

Building Emotional Intelligence through Mindfulness



Image c/o HeartMath

Jean Wilmot
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CoVibrance

My Background

- B. Math, MBA
- Info Tech Manager & Consultant
- Health issues led to 18 years research into the power of emotions
- Cofounded CoVibrance which offers Emotional Intelligence Training, Assessment & Coaching

Today

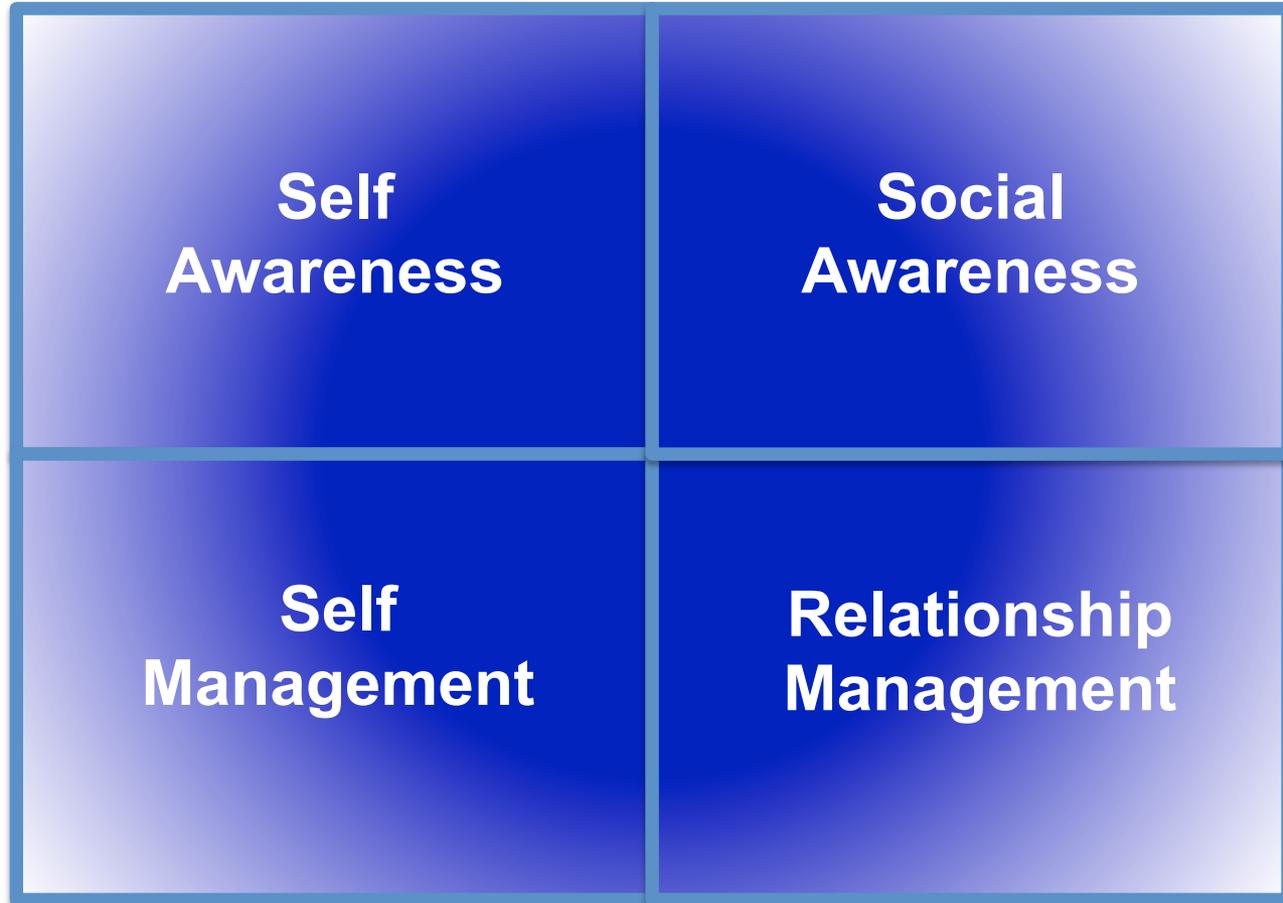
- What is Emotional Intelligence (EQ) and why does it matter
- What is Mindfulness
- How Mindfulness Builds EQ
- Mindful Techniques to Improve EQ
- Going Forward

What is Emotional Intelligence?

“The ability to recognize and understand emotions in yourself and others, and to use this awareness to manage your behaviour and relationships.”



Emotional Intelligence Model



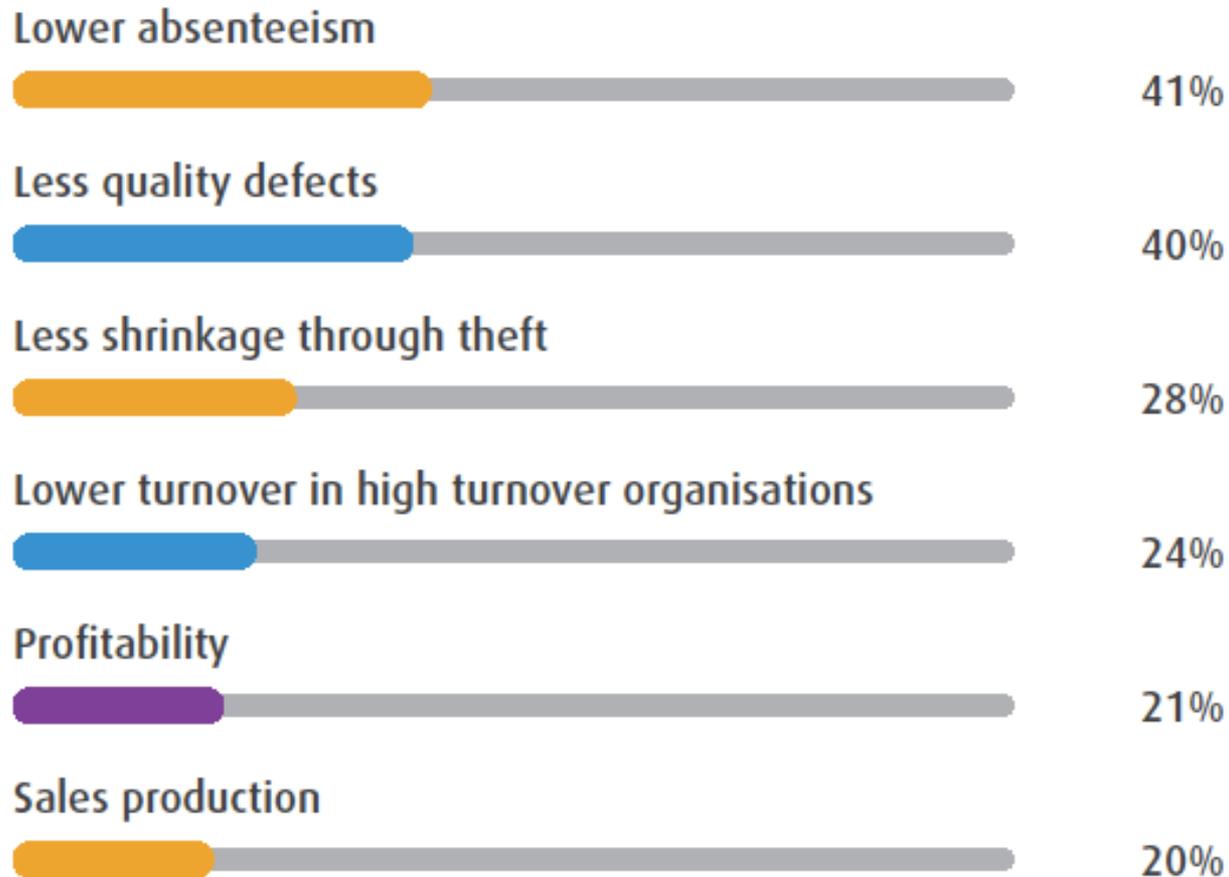
Why Emotional Intelligence (EQ) Matters

Employee Engagement is the top predictor of company performance



Manager EQ is by far the largest factor in employee engagement

Engagement Affects Profitability & More



Difference between top and bottom quartile, Gallup, 2016

Emotional Intelligence is a Key Driver of Engagement & Performance

76% of the variation in engagement predicted by manager EQ
(Source: Six Seconds Study)



EQ accounts for **58%** of performance in all types of jobs

(Source: Travis Bradberry and Jean Greaves, Emotional Intelligence 2.0)

Mindfulness Builds EQ & Wellbeing



Employees who practiced mindfulness reported **greater resilience, wellbeing, immune response, and job satisfaction** compared to workers who did not practice mindfulness.

(Hulsheger et al., 2012, Davidson et al., 2003)

Mindfulness practice leads to better ability to **handle interpersonal stress** and **create positive outcomes** in difficult interpersonal situations.

(Barnes et al, 2007, Carson et al, 2004)

Even short amounts of mindfulness practice - just four twenty minute sessions - **reduces anxiety**, and **improves executive functioning and working memory.**

(Zeidan et al, 2010)

What is Mindfulness?

*“Paying attention in a particular way:
on purpose, in the present moment and
non-judgementally”*



Jon Kabat-Zinn, Ph.D.
Founder,
Mindfulness Based
Stress Reduction program

Mindfulness

Can be brought to any activity:

- Breathing
- Meditation
- Journalling
- Listening
- Leading with compassion
- Movement – walking,...

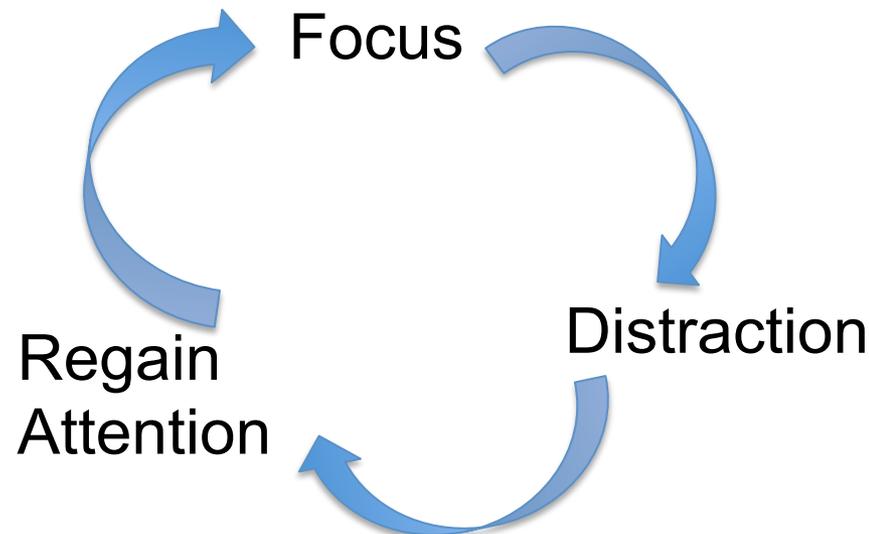


Takes practice!

Meditation Develops Mindfulness

Meditation

- a family of mental training practices
- trains the mind to focus attention in the present
- many forms: stationary, moving, silent, mantra,...



Meditation is Exercise for the Mind



Short Mindful Breathing Meditation

- Close your eyes
- Focus your attention on your breath
- If your attention wanders, gently bring it back
- Open your eyes when time is called



Mindful Techniques to Build EQ

**Self
Awareness**

**Social
Awareness**

**Self
Management**

**Relationship
Management**



Develop Self Awareness with Mindful Journaling

- A few times a day, stop & notice how you're feeling without judging
- At the end of each day, record the strongest emotion that you felt, and the thoughts you were thinking at the time
- After a week, notice what patterns arise

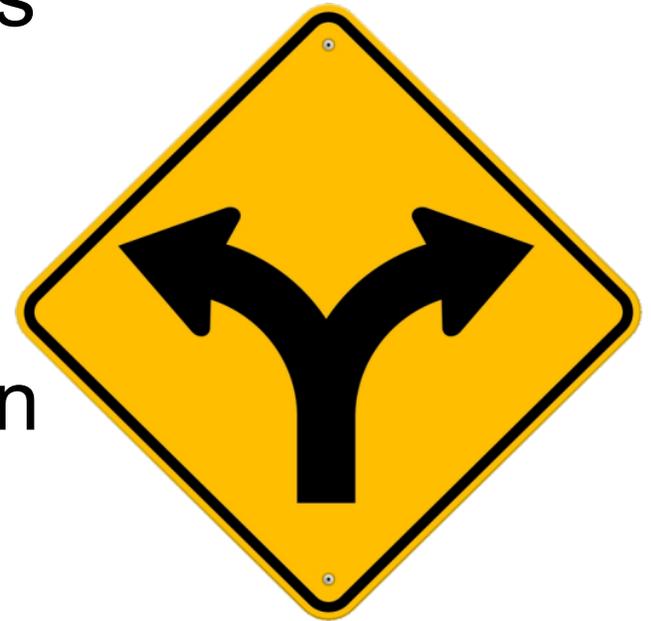


Emotional Self Awareness pays off

- Laid off professionals wrote about their feelings for 5 consecutive days for 20 minutes. After 8 months, 68.4% of them had jobs versus 27.3% of the control.
- Students who wrote about their most meaningful experiences for 15 mins/day for several days had healthier blood work and higher grades. Even 2-4 mins of writing a day showed effects.

Self-Management

- Self management is NOT about avoiding or denying difficult emotions
- Self management is about choosing how you will express yourself rather than just reacting



Mindful Reframing Technique to Build Self Management

- Stop
- Breathe
- Notice
- Reframe
- Respond

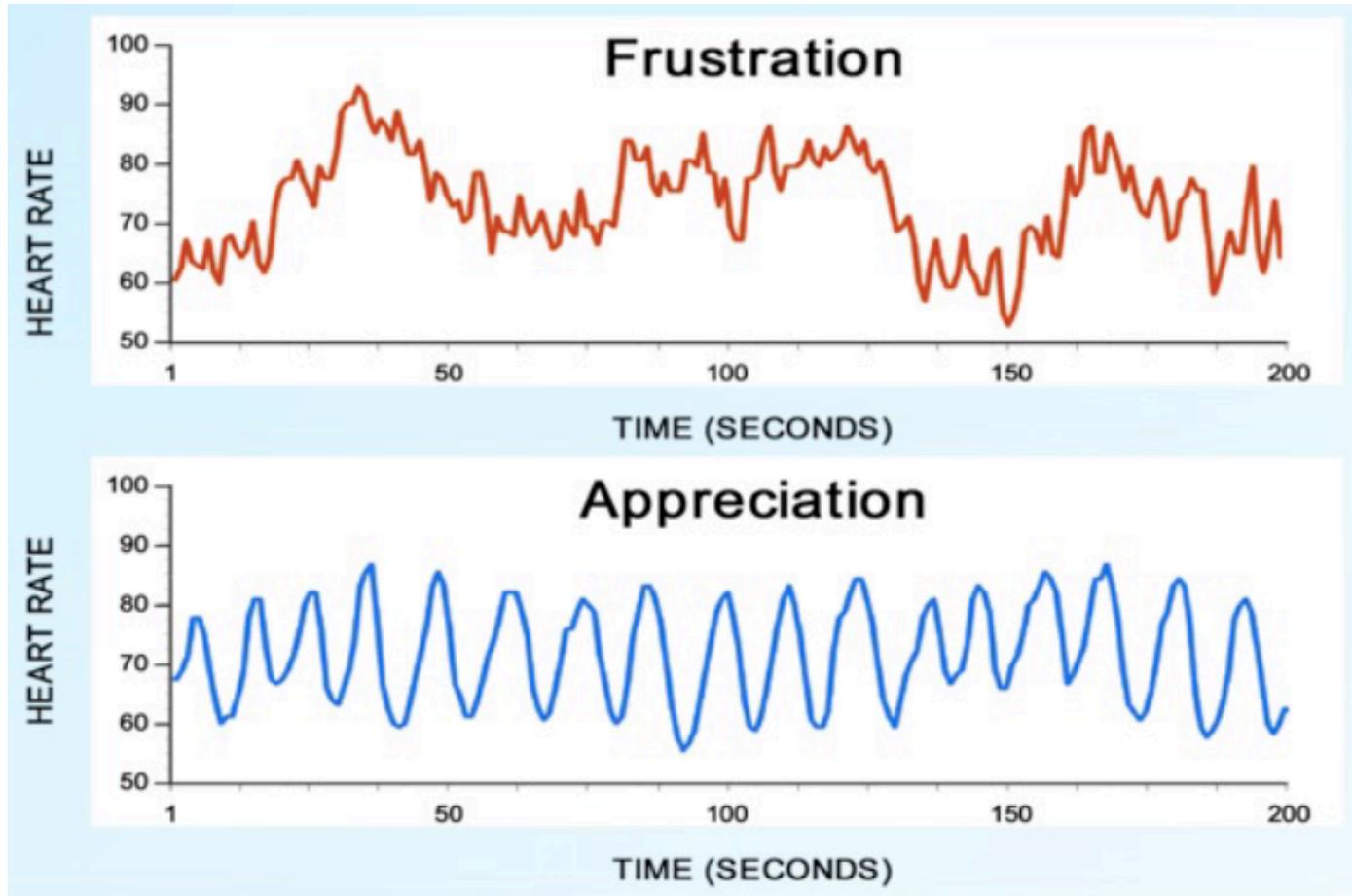


Reframing Rewires your Brain

- Strong negative emotions shut down higher level brain function. Positive emotions improve how our brain works.
- Changing thought patterns re-wires the brain



Self Management and the Heart

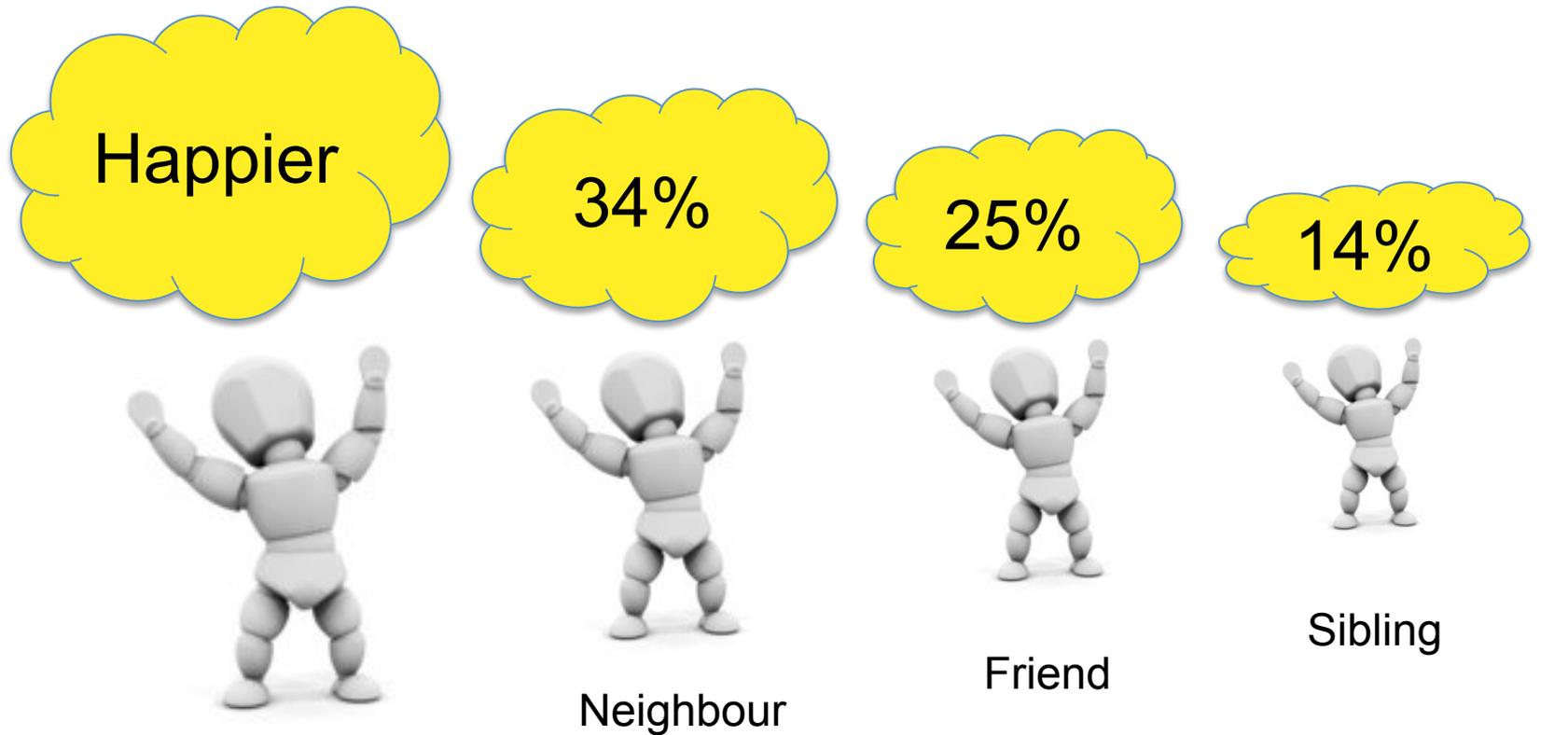


Your Health Benefits

- *“In a study of 5,716 middle-aged people, those with the highest self-regulation abilities were over 50 times more likely to be alive and without chronic disease 15 years later than those with the lowest self-regulation scores.”*

R. Grossarth-Maticek & H. Eysenck

When you Choose to be Happier, Everyone Benefits



Mindful Self-Management

Focus on the Positive

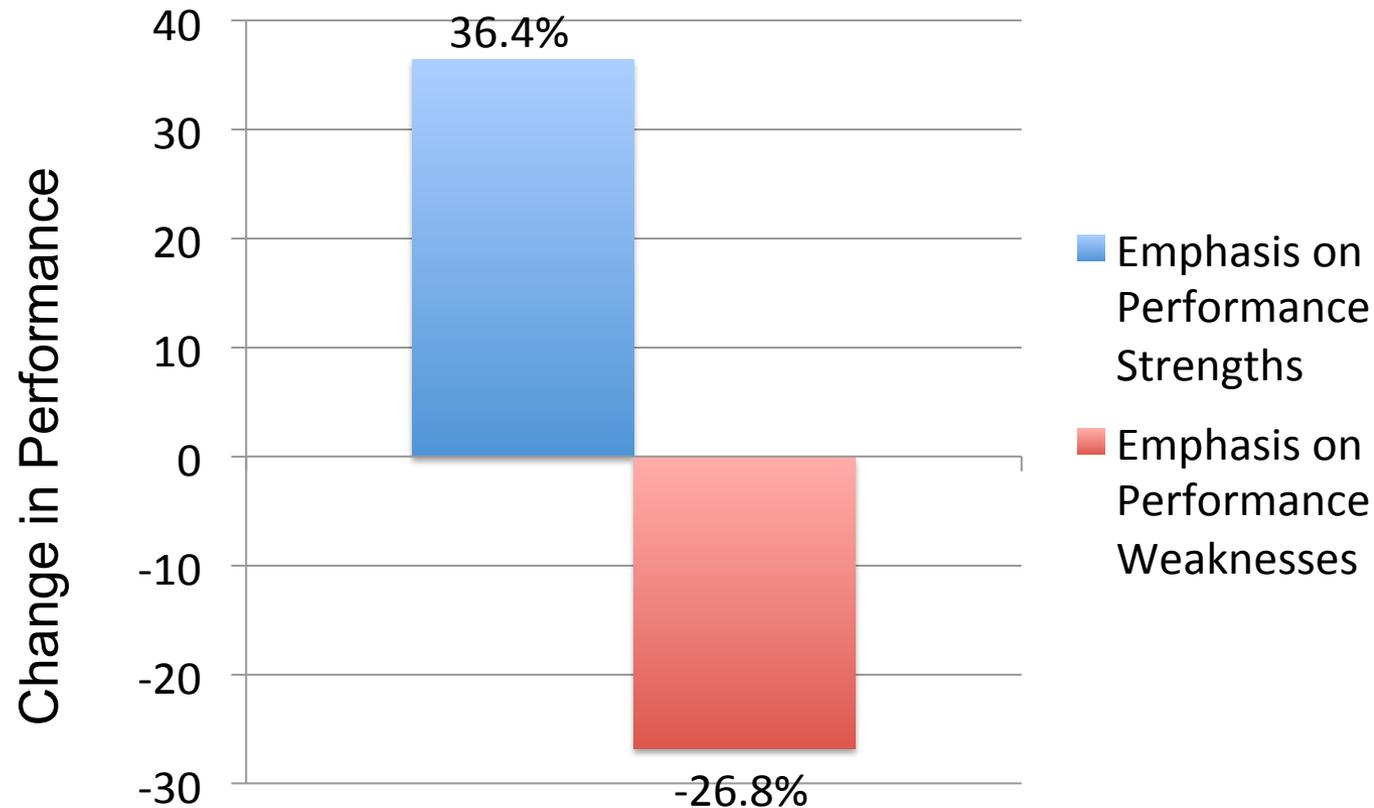
Train your brain for higher levels of happiness through a 21 day positive habit:

- Write down 3 new things you are grateful for each day;
- Journal for 2 minutes a day about your most positive experience in the past 24 hours;
- Write one quick email each day thanking or praising a member on your team.



Study by Shawn Achor with KPMG managers given 3 hrs. training showed ROI in all metrics (effectiveness, stress, optimism, life satisfaction) even 4 months later

Power of Focusing on Strengths



Relationship Management

- Empathy is fundamental to relationships
- Empathy means not only being aware of others' needs, but knowing how they feel.



Image: Brené Brown Video on Empathy

Empathetic Listening

- Listen without judging, with their happiness in mind
- Put yourself in their shoes
- Ask open-ended questions
- Sense what they are feeling
- Play back to them what you are noticing*
“I am hearing that you feel”



* only playback their feelings if it is appropriate to do so.

Leading with Compassion – the Shift from Me to We

- Excellent leaders focus on the greater good rather than personal ego
- Developing compassion moves our focus from “Me” to “We” and to action



Guided Meditation on Compassion



Which Will You use to Build your Business & Well Being?

- Mindfulness in daily life
- Meditation
- Journalling your feelings
- Mindful Reframing
- Gratitude list
- Appreciation e-mails
- Empathetic listening
- Leading with compassion



In Closing

Seemingly small steps can create a major ripple effect. Imagine mindful EQ applied worldwide!



CoVibrance

Vibrant People - Powerful Results

www.covibrance.com