



The Science of *Emotional Intelligence*



Sara Ross

Connecting what science knows, organizations want, and leaders need

www.sarajross.com

Leadership Development Research
Training,
Assessments,
Coaching,
Keynotes

LinkedIn: www.linkedin.com/in/sarajeannross





Which have you experienced?



Smart
+
Caring





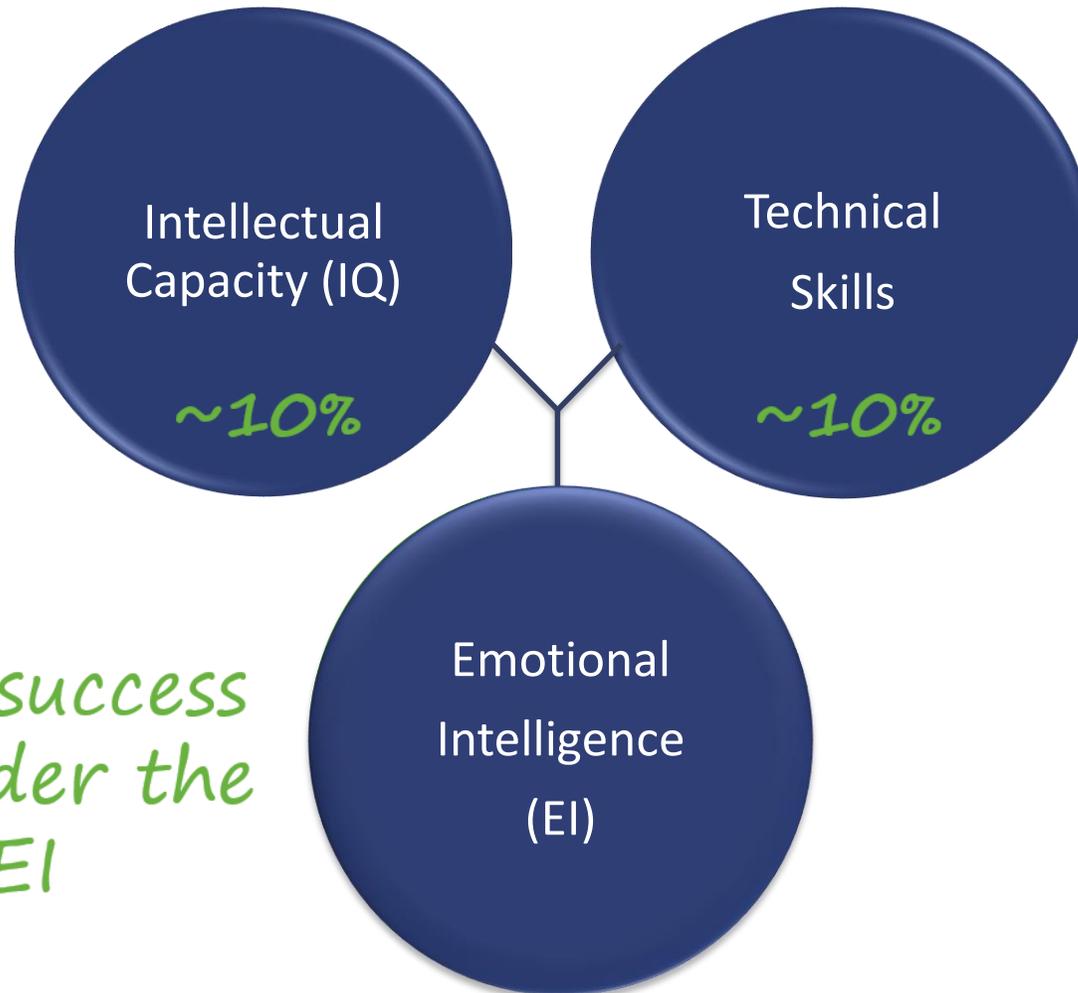
What makes
someone
Great
to with/for?





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

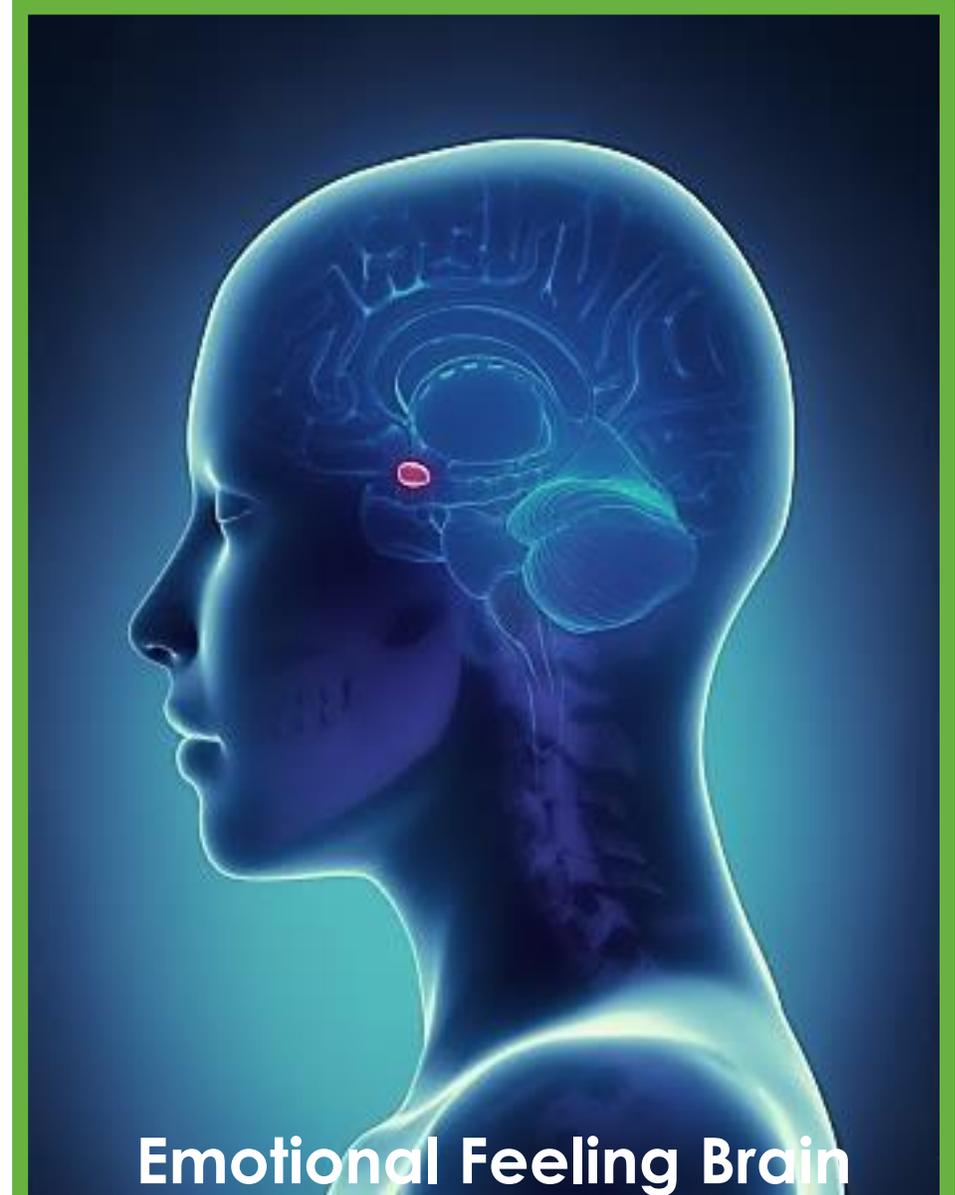


Our Challenge is *Alignment*

Emotions
drive
Behavior

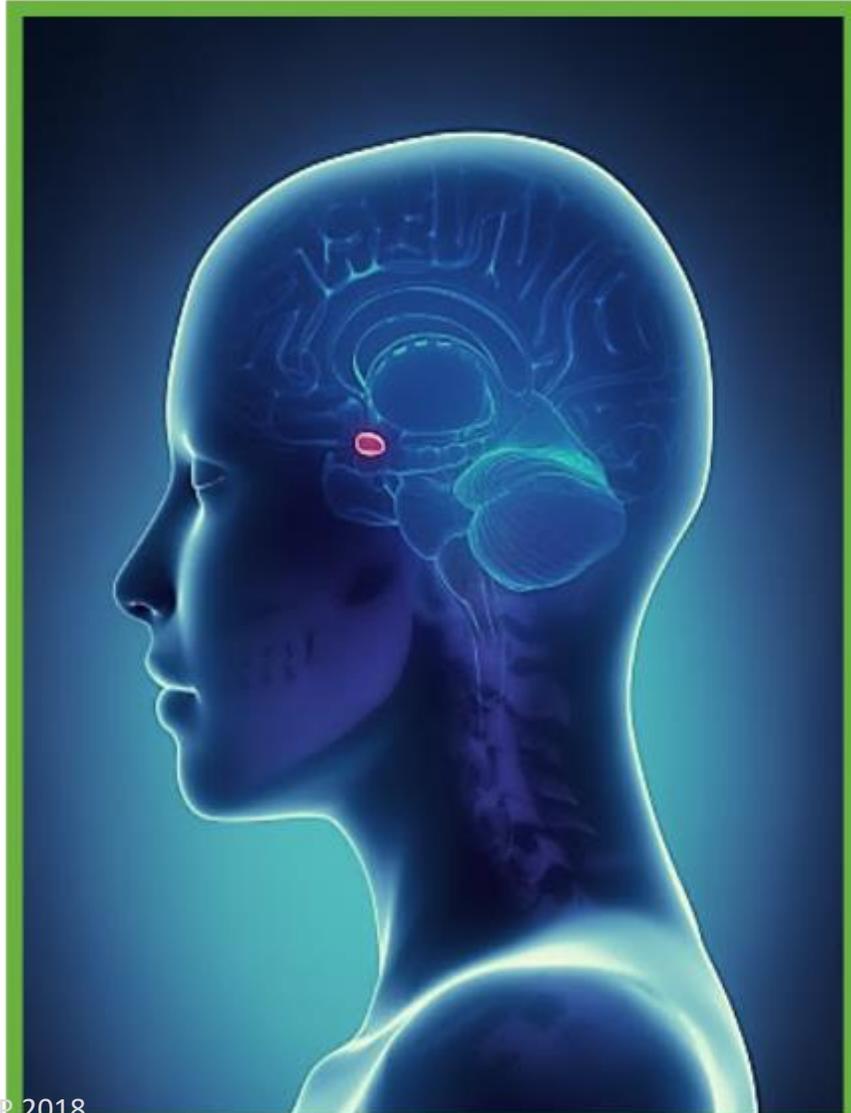


Our Brain + *Pressure*





Amygdala



Risk Detection Center

- 1st 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

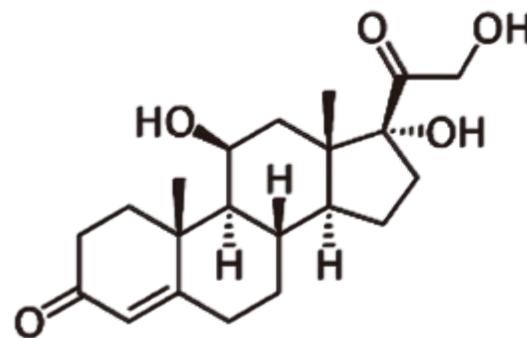
Powerless, Unrealistic Expectations

Safety

Ambiguity, Lack of Security, Change



When the Amygdala *Hijacks*



*18 min of
Cortisol*

and feeling brain

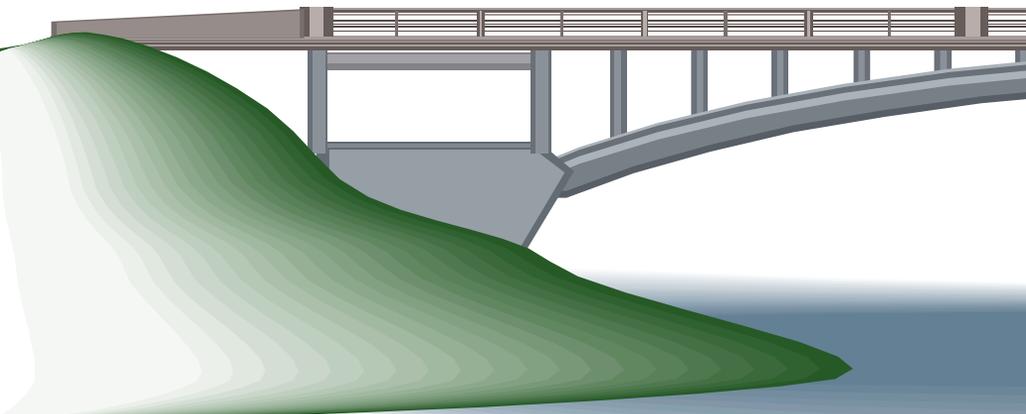
“Being angry is easy.
But to be angry at the right person,
to the right degree,
for the right reason,
at the right time,
that is not easy”.

~Aristotle

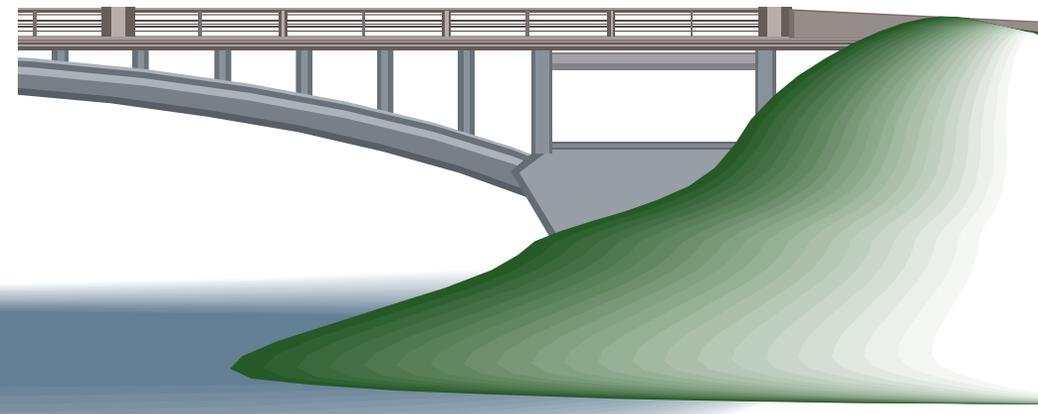


Emotional Intelligence in our Interactions

Your Side of the Bridge
Your Intentions



Their Side of the Bridge
Your Impact



Understanding Gap



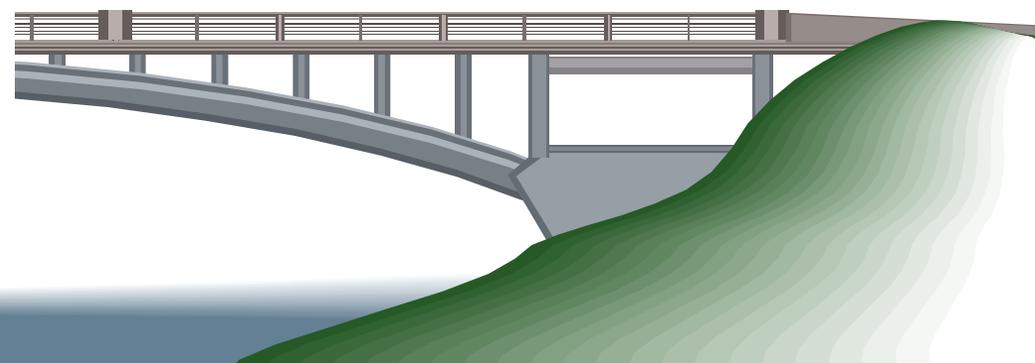
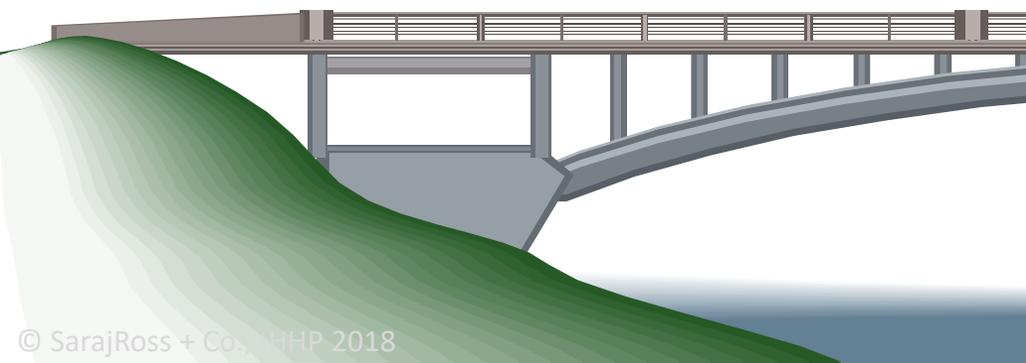
Manage Self With *S.O.S*

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

Sara Ross

Connecting what science knows, organizations want, and leaders need

www.sarajross.com

Leadership Development Research
Training,
Assessments,
Coaching,
Keynotes

LinkedIn: www.linkedin.com/in/sarajeannross

