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# Agenda

- Welcome
- Mindset Moment
- Introductions
- EQ at Work
- Leadership LIFT Action

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## I'm Dawn Zerbs.

I get to coach top-level leaders who are doing great stuff.

### A little about me...

- o Work as an executive coach
- o Worked in corporate America for 20 years helping to grow organizations
- o Certified Social + Emotional Intelligence Coach
- o Kansas City has been home for 15+ years



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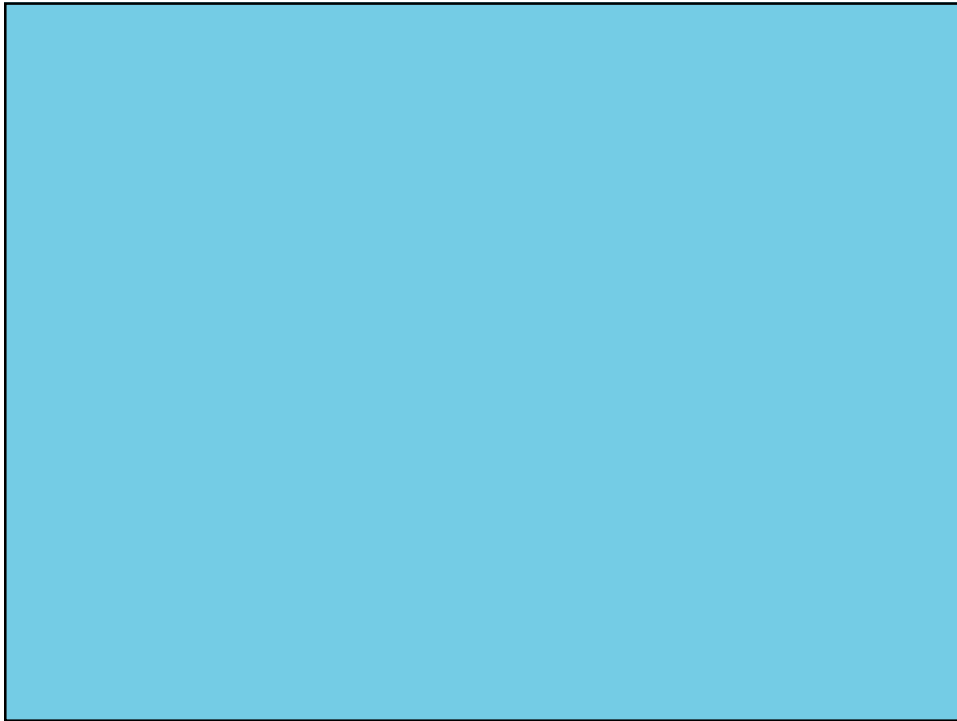
## Introduction Triads

- Name
- Color choice explanation
- What you'd like to get out of today

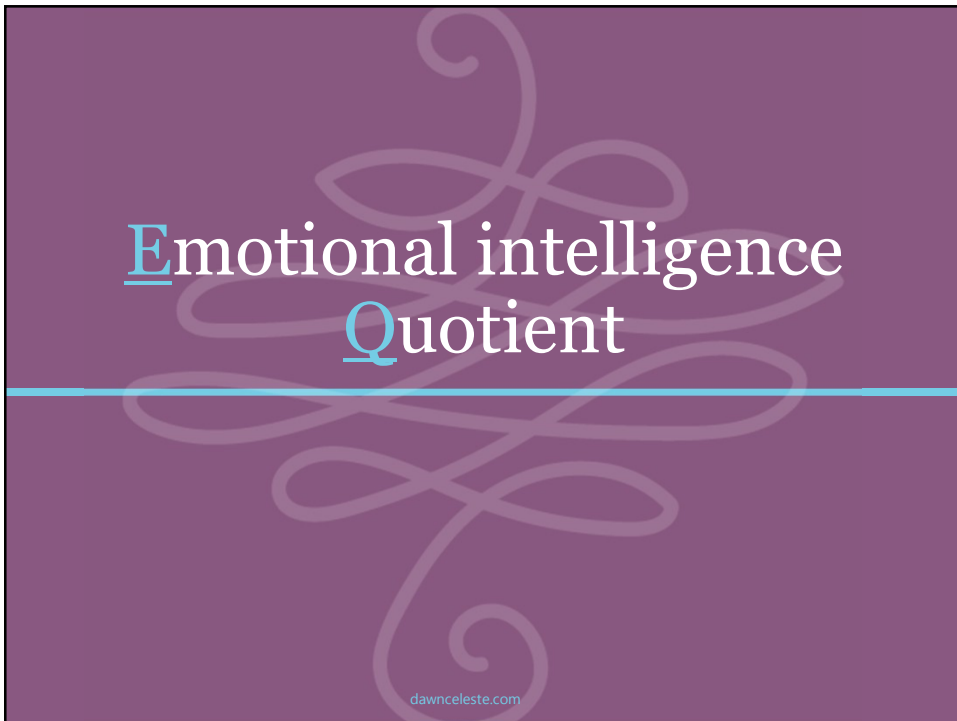


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## Today's Topics

- IQ and EQ
- EQ at Work
- EQ Model
- Strengthening Your EQ

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## IQ v. EQ

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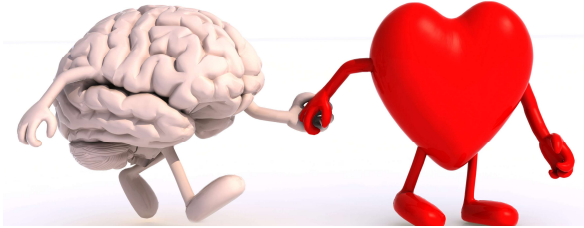
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## IQ and EQ

- 1912
- Fixed early in life
- Measurement tools
- 1990
- Grows throughout life
- Measurement tools

IQ

EQ



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## EQ at Work

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## Who do we blame?

Person Person Situation Situation

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## More and more important...

1. Role
2. Technology
3. Legacy

Person EQ Situation

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It is very important to understand that emotional intelligence is not the opposite of intelligence, it is not the triumph of heart over head – it is the unique intersection of both.

David Caruso, Retired Actor

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IQ sets the floor for your career.

EQ sets the ceiling.

Jeffrey Carson, Enterprise Bank


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# EQ 4-Quadrant Model


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# EQ 4-Quadrant Model



	Self	Others
Awareness	<b>Q1</b> Self-Awareness	<b>Q3</b> Awareness of Others
Management	<b>Q2</b> Self-Management	<b>Q4</b> Relationship Management

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## Q1: Self-Awareness

- Emotional Self-Awareness
- Accurate Self-Assessment
- Personal Power

	Self	Others
Management	Q1 <i>Self-Awareness</i>	Q3 <i>Awareness of Others</i>
	Q2 <i>Self-Management</i>	Q4 <i>Relationship Management</i>

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## Q2: Self-Management

- Behavioral Self-Control
- Integrity
- Innovation & Creativity
- Initiative & Bias for Action
- Achievement Drive
- Realistic Optimism
- Resilience
- Stress Management
- Personal Agility
- Intentionality

	Self	Others
Management	Q1 <i>Self-Awareness</i>	Q3 <i>Awareness of Others</i>
	Q2 <i>Self-Management</i>	Q4 <i>Relationship Management</i>

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## Q3: Others Awareness

- Empathy
- Organizational Awareness
- Service Orientation

	Self	Others
Management Awareness	<div style="background-color: #4F81BD; color: white; padding: 2px; width: 20px; margin: 0 auto;">Q1</div> <i>Self-Awareness</i>	<div style="background-color: #4F81BD; color: white; padding: 2px; width: 20px; margin: 0 auto;">Q3</div> <i>Awareness of Others</i>
	<div style="background-color: #4F81BD; color: white; padding: 2px; width: 20px; margin: 0 auto;">Q2</div> <i>Self-Management</i>	<div style="background-color: #4F81BD; color: white; padding: 2px; width: 20px; margin: 0 auto;">Q4</div> <i>Relationship Management</i>

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## Q4: Relationship Management

- Communication
- Interpersonal Effectiveness
- Powerful Influencing Skills
- Conflict Management
- Inspirational Leadership
- Catalyzing Change
- Building Bonds
- Teamwork & Collaboration
- Coaching & Mentoring Others

	Self	Others
Management Awareness	<div style="background-color: #4F81BD; color: white; padding: 2px; width: 20px; margin: 0 auto;">Q1</div> <i>Self-Awareness</i>	<div style="background-color: #4F81BD; color: white; padding: 2px; width: 20px; margin: 0 auto;">Q3</div> <i>Awareness of Others</i>
	<div style="background-color: #4F81BD; color: white; padding: 2px; width: 20px; margin: 0 auto;">Q2</div> <i>Self-Management</i>	<div style="background-color: #4F81BD; color: white; padding: 2px; width: 20px; margin: 0 auto;">Q4</div> <i>Relationship Management</i>

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# Strengthening Your EQ

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# EQ Exercise

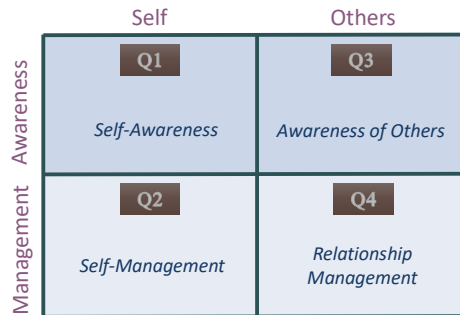
# Oops!

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## Where can you strengthen your EQ?



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## How to Strengthen Your EQ



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## EQ in Review

- IQ and EQ
- EQ at Work
- EQ Model
- Strengthening Your EQ

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## EQ Competencies Resource




SCAN ME



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Let's Connect on LinkedIn



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