

# ENGAGE THE HEART

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 SHERRY YELLIN®

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“Abilities such as being able to motivate oneself

**in the face of frustration;**

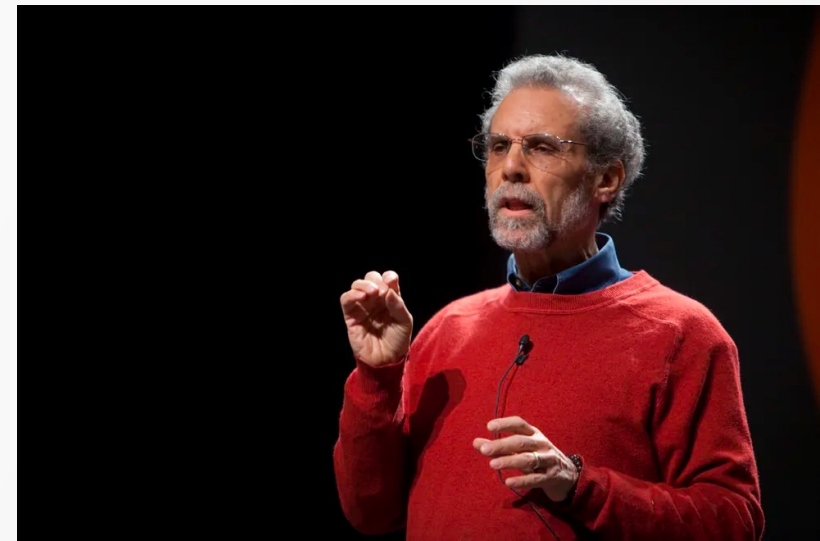
to control impulse;

to delay gratification;

to regulate one’s moods

to keep distress from swamping the ability to think.”

Daniel Goleman



## Belief shifts that lead to our better understanding of EQ

Your brain is involved in everything you do. We need to understand it and work with it.

We are thinking individuals who happen to have emotions. We are emotional individuals who happen to think.

The question isn't, 'how smart are you?'  
The question is, 'how are you smart?'

EQ – not IQ – is 4X a greater predictor of success in every single marker of success and well-being

Those adults with higher emotional intelligence, were also higher in:



Creativity and innovation



Leadership Potential



Organizational Loyalty



Transformational leadership



Job Satisfaction



Job Performance



Teamwork



Pay



Customer Service

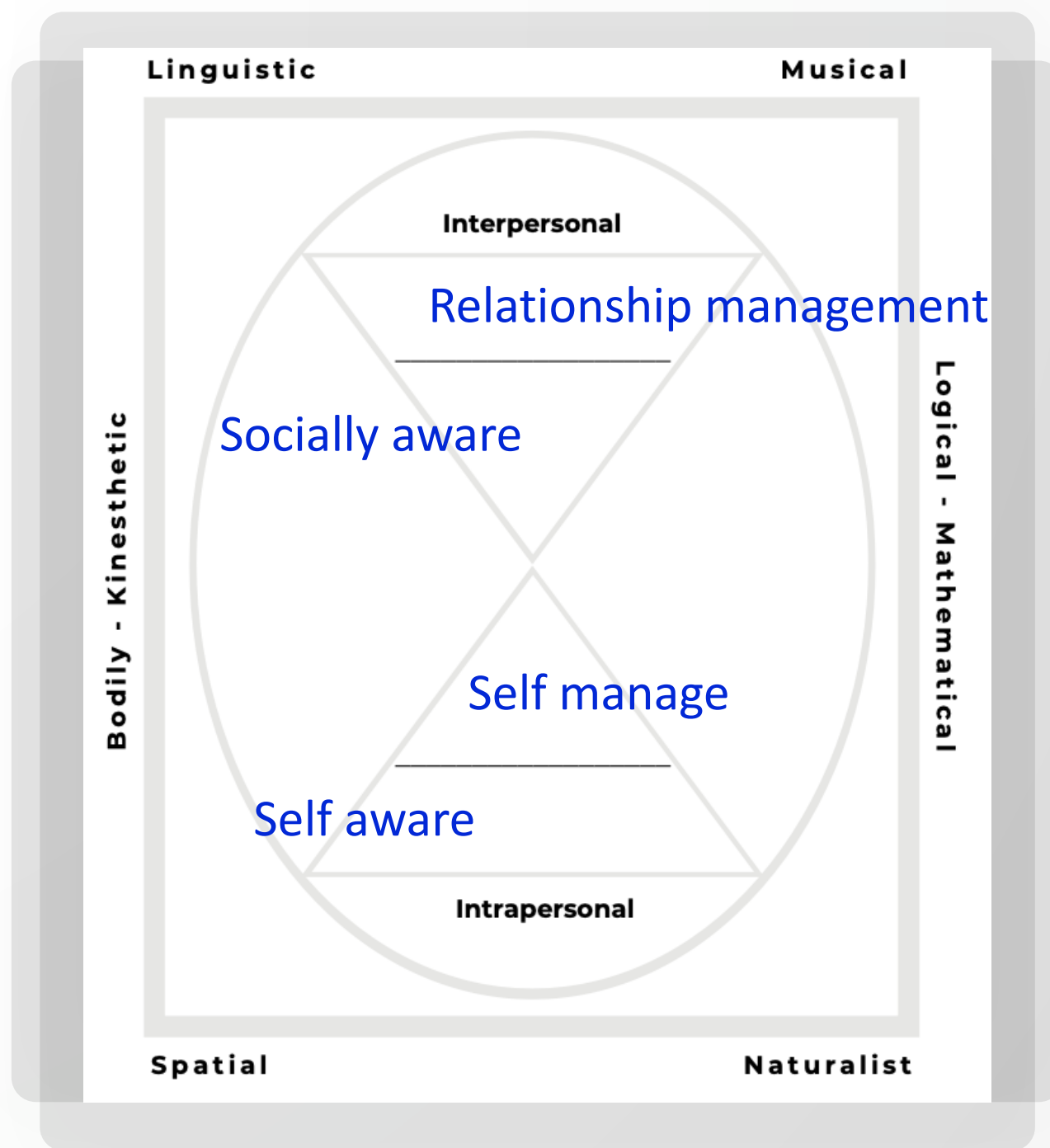
## EQ Behaviors

### Managing Self

- 01 Self-awareness
- 02 Self-confidence
- 03 Self-control
- 04 Adaptability
- 05 Initiative
- 06 Optimism

### Influencing Others

- 01 Empathy
- 02 Service
- 03 Inspiration
- 04 Assertiveness
- 05 Influence
- 06 Teamwork



# Persecutor

Bully, superior, the most motivated person in the interaction

- Inflicts punishment when they can't get their way
- Uses guilt to control and manipulate others
- Gets angry or resorts to the "silent" treatment

- Is stressed and resentful
- Tries to rush in and fix everyone's problems
- Driven by guilt and an inflated sense of obligation

Overowner, superior, resentful

# Victim

Vulnerable, powerless, don't take responsibility

- Poor me, helpless, it's so hard
- Doesn't directly address the conflict (tries to work through others)
- Can be passive aggressive and manipulate

# Rescuer