

Emotional Intelligence ~ It's Not An Oxymoron

An Essential Tool for Successful Digital Transformation



1

Digital
Transformation
and Change



*Success dependent on
how people adapt and execute*

2

Digital Transformation Impact

Technical

Org. Structure

Cultural/Behavior

3

Learning and Survival Tools



“Emotions are not feelings at all, but a set of body-rooted survival mechanisms that have evolved to turn us away from danger and propel us forward to things that may be of benefit.”

Rita Carter
Mapping the Mind

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Emotional Intelligence and Leaders

“The leader in any human group has been the one to whom others look for assurance and clarity when facing uncertainty or threat.”



Goleman, Boyatzis, McKee
Primal Leadership 2013

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Power of the Tool EQ-i 2.0








- Psychometrically Strong
 - Consistent Results
 - Validated for Accuracy
 - Legally Defensible
- Emotional Intelligence Continuum
 - Norms are Gender Neutral
 - Strengthens per Wisdom/Experience
- Degrees of Engagement
 - Low
 - Middle
 - High

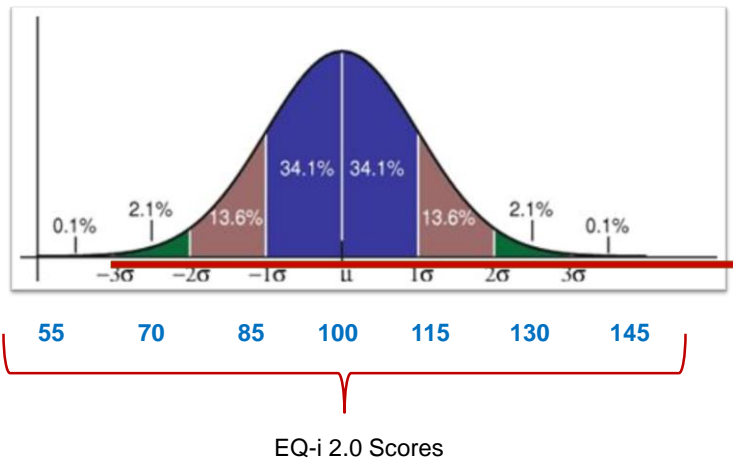
*Provides a vehicle to develop a
customized action plan to improve
performance effectiveness*

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EQ-I 2.0 Model Measuring Intangibles

EQ-i 2.0	Composite	Sub-Composite
	Self-Perception	Self-Regard Self-Awareness Self-Actualization
	Self-Expression	Emotional Expression Assertiveness Independence
	Interpersonal	Interpersonal Relationships Empathy Social Responsibility
	Stress Management	Flexibility Stress Tolerance Optimism
	Decision Making	Problem Solving Reality Testing Impulse Control

Degree of Engagement



EQ-I 2.0 Visual Tool Example

Self-Expression Composite

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Emotional Expression constructive expression of emotions

108



Assertiveness communicating feelings, beliefs; non-offensive

89



Independence self-directed; free from emotional dependency

103



Decision Making Composite

109



Problem Solving find solutions when emotions are involved

105



Reality Testing objective; see things as they really are


93



Impulse Control resist or delay impulse to act

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Self-Perception Composite Degree of Engagement



- Alienating Behavior (low)
- Relationship Building (med-high)
- Stress Awareness (med-high)
- Narcissus Effect (extreme)

Self-Expression Composite Degree of Engagement



- ❑ Difficult Social Interactions (**low**)
- ❑ Alignment and Authenticity (**med-high**)
- ❑ Conversation Hijacker (**extreme**)

1
1

Interpersonal Composite Degree of Engagement



- ❑ Awkward, Low Trust Quotient (**low**)
- ❑ Perceived as Dependable (**med-high**)
- ❑ Overly Charismatic (**extreme**)

1
2

Decision-Making Composite Problem Solving



- Easily Overwhelmed By Decisions (low)
- Defeatist Attitude (low)
- Confronts Problems Rationally (med-high)
- Engages Decision Mode Too Quickly (extreme)
- Avoids Conflict (extreme)

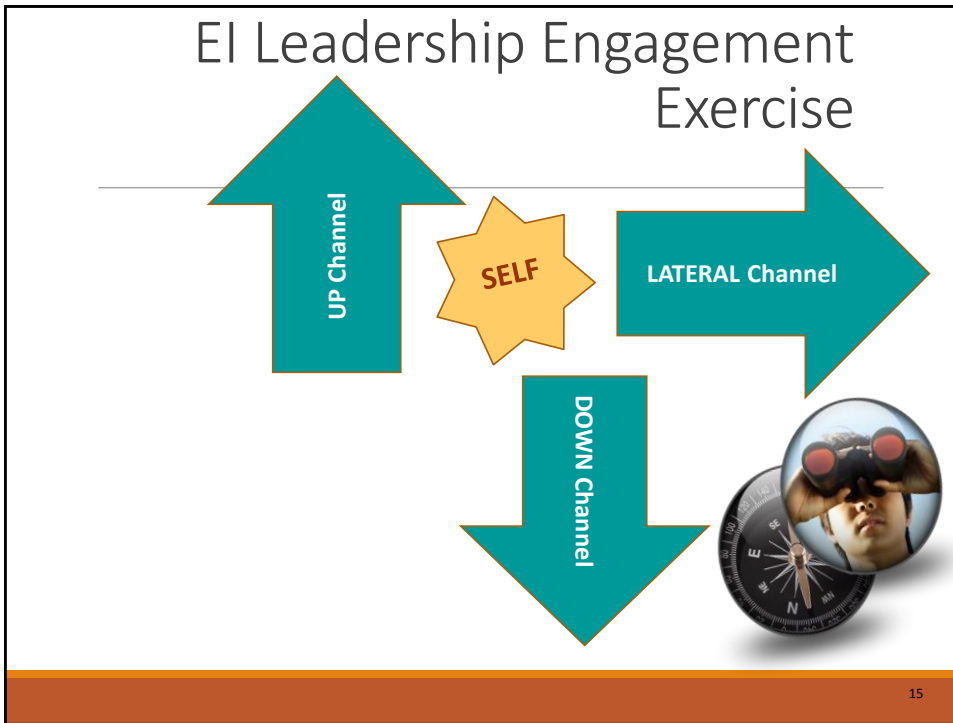
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Stress Management Composite Degree of Engagement



- Unable to Grasp Actual Problem (low)
- Constructive Response to Change (med-high)
- Overly Calm, Denial of Urgency (extreme)

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Resonant Leadership Change Practice

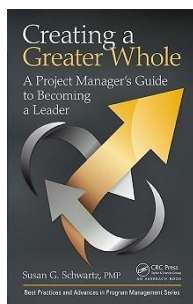
Intentional, Recursive Process

1. My ideal self – who do I want to be?
2. My real self – what are strengths and weaknesses?
3. My learning agenda – how to close the gap?
4. New behavior practice
5. Supportive relationship development

Richard Boyatzis
Primal Leadership, 2013



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