

# Centre Values, Emotional Intelligence and Wellbeing

Facilitator: MARK DEAN

# What is Emotional Intelligence?

“Capacity to accurately perceive, understand, reason about, and regulate emotions, and to apply that information to facilitate thought and achieve goals.” - often called EQ (Emotional Quotient)



# The benefits to our work can be significant



90%

*of top performers  
have high EQ*



*EQ is responsible for*

58%

*of your job  
performance*



# The 5 pillars

## SOCIAL SKILLS

The ability to naturally interact with others, be a good team player, handle conflict and build positive relationships.

## EMPATHY

Understanding the wants, needs and viewpoints of other people by listening and relating to others.



## MOTIVATION

Having the drive to embrace a challenge and persist despite setbacks.

## SELF-AWARENESS

The ability to recognise how you are feeling and to take notice of your reactions in specific situations.

## SELF-REGULATION

The ability to control our emotions and impulses.

# Benefits to individuals

**Lets discuss: what are some of these benefits?**

**Individuals with high emotional intelligence may:**

- Enjoy better career success outcomes
- Report higher quality social connections
- Experience better mental wellbeing outcomes
- Experience less stress and anxiety
- Exercise greater self-compassion
- Experience better physical wellbeing outcomes.



# The Centre Values and emotional intelligence

## Passion

....fuelled by:

- Positive emotion
- Cognisance of our motivations

## Trust

....fuelled by:

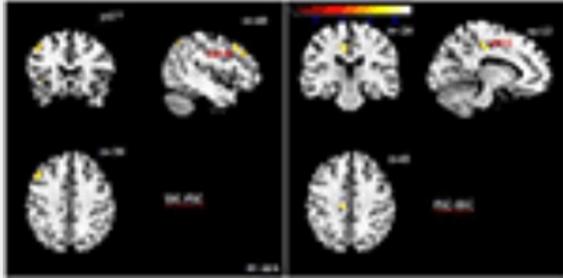
- Psychological safety
- Empathy
- Consistent behaviours (self regulation is an enabler)

## Collaboration

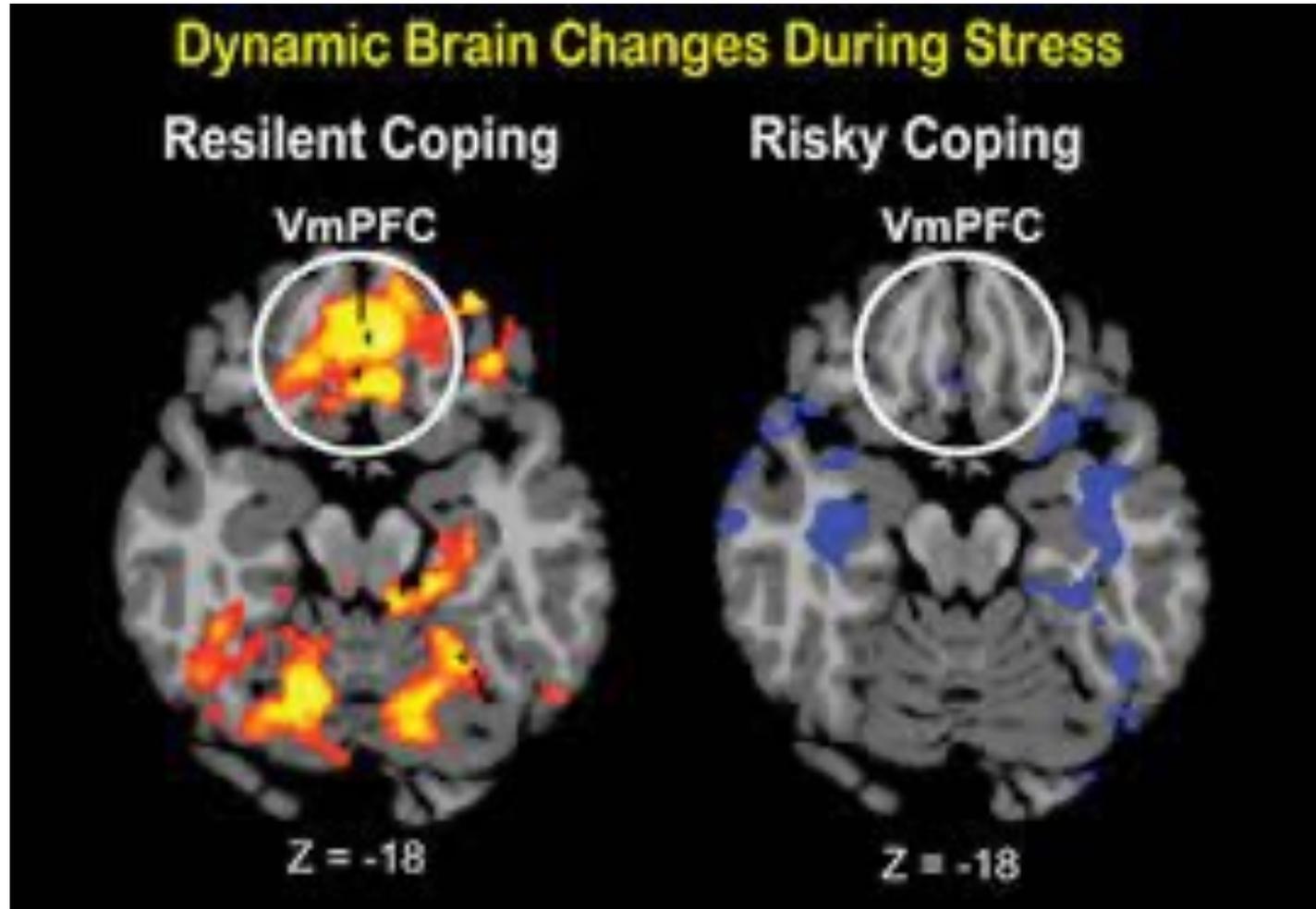
....fuelled by

- Insight into others' needs (empathy)
- Motivation (understanding the 'why', benefits

# Wellbeing, emotional intelligence and the self-regulating brain



**Figure 1.** Activation map of Successful self-control (SSC-FSC) vs. Failed self-control (FSC).



Source: <https://www.genengnews.com/news/brain-finding-may-help-identify-people-most-likely-to-stress-out/>

# It's essentially about...

- Having an awareness of our emotions and when they're driving our behaviours
- Having an awareness of the impact of our behaviours on others around us.

## **This awareness enhances our ability to:**

- Tune into the needs and wants of others and respond appropriately
- Build and maintain relationships – being able to repair them if they get damaged
- Manage our impulses and emotional reactions to situations.

# Neuroscience of Trust

"There is a mathematical relationship between trust and economic performance."

"Having a sense of higher purpose (think about this in terms of MOTIVATION) stimulates oxytocin production. Trust and purpose then mutually reinforce each other, providing a mechanism for extended oxytocin release, which produces happiness"

Survey respondents whose companies were in the top quartile indicated they had 106% more energy and were 76% more engaged at work in respondents whose firms were in the bottom quartile they also reported being 50% more productive.

**Discussion: how does emotional intelligence help build trust?**



# Neuroscience of Trust

## – 4 quick tips that are relevant to EQ

1. Share information broadly
2. Intentionally build relationships, express interest and concern for wellbeing
3. Facilitate whole-of-person growth
4. Show vulnerability





## Your journey – an invitation

Understanding and building emotional intelligence – an interactive, mobile accessible module





Copyright © En Masse Pty Ltd. All rights reserved. No part of this publication may be reproduced, distributed, or transmitted in any form or by any means, without the prior written permission of En Masse Pty Ltd