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connection | experience | wellbeing



ex

'human'

(adjective).

'relating to or concerning humans'

'experience'

(noun).

'the fact or state of having been affected by, or gained knowledge through
direct observation or participation'

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Recap on Suzi's Session...

The Fire Icon



A Different Type Of Intelligence...



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The What and Why?

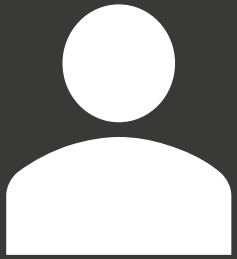
Emotional Intelligence (EQ) is the ability to manage one's own emotions as well as recognise and appropriately respond to the emotional responses and distress of others.

IQ = 20%

EQ = 80%

SUCCESS

Mastering EQ



Self Awareness

Identify Emotions
Recognise Thoughts
Aware of Behaviour
Self Reflection
Impact on Others



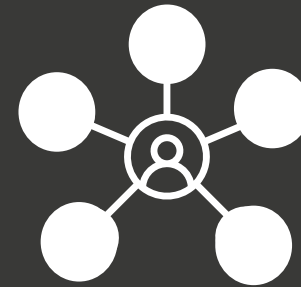
Self Management

Emotional Balance
Impulse Control
Adaptability
Growth Mindset
Stress Management



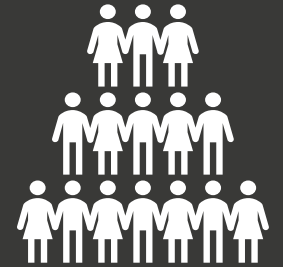
Motivation

Goal Oriented
Takes Initiative
Committed
Resilient
Intrinsic Motivation



Social Awareness

Empathy
Grasps Social Cues
Aware of Dynamics
Culturally Sensitive
Perspective Taking



Relationships

Influence
Inspire
Communicate
Manage Conflict
Active Listening



Self Awareness

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Who Thinks They Are Self Aware?

Barriers to Self Awareness

Without an objective sense of who you are and what drives you, it's nearly impossible to be emotionally intelligent. A study by Tasha Eurich found that 95 % of participants gave themselves high marks in self-awareness.



Using more empirical measures of self-awareness, the study found that only 10-15 % of the cohort was truly self-aware.



When Emotions Get in the Way...

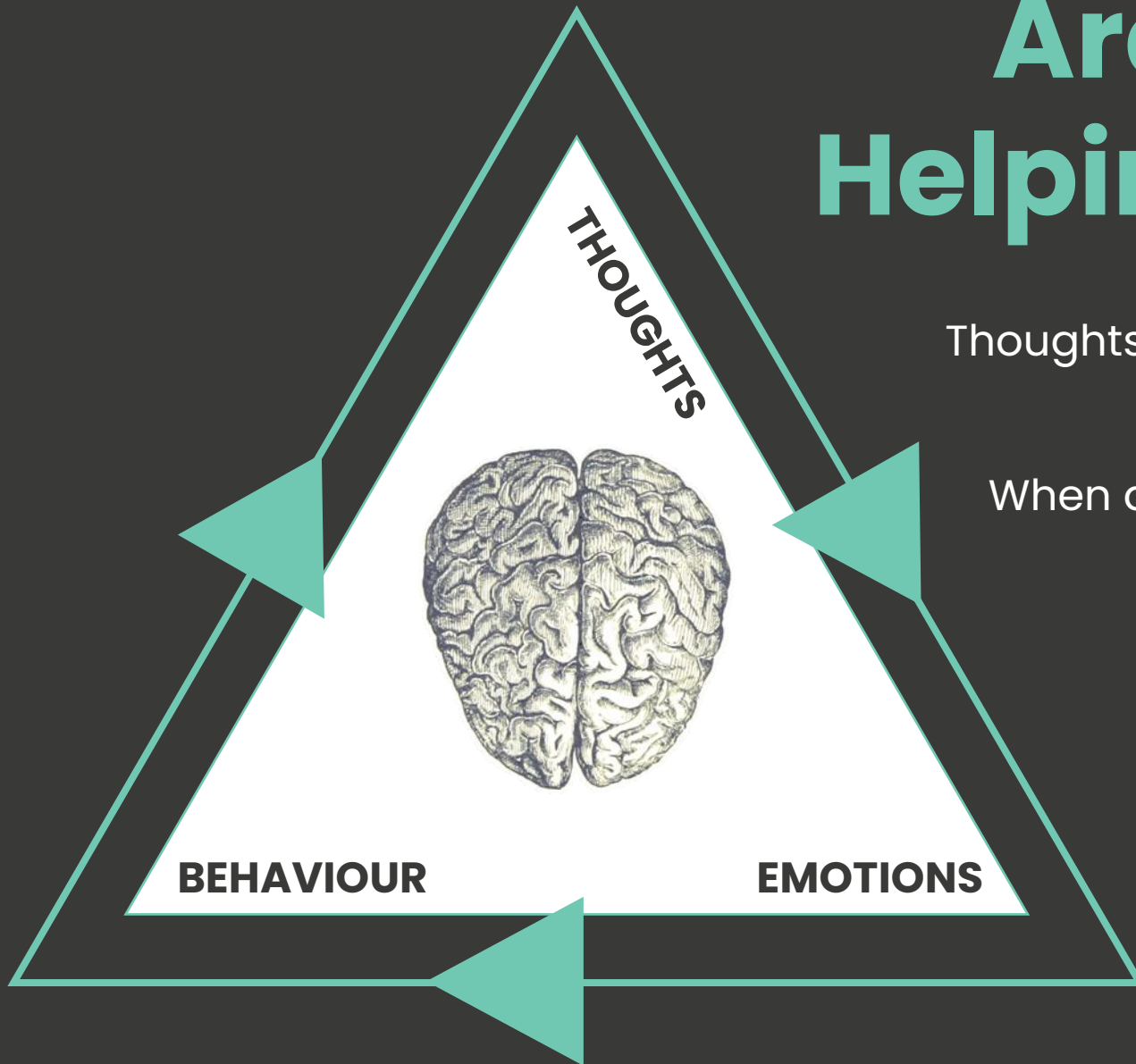
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Are Your Thoughts Helping or Hindering?

Thoughts, emotions, and behaviors affect one another.

When a person changes their thoughts, they will also change their emotions and behaviors.

This forges new neural pathways!



Self Management

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Where is Your Locus of Control?

Things I cannot control
(most things in life)



“

You can't control the things that happen to you, but you can control the way that you react to them.

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Between ***stimulus*** & ***response***
there is a space. In that space is the
power to choose our response.
In our response lies our ***growth*** & our
freedom.

- Viktor E Frankl

Key Components

Self Management

Emotional Regulation

Self Care

Circuit
Breakers

Mindfulness

Boundaries



Motivation

Motivation is interesting because it is not always included in Emotional Intelligence Models, but why?

1. Can be difficult to integrate into EQ models, which often aim to simplify how individuals process and manage emotions (internally and externally).
2. Motivation is highly subjective and difficult to measure.
3. Overlap with other Psychological theories, e.g. Maslow's Hierarchy of Needs, Self Determination Theory
4. The other 4 factors are about understanding and managing emotion, motivation is about behaviour
5. Motivation has an extremely broad scope, e.g. goal setting, ambition and drive
6. Motivation can be viewed as an outcome of high EQ rather than a component of it
7. You can be very motivated but have low EQ

Motivation doesn't always align perfectly with the emotional focus of EQ, making it stand apart from the other elements...

Intrinsic Motivation

Desire

Fear

**Positive
Motivation**

**Negative
Motivation**

Reward

Threat



Extrinsic Motivation

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Empathy and Social Awareness

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The Power (and challenge) of Empathy



VALIDATION

You can disagree with
absolutely everything
someone is saying,
but you can still
validate them.

-JAMES W WILLIAMS

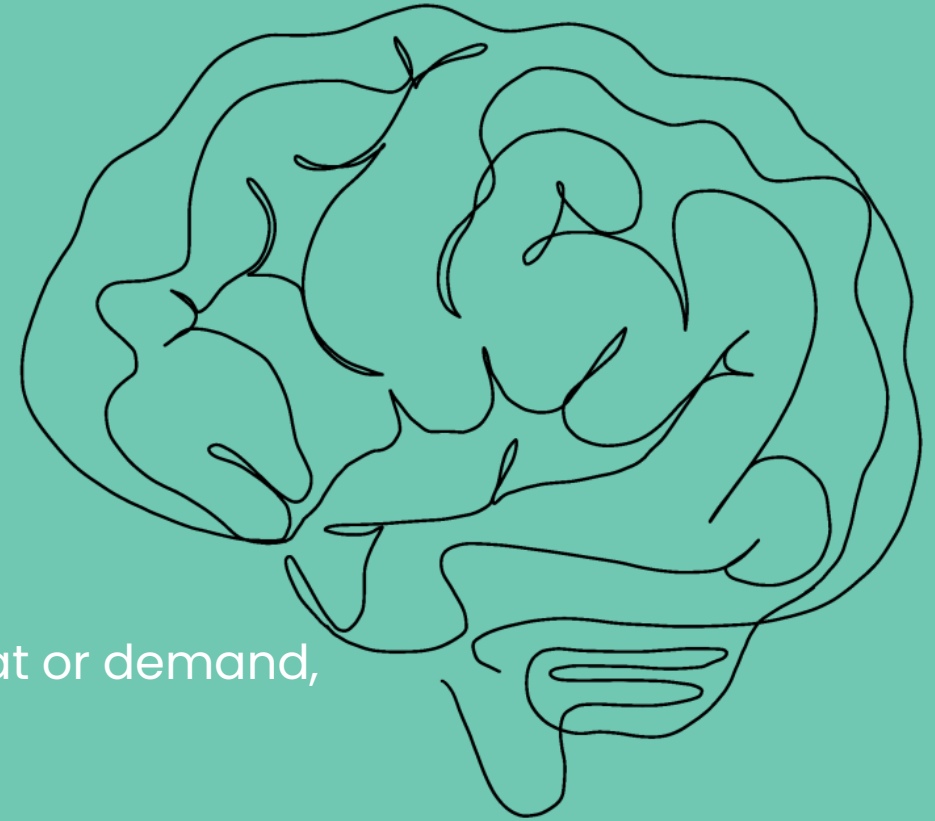


What is Stress?

Stress is defined as:

Stress is the body's natural response to a perceived threat or demand, often referred to as the "**fight-or-flight**" response.

It involves both physical and psychological reactions to challenging situations. When you experience stress, your body releases hormones like adrenaline and cortisol, which prepare you to respond quickly to the situation.



Let's Talk about Fight or Flight..



Your Autonomic Nervous System

SYMPATHETIC

The Accelerator

'Fight or flight mode'

Increases blood supply to muscles & heart

Increases breathing and heart rate

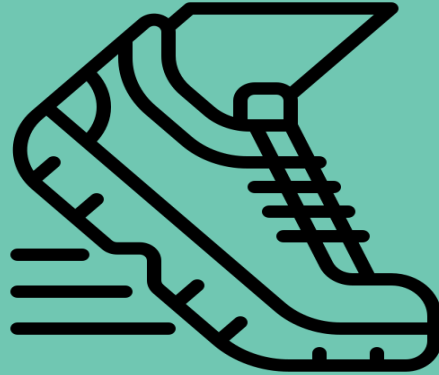
Gives you the 'Adrenaline rush'

Reduces non-vital functions (digestion)

Pupils dilate to let more light in

Intense focus

Suppresses immune response (Cortisol)



PARASYMPATHETIC

The Brakes

'Rest and digest mode'

Returns blood supply to digestion

Slows breathing

Lowers heart rate

Muscles relax

Conserve energy

Blood pressure reduces



Eustress (Healthy)

Useful

Motivates us to Respond

Proportionate

Relative to the nature of the challenge

Timely

Manifests in line with circumstances

Productive

Helps us get things done

Temporary

Resolves with the Situation

Distress (Damaging)

Paralysing

Stops us moving forward

Disproportionate

Provokes a bigger response than needed

Out of context

Not directly linked to circumstances

Counter-Productive

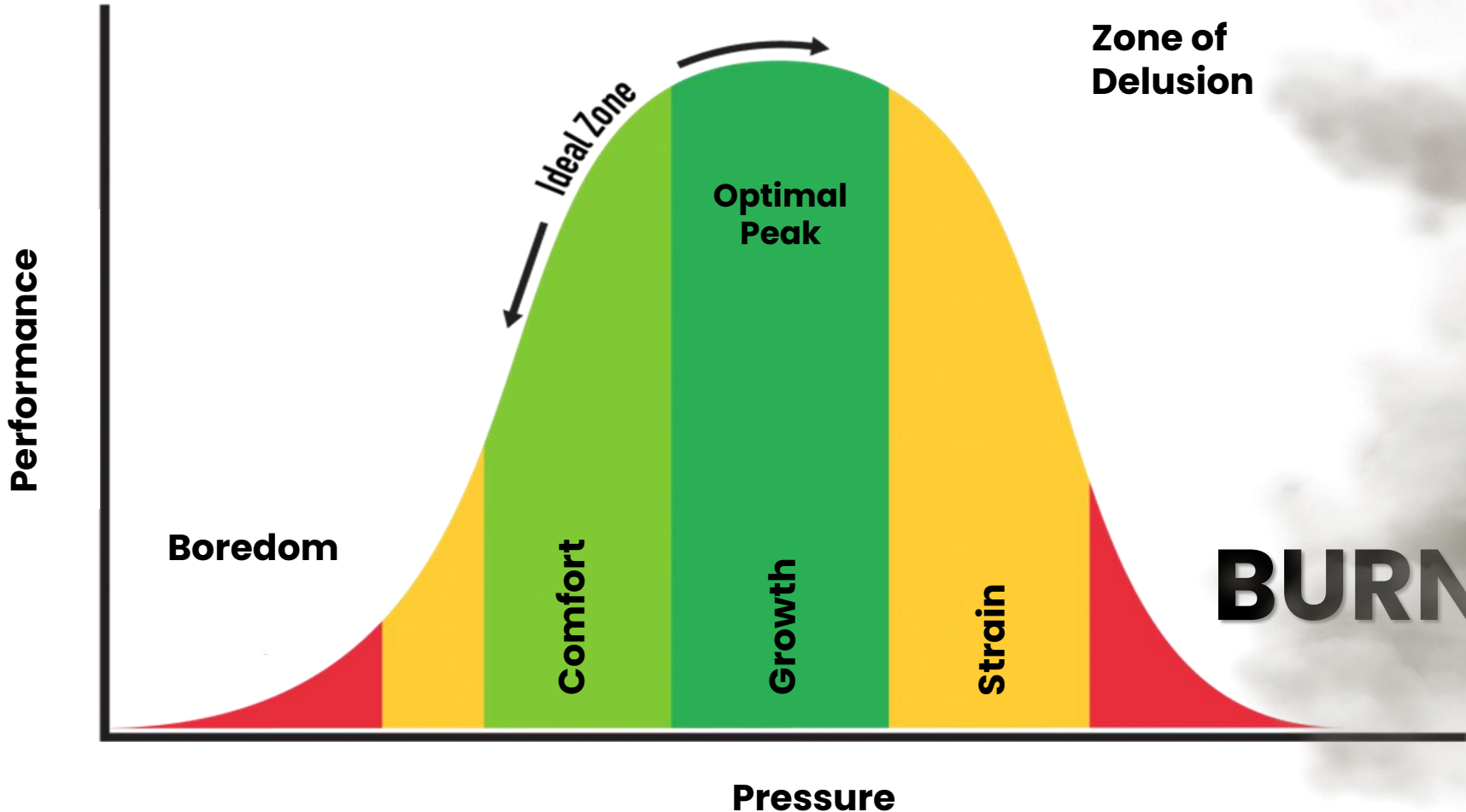
Tunnel vision reduces problem solving

Unresolved

Persists beyond the challenge

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The Pressure Performance Curve



Fight or Flight and the Link to Burnout?

The relationship between the fight-or-flight response and burnout is rooted in how chronic stress can over-activate the body's natural stress response system, leading to exhaustion and long-term mental and physical strain.



Burnout...

Exhaustion
Depersonalization
Detachment
Cynicism

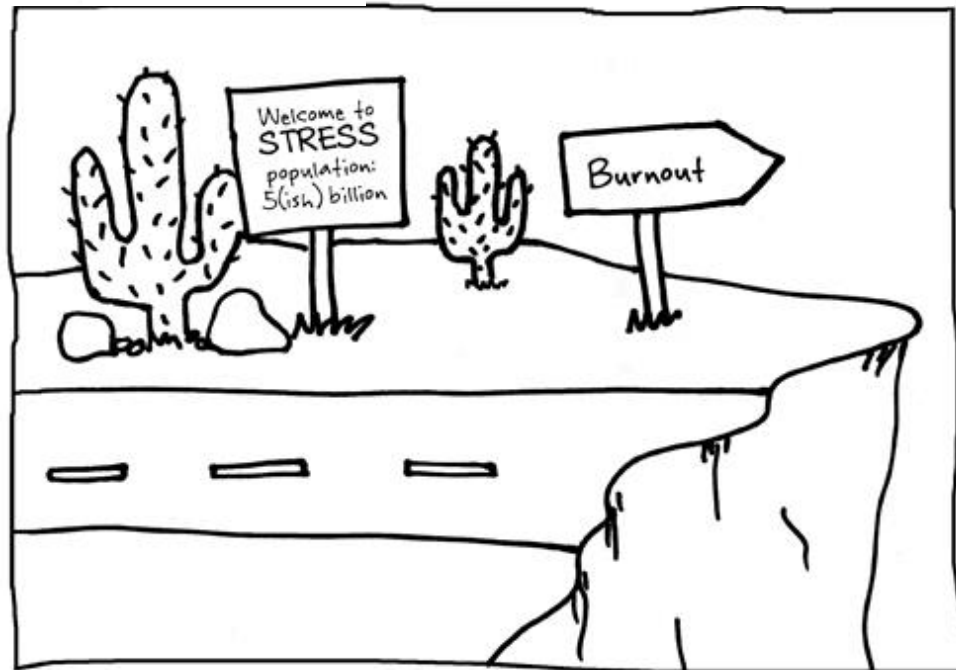
Burnout's causes are deeply linked to basic emotional needs like belonging, purpose, recognition and autonomy



Stress & Burnout Look Different

Stressed

Burnt out



Stressed Eric

Burnt out Eric



(Eric was too tired to pose for this cartoon, apologies)

EQ Skills to Prevent Burnout

1. Improved Self Awareness – Recognise the early signs of stress & fatigue, understand when close to limits
2. Emotional regulation – stay calm under pressure, reducing the emotional toll
3. Responding not Reacting impulsively helps lower stress levels
4. Enables identification & management of stress triggers
5. Proactive identification of stress and skills to address problems before they escalate
6. Improved empathy helps build stronger relationships
7. Feeling understood & connected reduces feelings of isolation
8. Reframing challenges and setbacks through a positive lens builds resilience.
9. Effective communication – emotions are expressed clearly reducing misunderstanding & conflict

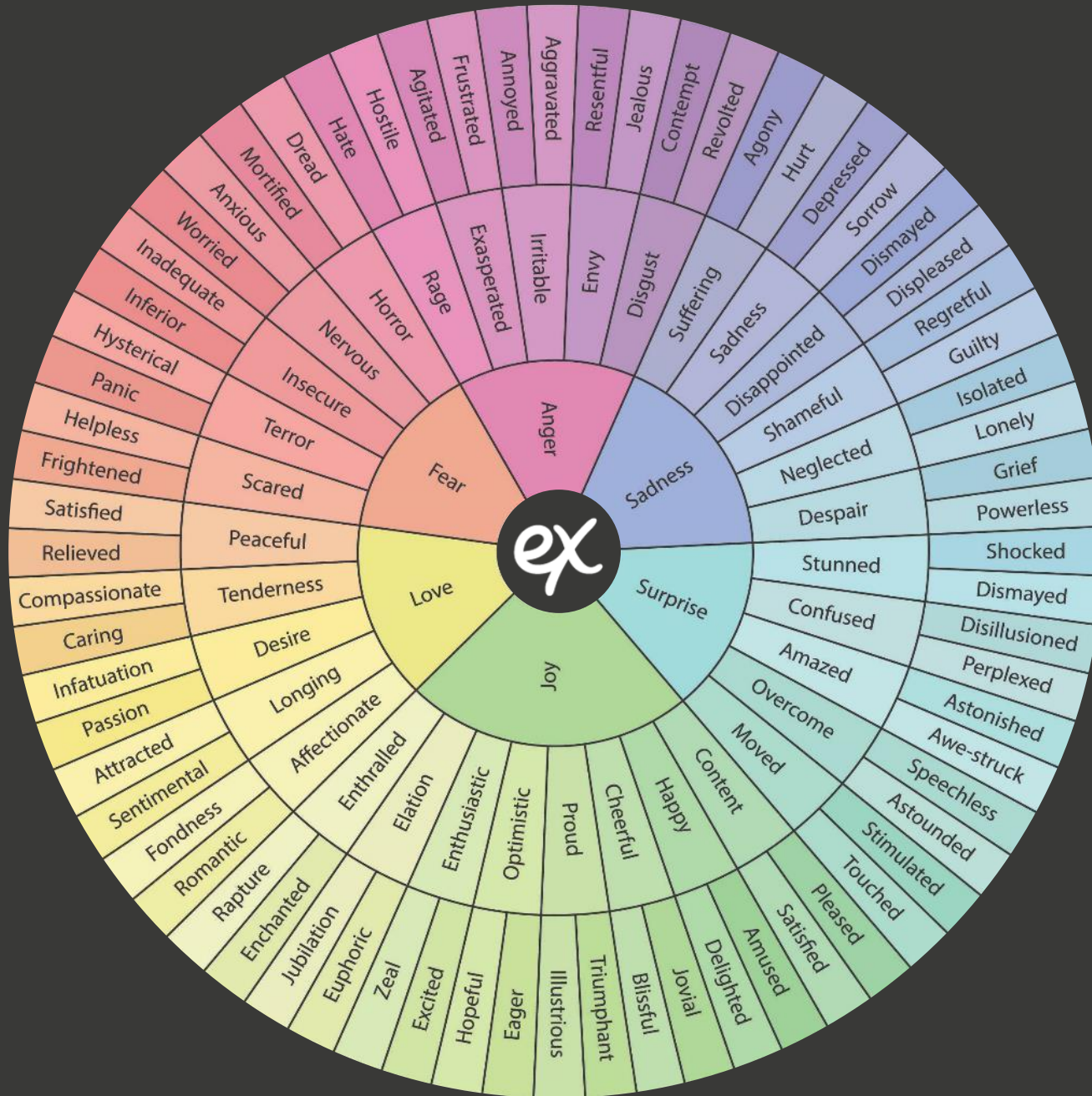




Self Awareness Skills 101

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Checking in on Emotions



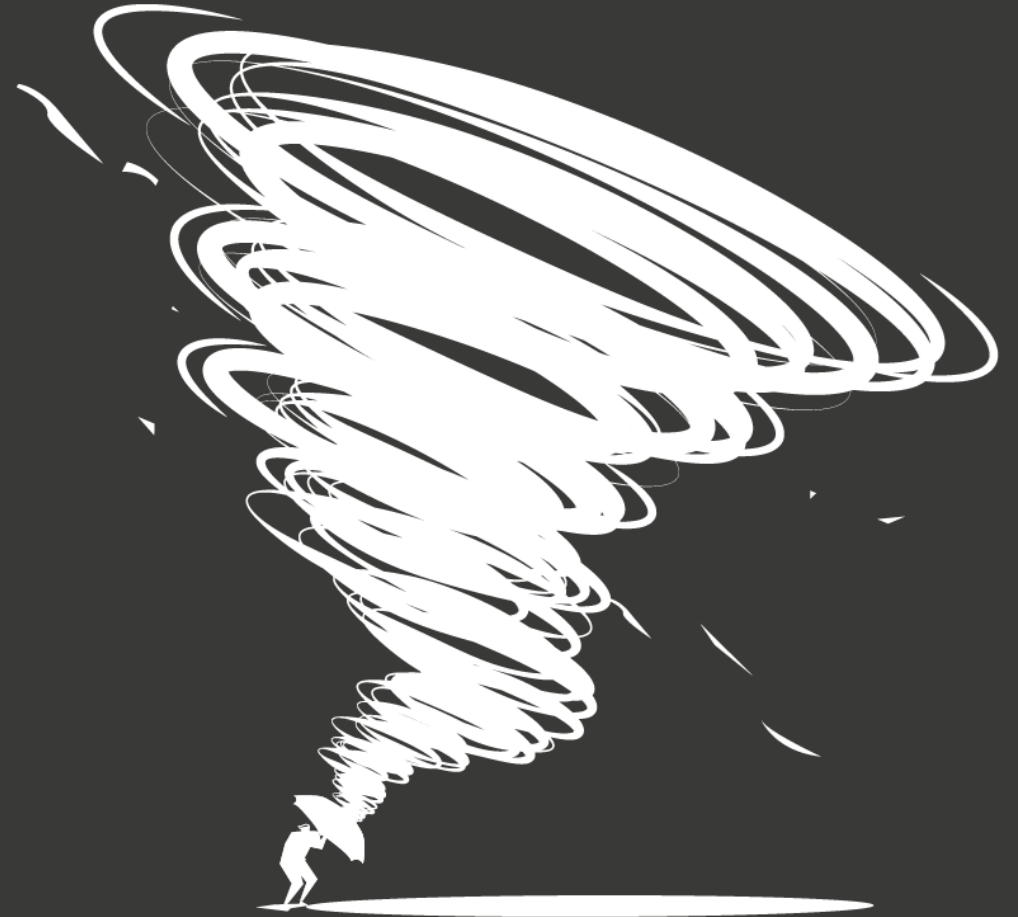
Emotions are the key to an enriched human experience and the foundation of our culture (poetry, art, plays, songs)

Often seen as rather black and white **good emotions or bad emotions** – it's not quite that simple. There are a huge range of emotions and when striving to become emotionally intelligent it's critical to understand why we experience them and how to use them constructively.



Identify Cognitive Distortions

- **All or Nothing Thinking**
- **Catastrophising**
- **Mind Reading**
- **“Should” Statements**



The Art of Reframing



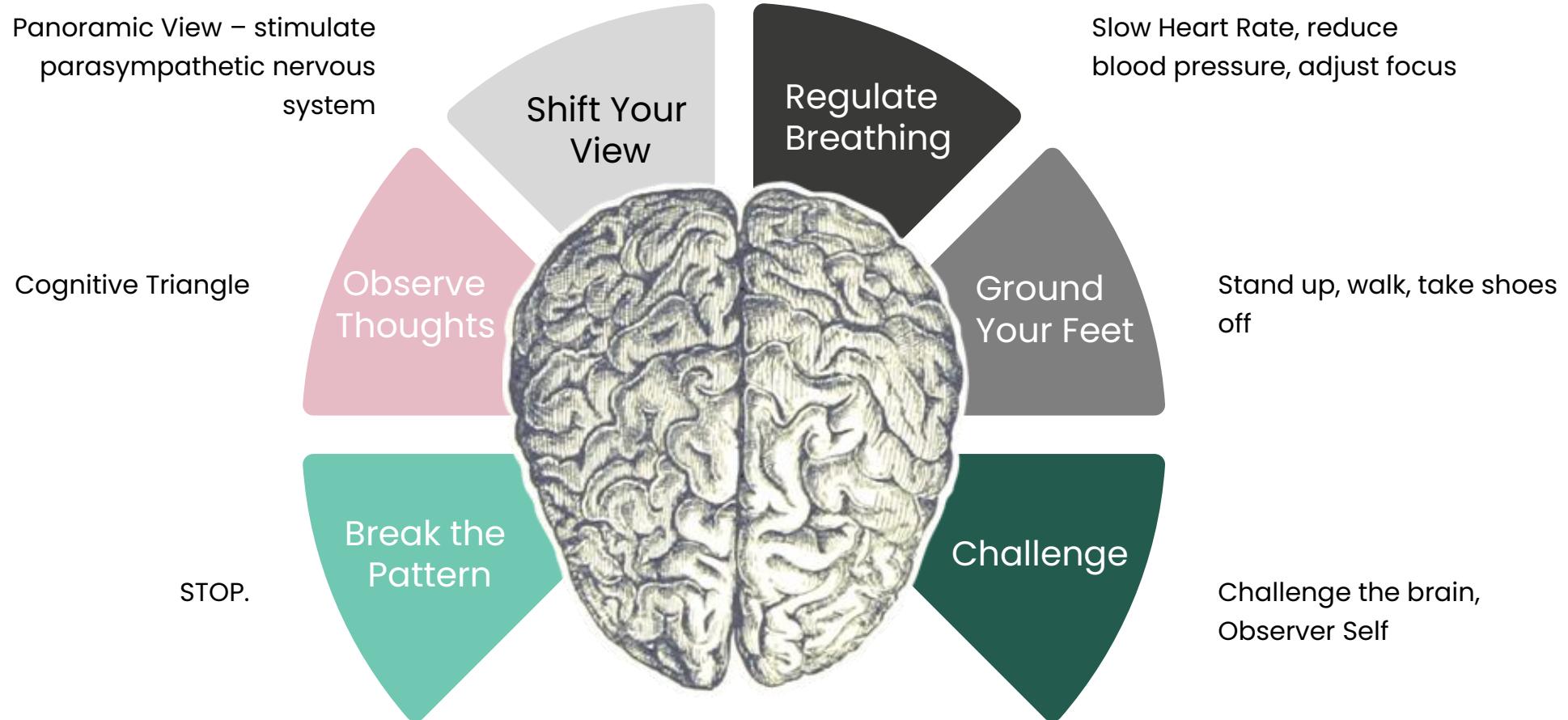
Activity

W O R D S

M A T T E R

The 'How' of Self Regulation

Self-Regulation



Observer-Self

Our ability to observe and listen to our feelings and bodily sensations is essential to maintaining good mental health

THINKING

1

What am I thinking now?

FEELING

2

What am I feeling now?

DOING

3

What am I doing now?

BREATHING

4

How am I breathing now?

NEW MOMENT

5

What do I want/need in this new moment?



3 Quick Self-Regulation Techniques

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Diver's Reflex



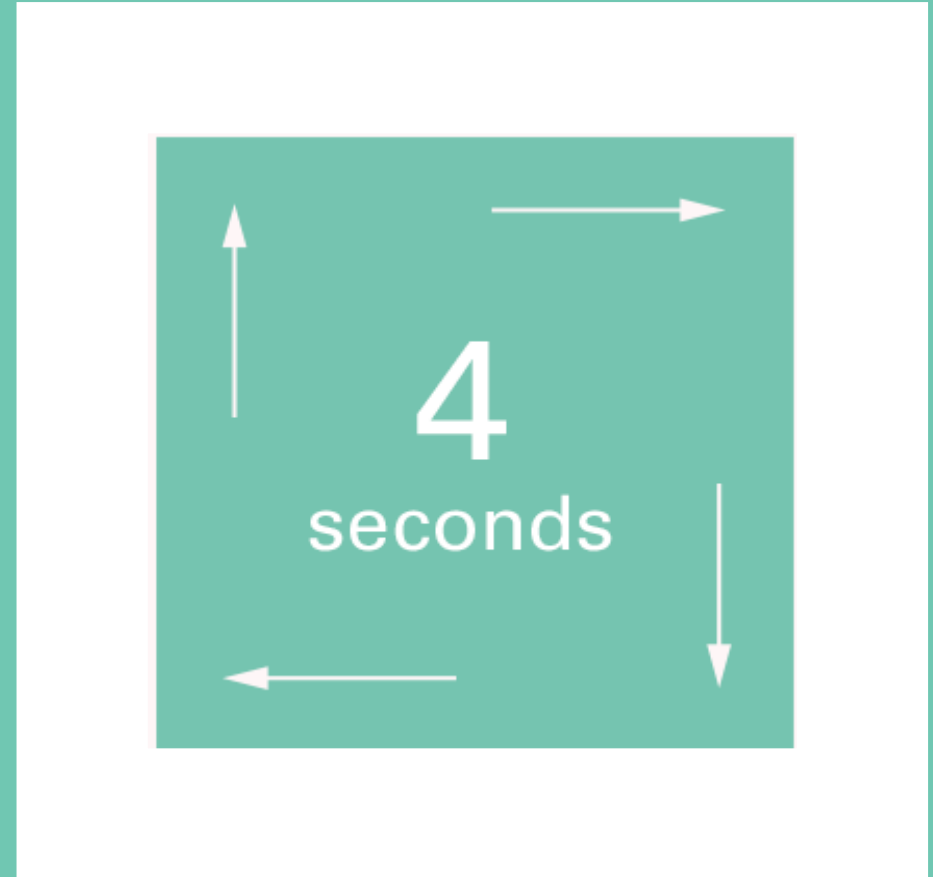
DON'T DO THIS IF YOU
HAVE HEART PROBLEMS-
IT REALLY DOES SLOW
THE HEART, 10-30%.

Breathing Techniques

Box Breathing

4-7-8 Breathing

6 Second Breaths





**Fostering a Supportive Work
Environment with Empathy, Social
Skills and Relationship Building**

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Psychological Safety

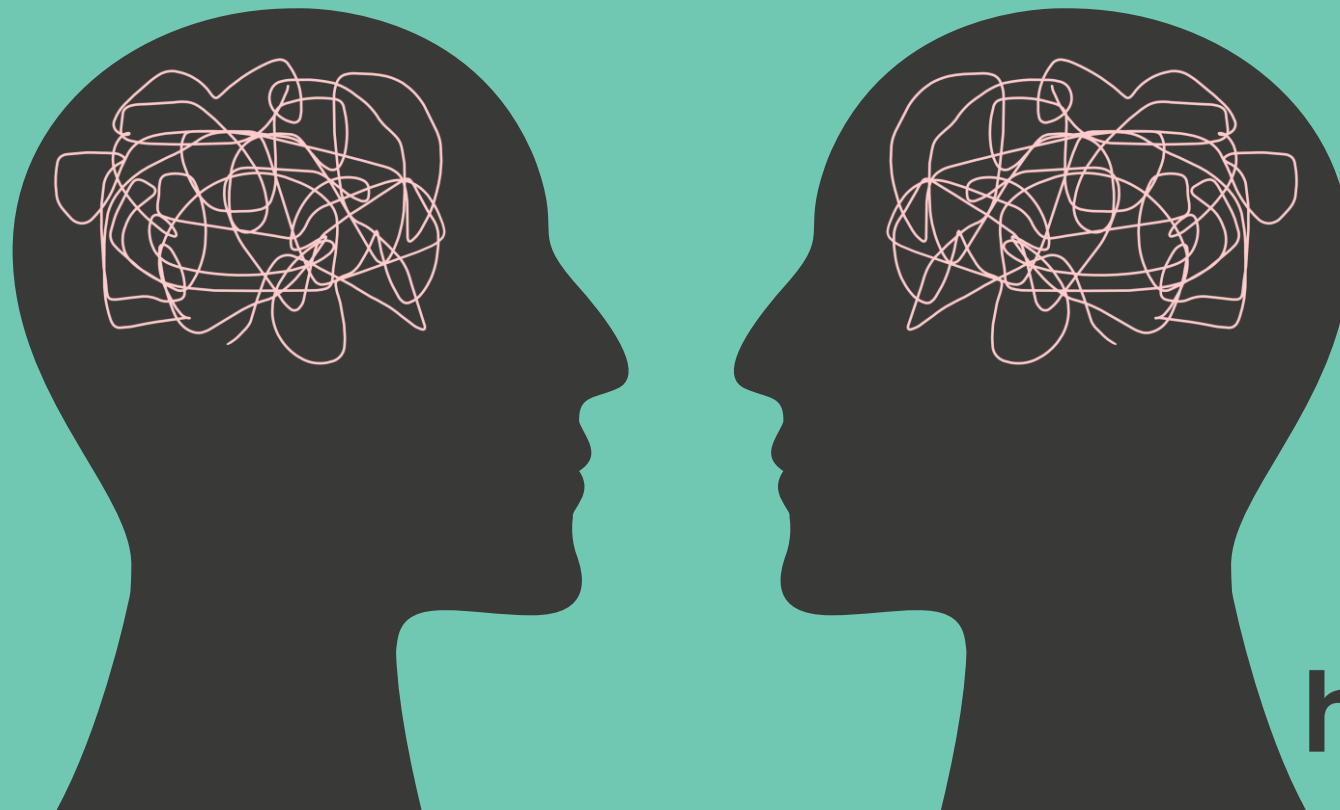
Psychological safety is broadly defined as a climate in which people are comfortable **expressing and being themselves**.

More specifically, when people have psychological safety at work, they feel comfortable sharing concerns and mistakes without fear of embarrassment or retribution.



Remember...Burnout's causes are deeply linked to basic emotional needs like belonging, purpose, recognition and autonomy.

Did you know that our brains find **uncertainty**
just as painful as **physical pain**?



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Quadrants of Psychological Safety

Inclusion Safety

Members feel safe to belong to the team

Safe to: Know that you are valued, Treat all people fairly, Feel your experience matters, Include others regardless of title or position



Learner Safety

Members are able to learn through asking questions

Safe to: Discover, Ask questions, Experiment, Learn from mistakes, Look for new opportunities



Contributor Safety

Members feel safe to contribute their ideas

Safe to: Engage in an unconstrained way, Have mutual access, Maintain open dialogue, Foster constructive debate



Challenger Safety

Members can question others' ideas or suggest changes

Safe to: Challenge the status quo, Speak up, Express ideas, Identify changes, Expose problems



The Impact of Psychological Safety on Burnout Potential



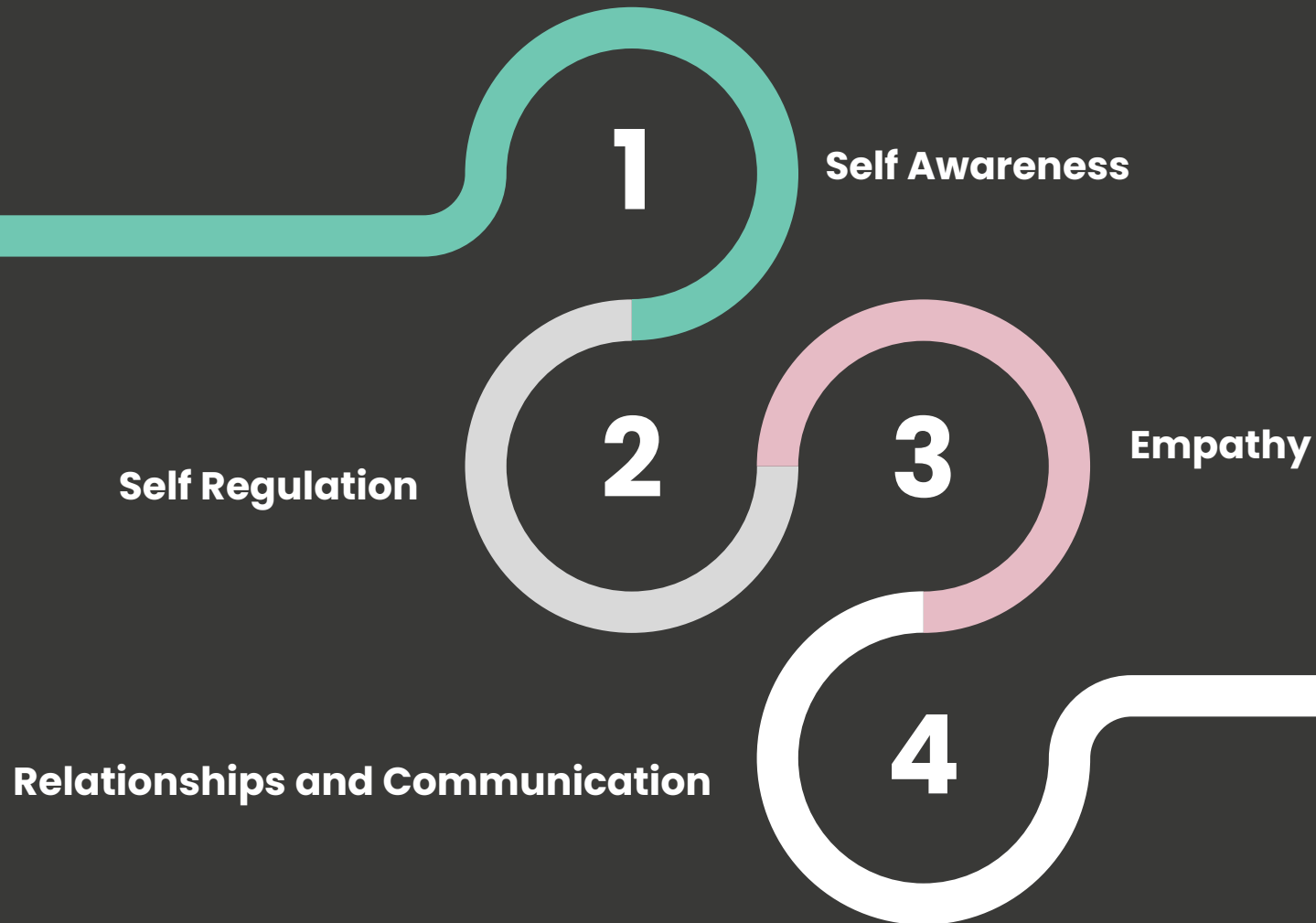
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Self Care



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How It All Fits Together...



Questions?

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