Customer Focus: Utilizing Emotional Intelligence and The Feedback Loop in EHS
It Might Seem Obvious, But...

Engineering Flowchart

DOES IT MOVE?

No

Should it?

No

No Problem

Yes

Should it?

Yes

No Problem

No

Yes

No

"Yes, I think I have good people skills. What kind of idiot question is that?"
The ability to make emotions work for you, instead of against you.
Why’s It Important?

• Giving and receiving feedback
• Meeting tight deadlines
• Dealing with challenging relationships
• Not having enough resources
• Dealing with change
• Dealing with setbacks and failure
Statistics from Harvard, Stanford, and Carnegie Foundation show that 85–87% of our success accounts from soft skills, emotional intelligence, and personal skills, yet we only pay attention to them 10% of the time.
So How Do We Define It?

Recognize, understand, and manage our own emotions
Recognize, understand, and influence the emotions of others

EMOTIONAL & SOCIAL INTELLIGENCE LEADERSHIP COMPETENCIES

SELF AWARENESS
SELF MANAGEMENT
SOCIAL AWARENESS
RELATIONSHIP MANAGEMENT
Self Awareness

Self-Awareness concerns knowing one’s internal states, preferences, resources, and intuitions.

- Emotional Awareness: Recognizing one’s emotions and their effects.
- Accurate Self-Assessment: Knowing one’s strengths and limits.
- Self-Confidence: A strong sense of one’s self-worth and capabilities.
Self Management

Self-Management refers to managing one's internal states, impulses, and resources.

- Emotional Self-Control: Keeping disruptive emotions and impulses in check.
- Transparency: Maintaining integrity, acting congruently with one’s values.
- Adaptability: Flexibility in handling change.
- Achievement: Striving to improve or meeting a standard of excellence.
- Initiative: Readiness to act on opportunities.
- Optimism: Persistence in pursuing goals despite obstacles and setbacks.
Social Awareness

Social Awareness refers to how people handle relationships and awareness of others’ feelings, needs, and concerns.

• Empathy: Sensing others’ feelings and perspectives, and taking an active interest in their concerns.
• Organizational Awareness: Reading a group’s emotional currents and power relationships.
• Service Orientation: Anticipating, recognizing, and meeting customers’ needs.
Relationship Management

Relationship Management concerns the skill or adeptness at inducing desirable responses in others.

- Developing Others: Sensing others’ development needs and bolstering their abilities.
- Inspirational Leadership: Inspiring and guiding individuals and groups.
- Change Catalyst: Initiating or managing change.
- Influence: Wielding effective tactics for persuasion.
- Conflict Management: Negotiating and resolving disagreements.
How Do You Think You Did?
Ability to Reduce Negative Emotions

Probably the most IMPORTANT aspect of EQ. Our ability to effectively manage our own negative emotions, so they don't overwhelm us and affect our judgment.

• Reduce Negative Personalization. When you feel adversely about someone’s behavior, avoid jumping to a negative conclusion right away. Instead, come up with multiple ways of viewing the situation before reacting. When we avoid personalizing other people's behaviors, we can perceive their expressions more objectively. People do what they do because of them more than because of us. Widening our perspective can reduce the possibility of misunderstanding.

• Reduce the Fear of Rejection. One effective way to manage your fear of rejection is to provide yourself with multiple options in important situations, so that no matter what happens, you have strong alternatives going forward. Avoid putting all of your eggs in one basket (emotionally) by identifying a viable Plan B, and also a Plan C, should Plan A not work out. For example:
  • Increased fear of rejection: “I’m applying for my dream job. I’ll be devastated if they don’t hire me.”
  • Decreased fear of rejection: “I’m applying for three exciting positions. If one doesn’t pan out, there are two more I’m well qualified for.”
The Ability to Stay Cool and Manage Stress

• Most of us experience some level of stress in life. How we handle stressful situations can make the difference between being assertive versus reactive, and poised versus frazzled. When under pressure, the most important thing to keep in mind is to keep our cool.
  • If you feel nervous and anxious, get some fresh air.
  • If you feel fearful, depressed, or discouraged, energize yourself. The way we use our body affects greatly the way we feel. Motion dictates emotion.
The Ability to Be Assertive and Express Difficult Emotions When Necessary

- There are times in all of our lives when it's important to set our boundaries appropriately – Let People Know Where You Stand
  - Exercise your right to disagree (without being disagreeable)
  - Say "no" without feeling guilty.
  - Set your own priorities, getting what we paid for, and protecting ourselves from duress and harm.
The Ability to Stay Proactive, Not Reactive in the Face of a Difficult Person

• Most of us encounter unreasonable people in our lives. We may be “stuck” with a difficult individual at work or at home. It’s easy to let a challenging person affect us and ruin our day.
The Ability to Bounce Back from Adversity

“I've missed more than 9000 shots in my career. I've lost almost 300 games. 26 times, I've been trusted to take the game winning shot and missed. I've failed over and over and over again in my life. And that is why I succeed.”
— Michael Jordan

• Life is not always easy. Obviously....
  • How we choose the way we think, feel, and act in relation to life’s challenges can often make the difference between hope versus despair, optimism versus frustration, and victory versus defeat. With every challenging situation we encounter, ask questions such as “What is the lesson here. The higher the quality of questions we ask, the better the quality of answers we will receive.
Remember...

- Emotional intelligence isn't inherently virtuous. Like any ability, it can be used both ethically and unethically; for example, psychologists have documented how narcissists and egomaniacs bully or manipulate others.

- So the best defense is to work to increase your own!

Learn to make your emotions work for you, not against you!