


Emotional Intelligence

Why it Matters & Best Applications for LifeSciences


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Objectives for Today

1. What is EQ and why is it important
2. Specific EQ data & trends for LTEN industries
3. Practical EQ solutions to consider & implement immediately – for self and for L&D efforts




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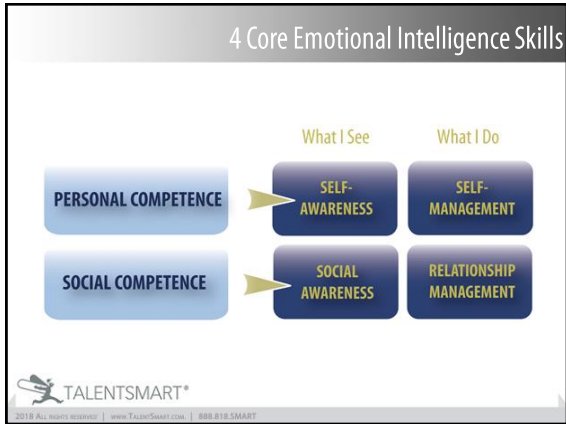
Emotional Intelligence Is . . .

“Your ability to **recognize** and **understand** emotions, and your skill at using this awareness to **manage** yourself and your relationships with others.”

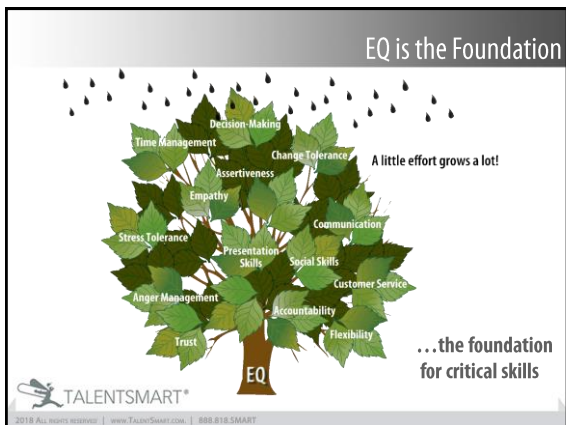
Dr. Travis Bradberry & Dr. Jean Greaves
Co-Authors, *Emotional Intelligence 2.0*



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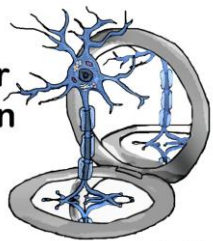




What is supported in the research?



mirror neuron



How We Are Wired

5 Ancient Instincts



- To Belong
- Acceptance
- To Influence
- To Protect
- To Bond



Leader-Follower Emotional Contagion



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Negative Emotions Influence Work

After experiencing on-the-job rudeness or hostility:

- 66% **performance declined**
- 80% **lost work time** worrying
- 63% **wasted time** avoiding the offender
- 75% **waned commitment** to the organization
- 12% **resigned**

Source: "The Cost of Bad Behavior"
Pearson and Porath

*Poll results from over a thousand managers and employees



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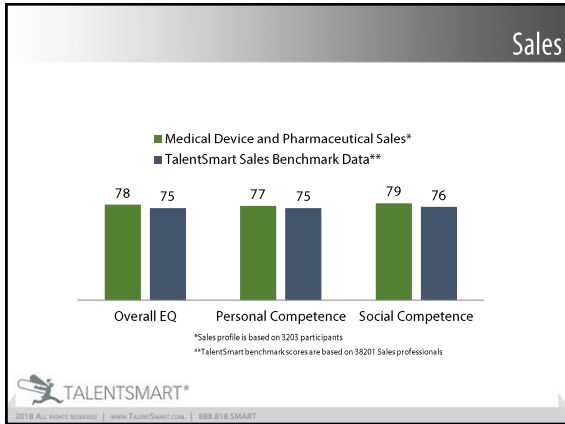


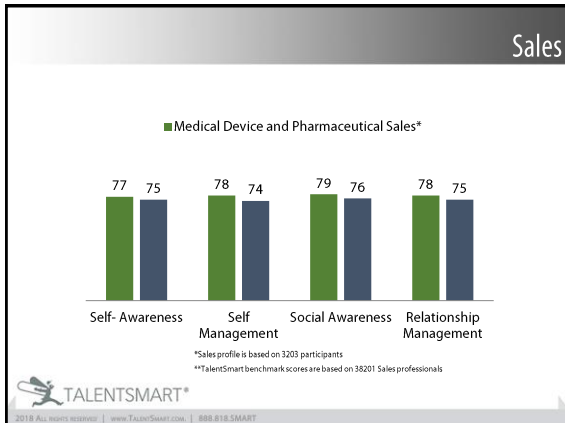
LIFE SCIENCES TRAINERS & EDUCATORS NETWORK

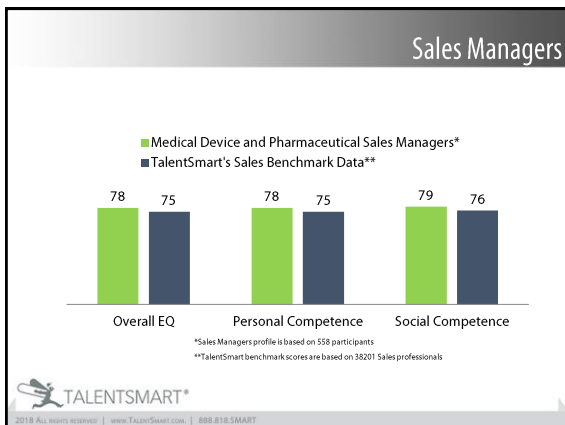


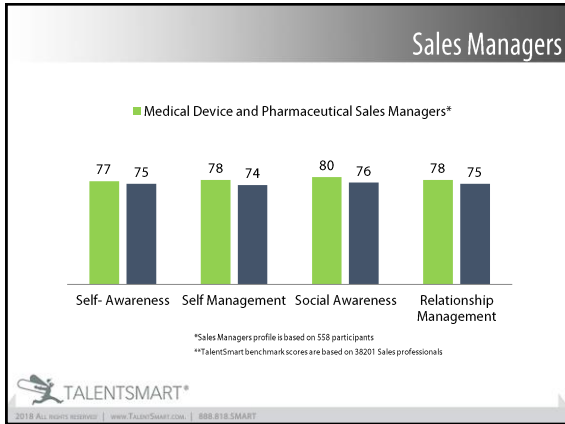
Group Profile prepared by TalentSmart, Inc.

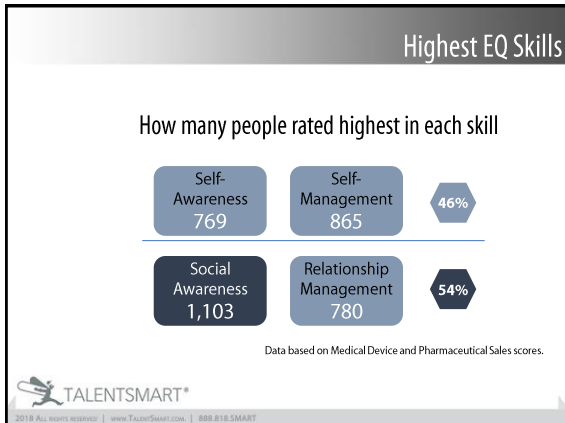
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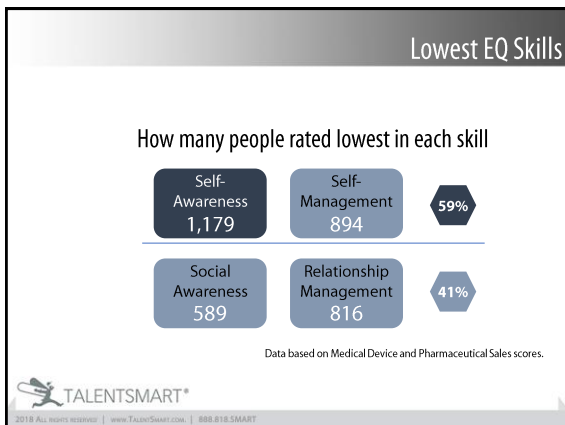












Which EQ behaviors does this industry struggle with most?



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Lowest Rated EQ Behaviors

Play a part in creating the difficult circumstances you encounter.



Directly address people in difficult situations.



Resist the desire to act or speak when it will not help the situation.



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Recommended EQ Strategy #1

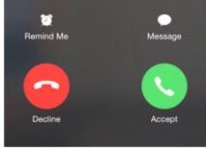
Visit Your Values



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Recommended EQ Strategy #2

Don't avoid the inevitable



The image shows a smartphone screen with a dark background. At the top, there are two buttons: 'Remind Me' with a calendar icon and 'Message' with a speech bubble icon. Below these are two large circular buttons: a red one with a white telephone handset icon labeled 'Decline', and a green one with a white telephone handset icon labeled 'Accept'.

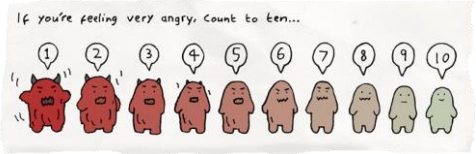
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Recommended EQ Strategy #3

Count to Ten

If you're feeling very angry, Count to ten...



The illustration shows a row of ten cartoon characters. Above each character is a speech bubble containing a number from 1 to 10. The characters are colored in a gradient from dark red on the left to light green on the right. The first character (1) is dark red and has a very angry expression with furrowed brows and a frown. As the numbers increase, the characters become progressively less angry, with the tenth character (10) being light green and having a neutral, happy expression.

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How can LifeSciences organizations leverage these findings?

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How Long Does It Take to Increase Your EQ?

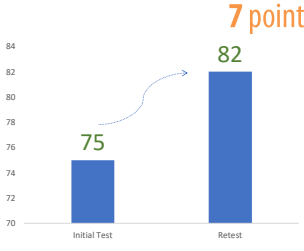


262 days
Almost 9 months




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What Change Can Someone Expect?



Test Type	Score
Initial Test	75
Retest	82

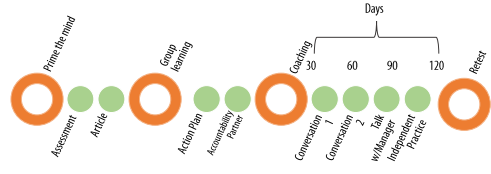
7 points



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Shaping EQ Mindsets and Behaviors

Best Practices Build in Repeated Practice



Days: 30, 60, 90, 120

Assessment, Article, Action Plan, Accountability Partner, Coaching, Conversational Competency, Willingness to Engage, Independent Practice, Retest



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Here's What You Should Know

Set your sights on the following EQ goals:

- Assess your own current EQ skill level
- Create Action Plan – 1 skill, 3 strategies at a time
- Practice across situations, people, time
- The more EQ touchpoints, the better
- Anticipate setbacks and keep going



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Final Thought

"People will forget what you said and what you did, but they will never forget how you made them feel."



Maya Angelou
Poet and Author



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