

CMAA National Managers Conference

Emotional Intelligence (E.I)

Introduction

- Club Managers Leadership and Management Program
- Approach
- What we will cover
 - What is E.I
 - Motivational Systems
 - Adaptability

What is E.I ?



What is E.I ?

Versus IQ

IQ

Cognitive Ability

Learn

Understand

Academic Aptitude

More successful at work 

EI

Recognise Emotions

Deal with Emotions

Form Interpersonal Relationships

Understand Psychological State

Manage Stress

What is E.I ?

Soft Skills

conscientiousness

political savvy

time management

likability

leadership

critical thinking

adaptability

attitude

empathy

initiative

self-control

organisational awareness

persuasive ability

What is E.I ?

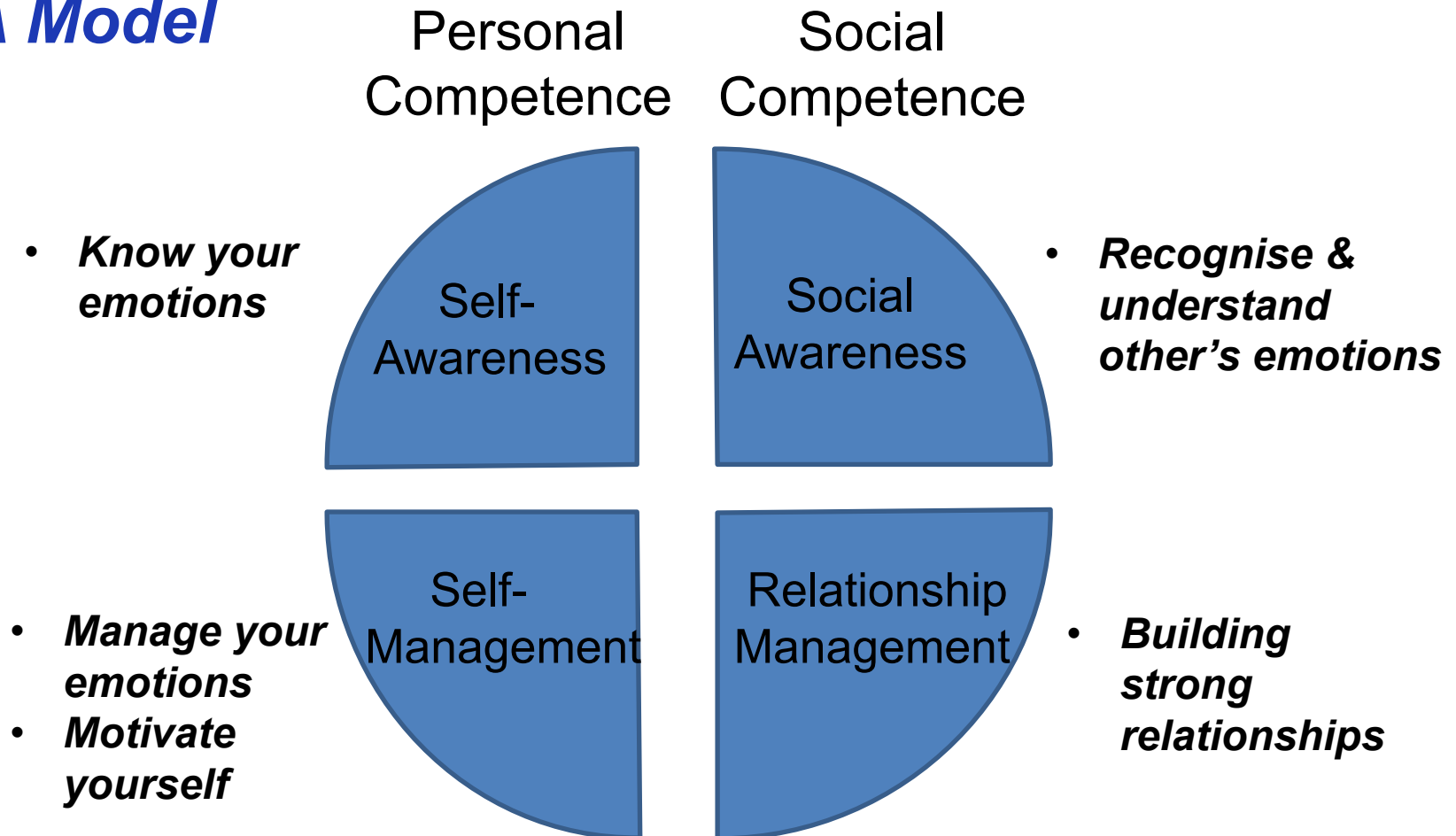
Definition

“Understanding one’s own feelings, empathy for the feelings of others and the regulation of emotion in a way that enhances living.”

“The ability to sense, understand and effectively apply the power and acumen of emotions as a source of human energy, information, and influence.”

What is E.I ?

A Model



What is E.I ?

Skill Attributes

Self-Control

Trustworthiness

Conscientiousness

Adaptability

Achievement

Initiative

Motivational Systems



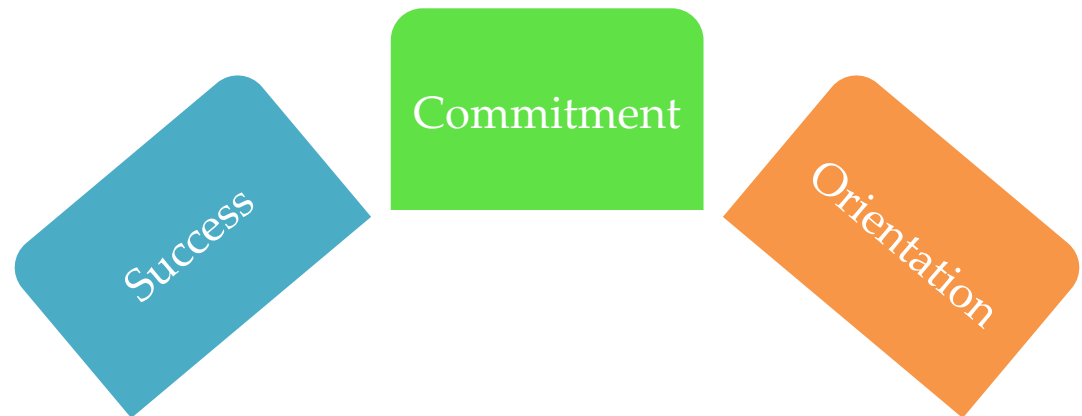
Motivational Systems

Three Core Aspects

➤ **Success**

➤ **Commitment**

➤ **Orientation**



Motivational Systems

Success



Motivational Systems

Commitment



Motivational Systems

Orientation

➤ Approach



➤ Avoidance



Motivational Systems

Feelings and Emotions

Feelings

- Are created when an event or situation has impact on our state of mind, health or well-being

Emotions

- How you interpret your feelings



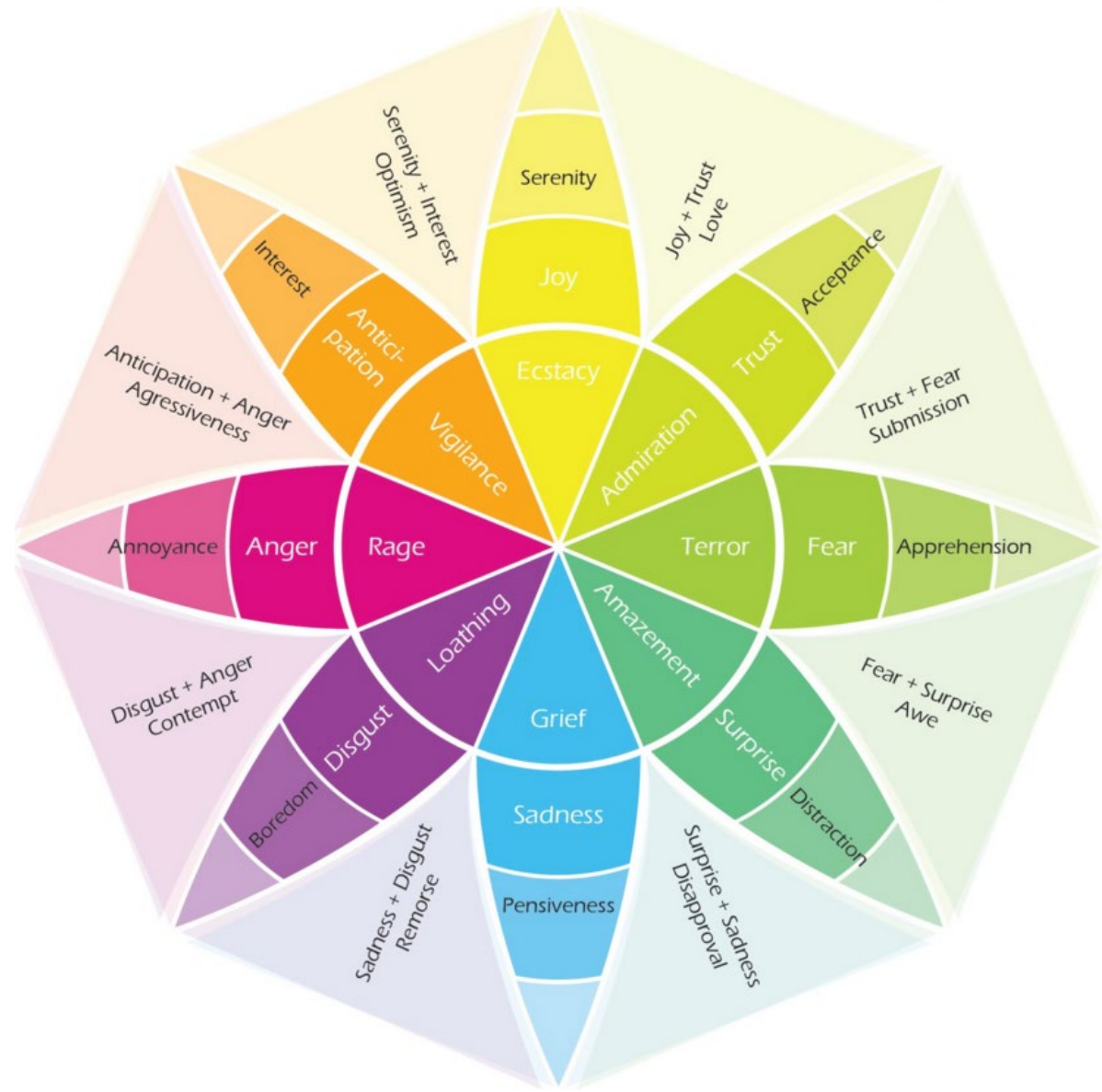
Motivational Systems

Emotions

- | | |
|-----------------|--------------------------|
| 1. Anger | (Rage, Annoyance) |
| 2. Anticipation | (Vigilance, Interest) |
| 3. Joy | (Ecstasy, Serenity) |
| 4. Trust | (Admiration, Acceptance) |
| 5. Fear | (Terror, Apprehension) |
| 6. Surprise | (Amazement, Distraction) |
| 7. Sadness | (Grief, Pensiveness) |
| 8. Disgust | (Loathing, Boredom) |

Emotions

Plutchik's Wheel



Emotional Triggers



Motivational Systems

Emotional Cues



Happiness



Surprise



Sadness



Fright



Disgust



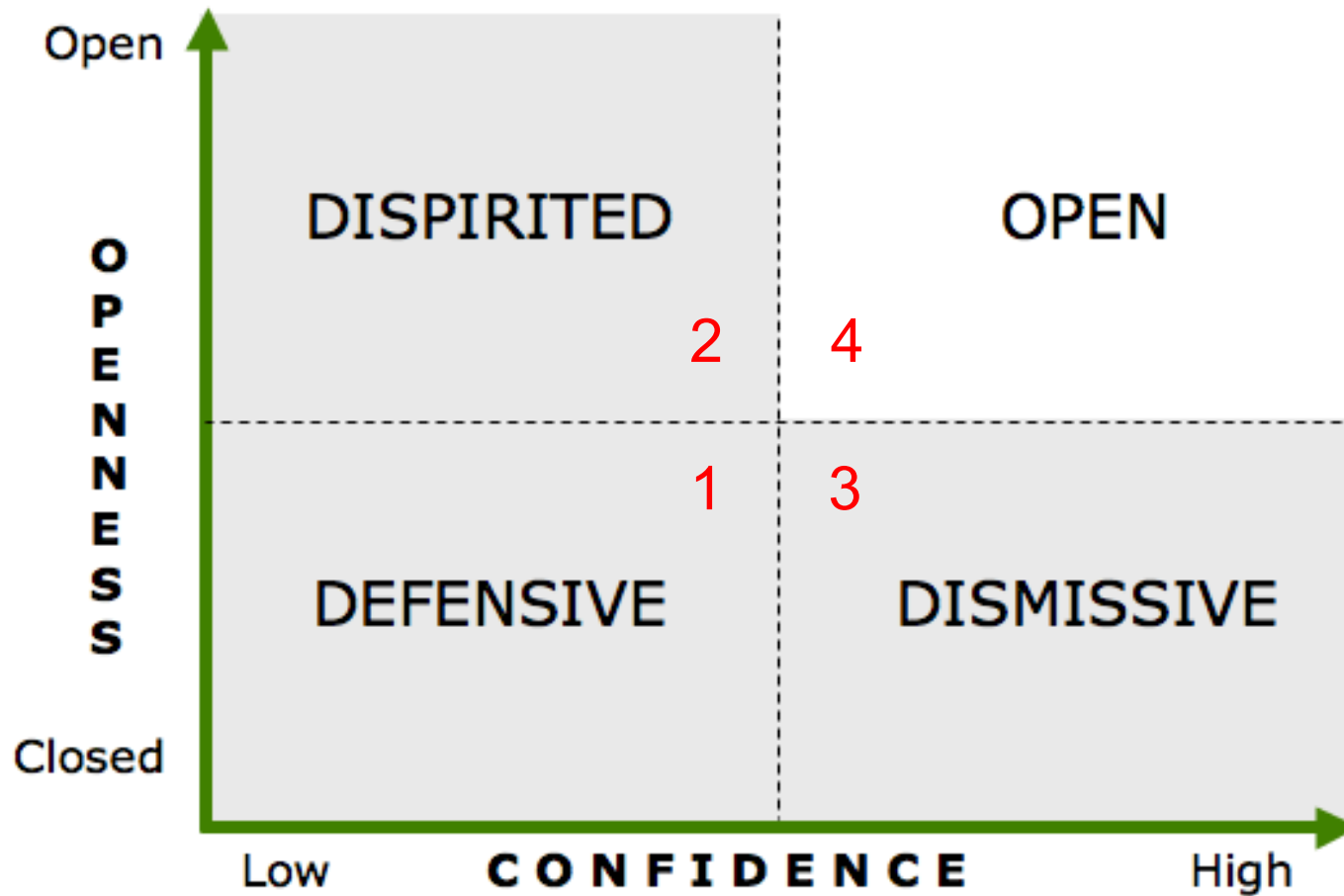
Contempt



Anger

Motivational Systems

Reactions and Feedback



Motivational Systems

Responding

➤ Don't take it personally

➤ Empathise



➤ Work towards a solution

Adaptability



Adaptability

"That's how we've always done it."

"It's not the strongest of the species that survives, nor the most intelligent... It's the one that's the most adaptable to change"

Charles Darwin

Go with it

Do nothing

Go against it

Adaptability

A Measurable Workplace Competency

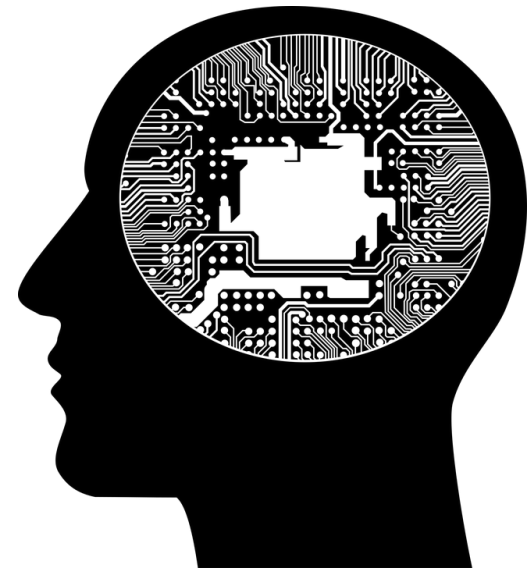
- Look for ways to make changes work
- Adapt quickly and easily
- Recommend options for change effectiveness
- Demonstrate a willingness to learn
- Exhibit flexibility



Adaptability

Cognitive Behavioural Therapy

- Cognitive restructuring
- Mindfulness
- Exposure therapy



Adaptability

The 12 Enemies of Adaptability

Hierarchy

Decision Bias

Fear

Habit

Inflexible Business Practices

Centralisation

Rigid Structures

Skills Deficit

Short-term Thinking

Insufficient Experimentation

Lack of Diversity

Lack of Purpose

Thankyou