

NRF LOSS PREVENTION CONFERENCE & EXPO
 JUNE 12-14, 2013 / SAN DIEGO, CALIFORNIA
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Good Will Hunting: Leading with Emotional Intelligence

Mike Keenan, Gap Inc.
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Not education. Not experience. Not knowledge or intellectual horsepower. None of these serve as an adequate predictor as to why one person succeeds and another doesn't. There is something else going on that society doesn't seem to account for.

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We see examples of this every day in our workplaces, our homes, our churches, our schools and our neighborhoods. We observe supposedly brilliant and well-educated people struggle, while others with fewer obvious skills or attributes flourish. And we ask ourselves why?

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First, people just don't understand it. They often mistake emotional intelligence for a form of charisma or gregariousness. Second, they don't see it as something that can be improved. Either you have it or you don't.



Physical Intelligence:

- Eat or Be Eaten
- Survival of the Fittest
- Millionaire Athletes

Growing Stronger By Building Our Emotional Intelligence

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They tested more than 500,000 people
Only 36% of the people tested were accurately able to identify their emotions as they happen.


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This means that two thirds of us are typically controlled by our emotions and are not yet skilled at spotting them and using them to our benefit.


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Leading with Emotional Intelligence

Mike Singletary



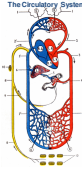
Abraham Lincoln



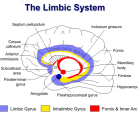
Source: Primal Leadership – Learning to Lead with Emotional Intelligence

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The Open Loop



Self Regulating



Requires External Sources

- Connections with Other People
- Attitudes are Contagious
- Emotions Can Be Altered By Others
- Positive Energy Leads To Positive Response
- Tones & Body Language Can Shift Moods
- A Cohesive Group Has Strong Emotional Bonds

Source: Primal Leadership – Learning to Lead with Emotional Intelligence

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Self-Management

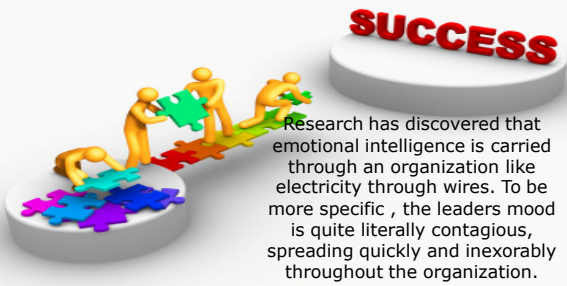



- Negative and disruptive emotions create anxiety for others near us.
- It's impossible to manage the emotions of others if our own feelings are not controlled.
- Emotions have public consequences.

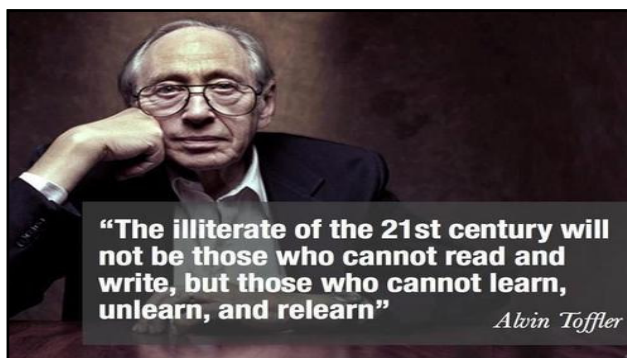



- Leadership demands clarity and focus.
- Staying optimistic and upbeat under intense pressure emits positive energy.
- Self-Management of feelings create an environment of trust, comfort and fairness.

Source: Primal Leadership – Learning to Lead with Emotional Intelligence



Research has discovered that emotional intelligence is carried through an organization like electricity through wires. To be more specific, the leaders mood is quite literally contagious, spreading quickly and inexorably throughout the organization.





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SELF-AWARENESS <i>Who am I?</i>	


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Self-Awareness

- Your ability to accurately perceive your own emotions and understand your tendencies across situations.



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Be a Self-Knowledge Detective

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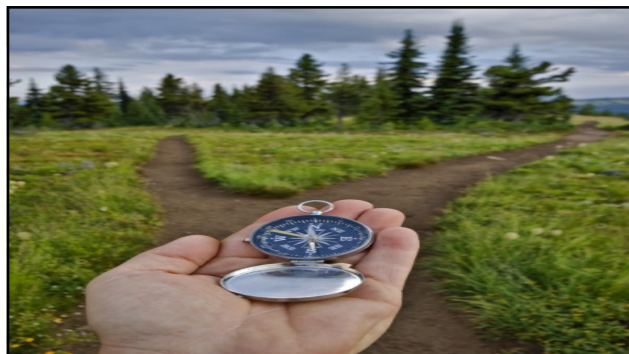
SELF-AWARENESS <i>Who am I?</i>	SELF-MANAGEMENT <i>How do I manage myself?</i>

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Self-Management

- What happens when you act or don't act. It is dependent on your self-awareness and is the second major part of personal competence.



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Helpful
Tips

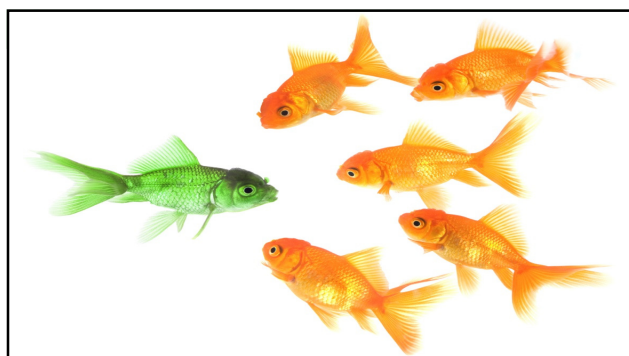
Calm Down;
Take a Breath...
Count to 10




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Social-Awareness

- Your ability to accurately pick up on the emotions in other people and understand what is really going on with them.
- Perceiving what others feel.



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**Start Observing;
Stop Judging**



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Relationship Management

- The ability to use your awareness of the your own emotions and those of others to manage interactions successfully.

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Listen Like Your Life Depends On It

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Emotional Intelligence Means Learning to Flex Your Style



The goal is to temporarily change your style to communicate differently with various people.

This is not being inauthentic... it is being effective.