

A portrait of Roger Wolkoff, a middle-aged man with grey hair and a goatee, wearing a dark blue button-down shirt. He is smiling slightly and looking towards the camera. The background is a textured red wall.

RW

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All About AUTHENTICITY

PLANNING FOR EMOTIONAL INTELLIGENCE



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Find the familiar

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Let's be social...

See or hear something worth sharing?

Linkedin, Twitter: #pmiw



If you could go
by one name
or a symbol,
what would it
be?

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Hi!

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We all feel emotion.

What you do **AFTER** you feel
emotion defines and shapes
your success.



STAND UP
HANDS OUT
BRING THEM TOGETHER



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CYA

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C
Y
A

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Challenge Your Assumptions

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Top Problems



Time
Resources
Energy
Support
Teams
Too much to do

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6 Primary Emotions



Love



Anger



Joy



Sadness



Surprise



Fear

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emotion defines and shapes
your success.





Where are we headed?

1. What is emotional intelligence?
2. Why is it important?
3. 4 Strategies



Job Performance

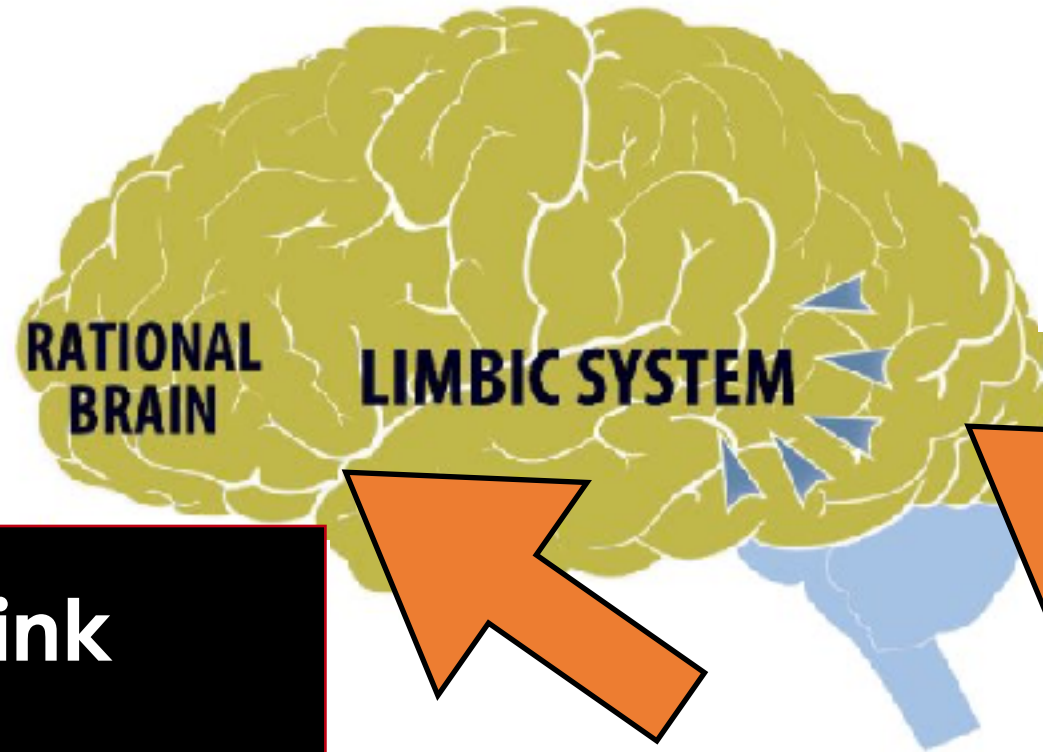
People with the highest levels of intelligence (IQ) outperform those with average IQs just **20%** of the time.

People with average IQs outperform those with high IQs **70%** of the time.

Am I emotionally intelligent?



Brain: Emotion & Reason



**We feel
emotion first...**

**... then we think
about it.**

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Emotional Intelligence

**Your ability to
recognize and understand emotions
in yourself and others.**

**Your ability to
manage your behavior and relationships.**



Self-Awareness
Self-Management
Social Awareness
Maintain Relationships



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your success.



What is my emotional intelligence?

Assessment



Emotional Intelligence

Inner

Self-Aware

Self-Manage

Outer

Socially Aware

Manage Relationships



Why is emotional intelligence important?

Manage stress

Respond vs. react

Set boundaries

Aware of triggers

Identify emotions

Show vulnerability when appropriate



Why is emotional intelligence important?

Emotional intelligence is responsible for **58%**
of your job performance.

90% of top performers
have high emotional intelligence.



Emotional Intelligence

Inner

Self-Aware

Self-Manage

Outer

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Manage Relationships



Emotional Intelligence

STRATEGIES



Self-Awareness

**Your ability to accurately
perceive **your own**
emotions in the moment.**

Understand your **tendencies
across situations.**






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Quit Treating Your Feelings as Good or Bad

1



The first 50
years of childhood
are always the
hardest.

Observe the Ripple Effect from Your Emotions

2

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Drama?
Gossip?
Blame?
Info hoarding?

**How does that
make you feel?**



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Know Who and What Pushes Your Buttons

3



"Well, that
escalated
quickly"
is our family
motto.

Self-Awareness Strategies

“Emotional hijacking”



First Impressions

One Word





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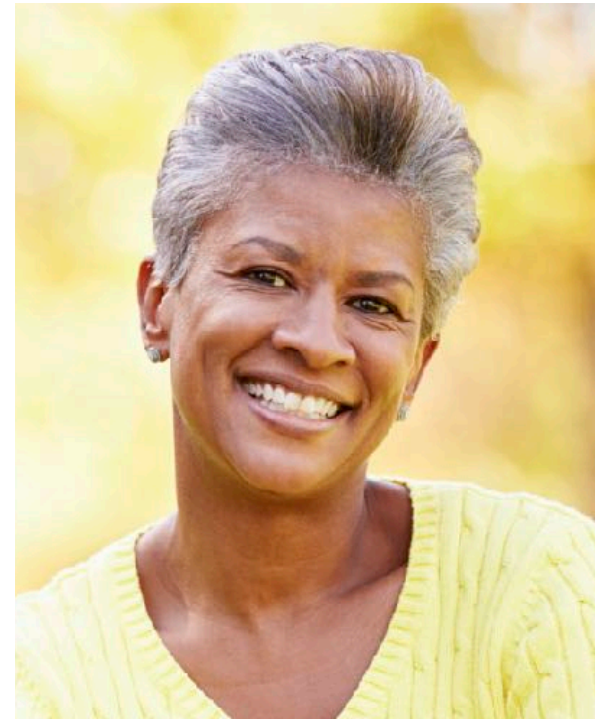


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First Impressions



People say I'm
condescending.

(That means I talk
down to people.)



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Keep a Journal or Write About Your Emotions

4

Keep a Record of Your Emotions



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Emotional Intelligence

Inner

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Self-Management

Use awareness of your emotions to **actively choose** what you say and do.

More than...



Self-Awareness = **understand**
your emotions

Self-Management = how
you **respond**



**I DON'T ALWAYS SAY
SOMETHING STUPID**



**BUT WHEN I DO, I
KEEP TALKING TO
MAKE IT WORSE**

the meeting



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Breathe Right

1



Count to Ten

2



**SILENCE
IS GOLDEN**

**DUCT TAPE
IS SILVER**



Smile and Laugh More

3



f/u

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follow up

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Self-Management Strategies



**Visualize/See Yourself
Succeeding**

4

**Never let anyone
treat you like
regular glue.
You're glitter
glue.**

**“If you think you can
do a thing or think
you can't do a thing,
you're right.”**

Henry Ford

Channel Surfing: New Endings to Old Situations

**How would you greet
someone differently?**

**What assumptions would
you leave behind?**

What can you say as people join your meeting?



Special Offer Code:
W1015

The Top 10 Ways to Check Yourself for Negative Talk



Self-Management Strategies

The word "NEW" is written in large, white, textured letters on a dark, reflective surface. The letters have a rough, chalk-like texture and are slightly tilted. The background is dark and shows reflections of the letters and light.

**Learn a Valuable
Lesson from
Everyone You
Encounter**

5



Put a Mental Recharge into Your Schedule

6

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Self-Management Strategies



**Accept that Change is Just
Around the Corner**

1



Emotional Intelligence

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Social Awareness

**Recognize and understand
the emotions of others.**



Social Awareness Strategies



Greet People by Name

1



Social Awareness Strategies

Person A tells Person B what they're going to do this weekend for 30 seconds.

Person B tells Person A what they're going to do this weekend for 30 seconds.



Social Awareness Strategies



Watch Body Language

2



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Social Awareness Strategies



Practice the Art of Listening

3



OH, I'M SORRY.

**DID THE MIDDLE
OF MY SENTENCE
INTERRUPT
THE BEGINNING
OF YOURS?**

**It's not just
the words....**

**tone
speed
volume**





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Social Awareness Strategies



People Watching

4



Social Awareness Strategies



Step into Their Shoes (Empathy)

5



**By the time you say
"I wish I knew they felt that way"
it's too late.**





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Relationship Management

Put it all together.

Understand your feelings.

Express your feelings and act to build connection.

Understand the other person's feelings.



Relationship Management Strategies



Take Feedback Well

1

Relationship Management Strategies



Build Trust

2

Be consistent



Build process

**Have the same
approach to
your work**



Relationship Management Strategies



Don't Avoid the Inevitable

3



**What is the first,
least painful step
you can take?**



Questions before last one

Questions?



Relationship Management Strategies



**Align Your *Intention*
with Your *Impact***

4



Find a partner

Yes, but...

Yes, and...

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Relationship Management Strategies



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What is Your One Thing?

Small step





**Failure without
learning is
failure.**

**Failure with
learning is
improving.**

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AWARENESS

OUTCOMES

SUCCESS



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Thank You!

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608.279.5160

Roger@RogerWolkoff.com



RogerWolkoff &
AllAboutAuthenticity



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Thank You!

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