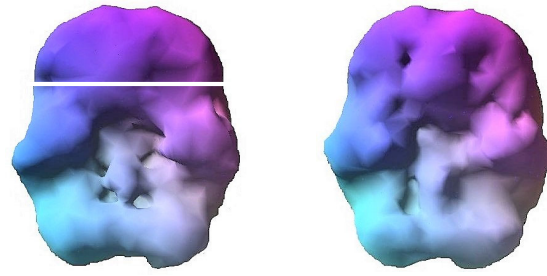
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"Normal" Healthy Brain **Brain With Reduced Blood Flow To The Frontal Lobes**

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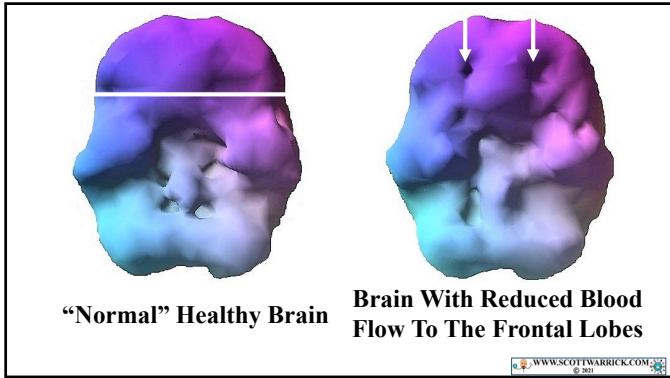
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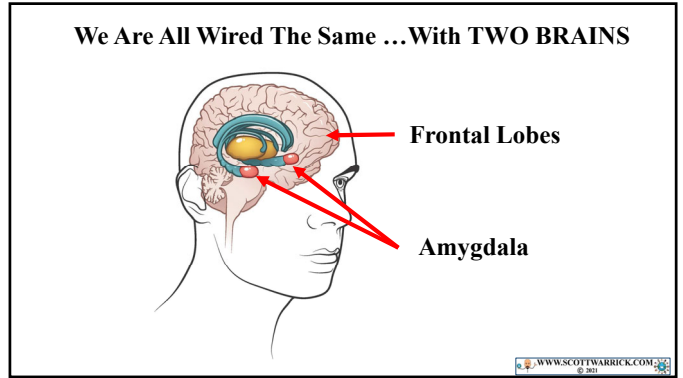
"Normal" Healthy Brain **Brain With Reduced Blood Flow To The Frontal Lobes**

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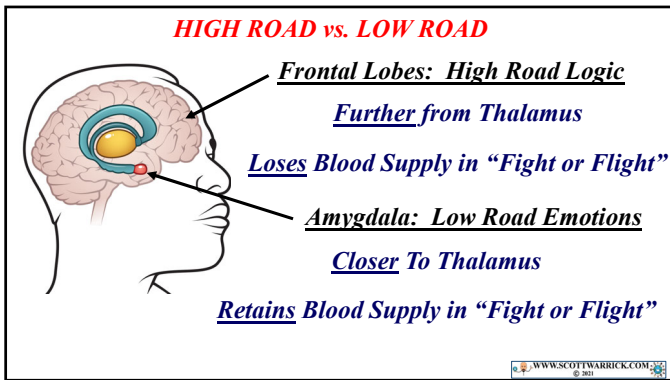
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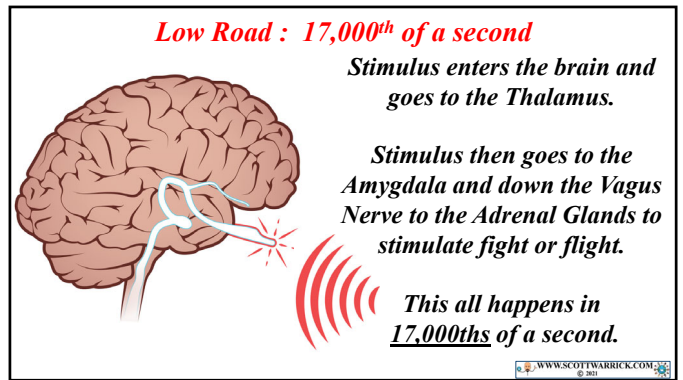
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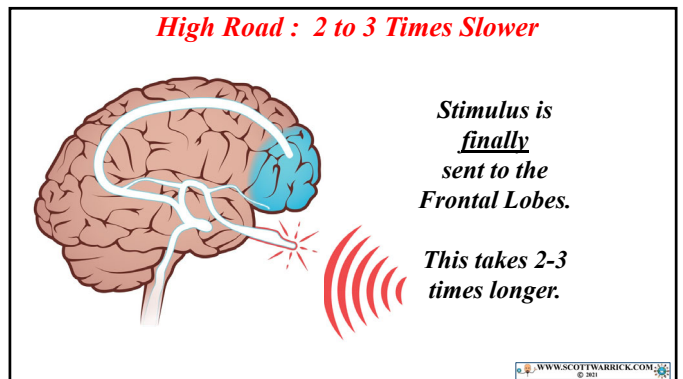
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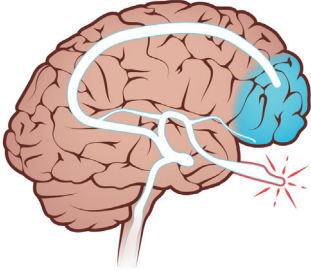
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EMOTIONAL INTELLIGENCE

The Difference Between Success and Failure is **5 SECONDS.**

SLOW DOWN AND THINK!!!

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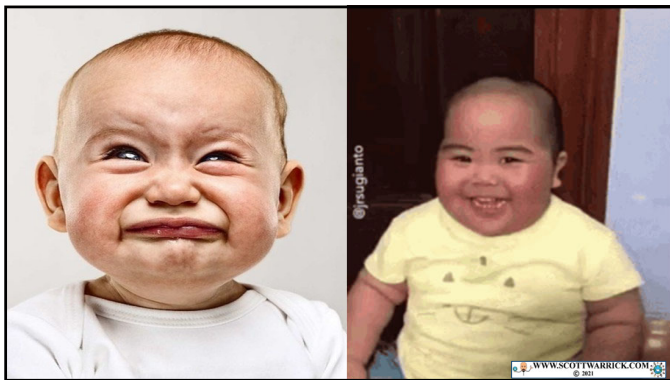
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We Are Wired ALL To Be EMOTIONAL CHILDREN!

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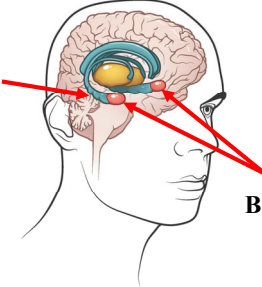
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The Powerful Subconscious Brain

Hippocampus: Grows In By About The Age of 3.



Amygdala: We Are Born With These.

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The Mighty Subconscious




Where Did You Get That Idea?

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The Mighty Subconscious



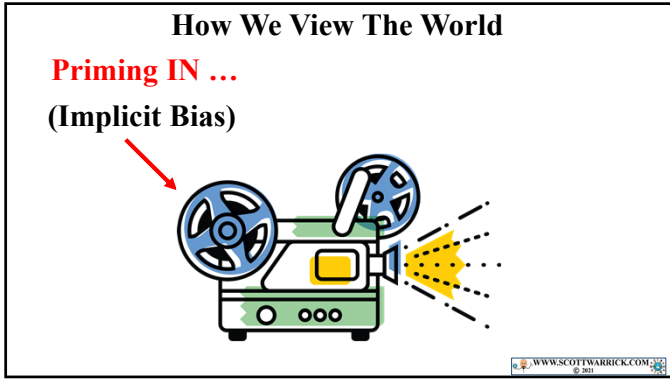
Bruce Lipton Ph.D.

CONSCIOUS MIND	5% - 10%
SUBCONSCIOUS MIND	90% - 99%

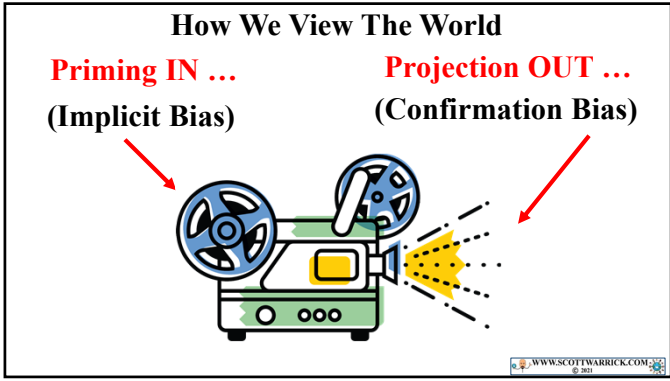


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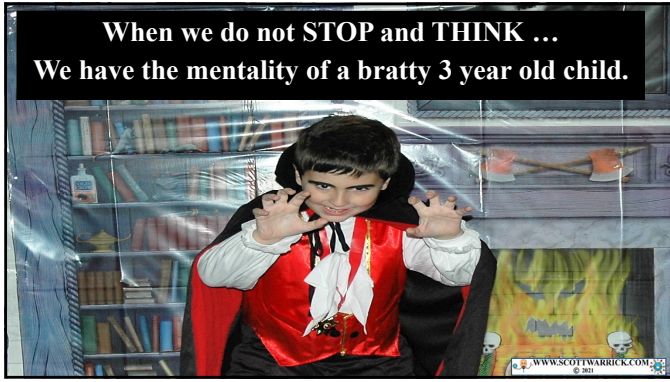
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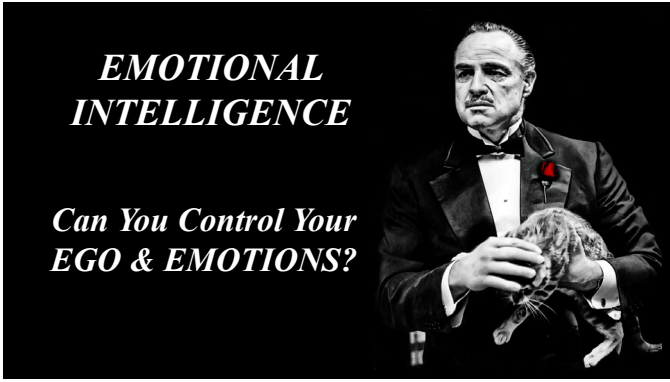
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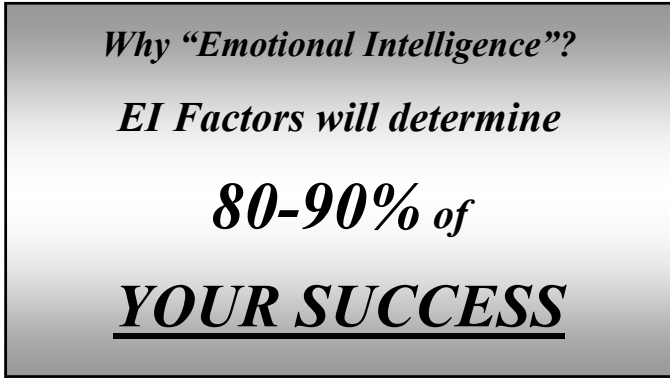
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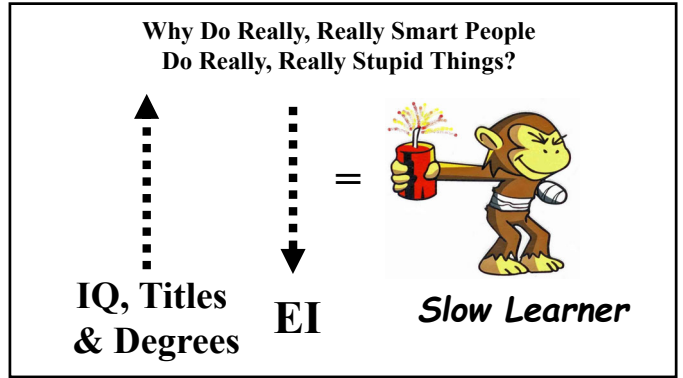
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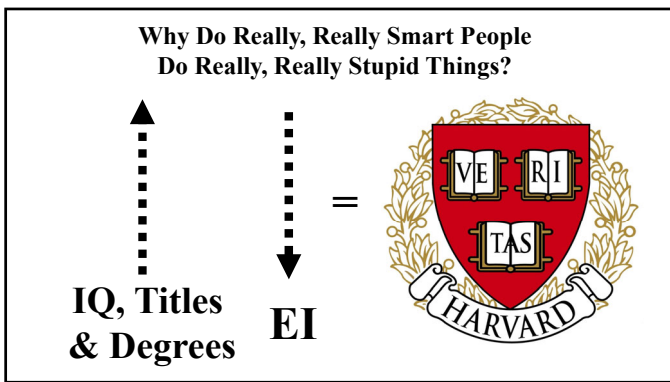
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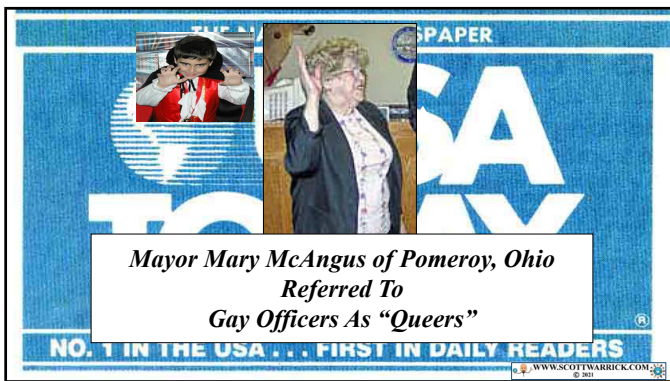
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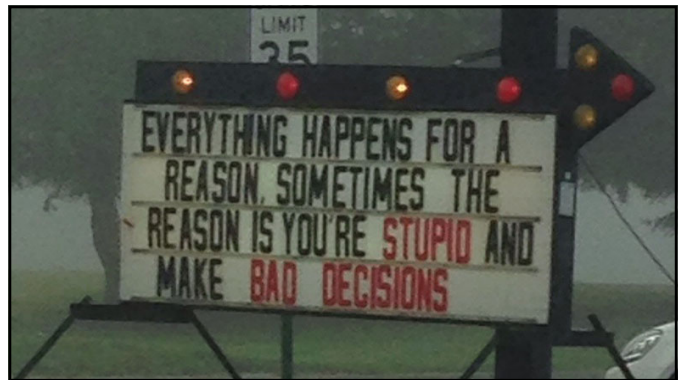
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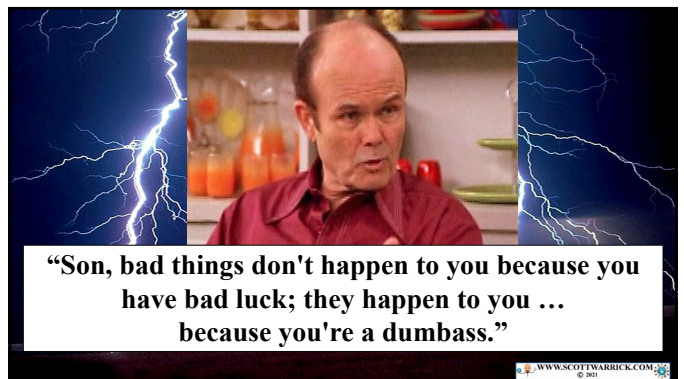
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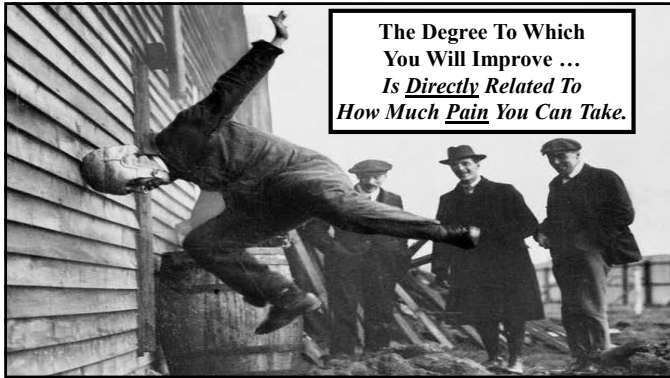
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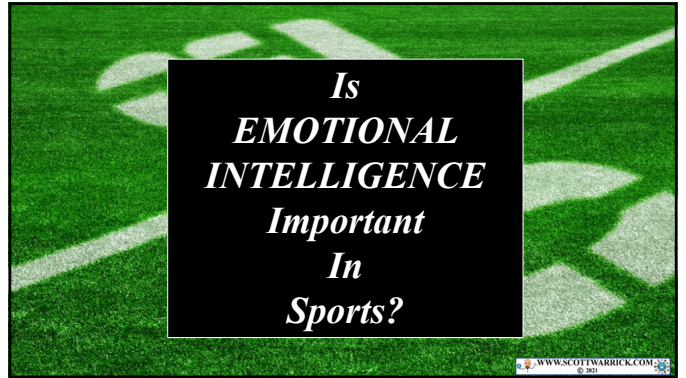
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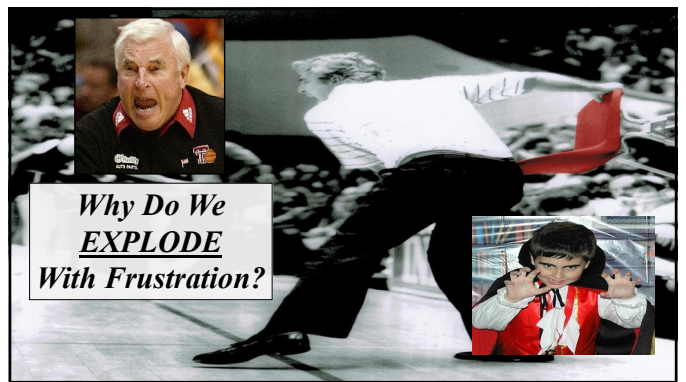
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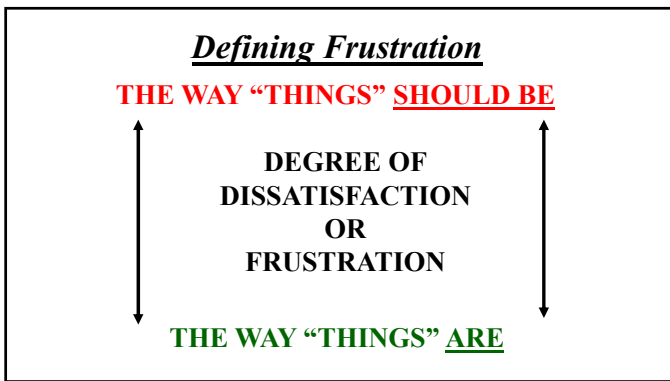
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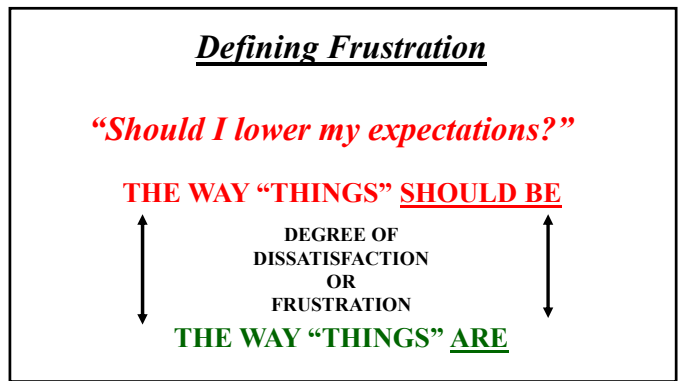
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"My kids should do what I tell them!"

THE WAY "THINGS" SHOULD BE




THE WAY "THINGS" ARE

67

"No, kids are brain damaged and will do weird things."

"Should I change my expectations?"

THE WAY "THINGS" SHOULD BE



THE WAY "THINGS" ARE

68

"I should never be offended!"

THE WAY "THINGS" SHOULD BE




THE WAY "THINGS" ARE

69

"I left the house today. Look away."

THE WAY "THINGS" SHOULD BE



THE WAY "THINGS" ARE

70

"Customers will be reasonable."

THE WAY "THINGS" SHOULD BE




THE WAY "THINGS" ARE

71

"No, customers might not understand or maybe they know something I don't know."

"Are my expectations too high?"

THE WAY "THINGS" SHOULD BE



THE WAY "THINGS" ARE

72

“Employees always do their best.”

THE WAY “THINGS” SHOULD BE




THE WAY “THINGS” ARE

73

“No, this person is a loser and doesn’t care.”

“Are my expectations too high?”

THE WAY “THINGS” SHOULD BE



THE WAY “THINGS” ARE

74

“The Government can’t force me to get vaccinated.”

THE WAY “THINGS” SHOULD BE

When they're about to give you
Coronavirus Vaccine



THE WAY “THINGS” ARE

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*“The Government can’t force me to get vaccinated,
but I could lose my job if I don’t.”*

“Are my expectations too high?”

THE WAY “THINGS” SHOULD BE

When they're about to give you
Coronavirus Vaccine



THE WAY “THINGS” ARE

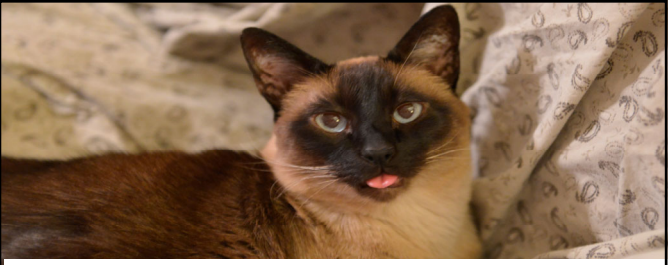
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*“How much do you want to contribute
to your own misery?”*

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*If You Cannot Address & Resolve Conflict ...
GAME OVER!*

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EMOTIONAL INTELLIGENCE

If You Cannot Control Yourself, Others Will Control You.



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HRCI Program ID: 587438

UNDERSTANDING & BUILDING YOUR EMOTIONAL INTELLIGENCE

**Start Date: 2/16/2022
End Date: 12/31/2022**

1.5 Recertification Credit Hours: General




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SHRM Activity 22-H2FCD

UNDERSTANDING & BUILDING YOUR EMOTIONAL INTELLIGENCE

**Start Date: 2/16/2022
End Date: 12/31/2022**

1.5 Recertification Credit Hours: General




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For more information and further assistance, please contact ...
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