

21st Annual GIS/CAMA Technologies Conference Chattanooga Convention Center

GIS/CAMA • Chattanooga, TN



March 6-9, 2017

Biodots

Violet 89.6° - Relaxing

Blue 87.6° - Calm

Turquoise 85.6° - Alert

Green 83.6° - Tense

Yellow 80.6° - Anxious

Amber 79.6° F. - Stress



Stick Biodot
here to reuse

Black 79° - Stressed

© 2004 Dr. Lowenstein



Warm Hands are RELAXED, Cold Hands are TENSE

Under **STRESS** muscles tense, breathing is shallow and hands/feet *cool* down. Hand and foot temperature can change over 40° from a *low* of 60° to a **high** of 99° F. Changes of 5°+ can take place in seconds. Test your temperature. Relax (10 to 20 min.), close eyes, breathe deeply and slowly 10 times, then release tension from every major body part, feet first and then slowly up the body. Next imagine flooding hands and feet with **Warm, Warm Sunshine**. Test temperature again. Heating hands until **DEEP PURPLE** color shows is a sign of Relaxation. **BLACK** color is low temperature, don't feel bad - practice relaxing every day. Test temperature at different times and places during the day and night.

#SS72 www.cliving.org www.stressmarket.com

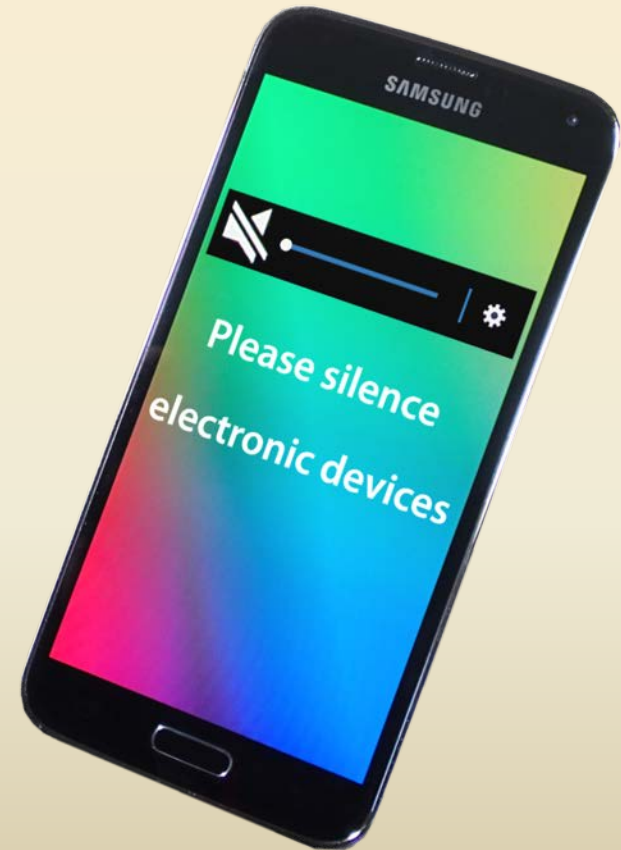
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Continuing Education (CE) Credit

Recertification Credit forms for CE credit can be collected from the Registration Desk on Thursday.

Housekeeping

The conference proceedings will be available approximately 8 weeks after the conference.



Leading with Emotional Intelligence



In the next 90 minutes:

- Why we are here: the motivation and inspiration
- What is Emotional Intelligence?
- Why do emotions matter?
- Why does it factor in at work?
- Criticisms of EI
- Assessment and development tools
- What next?

The Motivation



It is **ALL** about the people.

Recruitment

- ✓ Problem Solvers vs. Problem Dwellers
- ✓ Managing emotions is critical
- ✓ Avoiding the “Yes People”



**“Yes, I think I have good people skills.
What kind of idiot question is that?”**

The Motivation



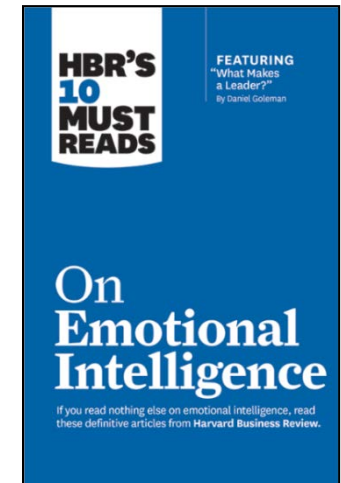
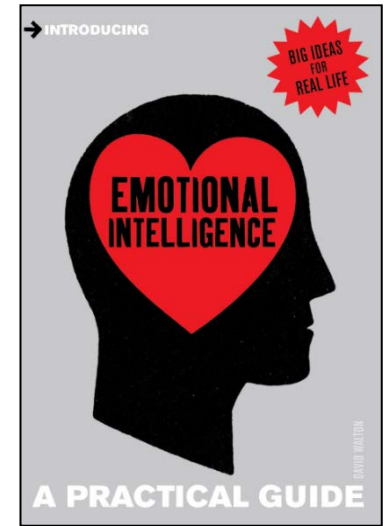
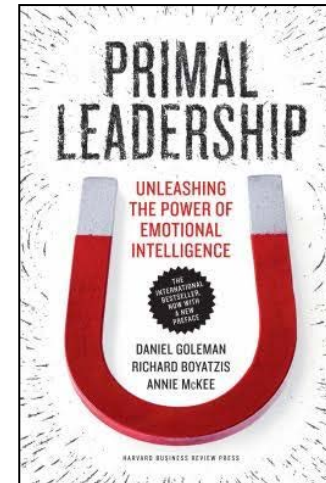
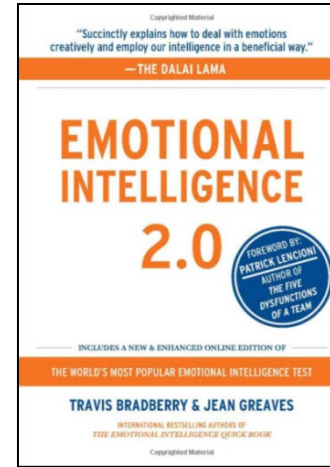
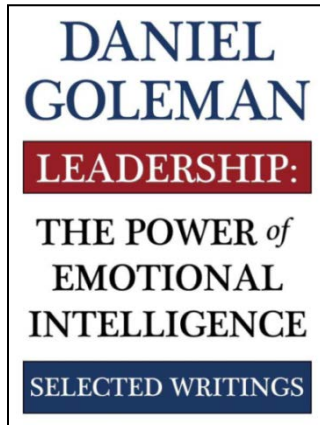
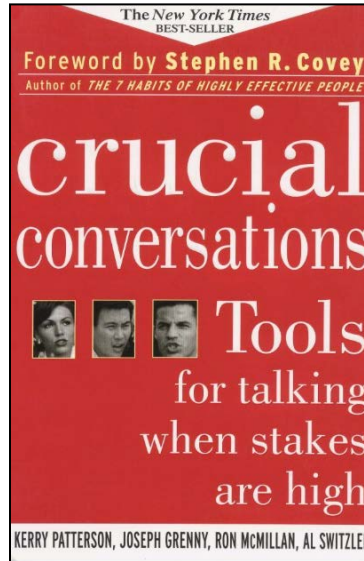
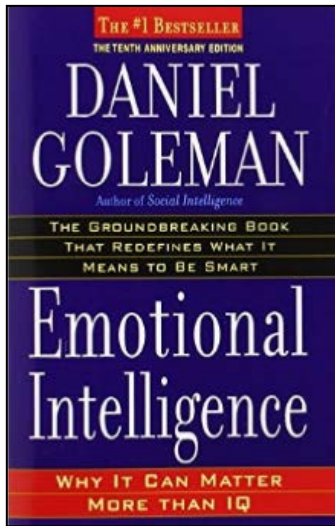
It is **ALL** about the people.

Retention

- ✓ Creating the culture/environment
- ✓ Employee Engagement
- ✓ Presenteeism vs. Absenteeism

The Inspiration

Resources



Think of a great leader...



What **traits**,
qualities, and
characteristics
did they possess?

Think of a NOT SO great leader...



What **traits**,
qualities, and
characteristics
did they possess?

Emotional Intelligence (EI) - What is it?

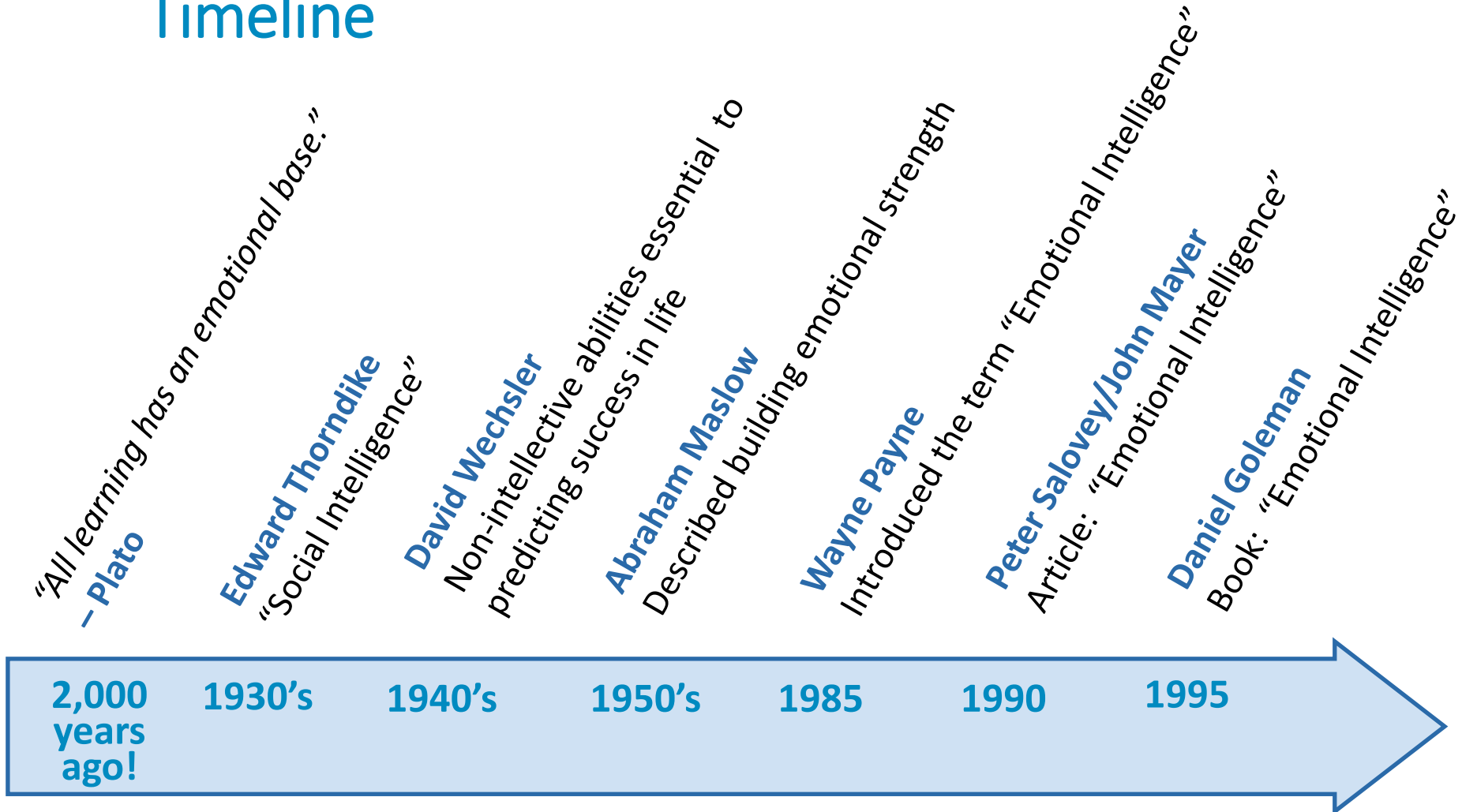


The ability to monitor one's own and other people's emotions, to discriminate between different emotions and label them appropriately and to use emotional information to guide thinking and behavior.

Source: Coleman, Andrew (2008) A Dictionary of Psychology (3rd Edition). Oxford University Press.

Emotional Intelligence - What is it?

Timeline

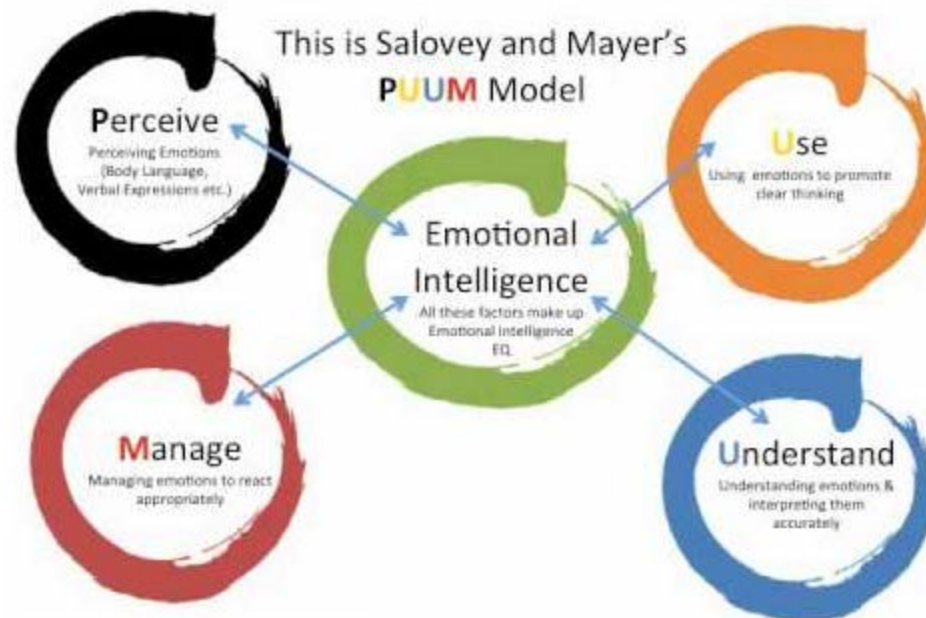


Emotional Intelligence - What is it?

The different models

Emotional Intelligence - What is it?

The different models: Salovey-Mayer



Based on the "Mayer-Salovey-Caruso Emotional Intelligence Test (MSCEIT)", by J. D. Mayer, P. Salovey, and D. R. Caruso, 2002, Toronto, Ontario: Multi-Health Systems, Inc.

Emotional Intelligence - What is it?

The different models: Bar-On



Emotional Intelligence - What is it?

The different models: Goleman

Personal Competence	Social Competence
Self-Awareness	Social Awareness
Self-Management	Relationship Management

EQ vs. IQ

What is the difference?

Why IQ isn't enough

What got you here, won't get you there

Emotional Intelligence – At work?



The business case:

Effective communication

Developing others

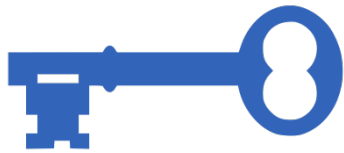
Team performance

Conflict

Change

Inspiration

Why emotions are key



Emotions affect:

Performance

Physical health

Mental health

Relationships

Our worst behavior:

When does it happen?

Why does it happen?

**Ironically,
the more critical the situation,
the less likely we are to handle it well!**

Personality and Emotional Intelligence



What is the difference?

Leadership Styles



Visionary

Coaching

Affiliate



Democratic

Pacesetting

Commanding

Emotionally Intelligent Leadership



Resonance

Dissonance

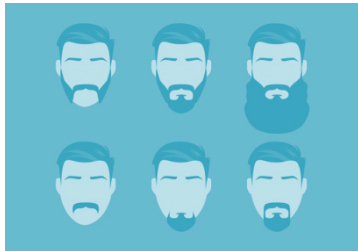
Leadership Styles



Visionary

Coaching

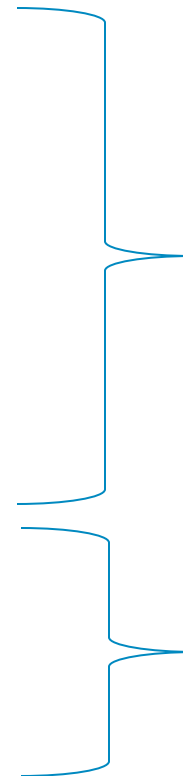
Affiliate



Democratic

Pacesetting

Commanding



Resonant

Dissonant

Emotionally Intelligent Leadership



Values driven

More flexible

More informal

Open

Connected to people

Emotions are contagious



Everyone watches the boss

Emotional magnets

Impact on results

Emotional Hijacking

Good moods = Good work

Q: What is the “feel” of your office?

Emotional Intelligence Domains

PERSONAL COMPETENCE

Self – Awareness

Self – Management

SOCIAL COMPETENCE

Social – Awareness

Relationship Management

Emotional Intelligence Competencies

PERSONAL COMPETENCE

Self – Awareness

Emotional self-awareness

Accurate self-assessment

Self-confidence

Emotional Intelligence Competencies

PERSONAL COMPETENCE

Self – Management

“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, and in the right way – that is not easy.”

- Aristotle

Emotional Intelligence Competencies

PERSONAL COMPETENCE

Self – Management

Emotional self-control

Transparency

Adaptability

Achievement

Initiative

Optimism

Emotional Intelligence Competencies

SOCIAL COMPETENCE

Social Awareness

Empathy

Organizational awareness

Service

Emotional Intelligence Competencies

SOCIAL COMPETENCE

Relationship Management

Inspirational leadership

Influence

Developing others

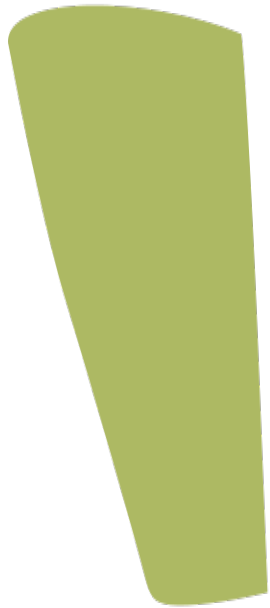
Change catalyst

Conflict management

Building bonds

Teamwork and collaboration

Criticisms of EI



Emotional Intelligence does not lead to behavioral change

Real world success has not been validated

Emotional Intelligence is no different than personality

Assessment and Development Tools



So many options, what will
YOU choose?

What next?



What can you do now?

What can you do in six months?

What can you do for your team?

Practical: Emotion vs. Reason List

What your emotions are telling you to do:

-
-
-
-
-

What reason is telling you to do:

-
-
-
-
-

Practical: Counting to 10 even if you don't make it to 10

1	6
2	7
3	8
4	9
5	10

Practical: Interview Questions



Tell us about a time you received negative feedback from a supervisor.

Tell us about a time you made a mistake at work.

Practical: The humble brag



What is it?

Why do people do it?

Why you need to NOT do it...



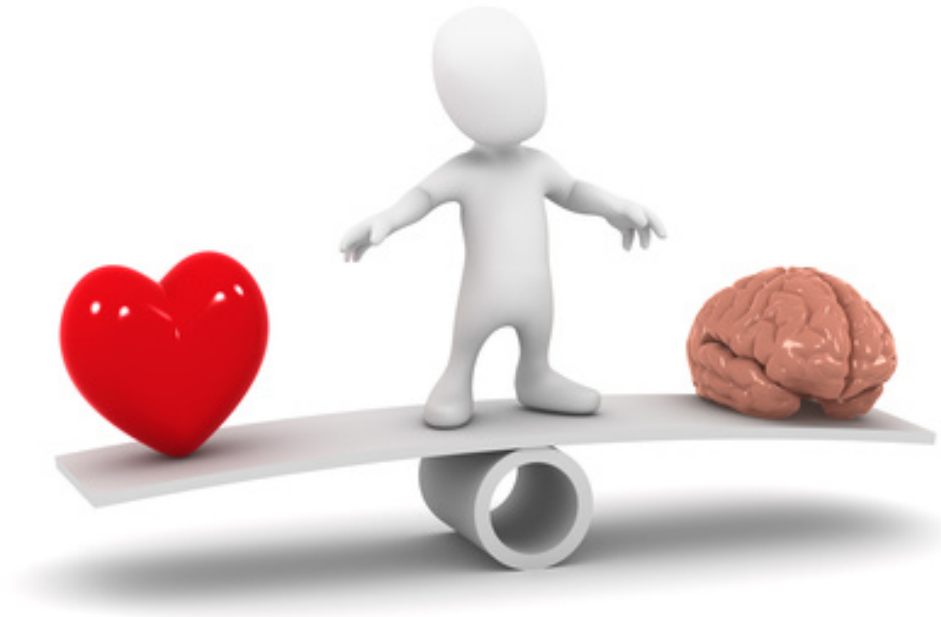
Know vs. Do

Remember, to know and not to do, is not really to know.

*“Nothing great was every
achieved without
enthusiasm.”*

- Ralph Waldo Emerson

It is a balance. Find yours.



Thank you!



GIS-Pro 2017

October 23-26, 2017
Jacksonville, Florida

The logo features a stylized globe with a grid pattern, set against a background of a city skyline at dusk. The globe is rendered in shades of yellow and orange, with white grid lines. The city skyline includes several skyscrapers, with one prominent building having a distinctive top. The background is a mix of purple, blue, and pink hues, suggesting a sunset or sunrise. The text 'GIS-Pro 2017' is written in a bold, teal, sans-serif font. Below the title, the dates 'October 23-26, 2017' and the location 'Jacksonville, Florida' are written in a white, sans-serif font.





Assessment Leadership
Beyond All Limits

IAAO LAS VEGAS

ANNUAL CONFERENCE
& Exhibition

September 24-27

2017