

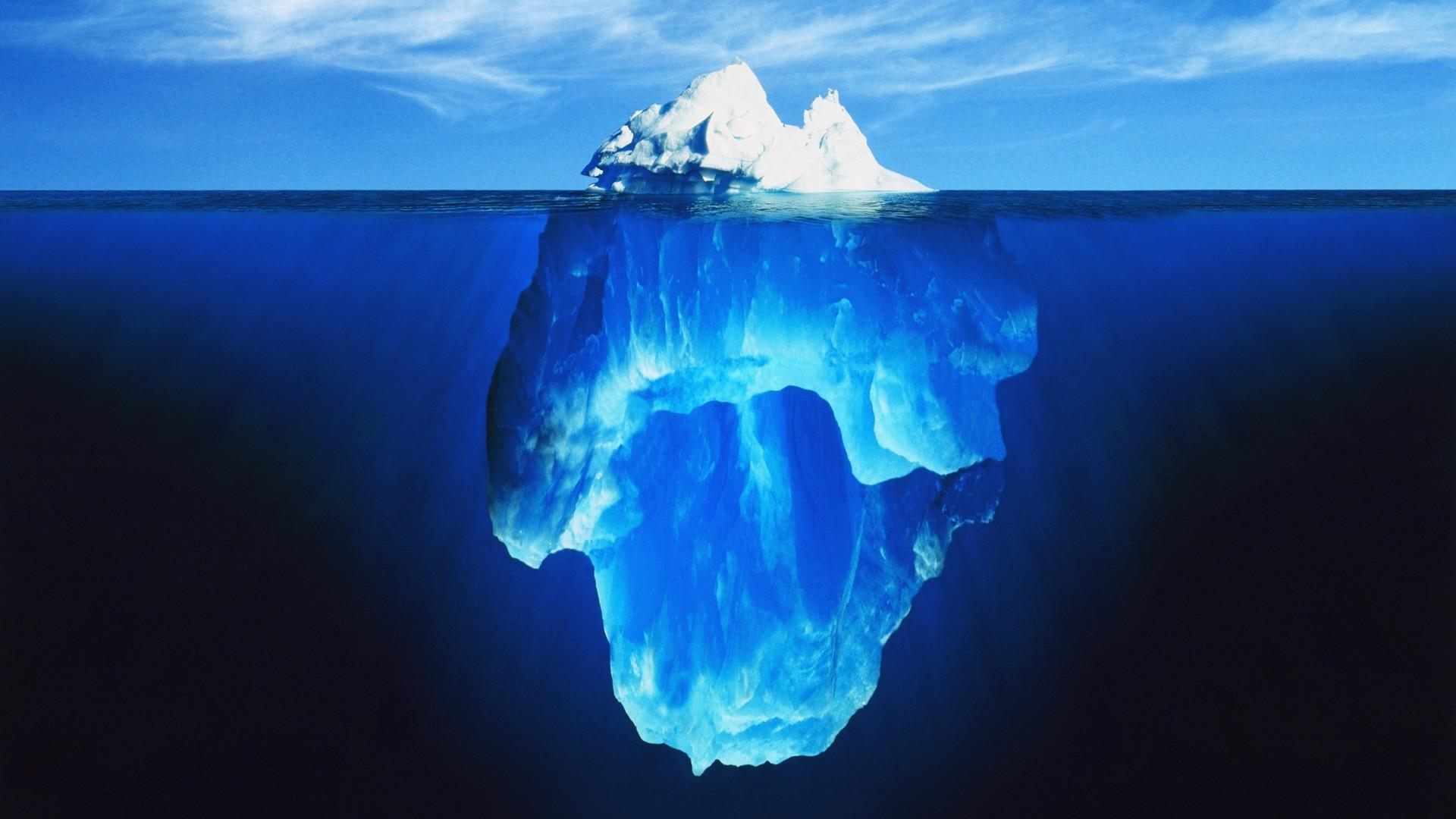
# The Link between Emotional Intelligence & Success

*"Inspiring Executive Excellence Beyond the Pace of Change"*

**IQ + EQ = SUCCESS**



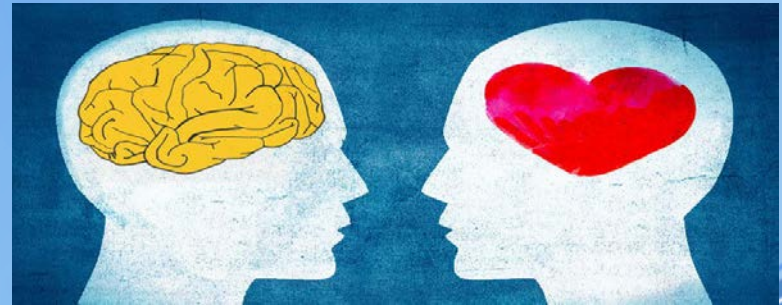
Presenter: Robert Grossman  
Senior Advisor & Business Consultant  
Syntesis Global, LLC





# A Practical Definition of EI

Being aware that emotions drive our behavior and impact people, positively and negatively, and learning how to manage those emotions – both our own and others, especially when we are under pressure.



# **Why Emotional Intelligence (EI) Matters**

Emotional Intelligence is the ability to manage interactions to improve relationships, build trust and create a teamwork culture. A leader must have the skills to handle barriers and interpersonal issues.

## **Leaders With Low EI = Lack of Trust**

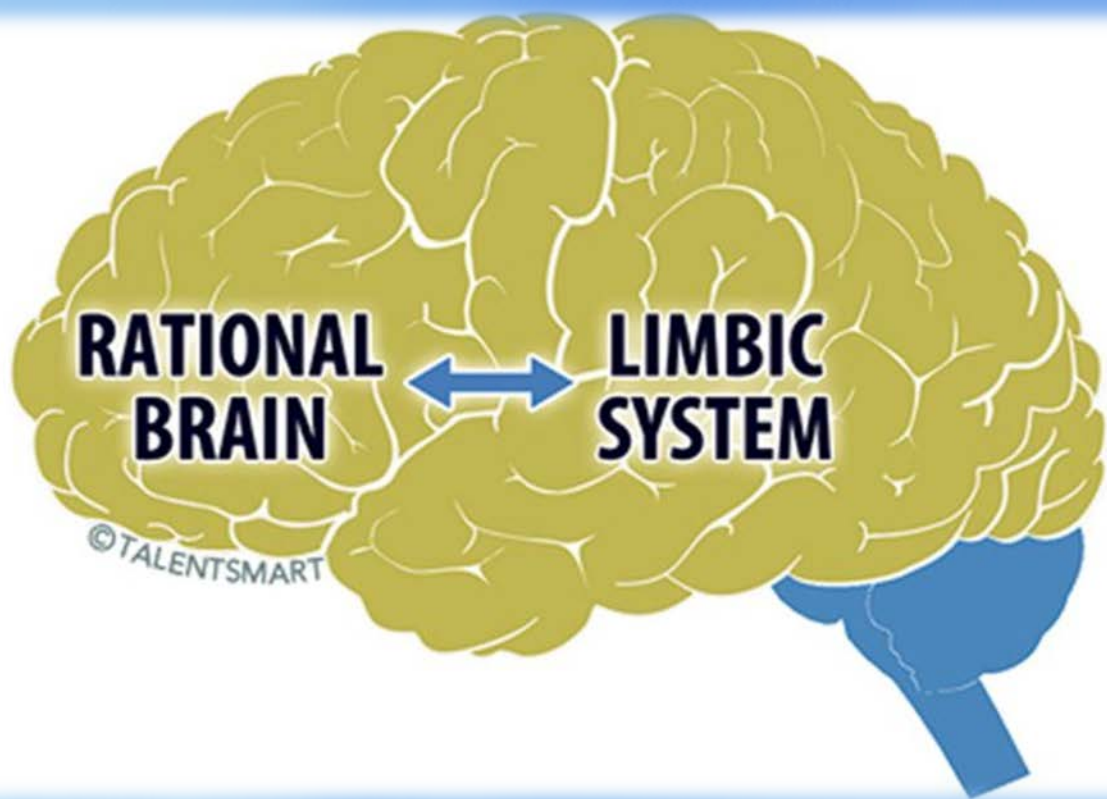
- The motivation to work and implement new ideas or strategies dissipates.
- Affects retention and employee satisfaction
- Employees may feel they cannot approach you because you appear rigid or volatile
- The expression of ideas and an organizations improvement will be affected negatively

"If your emotional abilities aren't in hand, if you don't have self-awareness, if you are not able to manage your distressing emotions, if you can't have empathy and have effective relationships, then no matter how smart you are, you are not going to get very far." ~ Daniel Goleman

# Why EQ?

**IQ + EQ = SUCCESS**







# KEY MOMENT



The State of Being Mentally:



Alert | Present | Focused

# Truths About Awareness

- Does not change the nature of life
- It puts us in the driver's seat
- It is the gateway to change

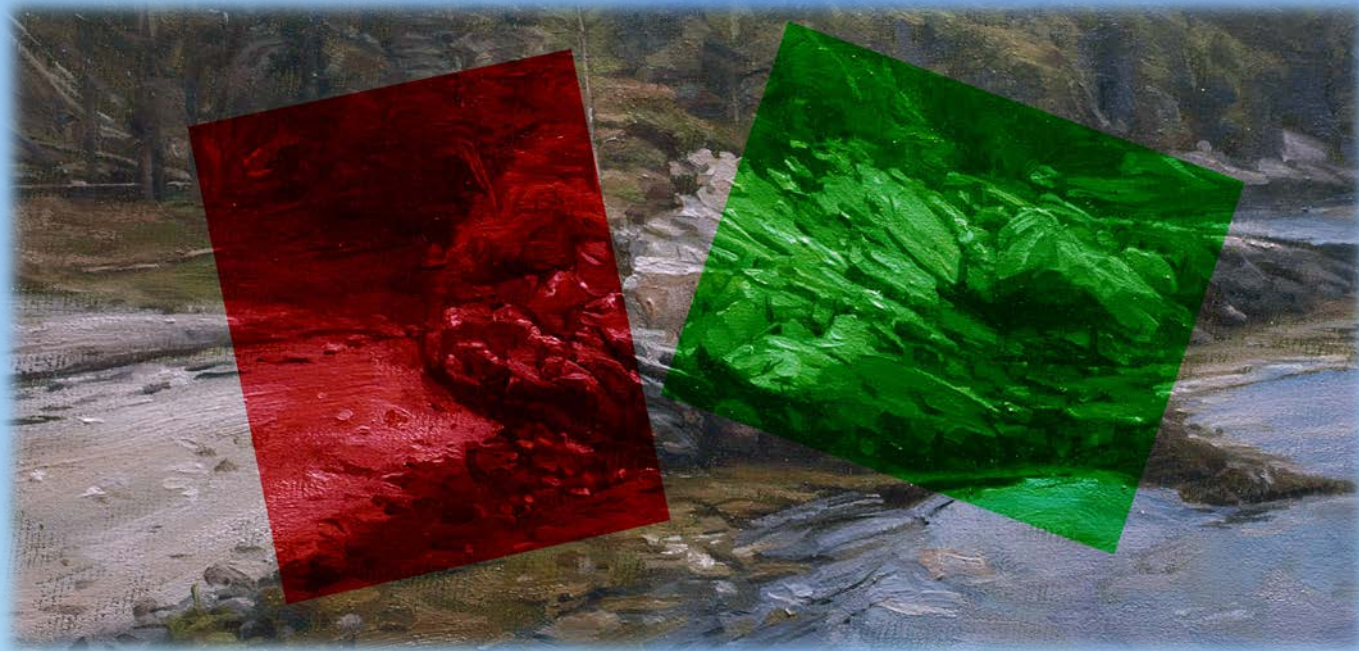
# Awareness – Respond vs. React



# Unaware – Reactive vs. Responding



# Paradigms



# The Fear Paradigm





# The Duty Paradigm



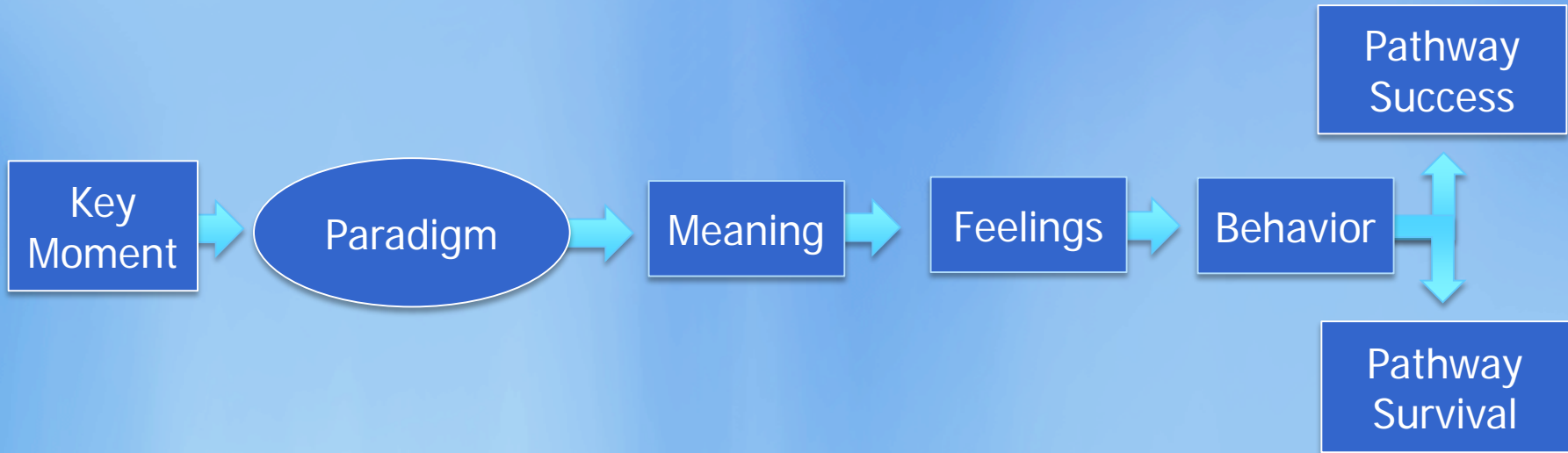
# The Achievement Paradigm



# The Integrity Paradigm



# The Response Chain



# A Key Moment



# **A Case Study: Robert's Near Professional Demise**

# Understanding Our Key Moments



# **Our Key Moments Are...**

We are effective and successful in most areas of our lives. Our Key Moments represent those areas in which we struggle



# **Our Key Moments Are...**

Patterns which we are destined to repeat over and over again until we make the decision to overcome them.

**The Key To Overcoming Our Key Moments Is...**

# Principle of Intent



# Intent To Protect



# Intent To Grow

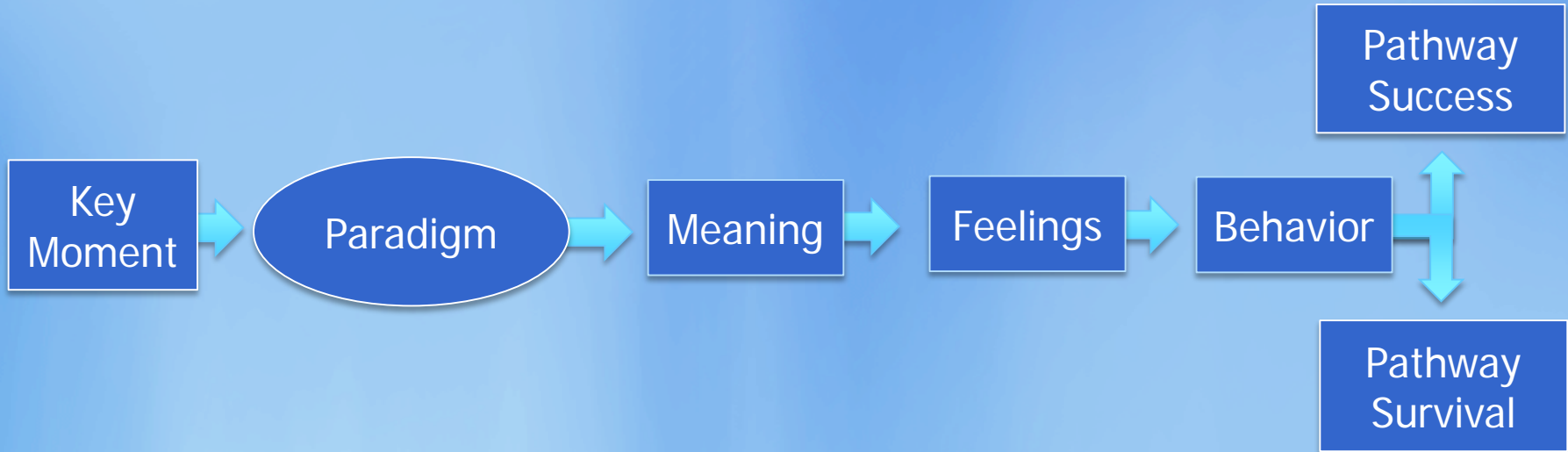


# Growth Is A Choice!



# **Explore The Response Chain And Understand Our Reactions**

# Explore The Response Chain And Understand Our Reactions





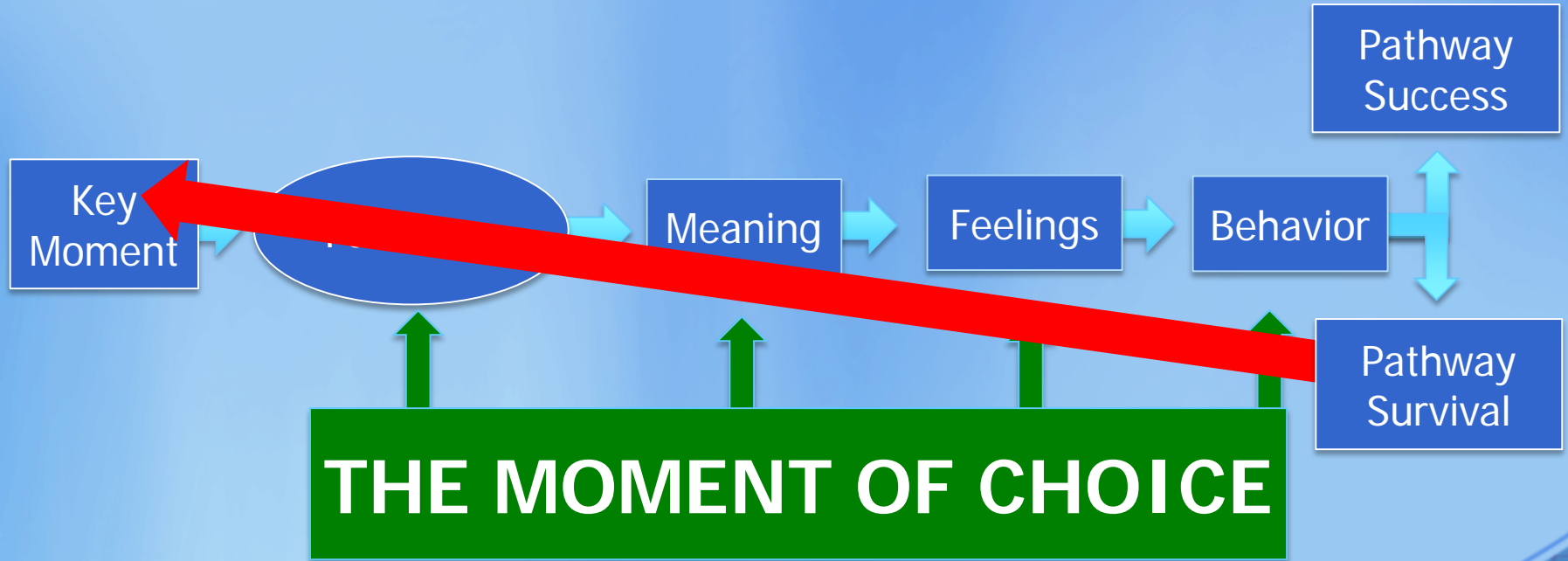
# Overcoming Key Moments Requires

- Awareness
- Desire
- Commitment
- Persistent Practice

**An Autobiography is Five short chapters.**



# Personal Power



# **Strategies For Changing Behavior**

# Interrupting Strategies

- Breathe deeply
- Take a walk
- Meditate
- Pause
- Change your posture
- Talk to a trusted friend or colleague
- Listen to music
- Listen to a self-improvement program

# Common Distortions In Our Reasoning

- Black & White Thinking
- Overgeneralizing
- Catastrophizing
- Mind Reading
- Fortune Telling
- Labeling
- Personalizing

# Shifting Our Core Beliefs - *A Few Truths*

1. They are NOT the same as reality.
2. They are powerful, unconscious drivers of our behaviors.
3. Our brains function to be RIGHT about whatever it happens to believe.
4. We are prisoners, not of reality, but rather our beliefs about reality.

# A Different Level of Thinking

*"It's not about doing different things...  
It's about doing things differently."*

*- Syntesis Global*





# 2018 Leadership Webinar Series

- March 22 The Link Between Emotional Intelligence and Success
- April 26<sup>th</sup> – C.A.P.T.U.R.E. Communication Effectiveness
- May 24<sup>th</sup> – Workplace Diversity—Valuing the Individual
- June 28 - Creating a Culture Based In High-Trust
- July 26<sup>th</sup> – Networking & Relationship Building
- August 23<sup>rd</sup> – Delegating in a New Economy
- September 27<sup>th</sup> – Conducting Difficult Conversations
- October 25<sup>th</sup> – Your Personal Brand
- November 29<sup>th</sup> – Tier Networking: Call-Send-Call

**Contact  
FCIB/NACM  
about  
Registering for  
a 2018  
3-Pack of  
Leadership  
Influence  
Webinars**



# Conclusion

- ⦿ Know your audience
- ⦿ Communicate to Understand
- ⦿ Build credibility & trust
- ⦿ Remember:
  - Alignment: Vision, Mission, Values & Goals
  - Commitment to Excellence
  - Clarity of Intent
  - *"Big Picture"*

# Thank You!

For Additional Information Please contact:

Marie Real, Customer Relations Director  
[mreal@synthesisglobal.com](mailto:mreal@synthesisglobal.com)

**+1 (800) 829-7218**

