

Emotional Intelligence: A Key to Thriving as a Leader and a Person



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"It is only with the heart that one can see rightly, what is essential is invisible to the eye"

-Antoine de Saint-Exupery

Our purpose!

“We serve Utah public employees with retirement and insurance benefits in a partnership of trust with a commitment to value, innovation, and excellence.”

1963!

You have already identified a personal development point of Inspiring Purpose, as an objective for your own improvement.

Vision, Purpose and Meaning

1-A sense of meaning is key to employee happiness.

2-It's possible to find meaning in any sector.

3-We all have the power to create deep meaning at work.

Now you need to set up your Leadership Brand

- A leadership brand conveys your identity and distinctiveness as a leader.
- A strong personal leadership brand allows all that's powerful and effective about your leadership to become known to your colleagues up, down, and across the organization, enabling you to generate maximum value.
- Leveraging the power Emotional Intelligence(EQ)***

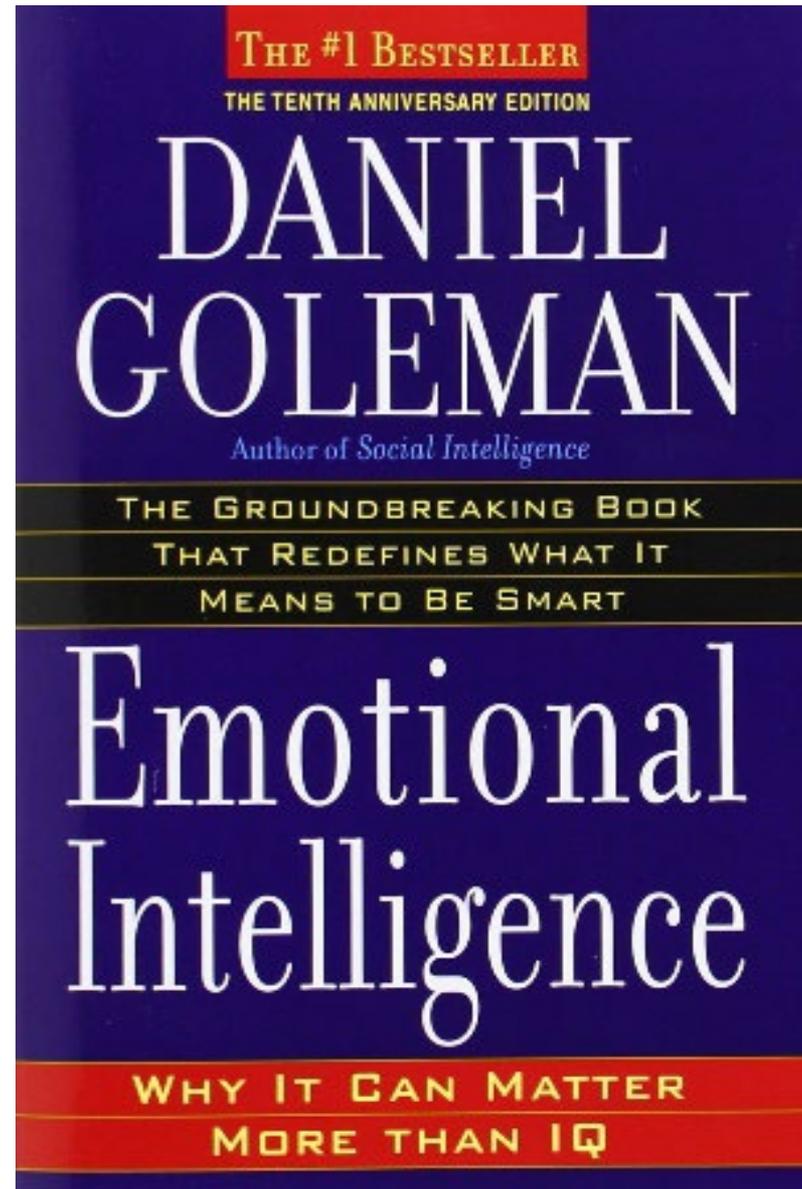
Does Leadership Matter?

- Is the key in providing vision and direction.
- Is the most important element in creating and sustaining a culture.
- Can account for up to 44 percent of an organization's profitability.
- Is critical in orchestrating change. *(5 Questions to Help Your Employees Find Their Inner Purpose)*

Observe, listen and learn!

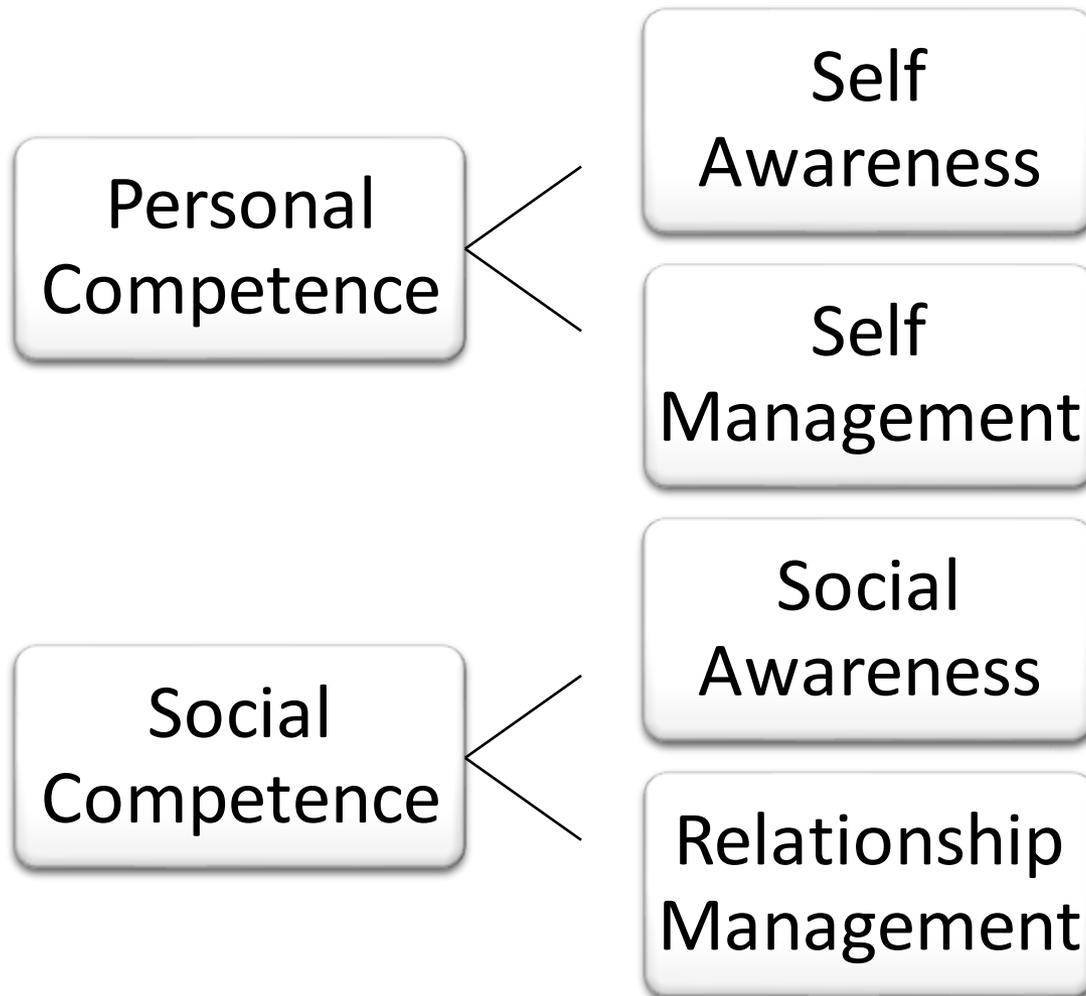
Strong empathy and understanding of Emotional Intelligence will help us all to infuse purpose in work and life!

- *Emotional Intelligence (EI) is a set of competencies that enhance your ability to relate to others.*
- *Research indicates that EI plays a significant role in your personal, professional and public life success, more so than intellectual intelligence.*



- Goleman conducted research on 200 large global companies and found that traditional leadership qualities such as intelligence, toughness, determination, and vision are required for success but are insufficient.
- Goleman's study showed that truly effective leaders are also distinguished by a high degree of emotional intelligence, which includes self-awareness, self-regulation, motivation, empathy, and social skill.

Emotional Intelligence Matrix





What All
Great Leaders Have

EXECUTIVE INTELLIGENCE

JUSTIN MENKES

*"A breakthrough. This book shows what it takes
to be a successful leader in any organization."*

*—Neal M. Tilly, professor, the Ross School,
University of Michigan, and author of *The Cycle of Leadership**



Hiring great employees

Interviewing
Selecting
Coaching

Management and Retention

Positive culture
Communication
Teamwork

Employee Loss

Termination
Resignation
Conflict



Why EI (EQ) is key in the workplace

- **The EI Advantage:** Among emotionally intelligent companies (those that emphasize and promote EI), almost two-thirds (64%) strongly or somewhat agree that their organization “offers a high degree of purpose, empowerment with clear decision rights, incentives and risk tolerance.”
- **Emotionally intelligent companies report significantly stronger customer experiences (37% versus 8%) and higher levels of customer loyalty (40% versus 12%) and customer advocacy (31% versus 8%) than companies that don’t perceive the value of EI or foster its development among their employees.**
- ***Change is hard, and cultural change is even harder***

“I read and walked for miles at night along the beach, writing bad blank verse and searching endlessly for someone wonderful who would step out of the darkness and change my life. It never crossed my mind that that person could be me.”

-Anna Quindelen

The Components of Emotional Intelligence

<p>Self-Awareness</p> <ul style="list-style-type: none">• Emotional self awareness• Accurate self-assessment• Self-confidence	<p>Social Awareness</p> <ul style="list-style-type: none">• Empathy• Organizational awareness• Service orientation
<p>Self-Management</p> <ul style="list-style-type: none">• Emotional self-control• Trustworthiness• Conscientiousness• Adaptability• Optimism• Achievement-orientation• Initiative	<p>Relationship Management</p> <ul style="list-style-type: none">• Development of others• Inspiring others• Influence• Communication• Change catalyst• Conflict management• Bond building• Teamwork and collaboration



It makes me angry when people...

I do not like it when people...

I feel offended when...

I think it is rude to...

At work, I wish people would...

At home, I think it would be better if family members would...

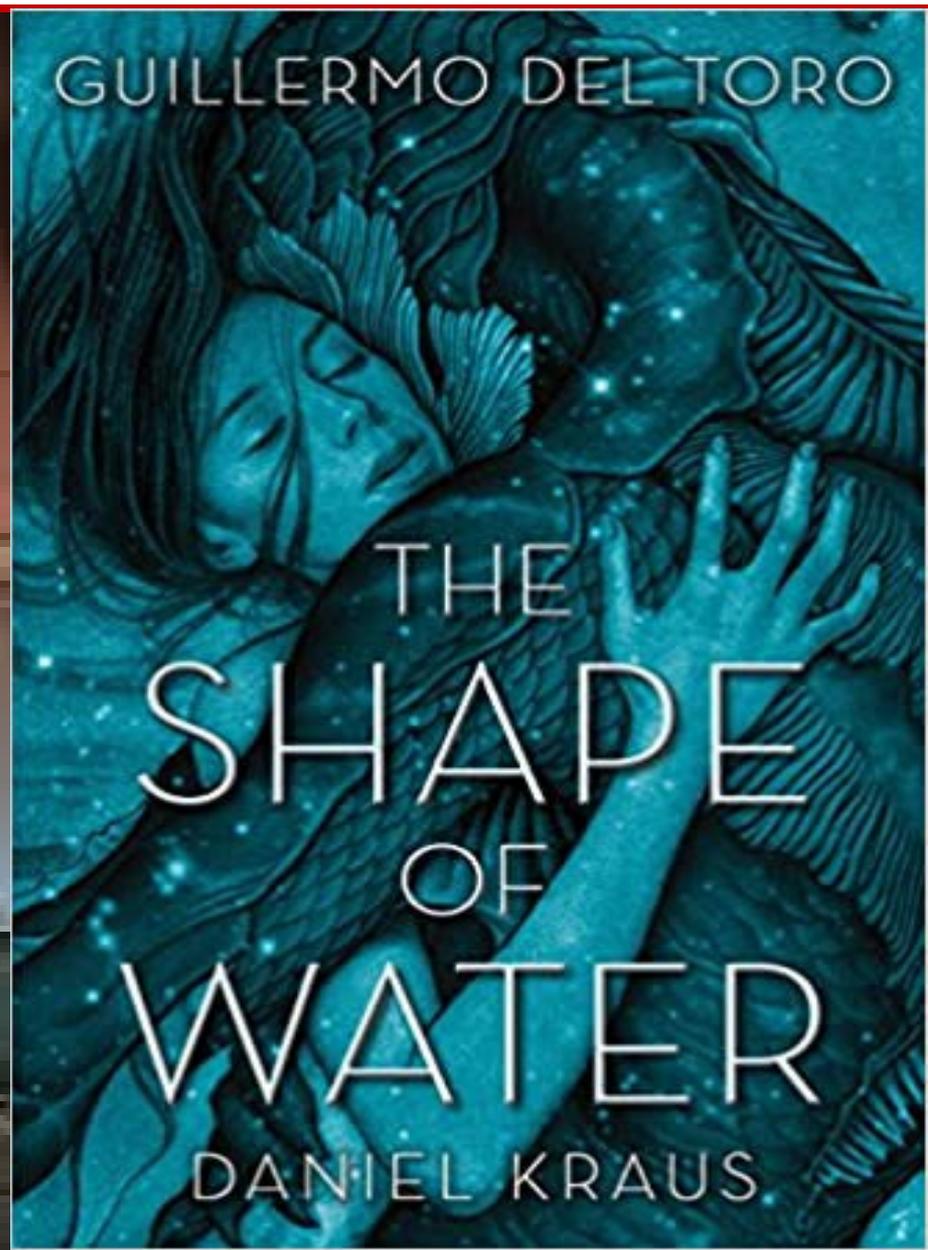


- *How do you learn from positive or negative experiences?*
- *How do you handle stress and let negative emotions pass?*
- *If this anger is not helping the situation, what can I do differently to help?*
- *Do I believe that it is okay to be angry?*
- *How did my parents deal with anger when I was growing up?*
- *How does my spouse deal with anger now?*
- *What do I believe the “right way” to deal with anger is? Is that “way” actually true, good, helpful, healthy, and right?*
- *Am I angry over something worth being angry about? (You can answer yes to this question!)*
- *Is my anger “self-inflicted” or did someone else inflict it?*
- *Can I forgive myself? Am I ready to forgive the other person?*
- *If not, what do I need to do or what needs to happen for me to be ready to forgive myself or the other person?*
- *How long can I personally handle anger like this before it starts to negatively effect me? How long has it been already?*
- *Have I expressed my anger to the person I am angry at? If not, is it possible to do so?*
- *If this anger is never resolved, what will that mean for me?*
- *What can I look forward to once this anger is resolved?*
- *What part do I play in resolving this anger?*

THE ENERGY BUS



JON GORDON



Learner-Judger Questions

Judger

What`s wrong?
Who`s to blame?
How can I prove I`m right?
How can I protect my turf?
How can I be in control?
How could I lose?
How could I get hurt?
Why is that person so clueless and
frustrating?
Why bother?

Learner

What works?
What am I responsible for?
What are the facts?
What`s the big picture?
What are my choices?
What`s useful about this?
What can I learn?
What is the other person feeling, needing,
and wanting?
What`s possible?

**Even after all this time the sun never
says to the earth, “you owe me”.**

**Look what happens with a love like
that. It lights the whole sky.**

-Hafiz

Live life in abundance!