



# The Science of *Emotional Intelligence*



# Sara Ross

Connecting what science knows, organizations want, and leaders need

**[www.sarajross.com](http://www.sarajross.com)**

Leadership Development Research  
Training,  
Assessments,  
Coaching,  
Keynotes

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Which have you experienced?

Smart  
+  
Caring



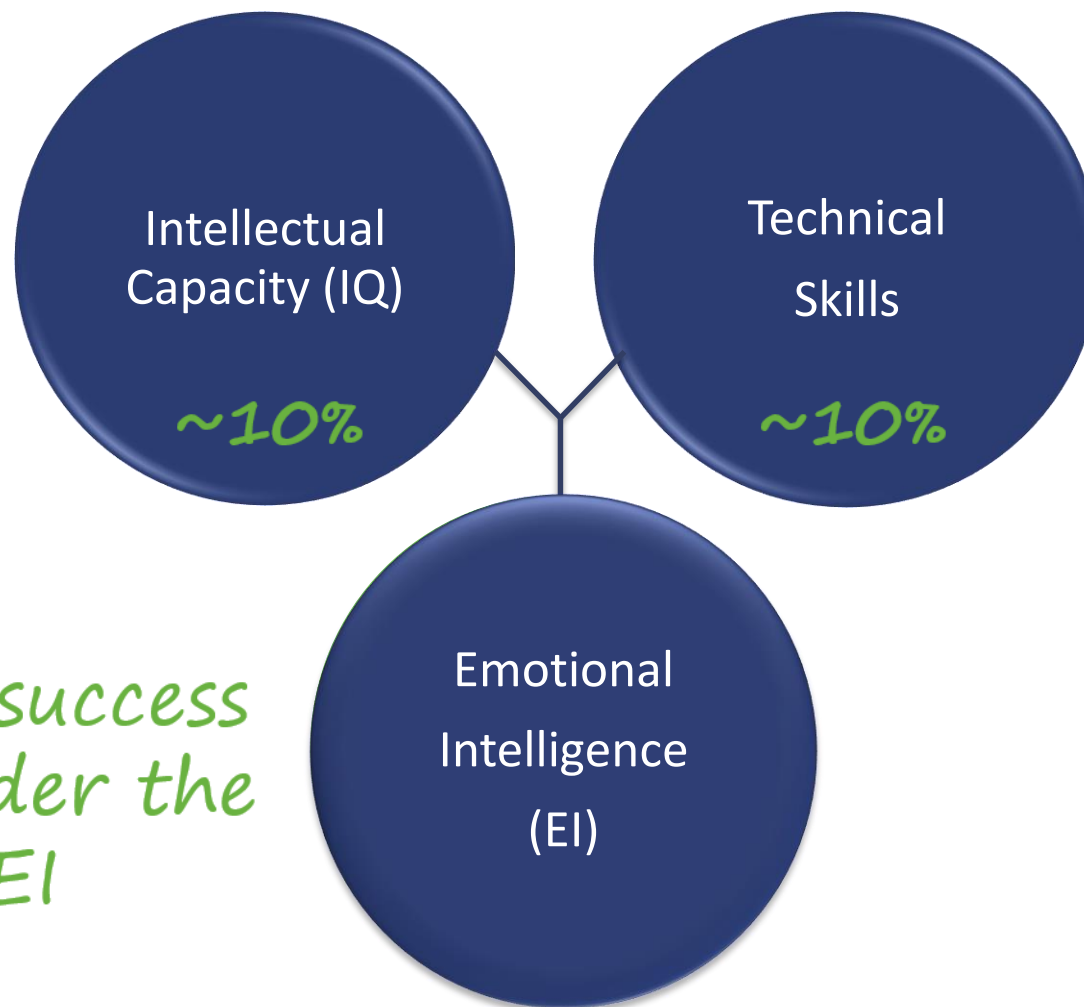


What makes  
someone  
*Great*  
to with/for?





# Success & Wellbeing Predictors



*Over 80% of the success predictors fell under the category of EI*



# What makes up *Emotional Intelligence?*



Our ability to recognize,  
understand and manage our  
emotions

**AND**

Understand, connect with  
and influence the emotions  
of others





We judge ourselves by  
our good intentions

Others judge us  
by our impact

# Intentions vs. Impact



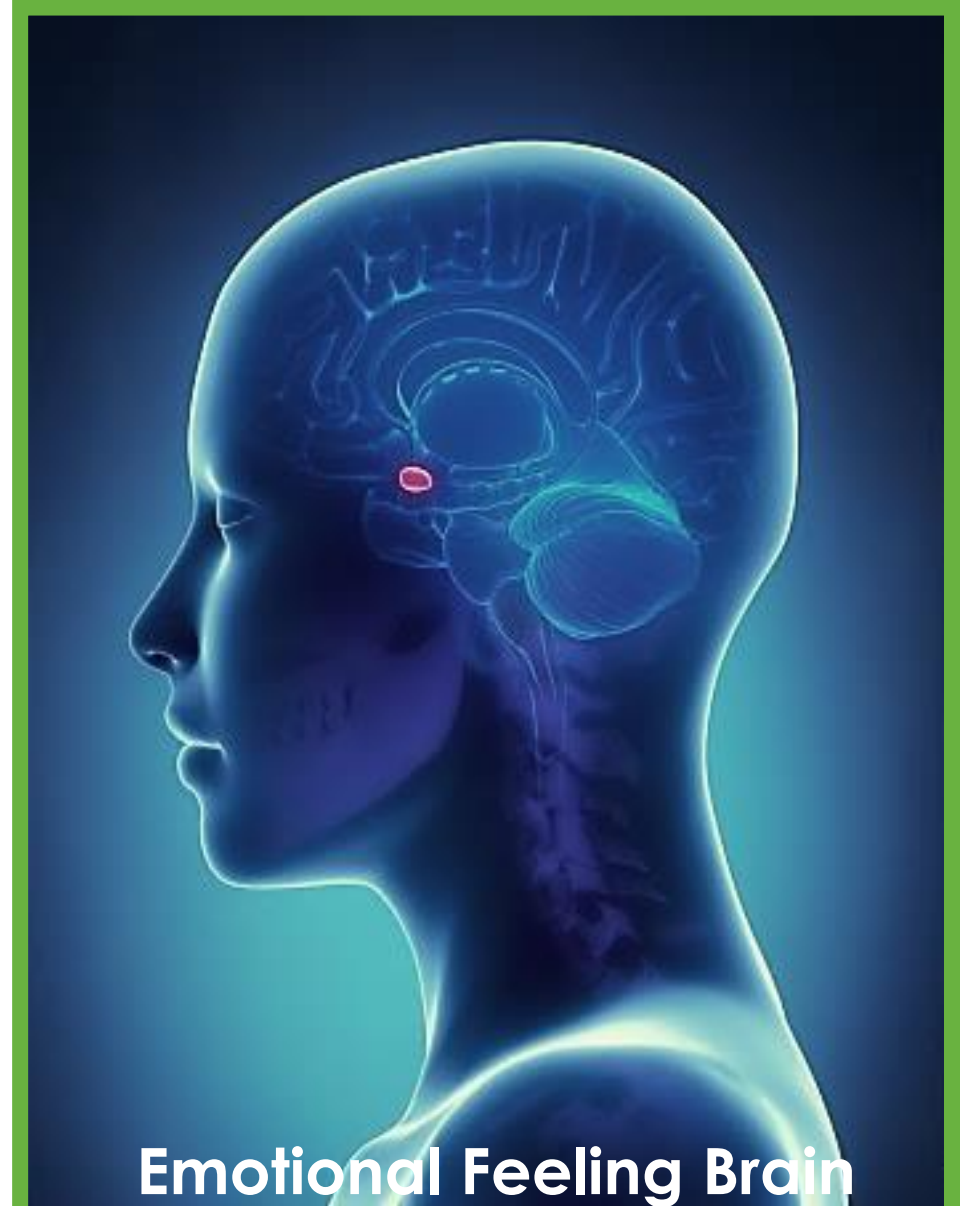
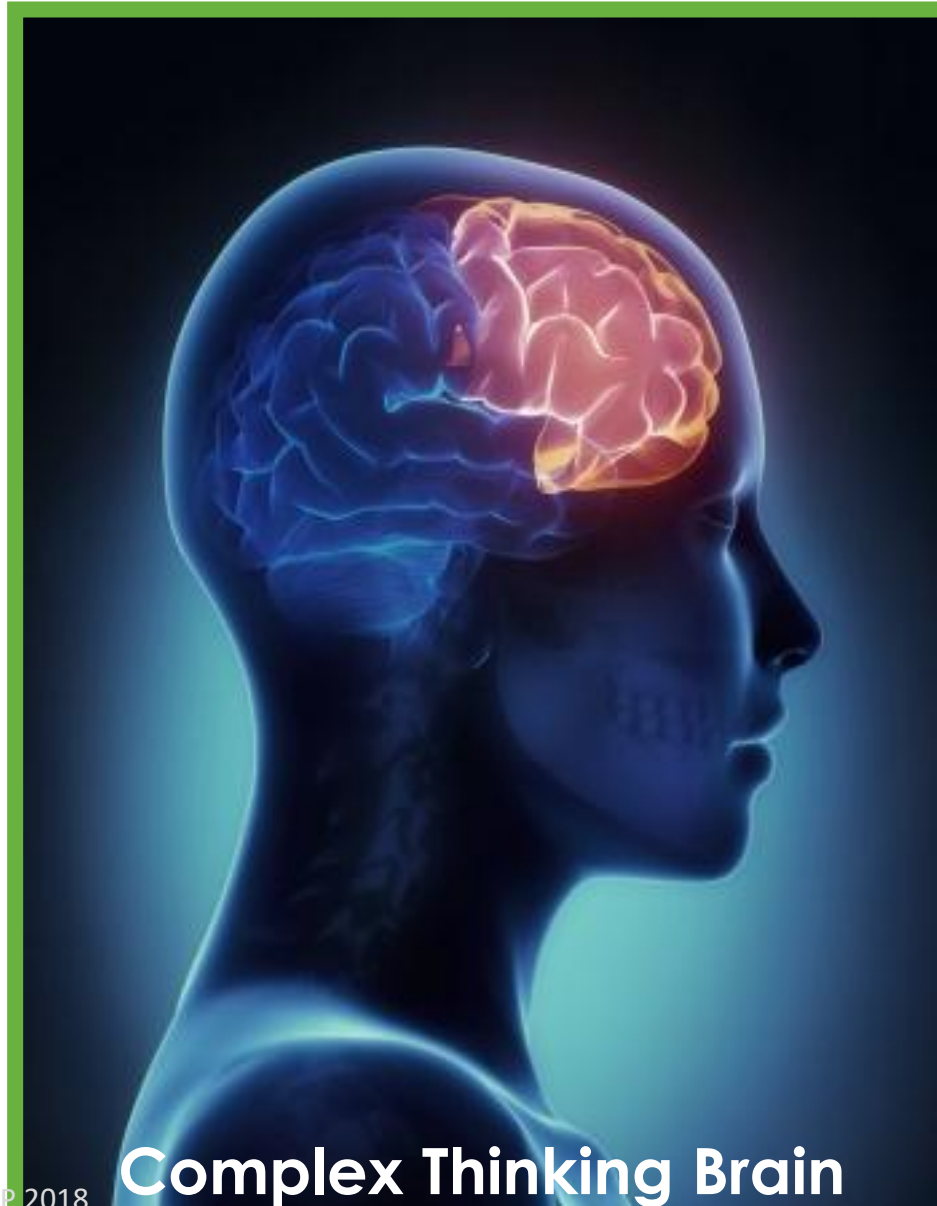
# Our Challenge is *Alignment*

*Emotions*  
drive  
*Behavior*



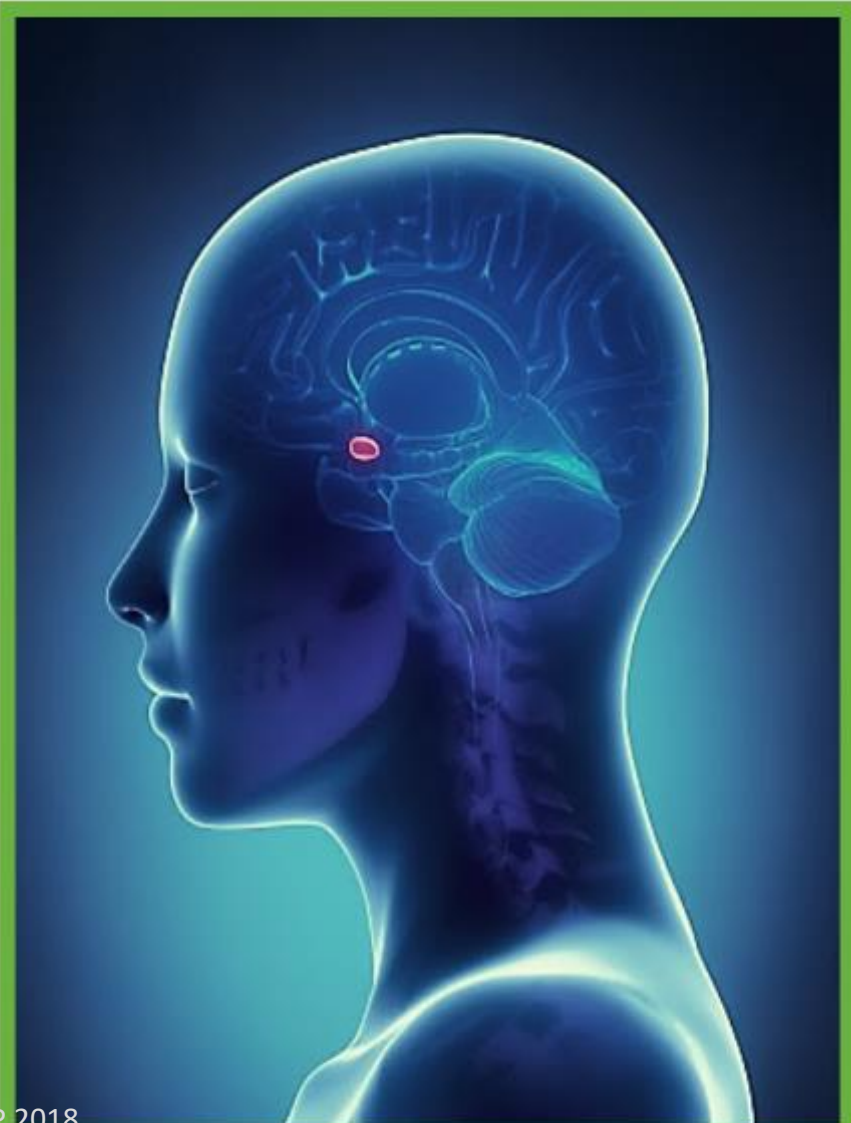


# Our Brain + *Pressure*





# Amygdala



## Risk Detection Center

- 1<sup>st</sup> responder!
- Reactive
- Triggers flight-flight-freeze
- Physical & social threat



# Psychological *RISCS*

**Respect**

Disrespected, Unappreciated, Unfair

**Inclusion**

Rejected, “Skipped Over”, Left-Out

**Status**

Expertise/Competence Questioned

**Choice**

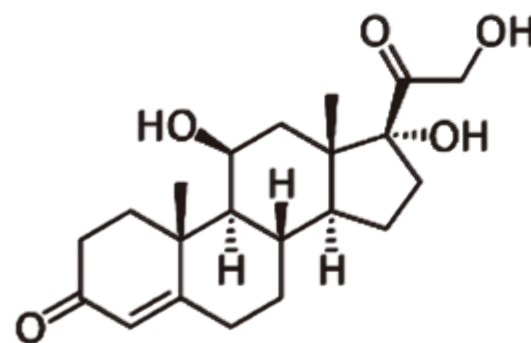
Powerless, Unrealistic Expectations

**Safety**

Ambiguity, Lack of Security, Change



# When the Amygdala *Hijacks*



*18 min of  
Cortisol*

on a feeling brain

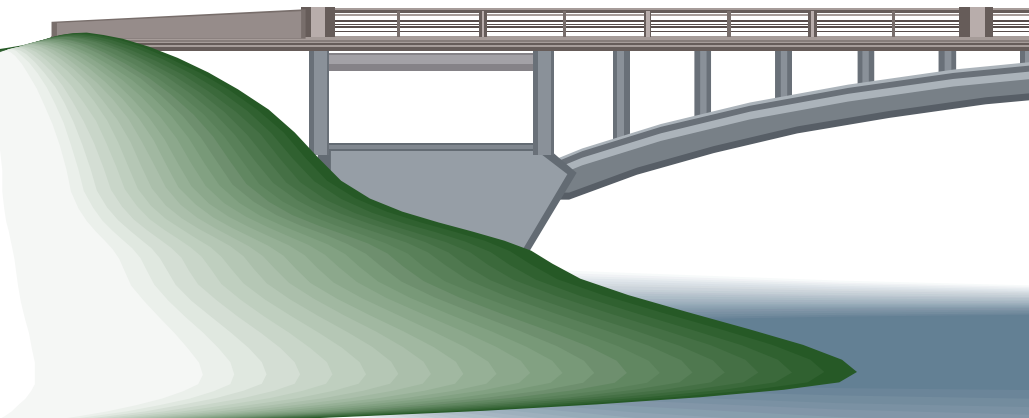
“Being angry is easy.  
But to be angry at the right person,  
to the right degree,  
for the right reason,  
at the right time,  
that is not easy”.

*~Aristotle*



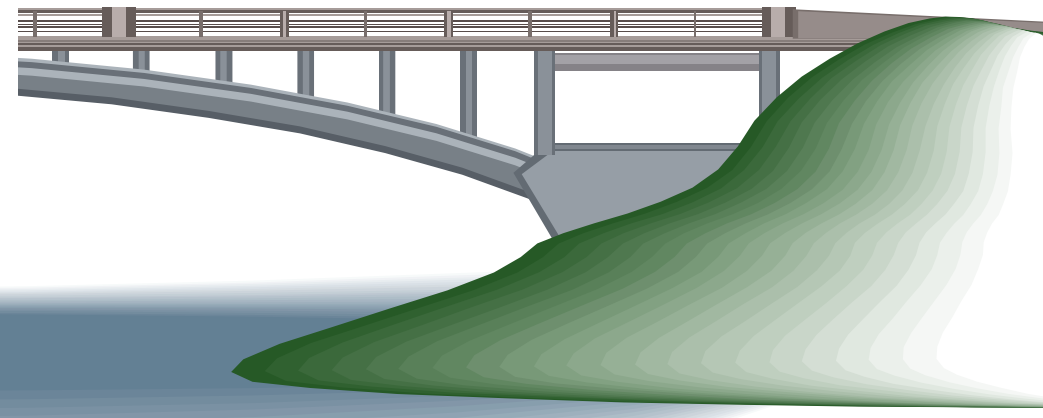
# *Emotional Intelligence* in our Interactions

**Your Side of the Bridge**  
*Your Intentions*



Understanding Gap

**Their Side of the Bridge**  
*Your Impact*







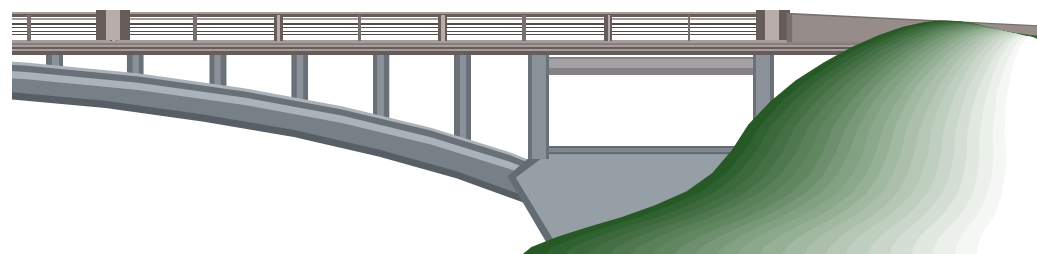
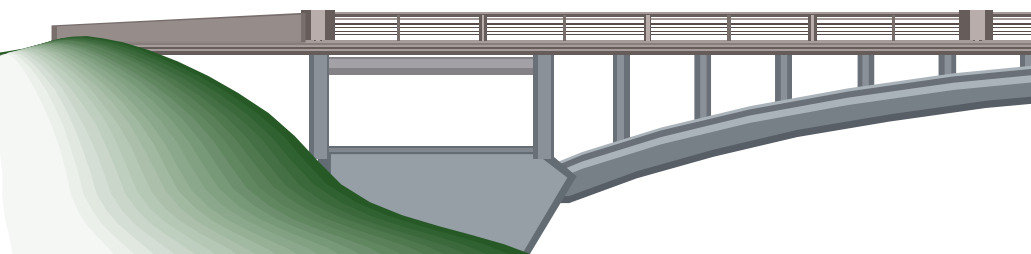
# Manage Self With *S.O.S*

Stop  
Oxygenate  
Seek Info

*Seek Information About..*

- ✓ Perspectives
- ✓ Experience/Expertise
- ✓ Needs
- ✓ Intentions
- ✓ Beliefs

Understanding Gap





## When Hijacked...

We (mistakenly) make decisions on less than

5%

of the available information!



# We Start By Building From Our *Perspective*

## Your Side of the Bridge

- ✓ Perspectives
- ✓ Experience/Expertise
- ✓ Needs
- ✓ Intentions
- ✓ Beliefs

## *Their* Side of the Bridge

Understanding Gap





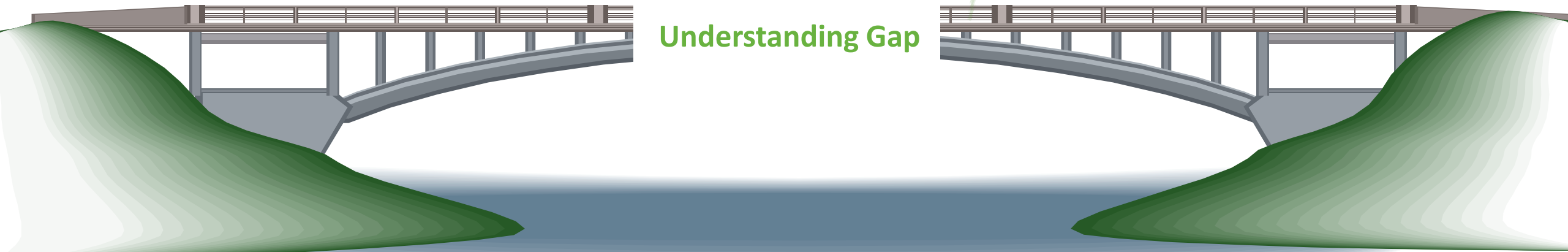
# Connect by Building the Bridge *from them*

**Your Side of the Bridge**

***Their Side of the Bridge***

- ✓ Perspectives
- ✓ Experience/Expertise
- ✓ Needs
- ✓ Intentions
- ✓ Beliefs

**Understanding Gap**





# ■ EI is our Competitive *Advantage*



- How we do our work (EI) matters more than what we know...especially under pressure!
- Manage our 18 minutes of Cortisol with S.O.S
- Remember your IMPACT! Start from *their* side of the bridge and build back to yours

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