

**McGovern**  
MEDICAL SCHOOL

**Emotional Intelligence (EQ)**  
is more important than IQ  
for your success!

With  
Rob Pennington, PhD

	Self	Others
Aware	X	X
Manage	X	X

**Daniel Goleman said:**

Author, The Emotionally Intelligent Workplace

***“If your emotional abilities aren't in hand, if you don't have self-awareness, if you are not able to manage your distressing emotions, if you can't have empathy and have effective relationships, then no matter how smart you are, you are not going to get very far.”***

**Daniel Goleman also said:**


***“Emotional intelligence is observed when a person demonstrates the competencies that constitute self-awareness, self-management, social awareness, and social skills at appropriate times and ways in sufficient frequency to be effective in the situation.”***

	Self	Others
Aware	X	X
Manage	X	X

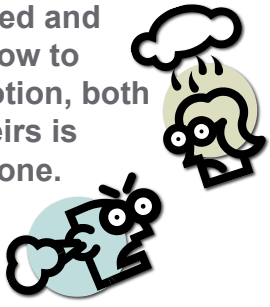
**What Gets in the Way?**

- Automatic Reactions
- Family Experience
- Argument Rehearsal
- Unconscious Emotional Habits

I need to stop doing what automatically increases other people's emotional resistance to my point of view, before I try to get my point of view across.



At work everyone has lessons learned and unlearned. How to deal with emotion, both yours and theirs is usually a big one.

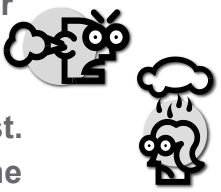


**We say things we wish we hadn't.**

**We blame others for how we feel.**

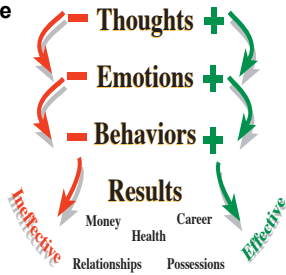
**We create conflicts where none exist.**

**We really do hurt the ones we love/respect.**



### Stuff To Know About You

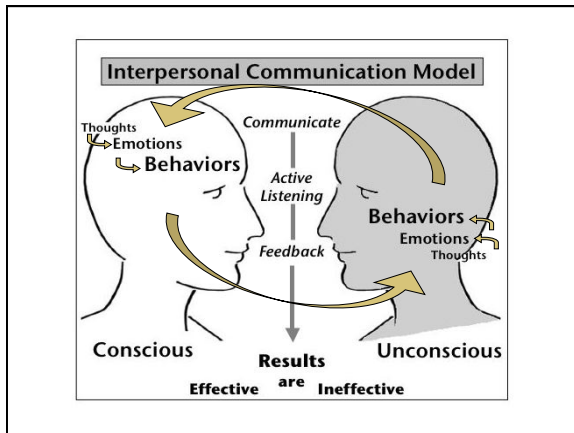
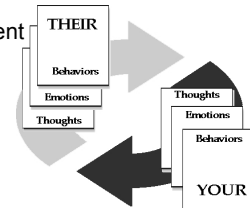
1. Your thoughts create your emotion.
2. Emotions influence your behaviors.
3. Behaviors produce results in your life.
4. Results are either Ineffective, or Effective.



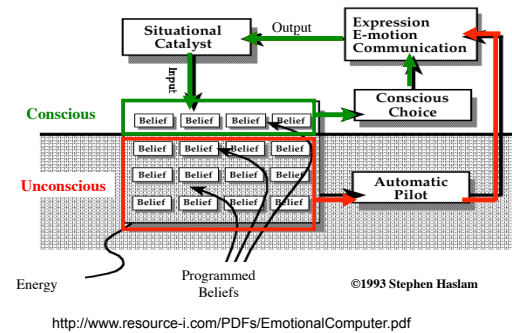
### Everyone Has This Habit

1. Whenever someone does or says something I don't like, I **feel** uncomfortable because...
2. I make a negative judgment about their behavior **and** about their motives.
3. I take their behavior personally.
4. I react **emotionally** and unconsciously.

How do you think your unconscious reactions affect the other person?



### Your Emotional Computer



### John Kotter said:

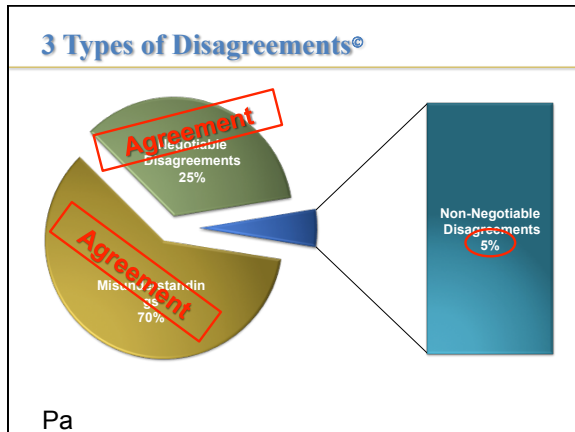
Author, Leading Change

*“People change their behavior when they are motivated to do so, and that happens when you speak to their **feelings**. You don't have to spend a million dollars and six months to prepare for a change effort. You do have to make sure that you touch people **emotionally**.”*

### But we make assumptions...

We assume disagreements are when we disagree - Perhaps not!

~~D~~isagreement  
% Misunderstanding?



### End Conflict with 3 Questions

**What is it you want me to know?**  
**Is there anything else?**  
**Is that all?**

An illustration of two blue glasses of water with smiling faces on them, one slightly behind the other.

### Five Levels of Communication©

**Facts**  
**Thoughts/Opinions**  
**Emotions**  
**Meaning/Importance**  
**Requests/Expectation**

[www.SuccessfulWorkRelationships.com](http://www.SuccessfulWorkRelationships.com)

### Mystery School Journal

The “mystery” is you do not know what your lessons are.  
Your report card for how you are doing in “school” today is how you are feeling.  
Keep a journal or record of how you are feeling or you are doomed to repeat your lessons.

An illustration of a child sitting at a desk writing in a journal. To the right is a circular diagram showing a cycle: Thoughts (red arrow) leads to Emotions (green arrow), which leads to Behaviors (red arrow), which leads to Results (green arrow), which leads back to Thoughts. Below the cycle are the words: Thoughts, Emotions, Behaviors, Results, School, Health, Career, Relationships, Performance.

### Rob Pennington, Ph.D.

- Educational Psychologist
- Former Assistant Professor at 3 Universities
- 4 time Recipient of the Mental Health America’s *Outstanding Speaker Award*
- Consistently rated *The Best Training Vendor* for ExxonMobil for 29 years!
  - One of Meeting Professional Internationals’ Original *Platinum Presenters*
  - [www.DrRobSpeaks.com](http://www.DrRobSpeaks.com)
  - [www.SpeedThroughStress.com](http://www.SpeedThroughStress.com)

A portrait of Rob Pennington, Ph.D., a man with a grey beard and glasses, wearing a suit and tie.