
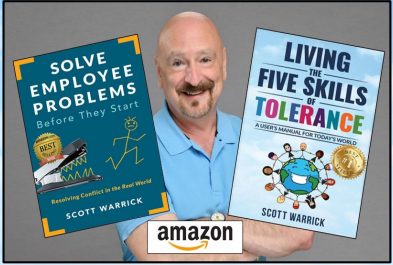


**PART 2:  
UNDERSTANDING  
& BUILDING  
YOUR  
EMOTIONAL  
INTELLIGENCE**



*Scott Warrick, JD, MLHR, CEQC, SCP*  
[www.scottwarrick.com](http://www.scottwarrick.com)

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**EMOTIONAL  
INTELLIGENCE**

**If You Cannot  
Control Yourself,  
Others Will Control You.**



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THE NATION'S NEWSPAPER



**THE WEEK IN SHAME**

NO. 1 IN THE USA . . . FIRST IN DAILY READERS

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**Juwan Howard Slapping Joe Krabbenhoft**



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**Antonio Brown**

“F—k all you MF. Still caint (sic) stop me @nfl.”

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**Racist slurs, violent texts:  
How Arbery's killers talked about Black people**

Travis McMichael 36	William "Roddie" Bryan 52	Gregory McMichael 66
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**Paul Halloran, 20  
Hockey Player Punches Referee, Gets Lifetime Ban**

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Utah father arrested after allegedly telling 4-year-old to shoot at police

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**EMOTIONAL INTELLIGENCE**

**“Life is Tough. It’s tougher if you’re stupid.”**

~ John Wayne

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*Pitfalls of Low Emotional Intelligence*

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



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**What Happened To Kodak?**



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**What Happened To Kodak?**



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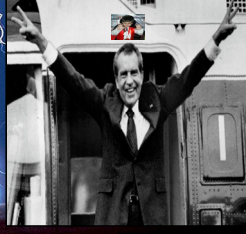
*Pitfalls of Low Emotional Intelligence*

**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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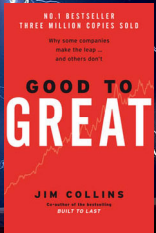
*Pitfalls of Low Emotional Intelligence*

**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.



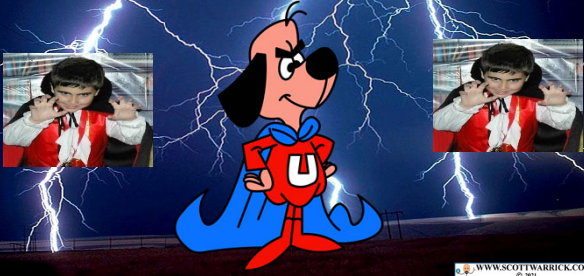
*The Prince*  
Niccolò Machiavelli

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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**



**Greta Van Fleet**

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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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**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**

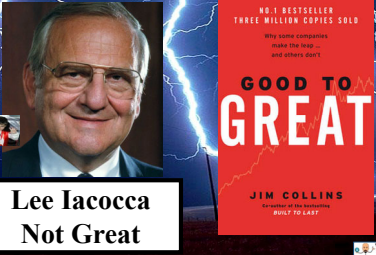
They believe no one can do anything as well as they can, so they build very little trust or increase the abilities of others.

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*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*

- \_\_\_ 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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*Emotional Child Checklist*

**BOTTOM LINE:  
THEY ARE  
INTOLERANT  
OF ANYONE WHO  
DISAGREES WITH THEM**

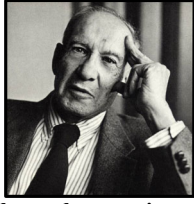
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**What Are Our Workplaces Like?**

Gallup Poll:  
**American Business' Way  
of Managing Is  
30 Years Out of Date**

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Being an educated person is no longer enough.  
 We have to ... get into competencies ... do you like pressure...  
 can you be steady ... empathy is a practical competence.”

“Managing in a Time of Great Change”

~ Peter Drucker

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## Emotional Intelligence Assessment



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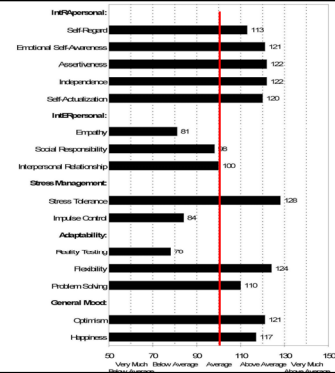
### How Does The EQ-i Assessment Work?

- First (1997), most scientifically validated, most widely used EI assessment in the world
- Reading level – 6-7<sup>th</sup> grade
- 133 Assessment Questions
- Has a 5 point response set: “not true” to “true of me”
- It takes about 20- 30 minutes to complete online
- Average score is on “100,” the same as an IQ Test.

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### MARK'S SCORES



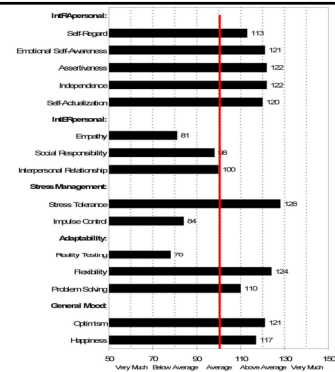
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### “DRAG” & High Performance



What Is Slowing YOU Down?

### MARK'S SCORES



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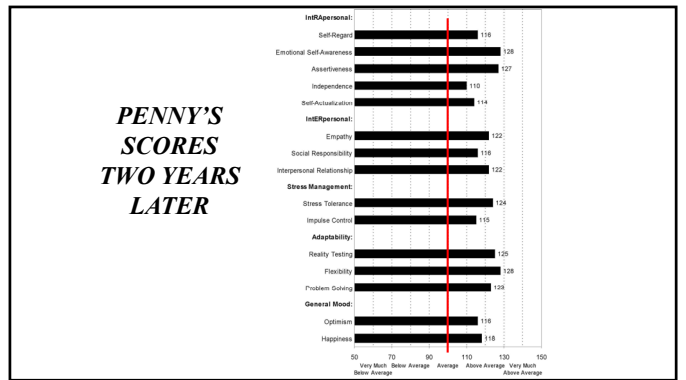
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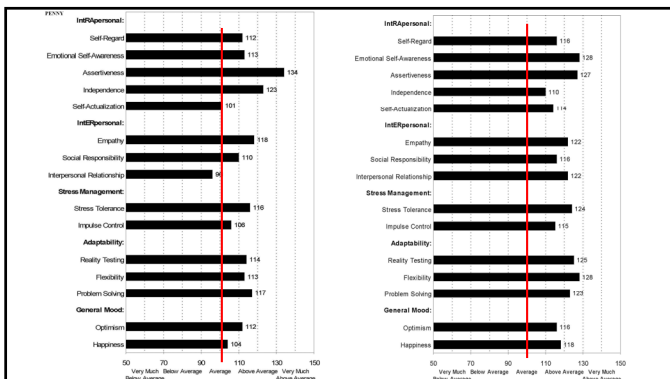
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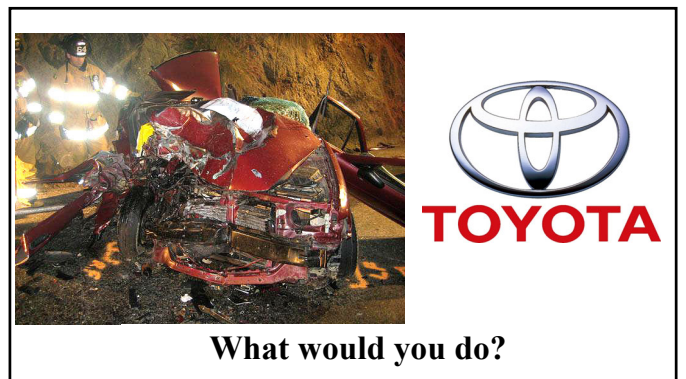
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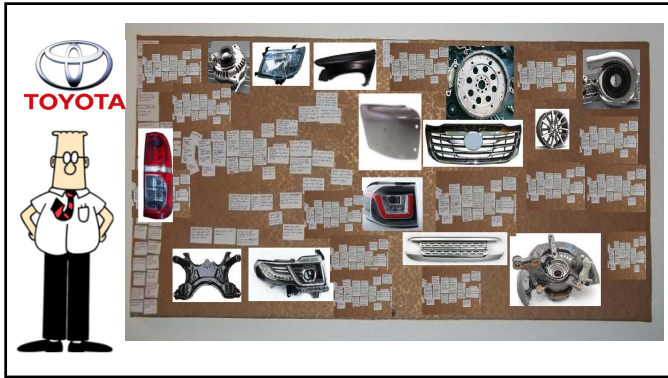
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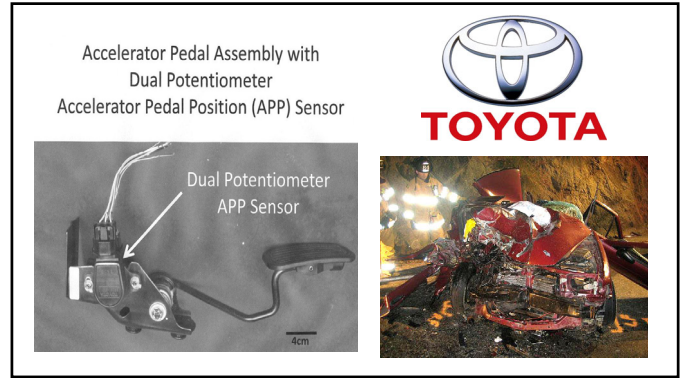
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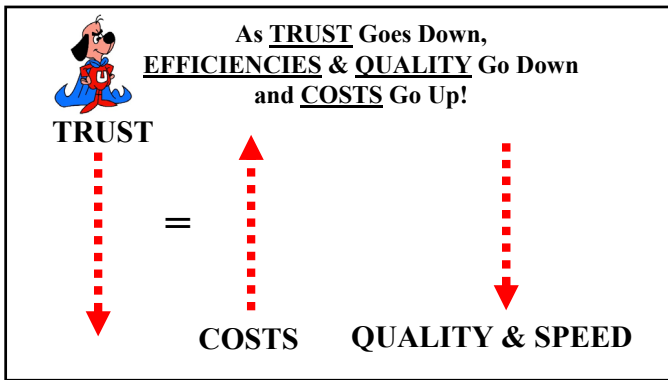
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HRCI Program ID: 587440

**UNDERSTANDING & BUILDING YOUR EMOTIONAL INTELLIGENCE**

Start Date: 2/23/2022  
 End Date: 12/31/2022

1.5 Recertification Credit Hours: General

60

**SHRM Activity 22-XCAZJ**

***UNDERSTANDING  
&  
BUILDING  
YOUR  
EMOTIONAL INTELLIGENCE***

**Start Date: 2/23/2022  
End Date: 12/31/2022**

**1.5 Recertification Credit Hours: General**



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&  
Scott Warrick's Employment Law Services.  
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