



ASHRAE TUCSON

The Power of EQ:
bridging the gap between
technical brilliance and human
connections

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Engineer, Speaker, Author, Coach



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According to research, **75% of careers are derailed for reasons related to emotional competencies**, including the inability to handle interpersonal problems, unsatisfactory team leadership during times of difficulty or conflict, or inability to adapt to change or elicit trust ([source](#)).

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The Hay Group states one study of 44 Fortune 500 companies found that salespeople with **high EQ produced twice the revenue** of those with average or below-average scores.

Also, technical programmers with the **top 10% emotional intelligence competency** developed software **3x** faster and better than those with low EQ competency ([source](#)).

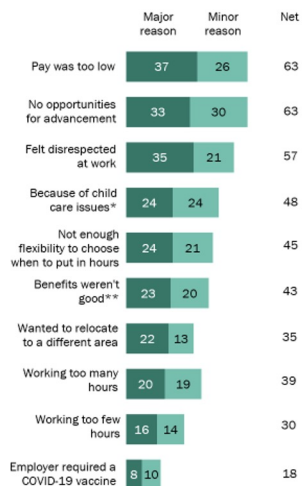
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GREAT RESIGNATION

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Top reasons why U.S. workers left a job in 2021: Low pay, no advancement opportunities

Among those who quit a job at any point in 2021, % saying each was a ____ why they did so



*Among those with children younger than 18 living in the household.
 **Question provided health insurance and paid time off as examples.
 Note: Figures may not add to subtotals due to rounding.
 Source: Survey of U.S. adults conducted Feb. 7-13, 2022.

NEW RESEARCH CENTER

GREAT RESIGNATION

#3 Felt disrespected at work

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- What is EQ
- Why is it important
- my own transformation story
- Strategies to improve EQ

10

What is emotional intelligence?

90% of the people with average IQ were doing better than people with high IQ.

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Lack of EQ

- ✓ Gets in lot of arguments
- ✓ Lack of empathy
- ✓ Thinks people are oversensitive
- ✓ Not receptive to feedback
- ✓ Blame others for mistakes
- ✓ Struggle to manage emotions

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WOULD YOU RATHER WORK WITH

HIGHLY TECHNICAL



SUPER SMART AND
TECHNICAL

BIG EGO. LACK
SELF CONTROL.
MOODY.
OVERBEARING.

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WOULD YOU RATHER WORK WITH
ABOVE-AVERAGE TECHNICAL

ABOVE AVERAGE
TECHNICAL

PATIENT.
TRUSTWORTHY.
MOTIVATING.
EMPATHETIC



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“

It's doesn't matter how
smart and technical we are
if nobody wants to work
with us

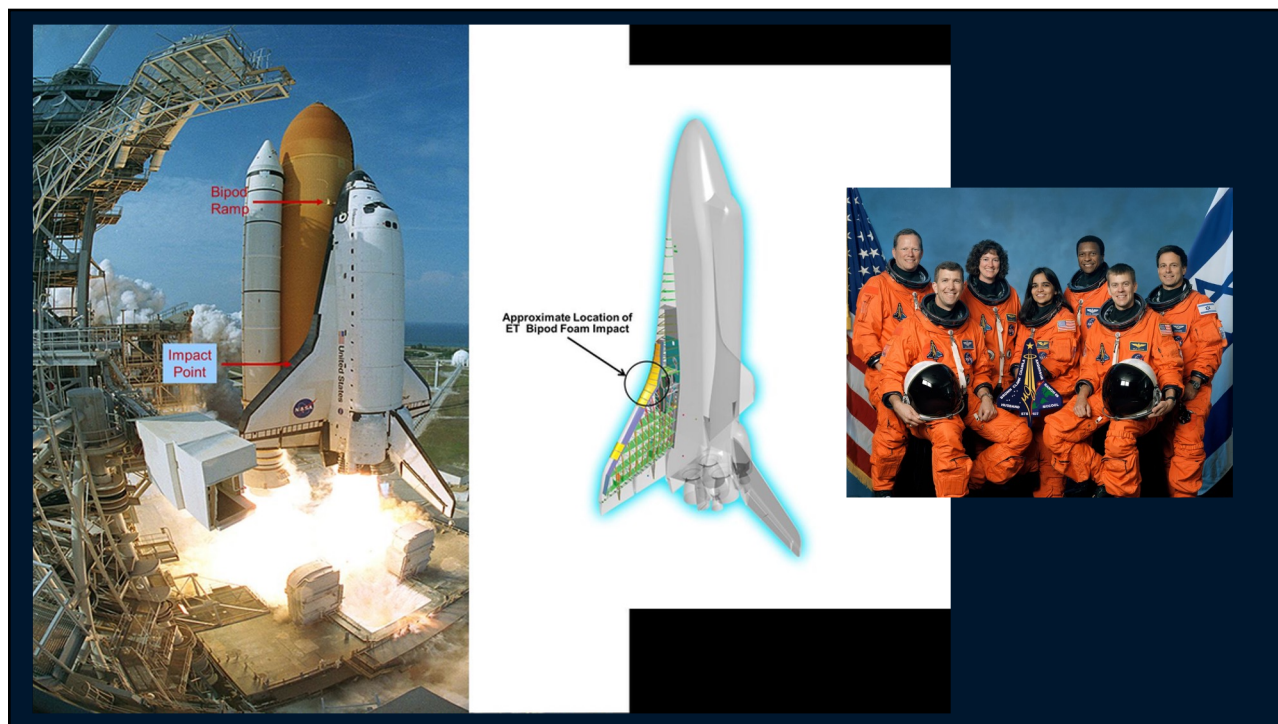
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- Karine Leblanc

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2. THE SOLUTION

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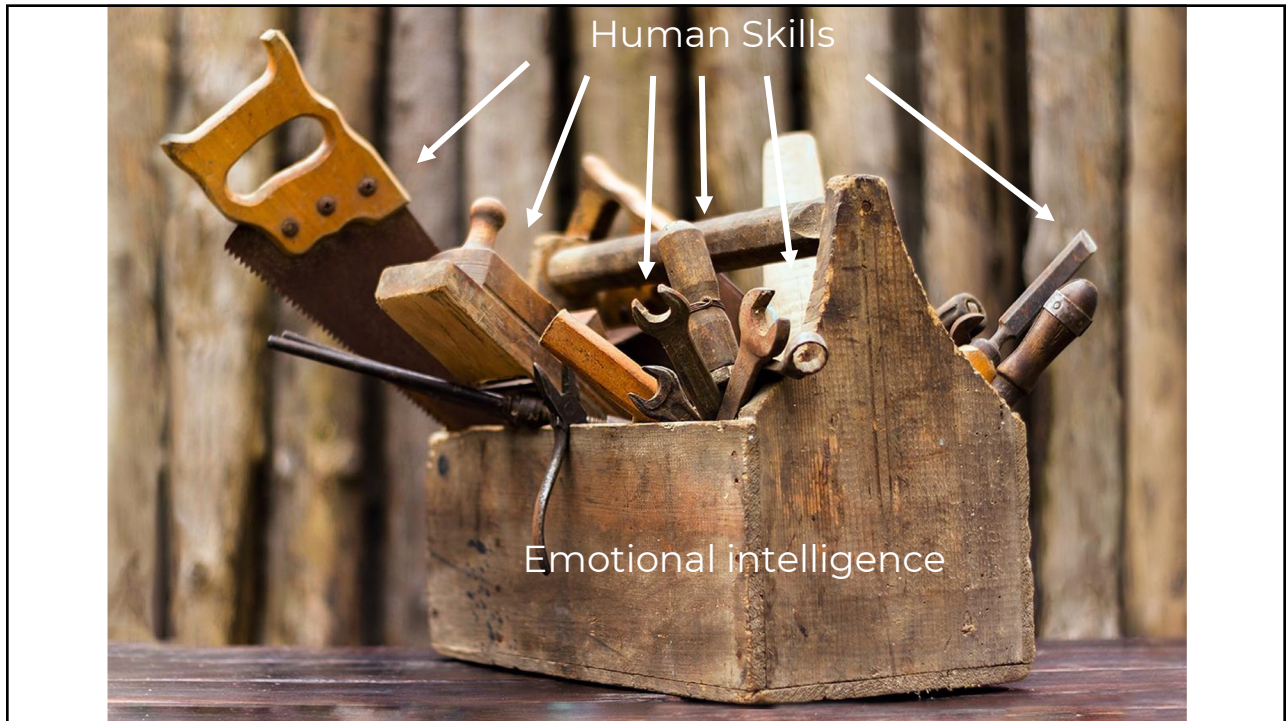


HUMAN SKILLS
Mix of your personality traits, behaviors and social attitude

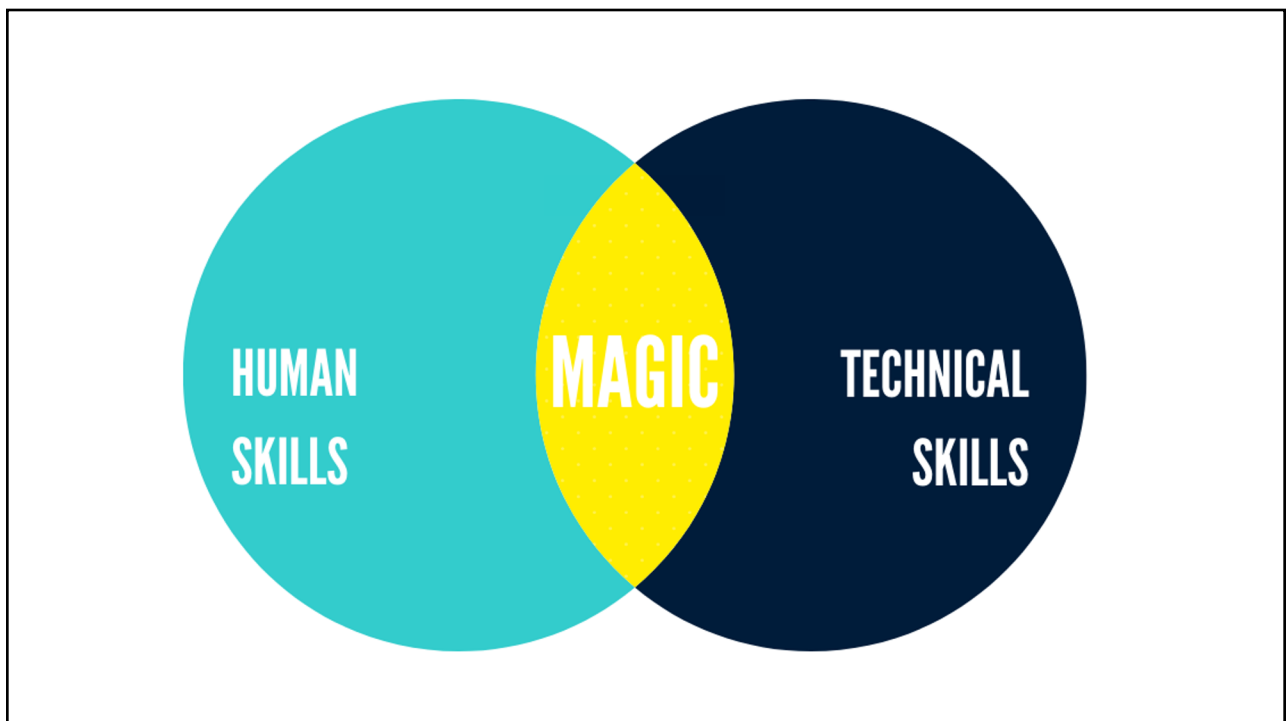
Tasks, methods, processes, procedures, techniques.

TECHNICAL SKILLS

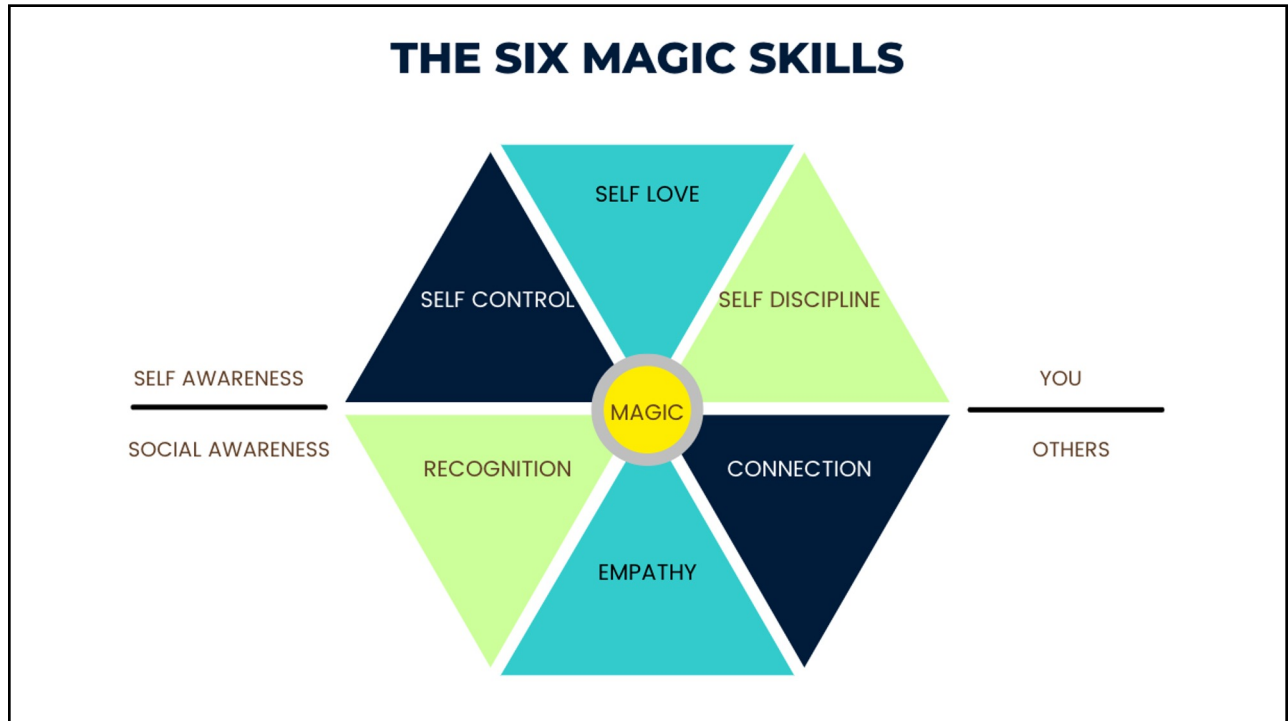
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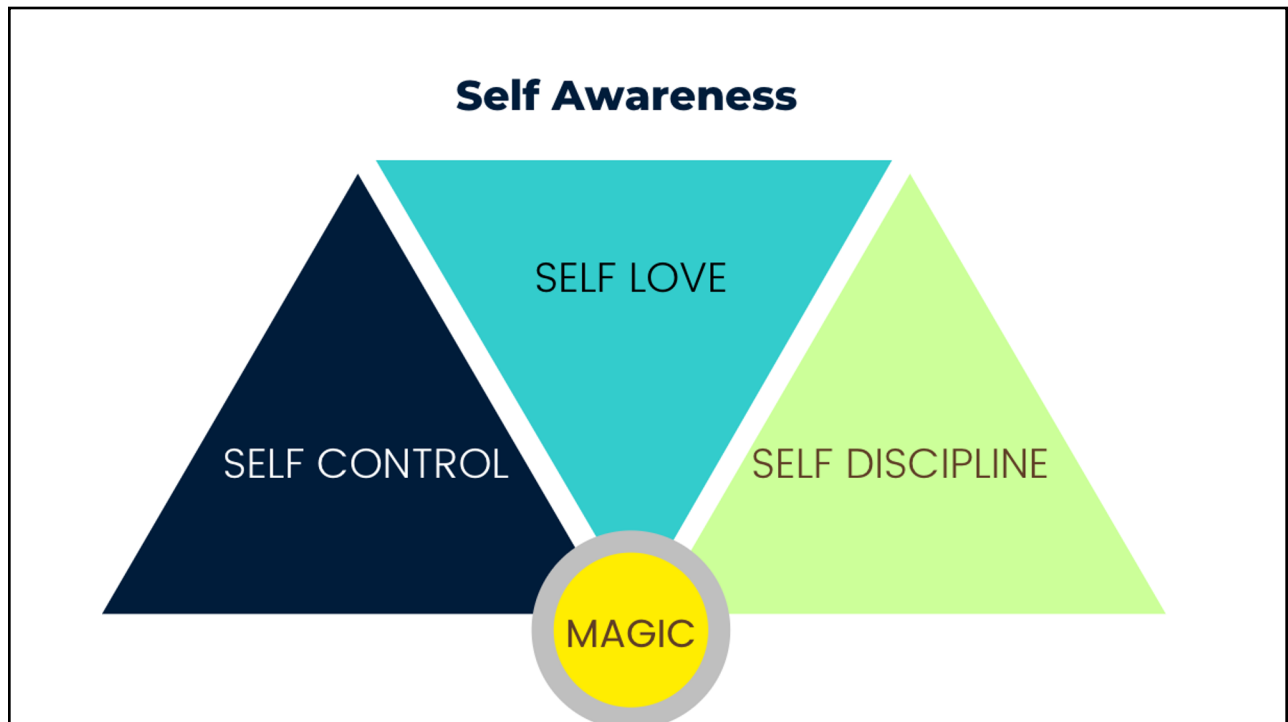
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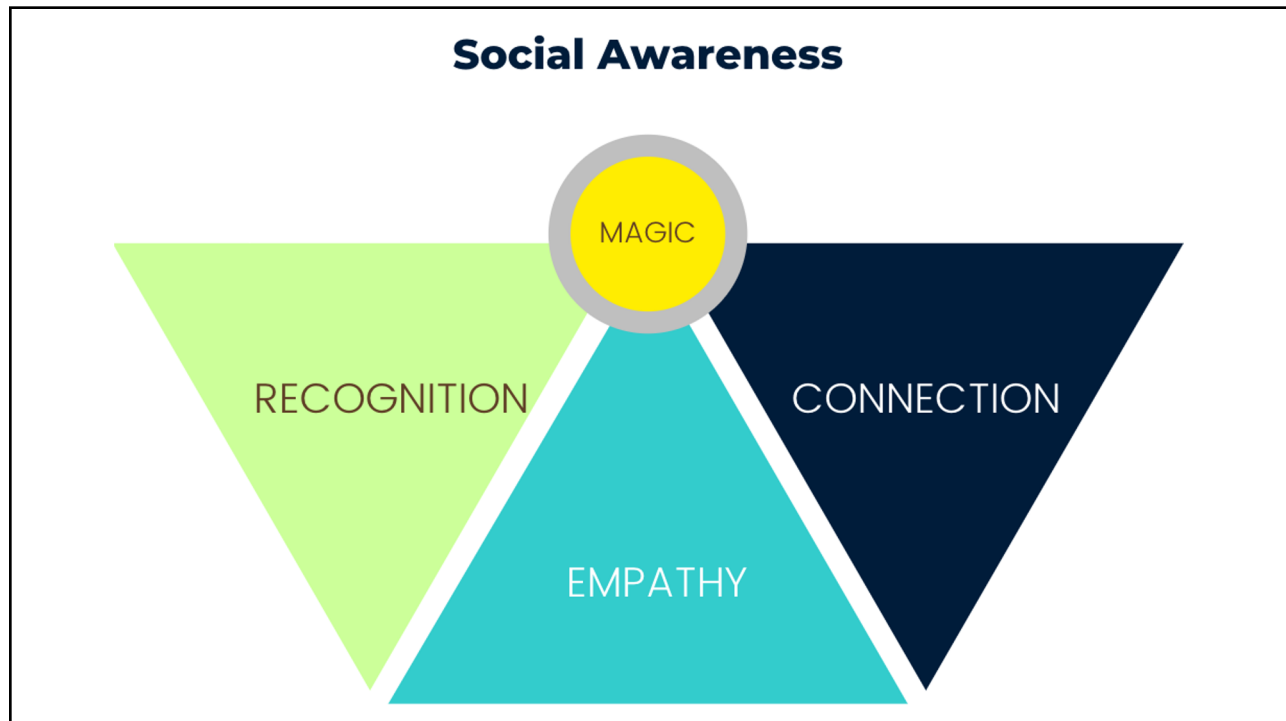
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5 myths about human skills

- Human skills are less valuable than technical skills
- EQ can not be learned
- EQ is only relevant in certain industries
- EQ is synonymous with being "nice"
- Soft skills are not measurable (metrics)

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Worst advice ever:

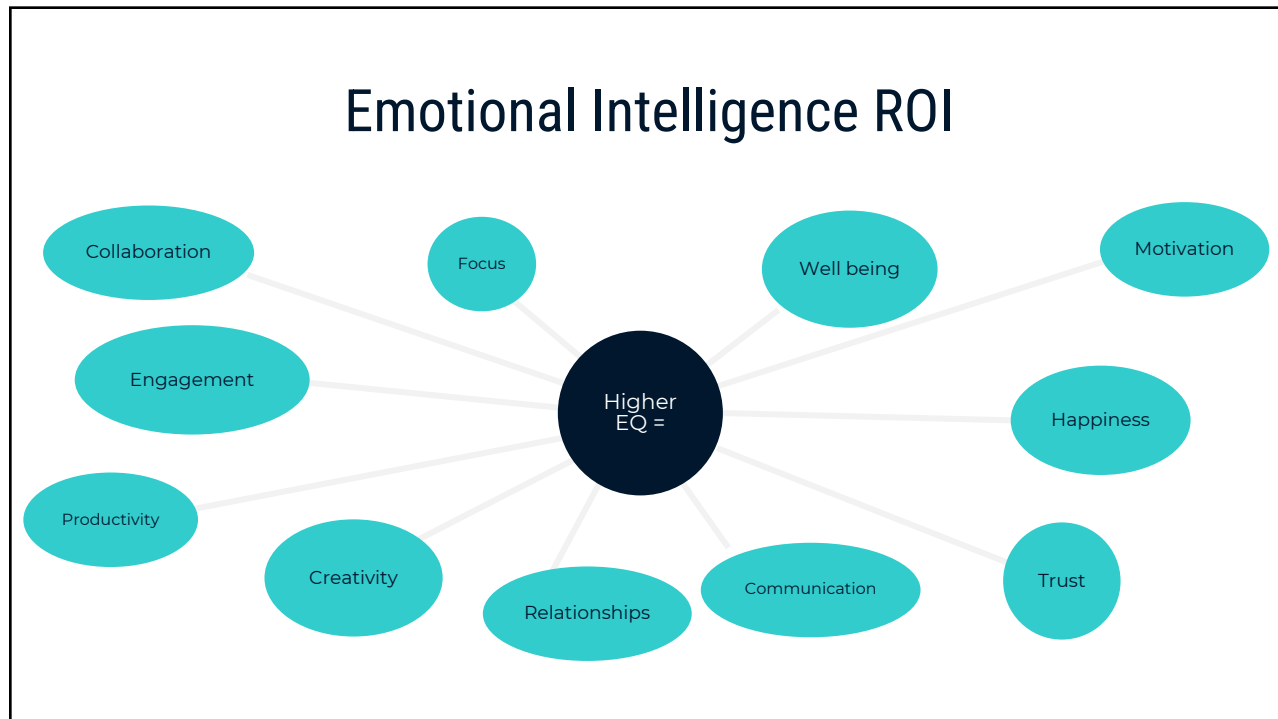
“Leave emotions out of it!”



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Human skills
increase employee
engagement,
customer loyalty and
profits

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Research conducted with Fortune 500 CEOs, found that 75% of long-term job success depends on people skills, while only 25% on technical knowledge.

Demands for emotional intelligence skills across all industries are expected to grow by 26% in the US and 22% in Europe by 2030.

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What if you don't focus
on emotional
intelligence?

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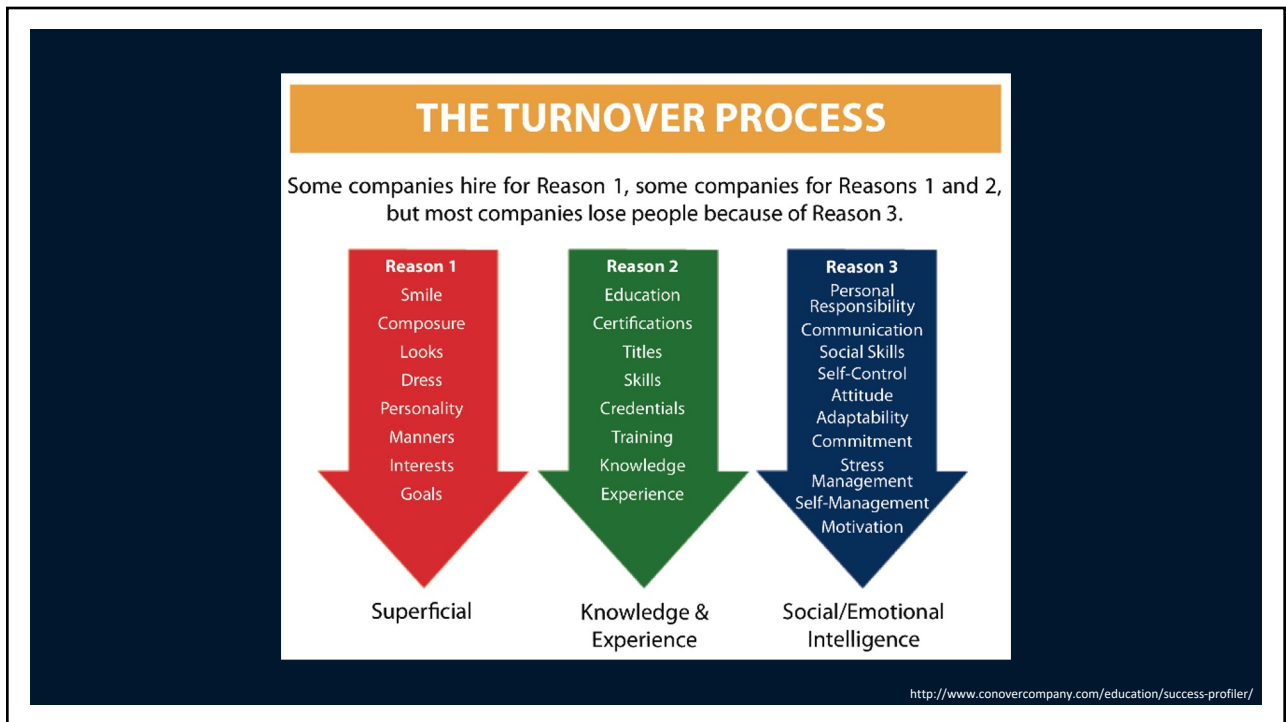
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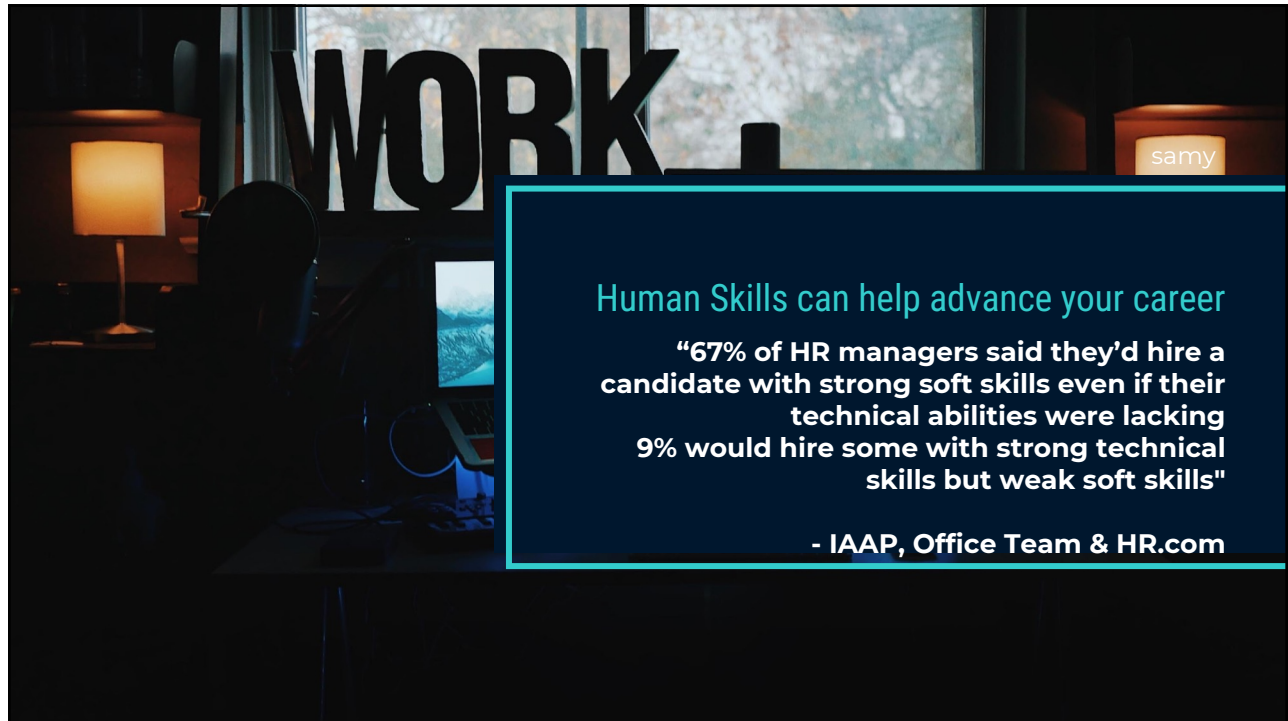
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Human Skills can help advance your career

**"67% of HR managers said they'd hire a candidate with strong soft skills even if their technical abilities were lacking
9% would hire some with strong technical skills but weak soft skills"**

- IAAP, Office Team & HR.com

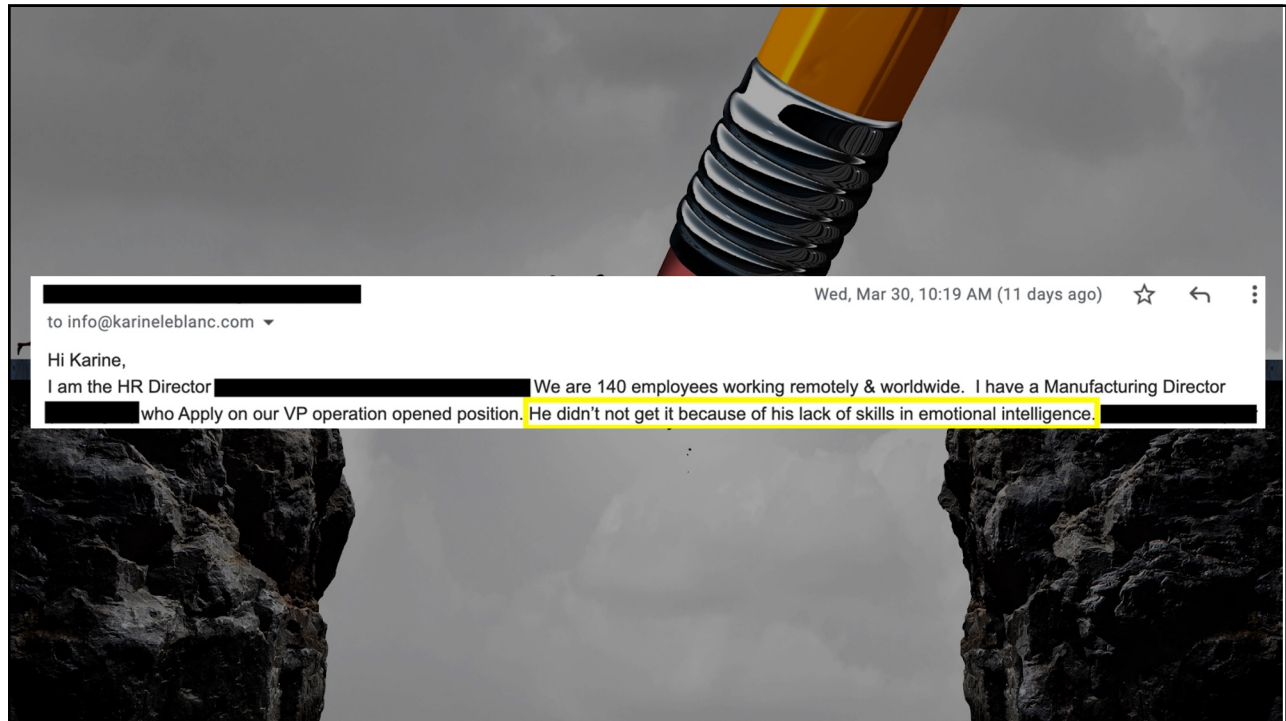
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INEFFECTIVE LEADERSHIP

POOR DECISION-MAKING. MICROMANAGEMENT. STRUGGLE TO INSPIRE.

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You may be thinking:

- It's too hard to change
- It takes too much time
- Too old to change
- People don't care

= Not true, I'm the
proof

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I have a confession To make

44



BEFORE

Controlled by emotions.
Overreacting. Poor Empathy. Lack of
Self Awareness. Moody. Impatient.



AFTER

Aware. Adaptable. Open. Stable.
Positive. Empathetic.



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How would you rate your level of emotional intelligence?

Poor	Fair	Good	Very Good	Excellent
1 2	3 4	5 6	7 8	9 10

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3. THE STRATEGIES

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How to develop
your
Human Skills

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SELF LOVE FIRST

1.

YOU MUST KNOW YOURSELF TO GROW YOURSELF

-JOHN MAXWELL

- Auto-evaluation
- Self-reflection
- Personality assessment
- Strengths and weaknesses

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MAINTAIN SELF CONTROL

2.

SELF CONTROL

- Pay attention to physical signs
- 24-hour rule
- breathing exercises
- Sleep because we are 60% more reactive when we are tired.

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PRACTICE SELF DISCIPLINE

3.

SELF DISCIPLINE

- Be adaptable
- Make your goals public
- Habit Tracker
- Find your personal motivation

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GIVE RECOGNITION, RECEIVE
APPRECIATION

4.

GIVE RECOGNITION

- Thank you card
- Open door policy
- Remove the spotlight from yourself (Eric)

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Employees that have been recognized
within the past month are over twice as
likely to believe their leaders care about a
human workplace

-Globoforce

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CONNECT TO COLLECT

5.

CONNECT TO COLLECT

- Practice active Listening (L)
- Smile, be curious
- Focus on others

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< Save & exit

How was your interaction with Melissa?

They were wonderful and we really connected

They were friendly, but we didn't really connect beyond that

I didn't feel any connection with them



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EMPATHY IS NOT FOR THE WEAK

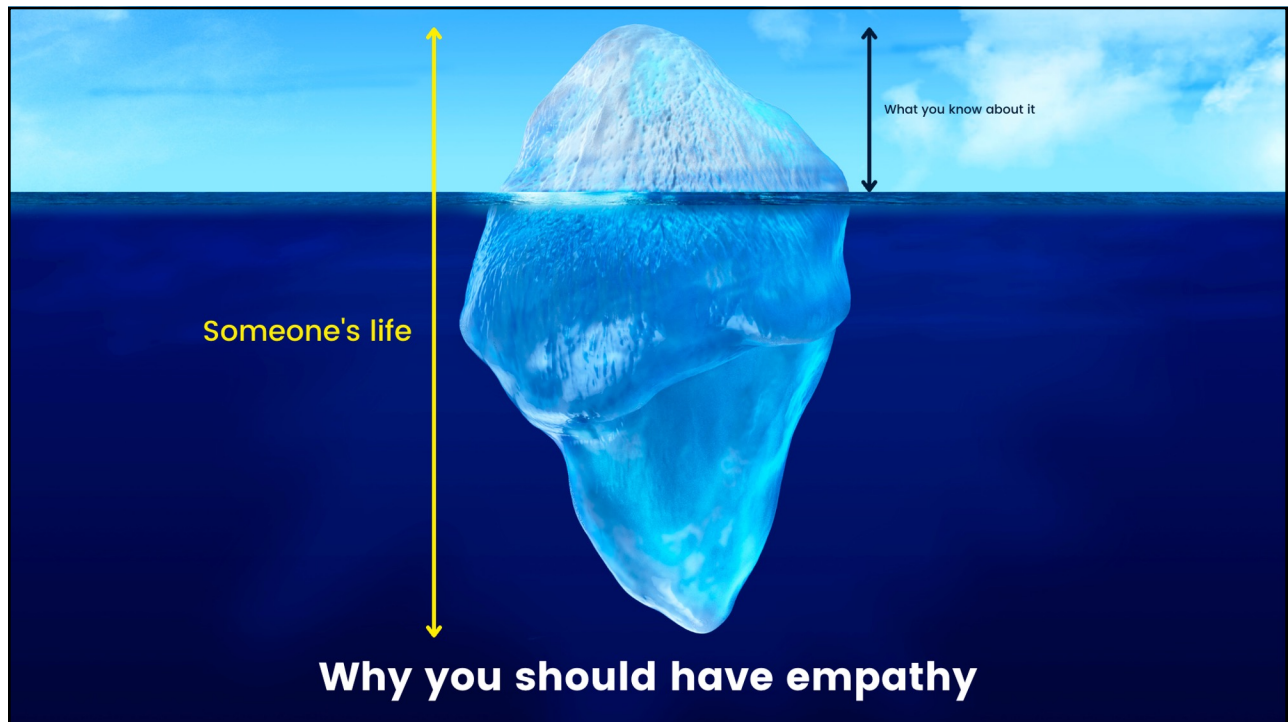
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SHOW EMPATHY

77% of workers would be willing to work more hours for a more empathetic workplace and 60% would accept a reduced salary for the same

- 2017 State of Workplace Empathy study covering 6 industries and 4 generations

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EMPATHY IS NOT FOR THE WEAK

- Put yourself in others shoes: your behavior will change, more understanding, less judgmental (undercover boss and Yelp)
- Have compassion, reach out
- Pick on emotional cues
- Schedule one on ones
- Pygmalion Effect: believing in others plays a huge role in performance and behavior.

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5.

THE ACTION PLAN

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10min after a presentation, we will forget 50% of what was said, next day 25% and next week 10%.

You have a choice

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THIS

You can remain the way
you are, in your comfort
zone

OR**THAT**

You can increase your
awareness and take small
steps to develop your
human skills



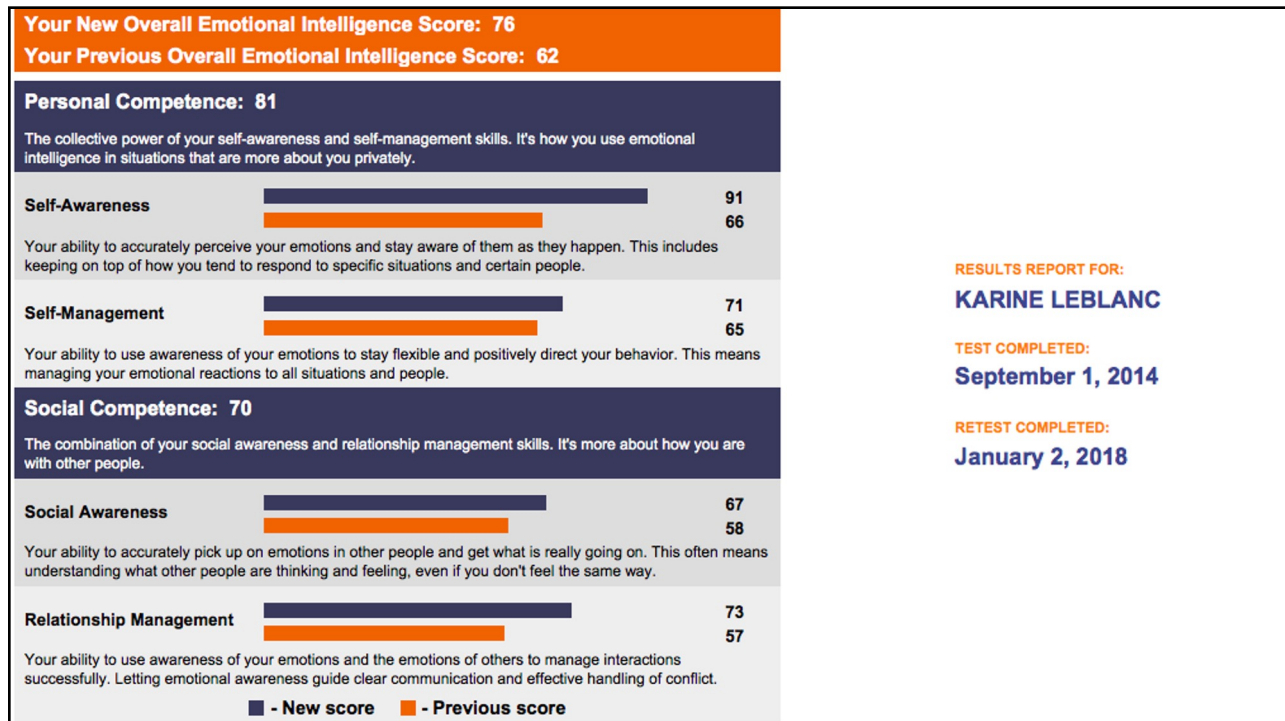
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Action Plan


1. What is your why? productivity, relationship, happiness
2. Take the EQ, DISC and Strength assessments
3. Pick a skill to work on
4. Chose the strategies that you will use for that skill
5. Track your progress, daily review

***Bonus: Find an accountability partner or coach**

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Give feedback to Karine


1. Scan this QR code



or go to talk.ac/karineleblanc

2. Enter this code on the screen

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DISCOVER THE SIX MAGIC SKILLS THAT WILL CHANGE
YOUR BEHAVIOR AND YOUR LIFE

**HOW TO BE HUMAN
IN A TECHNICAL WORLD**



KARINE LEBLANC

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