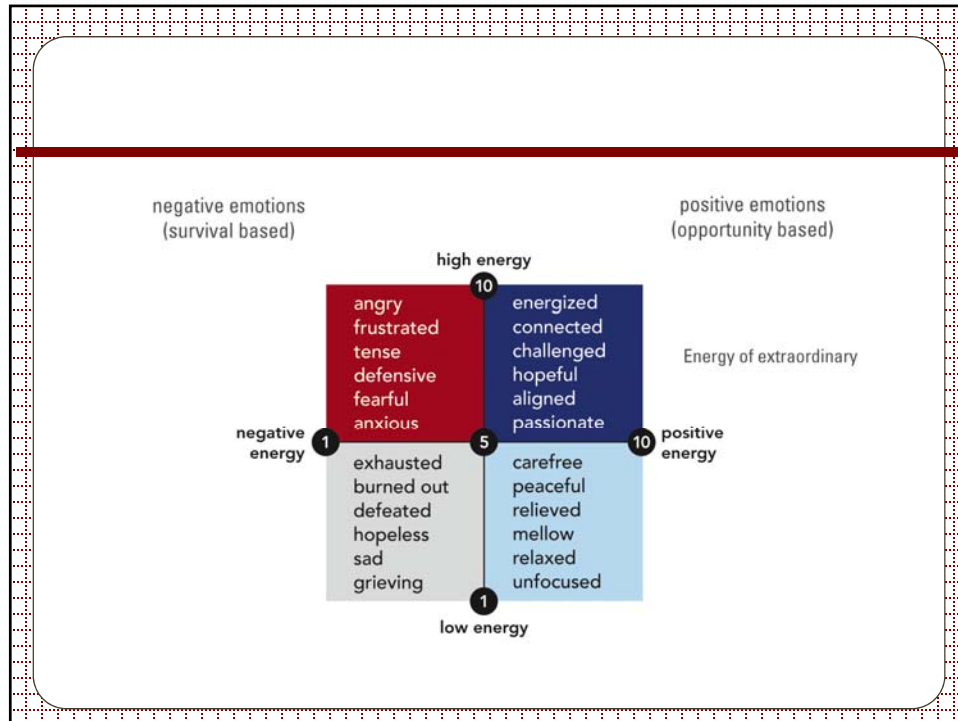






Full Engagement

- The acquired ability to intentionally invest your full and best energy, right here, right now.



“I always give 110% to my job.

40% on Monday,

30% on Tuesday,

20% on Wednesday,

15% on Thursday,

and

5% on Friday.”

~Glasbergen

Emotional Intelligence



Emotional Intelligence:

"The ability to create a balance between knowing what you don't know and that what you do know can be improved. "

Definition

- Peter Salovey and John D. Mayer have defined emotional intelligence as, "the subset of social intelligence that involves the ability to monitor one's own and others' feelings and emotions, to discriminate among them and to use this information to guide one's thinking and actions" (1990).

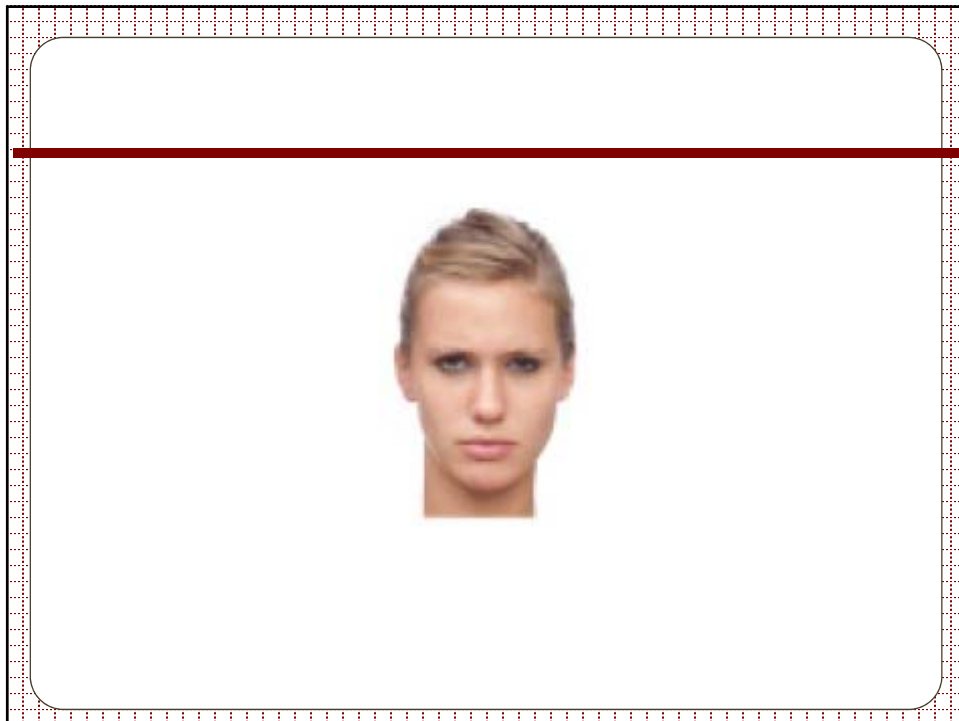
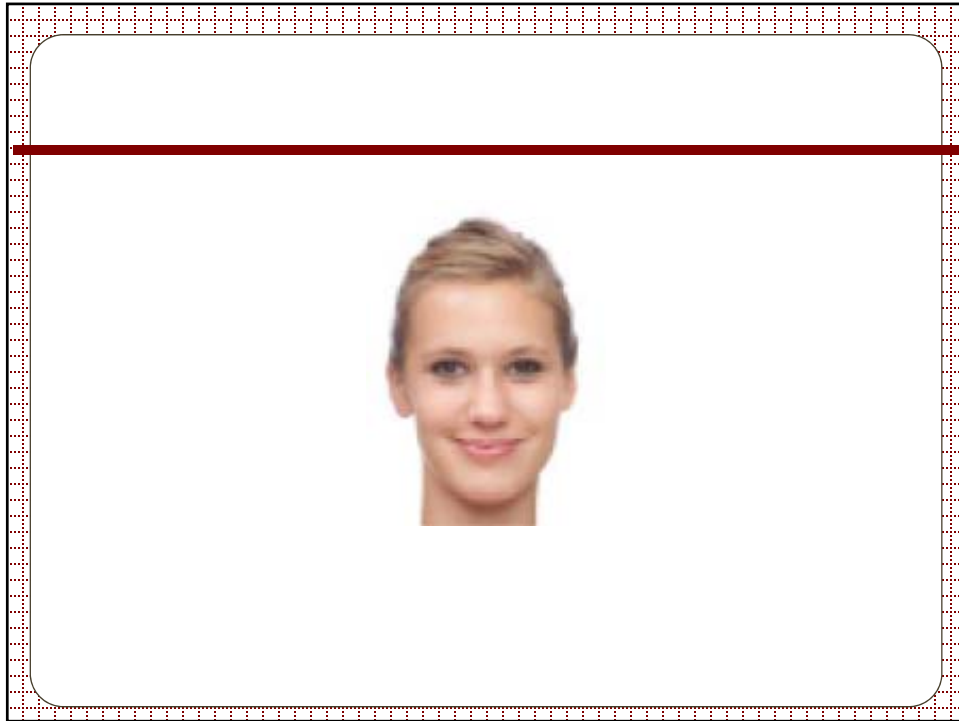
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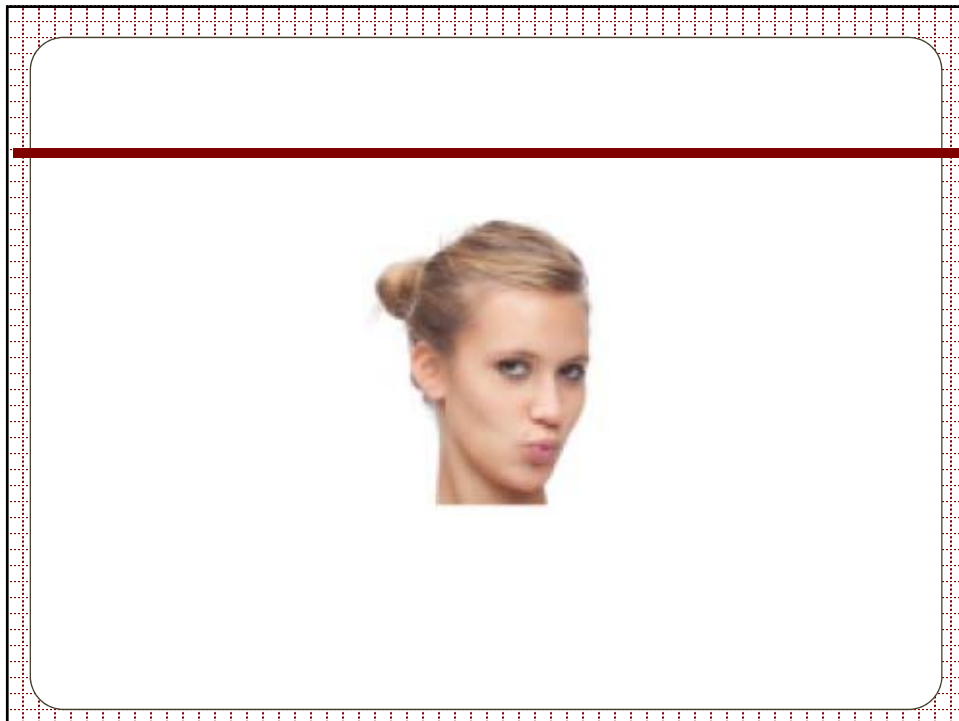
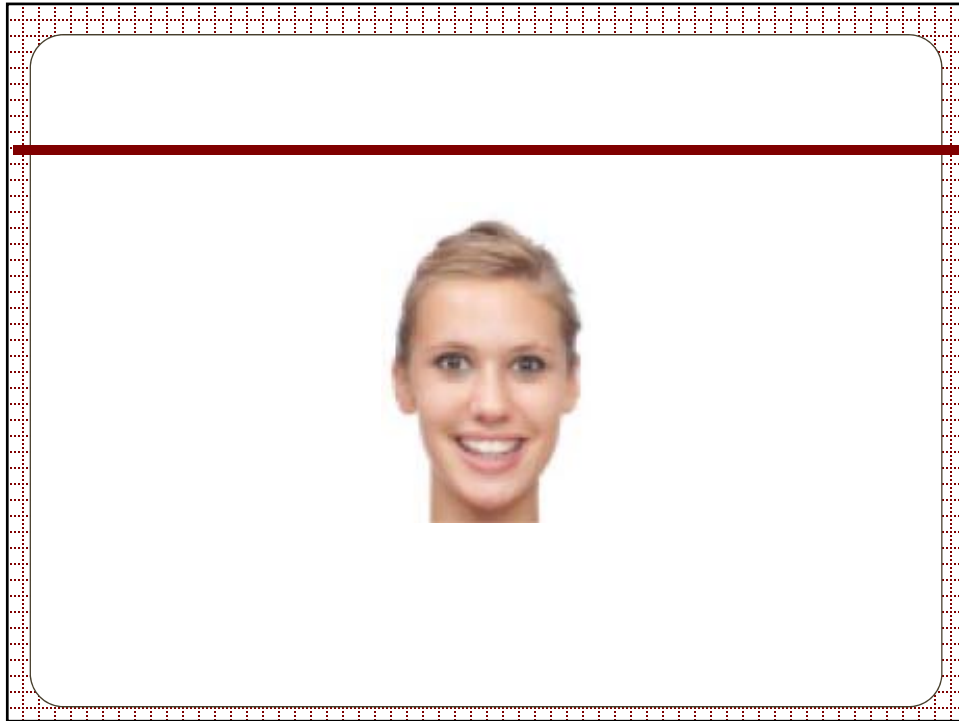
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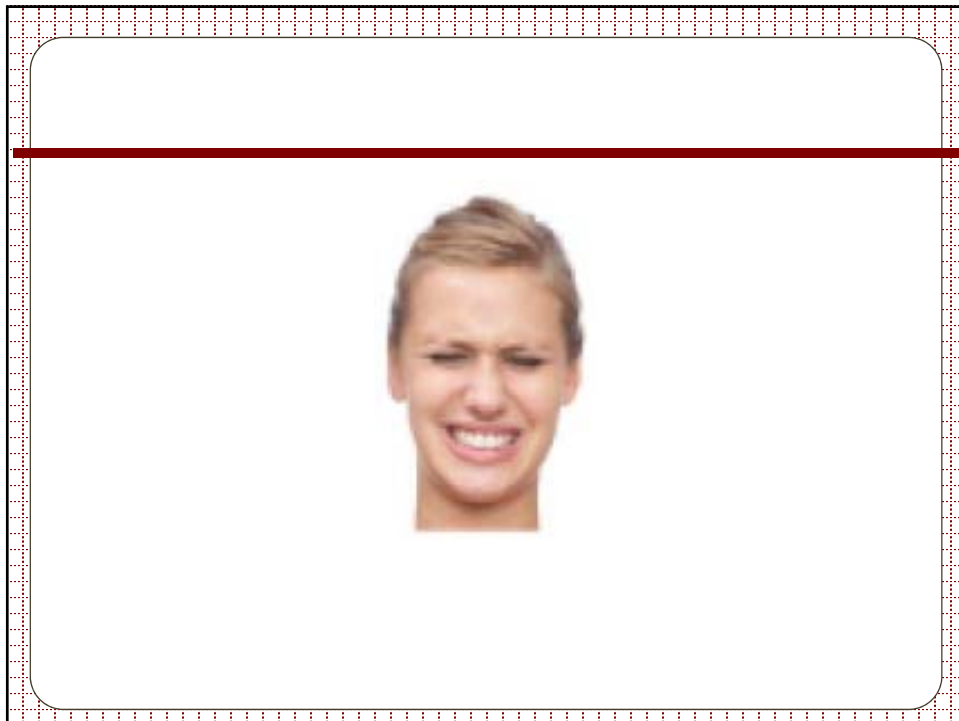
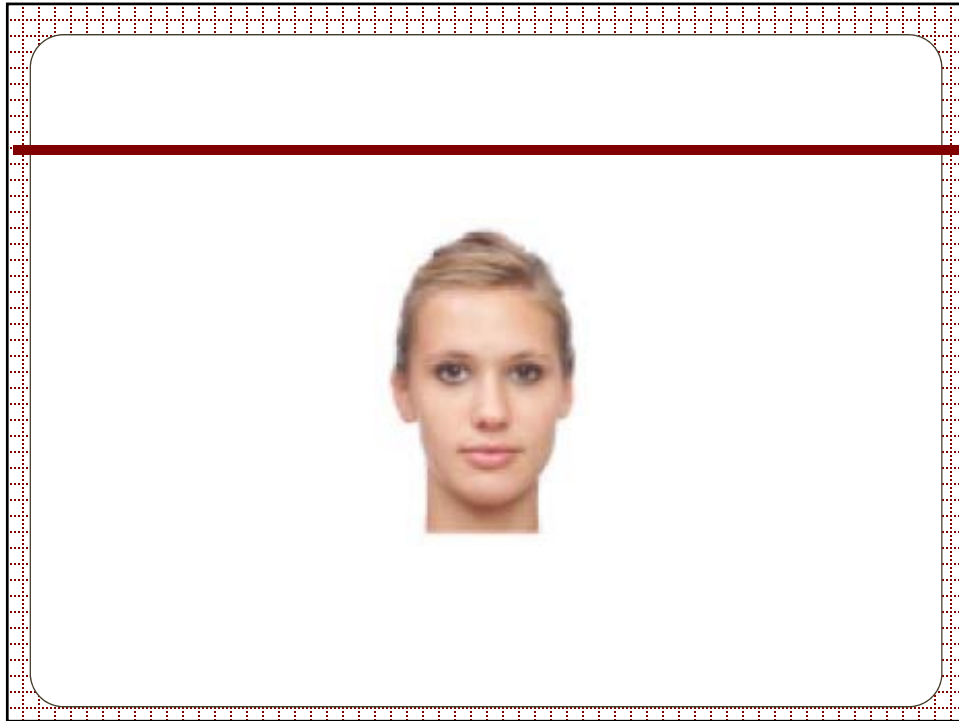
Domains of Emotional Intelligence

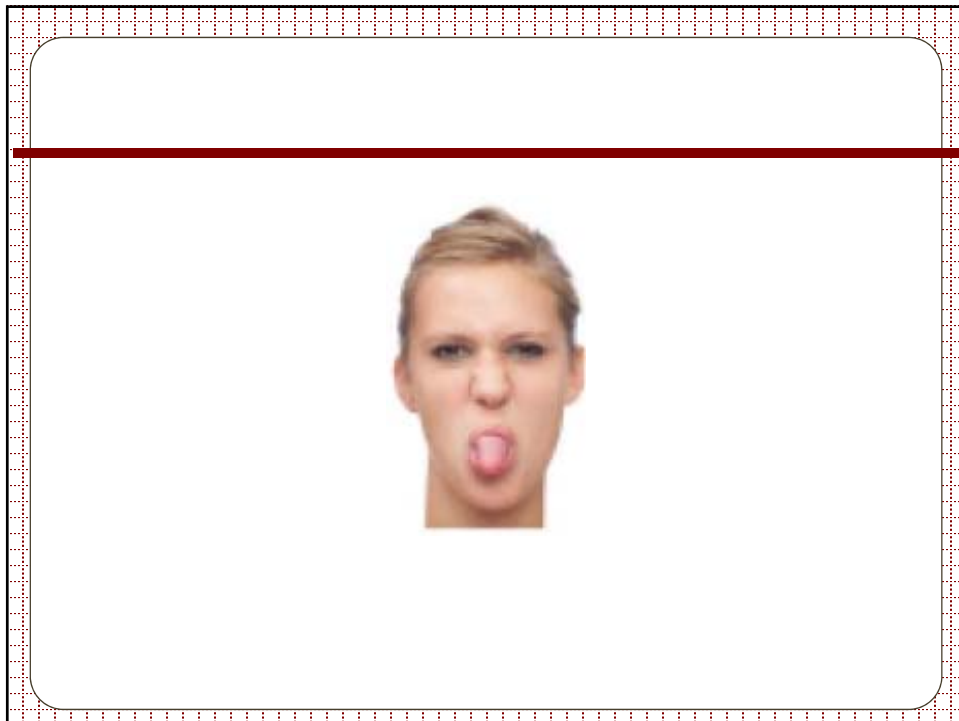
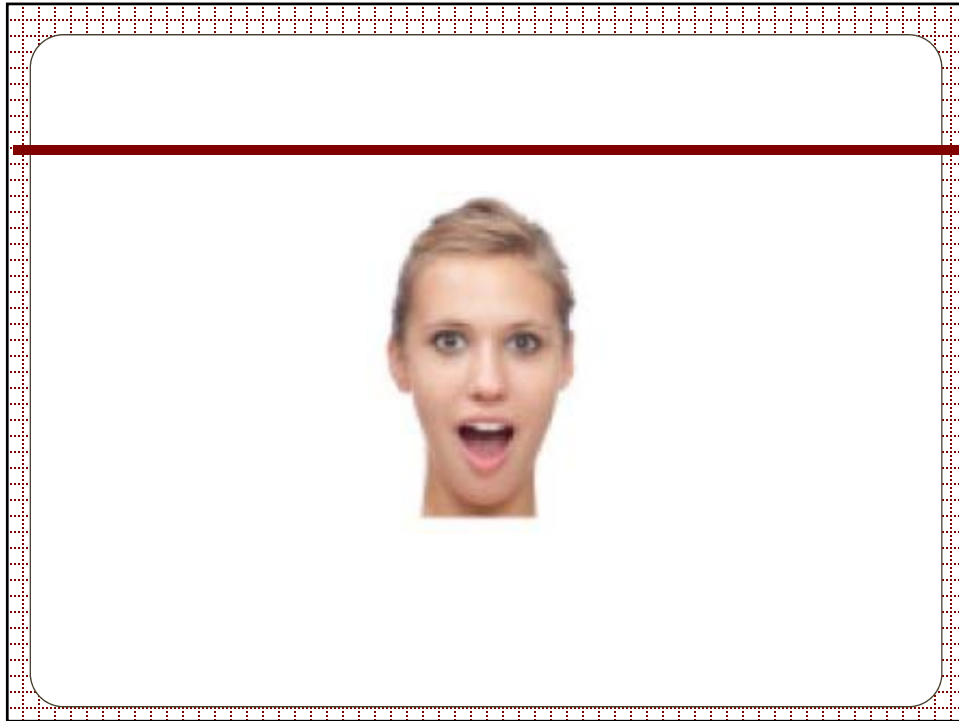
- Self-Awareness
- Self-Management / Regulation
- Self-Motivation
- Social Awareness



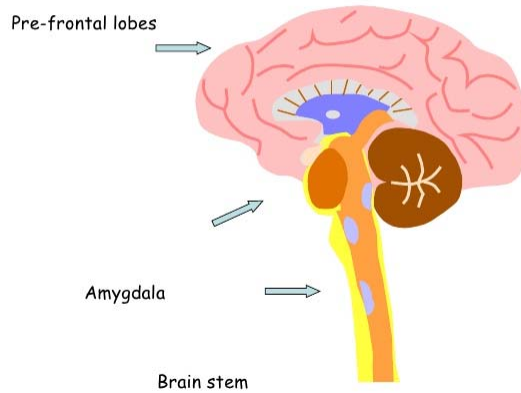




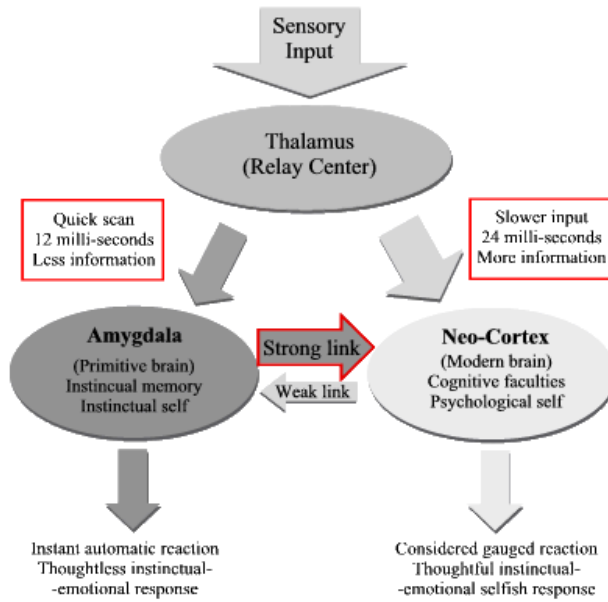




The “Amygdala Hijack”



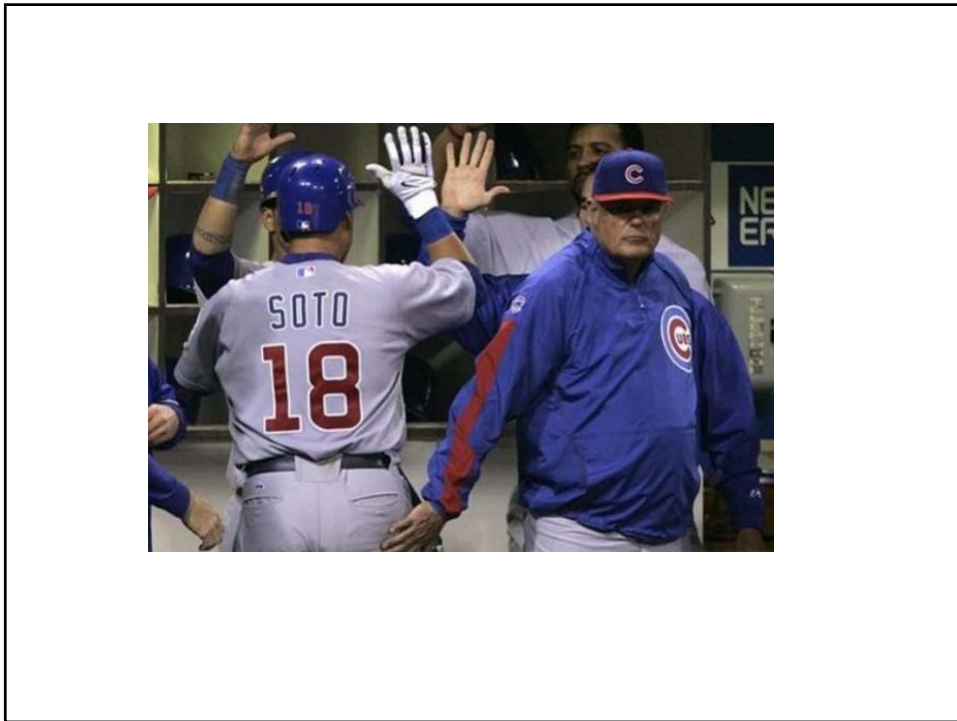
Simplified Schematic View of the Brain's Circuitry



The Language of Social Intelligence









Social Intelligence

- Social Awareness
- Social Facility

Social Awareness

Social awareness refers to a spectrum that runs from instantaneously sensing another's inner state, to understanding her feelings and thoughts, to "getting" complicated social situations. It includes:

- *Primal empathy*: Feeling with others; sensing non-verbal emotional signals
- *Attunement*: Listening with full receptivity; attuning to a person
- *Empathic accuracy*: Understanding another person's thoughts, feelings, and intentions
- *Social cognition*: Knowing how the social world works

Social Facility

Simply sensing how another feels, or knowing what they think or intend, does not guarantee fruitful interaction. Social facility builds on social awareness to allow smooth, effective interactions. The spectrum of social facility includes:

- **Synchrony**: Interacting smoothly at the nonverbal level
- **Self-presentation**: Presenting ourselves effectively
- **Influence**: Shaping the outcome of social interactions
- **Concern**: Caring about others' needs and acting accordingly

- R**ecognizing emotions in self and others
- U**nderstanding the causes and consequences of emotions
- L**abeling emotions accurately
- E**xpressing emotions appropriately
- R**egulating emotions effectively



Empathy

- Do you understand what motivates other people, even those from different backgrounds?
- Are you sensitive to others' needs?

Attunement

- Do you listen attentively and think about how others feel?
- Are you attuned to others' moods?

Organizational Awareness

- Do you appreciate the culture and values of the group or organization?
- Do you understand social networks and know their unspoken norms?

Influence

- Do you persuade others by engaging them in discussion and appealing to their self-interests?
- Do you get support from key people?

