THE EQ ADVANTAGE

Using Emotional Intelligence to Communicate, Connect & Lead

Build Self-Awareness • Manage Responses • Strengthen Relationships

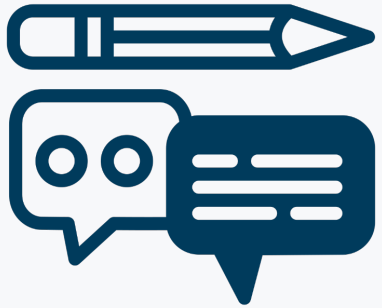
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THE EQ ADVANTAGE



Today is about the part of professional effectiveness that does not show up in a spreadsheet.

How we recognize what is happening -

- in ourselves
- choose our response
- work effectively with other people—especially when the stakes are high.

BY THE END OF THIS SESSION

Our Objectives



1

Define & Understand EQ

Define emotional intelligence and understand why it matters in the workplace.

2

Build Self-Awareness

Recognize emotions, triggers, and patterns that influence how you show up.

3

Manage Responses

Choose responses that support sound judgment, and communication.

4

Strengthen Relationships

Use empathy, listening, and intentional communication to build trust.

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What Is Emotional Intelligence?

Emotional intelligence is the ability to…

recognize, **understand** and **manage** our own emotions — and to recognize and understand the emotions of others — so we can respond intentionally and build more effective relationships.

It is not about suppressing emotion.
It is about using emotion as information.

EQ turns awareness into intentional action.

1. **Recognize**
   What am I feeling?
2. **Understand**
   What is driving it?
3. **Manage**
   How will I respond?
4. **Connect**
   What does the other person need?

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Adapted from the emotional intelligence framework used in the Leader Within program.

01

Emotional Intelligence Trends

The topic is established. The context around it keeps changing.

EQ is not a new idea. The workplace is changing.



- After 2020, research indicates there was a decrease in EQ.
- Hybrid and virtual work reduce many of the interpersonal cues we once relied on.
- AI increases the value of distinctly human skills: judgment, empathy, trust, and influence.
- Five-generation workplaces require flexibility in communication and expectations.
- Change, uncertainty, and disruption put emotional regulation under pressure.

EQ is showing up in career research, too

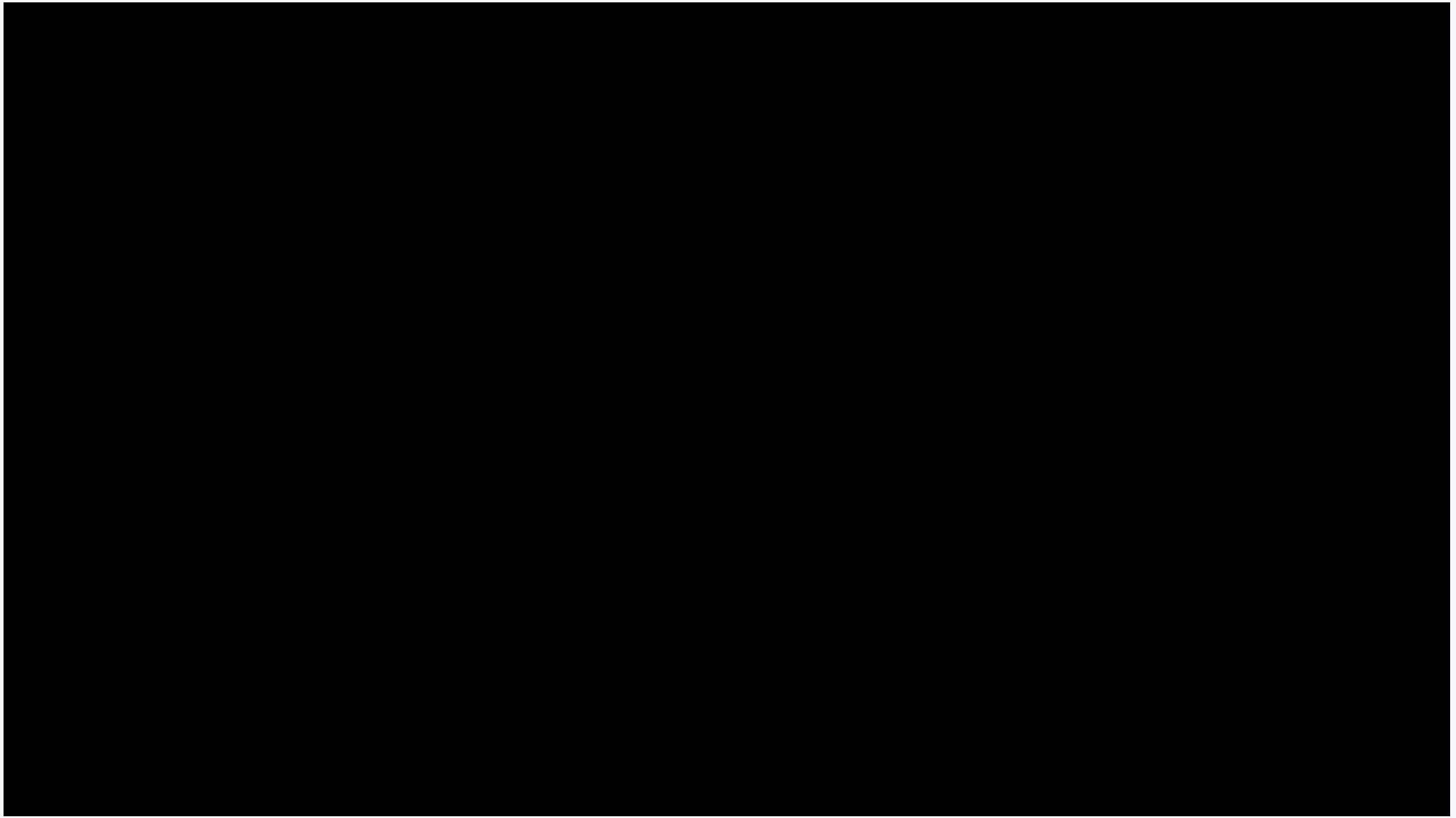


150 samples • 50,894 participants

A 2023 meta-analysis found emotional intelligence was significantly related to multiple career outcomes, including adaptability, career satisfaction, career commitment, and turnover intentions.

Association is not causation—but the pattern reinforces EQ as a meaningful professional resource.

Source: Pirsoul et al., Human Resource Management Review (2023), meta-analysis of EI and career-related outcomes.



02

Why Is EQ So Important?

Because technical expertise is only part of how others experience our work.

A useful question for professionals:

Can I be technically right—and still handle the interaction poorly?

Emotional intelligence lives in the space between expertise and impact.

WHY IT MATTERS

EQ affects the moments that matter



DECISIONS

When pressure is high

CONFLICT

When perspectives collide

COMMUNICATION

When the message is difficult

RELATIONSHIPS

When trust is being built—or lost

WHY IT MATTERS

What EQ is—and what it is not



IT IS

- Recognizing emotional information
- Managing your response
- Reading the room and listening
- Choosing behavior intentionally

IT IS NOT

- Being agreeable all the time
- Avoiding difficult conversations
- Suppressing emotion
- Letting feelings replace facts

03

EQ in Real Life

Watch behavior. Notice impact.

PULSE CHECK

True or False?



Humans can—and at times need to—

eliminate emotions

from their decision-making.

TRUE FALSE

What do you think?

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Video 1: EQ under pressure



VIDEO DISCUSSION

Debrief: What did you notice?



EMOTION → BEHAVIOR → IMPACT → CHOICE

EQ does not remove the emotion. It creates more choice about what happens next.

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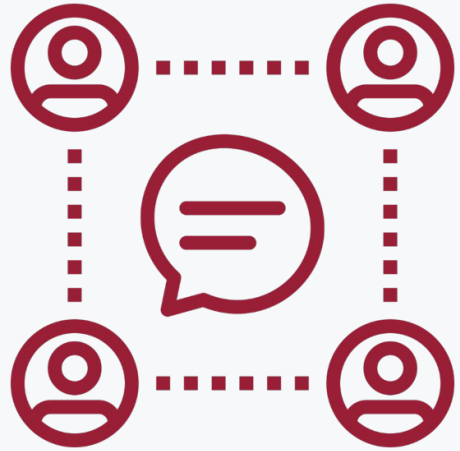
04

The EQ Foundation

Four dimensions from the Leader Within framework.

FOUNDATION

Four Dimensions of Emotional Intelligence



01 Personal Awareness

Notice what is happening in you.

02 Self-Mastery

Choose the response.

03 Leadership Connections

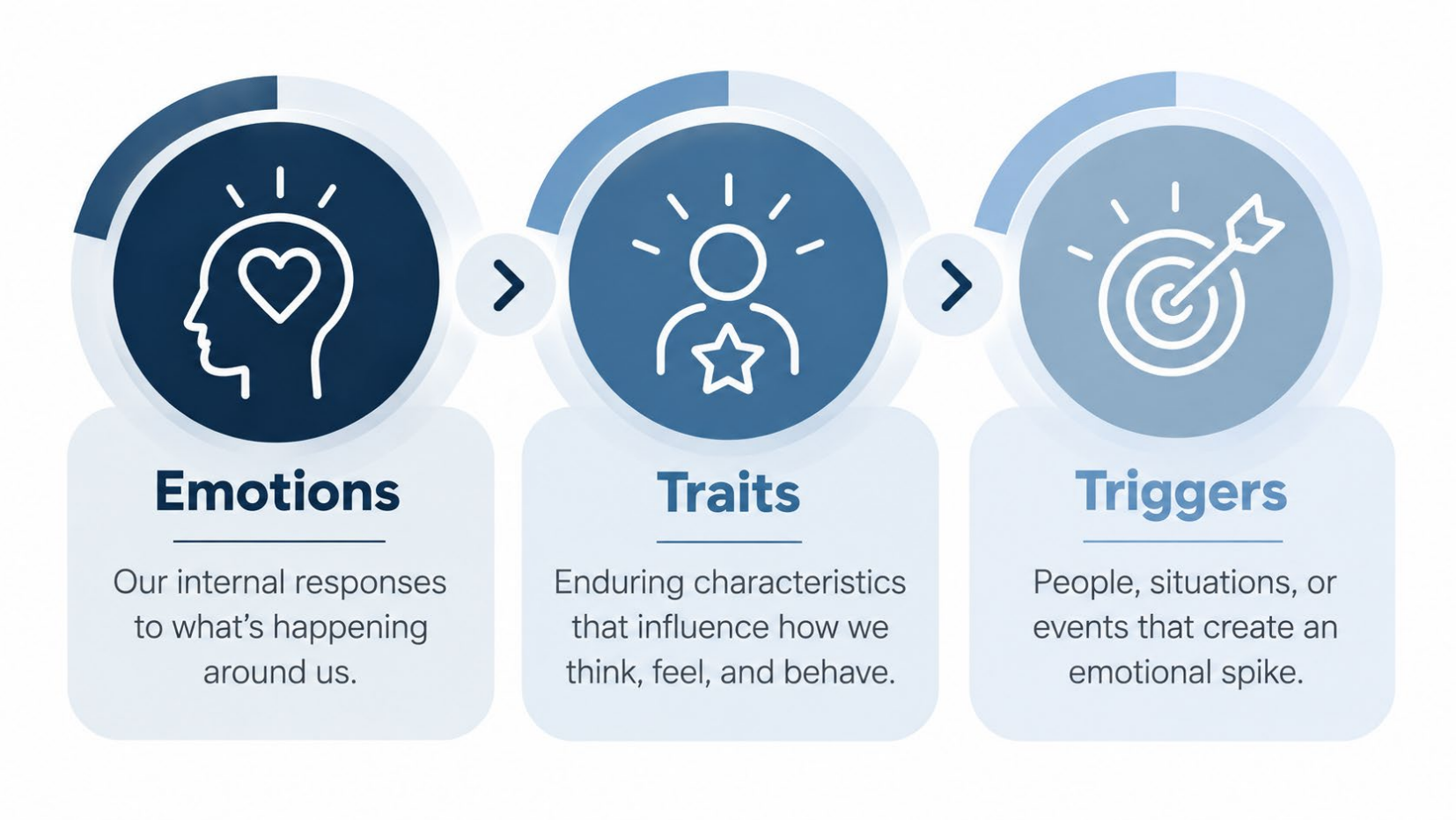
Understand and connect with others.

04 Influencing Others

Shape the environment around you.

Source framework: Leader Within uploaded presentation — Personal Awareness, Self-Mastery, Leadership Connections, Influencing Others.

1. Personal Awareness



Before you can manage an emotion, you have to notice it.

Emotions are information



Emotions are not defects. They are signals.

The question is not “Should I feel this?”
The better questions are:

- What am I feeling?
- What is this emotion telling me?
- What do I want to do with that information?

Name it more precisely

ANGRY	annoyed • frustrated • disrespected • impatient
ANXIOUS	uncertain • worried • overwhelmed • exposed
HURT	dismissed • disappointed • excluded • unappreciated

Precision helps us understand the response we actually need.

A trigger is an event or situation that creates an emotional spike.



Reflection: Which situations consistently change your energy, tone, or behavior?

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2. Self-Mastery



The goal is not “no emotion.” The goal is intentional response.

Create a pause

NOTICE	PAUSE	CHOOSE
Name the emotion and the physical signal.	Slow the first reaction long enough to think.	Select the response that serves the goal.



A pause can be seconds, minutes, or “I want to think about that and come back to you.”

3. Leadership Connections



Understanding and empathizing with others, being transparent in interpersonal interactions, and being of service to others while in a leadership role.

Connection is not softness. It is the foundation for trust and influence.

Empathy is not agreement

EMPATHY

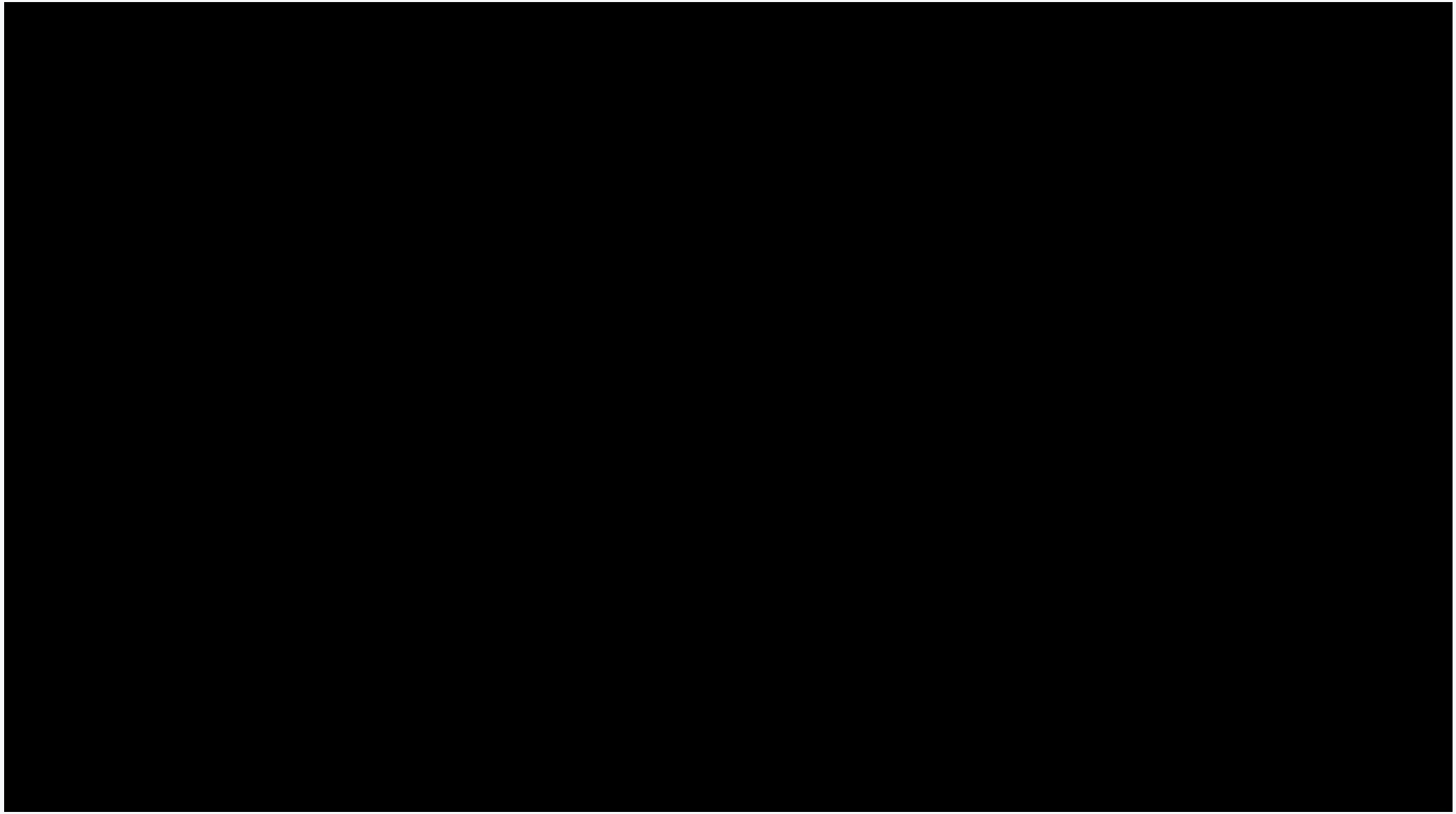
“I can understand how you got there.”

AGREEMENT

“I think you are right.”

You can understand another perspective and still make a different decision.

Video 2: Empathy in action



Empathetic listening is an active skill



1. Be present
2. Listen for meaning
3. Ask before assuming
4. Reflect what you heard
5. Allow silence

Listening to understand is different from listening to prepare your response.

4. Influencing Others



Generating contagious optimism, conveying confidence in self and others, and being a source of inspiration.

Your emotional tone travels farther than you think.

Is the room better when you enter—or leave?

OPTIMISM

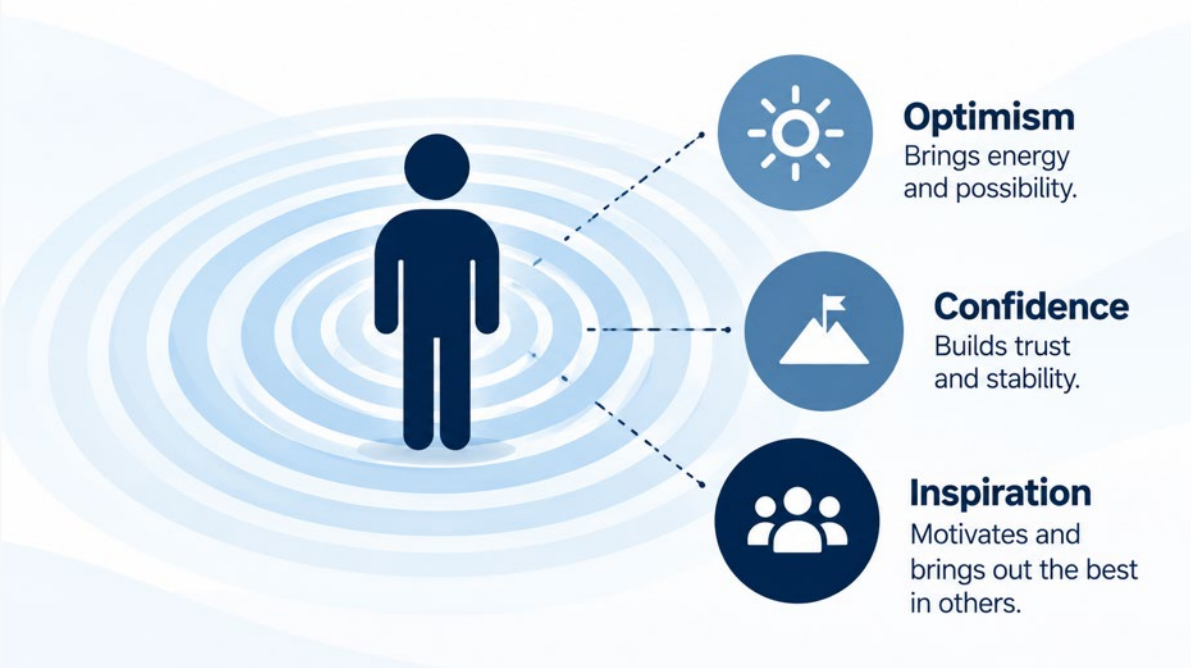
Bring realistic possibility—not forced positivity.

CONFIDENCE

Communicate trust in yourself and the team.

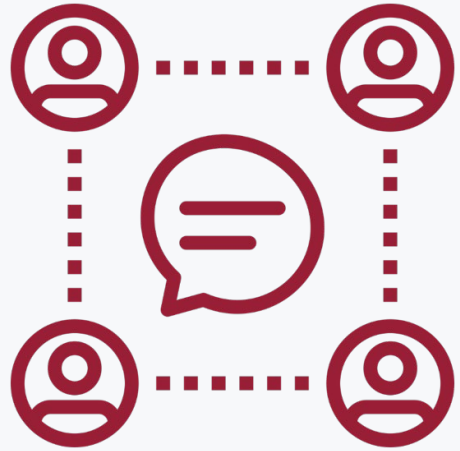
INSPIRATION

Help people see a worthwhile way forward.



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Four Dimensions of Emotional Intelligence



01 Personal Awareness

Notice what is happening in you.

02 Self-Mastery

Choose the response.

03 Leadership Connections

Understand and connect with others.

04 Influencing Others

Shape the environment around you.

Source framework: Leader Within uploaded presentation — Personal Awareness, Self-Mastery, Leadership Connections, Influencing Others.

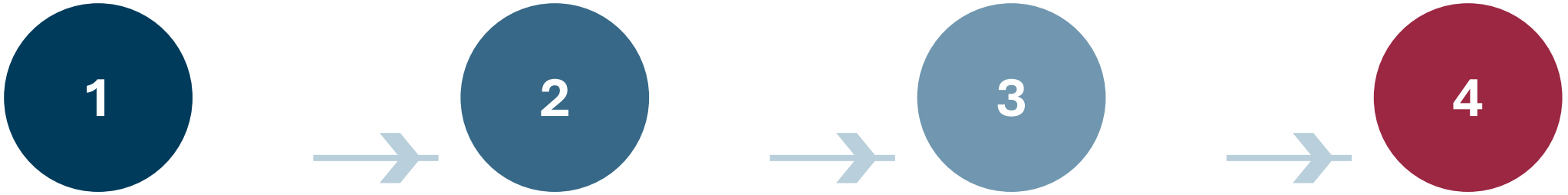
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Pulse Check

What is sticking?

THE EQ ADVANTAGE

Your advantage comes from what you do between the emotion and the impact.



NOTICE

Recognize the emotion, trigger, or pattern.

CHOOSE

Create space and respond intentionally.

CONNECT

Listen, understand, and build trust.

INFLUENCE

Shape the environment with your impact.

NOTICE SOONER. CHOOSE BETTER. CONNECT MORE EFFECTIVELY. INFLUENCE POSITIVELY.

What will your EQ Advantage be?

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WRAP UP

Did We Meet Our Objectives?



- **Define & understand EQ** — Explain what emotional intelligence is—and why it matters.
- **Build self-awareness** — Can you better recognize emotions, triggers, and patterns that influence how you show up?
- **Manage responses** — Can you create enough space to choose a more effective response?
- **Strengthen relationships** — Can you use empathy, listening, and intentional communication to build trust?

YOUR EQ ADVANTAGE

What will you do differently?

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Your next move

Choose ONE behavior to practice—not ten ideas to remember.



NOTICE

A trigger or pattern sooner.

PAUSE

Before responding under pressure.

CONNECT

Listen or communicate differently.

Final thoughts:

Emotional intelligence is not about feeling less.

It is about noticing more, choosing better, and connecting more effectively.

That is your EQ Advantage!

Thank you!

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Selected Sources

Mehler, M. et al. (2024). Training emotional competencies at the workplace: a systematic review and meta-analysis. BMC Psychology, 12, 718.

Pirsoul, T. et al. (2023). Emotional intelligence and career-related outcomes: A meta-analysis. Human Resource Management Review, 33(3), 100967.

Coronado-Maldonado, I., & Benítez-Márquez, M.-D. (2023). Emotional intelligence, leadership, and work teams: A hybrid literature review. Heliyon, 9(10), e20356.

Leader Within Updated Slide Deck (COT source presentation): framework and foundational content on Personal Awareness, Self-Mastery, Leadership Connections, and Influencing Others.