

# Emotional Intelligence

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THE KINETIX GROUP

# Emotional Intelligence

## Managing Emotionally Charged Interactions

TKG Day  
February 26<sup>th</sup>, 2019

“What’s wrong with you?”

“What do I do?”

“I don’t get it!”

“Too much information!”

“I can’t deal with this now.”



# Today's Goals



Understand the science behind emotions



Recognize the potential impact of being “emotionally hijacked”



Outline strategies for defusing the situation





## 5 Minutes



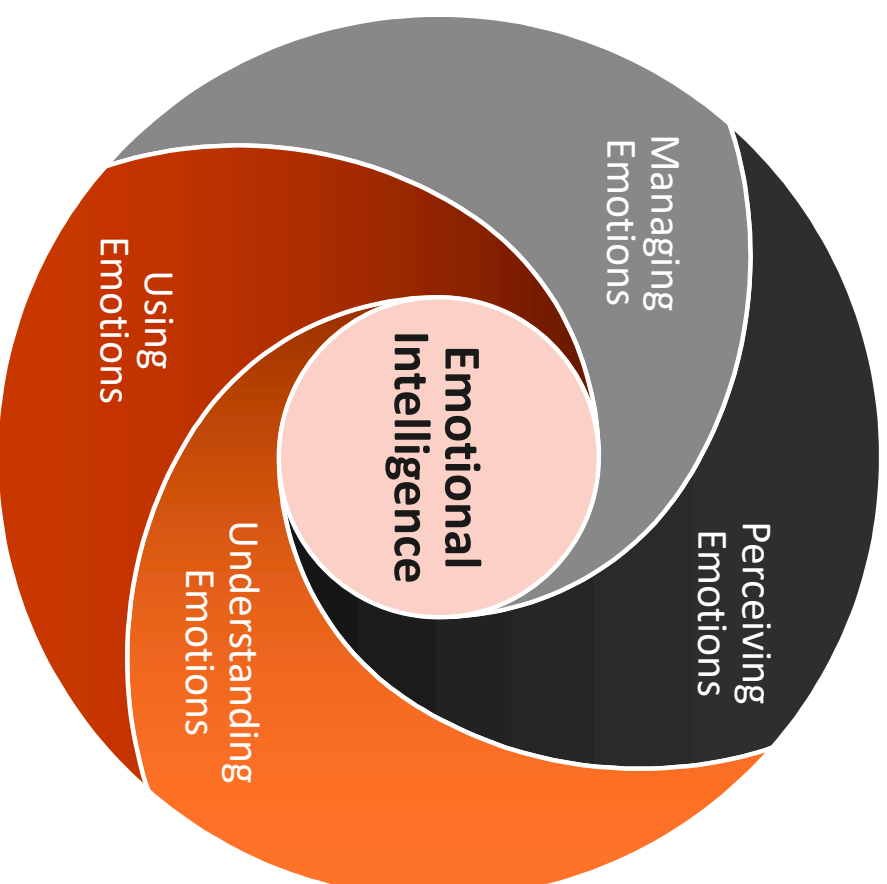
Write about a time when you had a stressful or emotionally charged conversation with someone and had a less than desirable outcome.



You will be sharing this with a partner.

# What Is Emotional Intelligence?

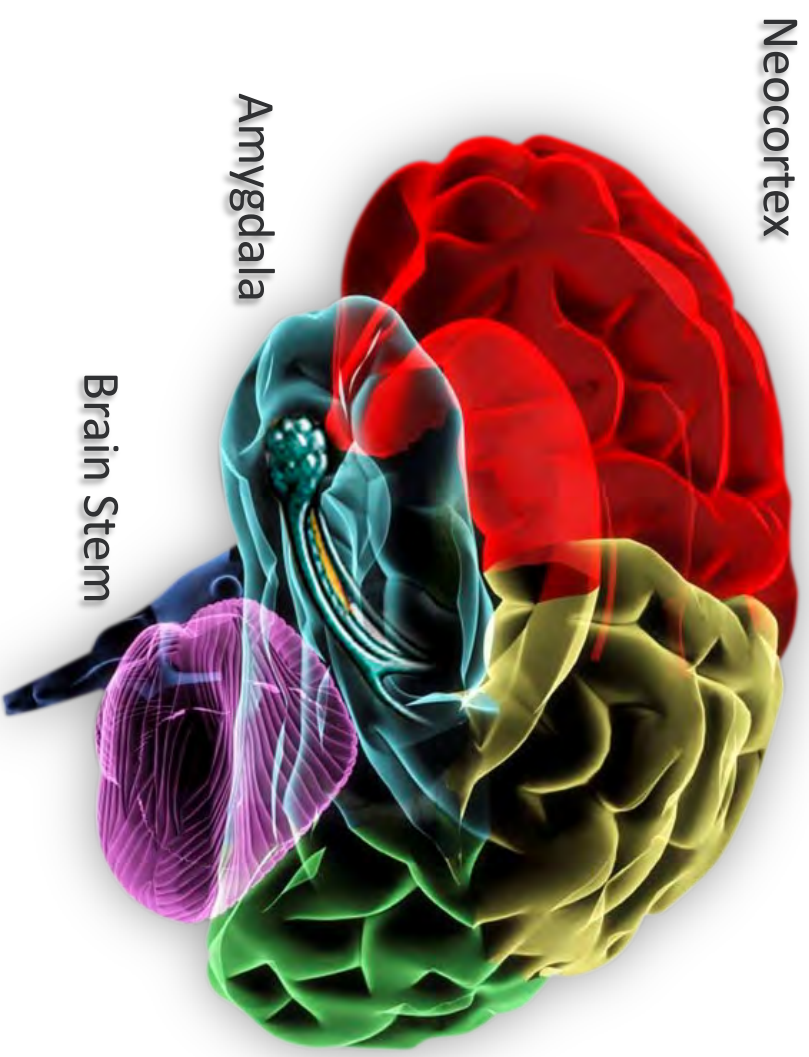
The **ability**,  
**capacity** and **skill**  
to manage your  
**emotions** and  
those with whom  
you **interact**



# Understanding the System



# Basic Neurology

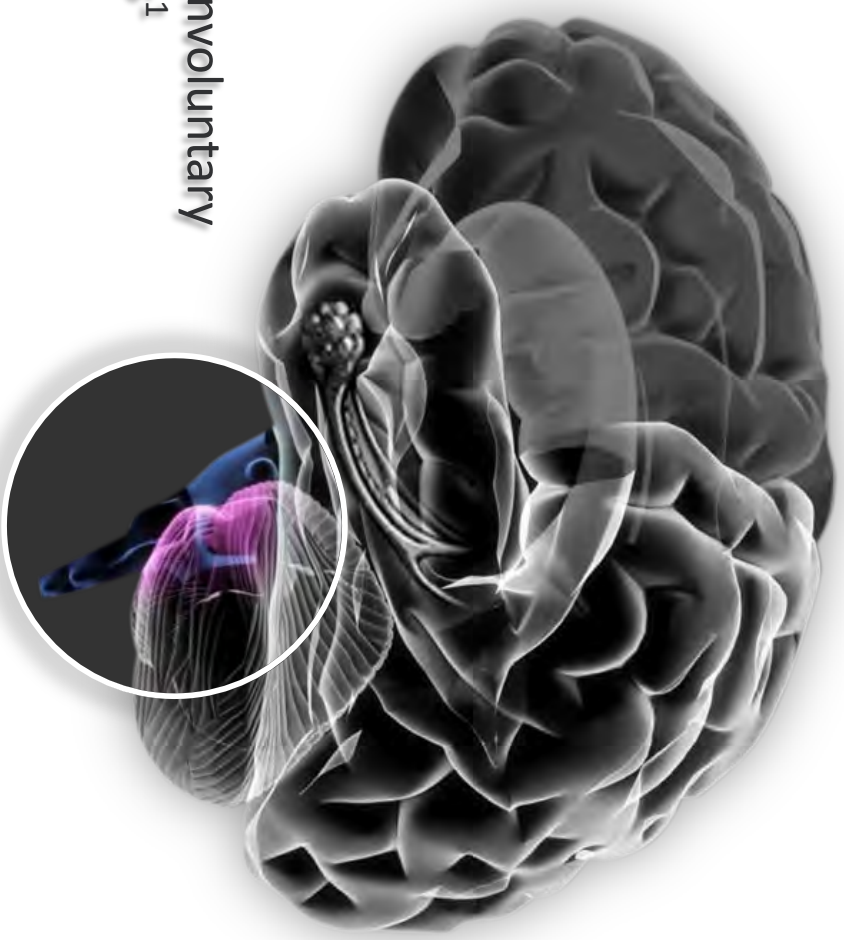


Goleman DP. Emotional Intelligence: Why It Can Matter More Than IQ. London: Bloomsbury Publishing; 1996.

# The Brain Stem

- Breathing/Heart Rate<sup>1,2</sup>
- Reflexes<sup>1,2</sup>
- First to Develop<sup>1</sup>

## Controls Involuntary Functions<sup>1</sup>



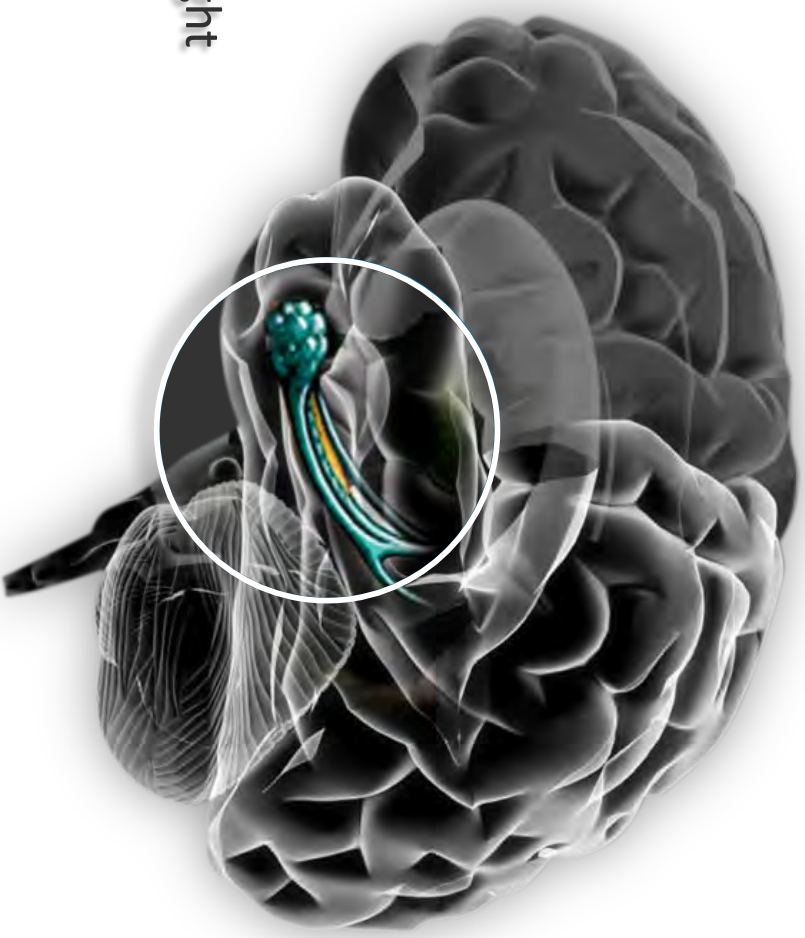
<sup>1</sup>. Ackerman S. *Discovering the Brain*. Washington, DC: National Academies Press; 1992. <sup>2</sup>. Goleman DP. *Emotional Intelligence: Why It Can Matter More Than IQ*. London: Bloomsbury Publishing; 1996.



# The Amygdala<sup>1</sup> (Limbic System)

- Center for Emotional Memory
- Bank of Emotional Learning
- Does not “THINK”

Controls  
Fight-or-Flight  
System

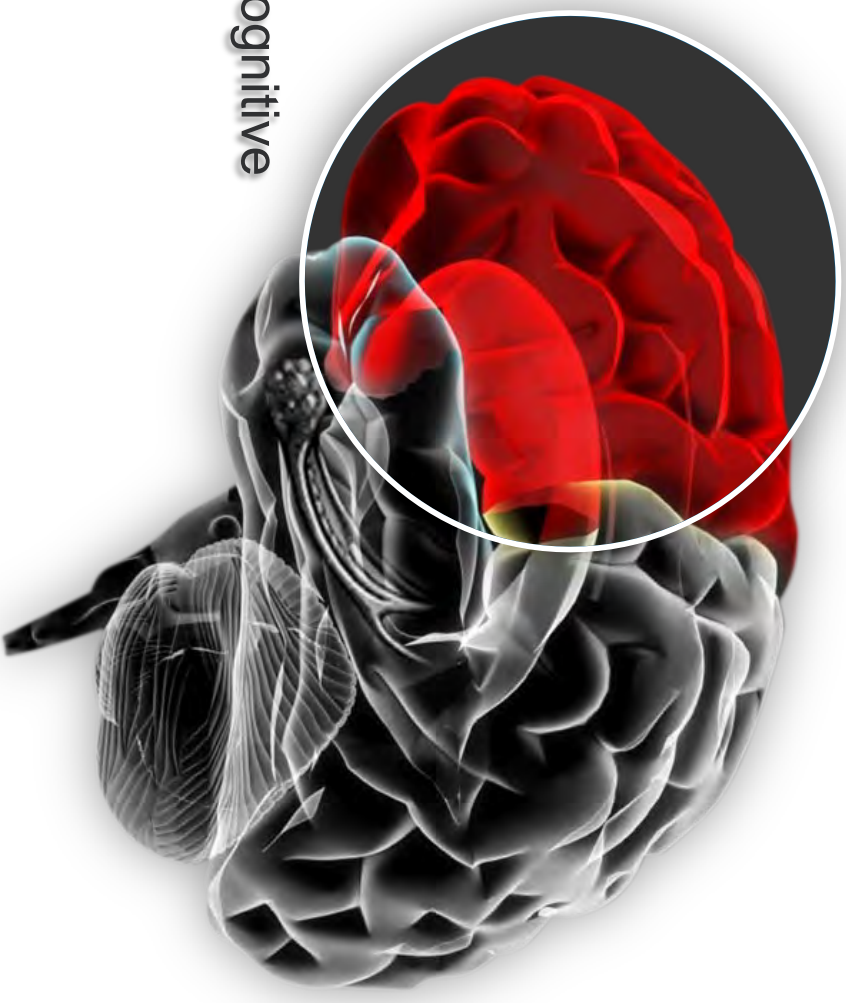


Goleman DP. *Emotional Intelligence: Why It Can Matter More Than IQ*. London: Bloomsbury Publishing; 1996.

# Neocortex

- IQ and Organization<sup>1</sup>
- Working Memory<sup>1</sup>
- Conscious Thought<sup>2</sup>
- Will<sup>1</sup>
- Manipulate Data to Create Meaning<sup>2</sup>

Controls Cognitive Thinking<sup>2</sup>



1. Ackeman S. *Discovering the Brain*. Washington, DC: National Academies Press; 1992. 2. Goleman DP. *Emotional Intelligence: Why It Can Matter More Than IQ*. London: Bloomsbury Publishing; 1996. 3. Elliott R. Executive functions and their disorders: imaging in clinical neuroscience. *Br Med Bull*. 2003;65:49-59.

# The Emotional Hijack

- A trigger (e.g. the sense of fear associated with a surprising diagnosis) sets off a limbic surge<sup>1</sup>
- Amygdala notifies brain stem in 200 milliseconds — the body responds<sup>2</sup>
- Amygdala then causes the release of cortisol into circulation<sup>1,3</sup>
  - Fight-or-flight response pathway is initiated<sup>1</sup>
- Thought is paralyzed, perspective narrowed, and focus heightened<sup>1</sup>



1. Pessoa L, Adolphs R. Emotion processing and the amygdala: from a 'low road' to 'many roads' of evaluating biological significance. *Nature Rev Neurosci*. 2010;11(11):773-783.

2. Goleman DP. *Emotional Intelligence: Why It Can Matter More Than IQ*. London: Bloomsbury Publishing; 1996. 3. Smith SM, Vale WW. The role of the hypothalamic-pituitary-adrenal axis in neuroendocrine responses to stress. *Dialogues Clin Neurosci*. 2006;8(4):383-395.

# What Is the Potential Downfall in an Emotional Hijack?

## Immediate Impact:



- Inability to Listen
- Inability to Process Information
- Lessened Engagement
- Lack of Communication

## Longer-Term Consequences:



- Team/Job Satisfaction
- Turnover
- Low Morale
- Damaged Relationships

# Strategies for Overriding the System

## How could you de-escalate an emotional hijack?

# Learn to Respond, Not React...





## Engage in Three Key Steps to Reduce Emotional Hijack

- 1 Freeze and Breathe**  
Calm the emotional center of the brain
- 2 Reset Your Mindset**  
Engage the thinking portion of the brain
- 3 Reach for Respectful Resolution**  
Satisfy The Emotional Needs



## Engage in Three Key Steps to Reduce Emotional Hijack

1

### Freeze and Breathe

Calm the emotional center of the brain


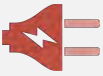







 Engage in Three Key Steps to Reduce Emotional Hijack

- 2** **Reset Your Mindset**  
Engage the thinking portion of the brain

# Emotional Needs<sup>1,2</sup>

Safety	Power	Acceptance	Respect	Value
				
Physical	Control	Included	Understood	Appreciated
Emotional	Choice	Liked	Treated Fairly	Feeling Heard
Environmental	Ability to Act A Voice	Needed Paid Attention To	Dignity	Worthy Recognized Praised

1. Gunellus S. The psychology and philosophy of branding, marketing, needs, and actions. <http://www.forbes.com/sites/work-in-progress/2014/03/05/the-psychology-and-philosophy-of-branding-marketing-needs-and-actions/>. Published March 5, 2014. Accessed April 30, 2018. 2. Inman C. Exceptional leaders know the combination to "playing big" .. <http://chuckinman.com/wpblog/2014/07/>. Published July 21, 2014. Accessed April 30, 2018.



## Engage in Three Key Steps to Reduce Emotional Hijack

3

**Reach for Respectful Resolution**  
Satisfy The Emotional Needs



## 2 Minutes



Refer to opening activity



Consider how the three key steps could help to diffuse the emotional hijack



Write down 3 words to describe how you think you would be feeling now.

*“If you are tuned out of  
your own emotions, you  
will be poor at reading  
them in other people.”*

– Daniel Goleman



**STOP**

**CONTINUE**

**START**

Schwabed D. Daniel Goleman on leadership and the power of emotional intelligence. September 15, 2011. <https://www.forbes.com/sites/danschawbel/2011/09/15/daniel-goleman-on-leadership-and-the-power-of-emotional-intelligence/#323698d1f6d2f>. Accessed April 27, 2018.