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

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Karine Leblanc,
Engineer, Speaker, Author, Coach
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**).

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**).
GREAT RESIGNATION

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

- Pay was too low: 37% Major reason, 29% Minor reason, Net 63%
- No opportunities for advancement: 33% Major reason, 30% Minor reason, Net 63%
- Felt disrespected at work: 36% Major reason, 21% Minor reason, Net 57%
- Because of child care issues: 24% Major reason, 24% Minor reason, Net 48%
- Not enough flexibility to choose when to put in hours: 24% Major reason, 21% Minor reason, Net 45%
- Benefits weren't good: 23% Major reason, 20% Minor reason, Net 43%
- Wanted to relocate to a different area: 22% Major reason, 13% Minor reason, Net 35%
- Working too many hours: 20% Major reason, 19% Minor reason, Net 39%
- Working too few hours: 16% Major reason, 14% Minor reason, Net 30%
- Employer required a COVID-19 vaccine: 15% Major reason, 12% Minor reason, Net 28%

Note: Figures may not add to totals due to rounding. Source: Survey of 5,712 adults conducted Feb. 15, 2022.
• What is EQ
• Why is it important
• my own transformation story
• Strategies to improve EQ

What is emotional intelligence?

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

WOULD YOU RATHER WORK WITH

HIGHLY TECHNICAL

SUPER SMART AND TECHNICAL
BIG EGO, LACK SELF CONTROL, MOODY, OVERBEARING.
WOULD YOU RATHER WORK WITH

ABOVE-AVERAGE TECHNICAL

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

- Karine Leblanc
Lack of EQ can be way more serious than just people not wanting to work with you.
2. THE SOLUTION

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

TECHNICAL SKILLS
Tasks, methods, processes, procedures, techniques.
Emotional intelligence

Human Skills

HUMAN SKILLS  MAGIC  TECHNICAL SKILLS
THE SIX MAGIC SKILLS

SELF AWARENESS

SELF CONTROL

SELF LOVE

SELF DISCIPLINE

RECOGNITION

CONNECTION

EMPATHY

YOU

OTHERS

Self Awareness

SELF LOVE

SELF CONTROL

SELF DISCIPLINE

MAGIC
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)
Worst advice ever:

“Leave emotions out of it!”

Human skills increase employee engagement, customer loyalty and profits
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.
What if you don’t focus on emotional intelligence?

DECREASED PRODUCTIVITY

MISSED DEADLINES. LOW CREATIVITY. LACK OF COLLABORATION.
HIGH EMPLOYEE TURNOVER


DID YOU KNOW?

43% of women 32% of men have a coworker who makes them want to quit

43% 32%
33%
Cost of Employee Turnover

THE TURNOVER PROCESS

Some companies hire for Reason 1, some companies for Reasons 1 and 2, but most companies lose people because of Reason 3.

Reason 1
- Smile
- Composure
- Looks
- Dress
- Personality
- Manners
- Interests
- Goals

Reason 2
- Education
- Certifications
- Titles
- Skills
- Credentials
- Training
- Knowledge
- Experience

Reason 3
- Personal Responsibility
- Communication
- Social Skills
- Self-Control
- Attitude
- Adaptability
- Commitment
- Stress
- Management
- Self-Management
- Motivation

Superficial
Knowledge & Experience
Social/Emotional Intelligence

http://www.conovercompany.com/education/success-profile/
MISSED OPPORTUNITIES

LOST CLIENTS. POOR CUSTOMER SERVICE. LOST PROJECTS.

MISSED CAREER ADVANCEMENT

PROMOTION. RAISE. LEADERSHIP ROLES. CUSTOMER ORIENTED ROLES.
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
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
I have a confession
To make

BEFORE
Controlled by emotions.
Overreacting. Poor Empathy. Lack of

AFTER
Positive. Empathetic.
How would you rate your level of emotional intelligence?

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How to develop your Human Skills

SELF AWARENESS
1. **SELF LOVE FIRST**

**YOU MUST KNOW YOURSELF TO GROW YOURSELF**  
–JOHN MAXWELL

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

2. **MAINTAIN SELF CONTROL**

**SELF CONTROL**

- Pay attention to physical signs
- 24-hour rule
- Breathing exercises
- Sleep because we are 60% more reactive when we are tired.
3. PRACTICE SELF DISCIPLINE

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

SOCIAL AWARENESS
4. **GIVE RECOGNITION**

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

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

-Globoforce
5. CONNECT TO COLLECT

- Practice active Listening (L)
- Smile, be curious
- Focus on others
6. 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
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.

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

You have a choice
You can increase your awareness and take small steps to develop your human skills. OR

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

**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*
Your New Overall Emotional Intelligence Score: 76
Your Previous Overall Emotional Intelligence Score: 62

Personal Competence: 81
The collective power of your self-awareness and self-management skills. It's how you use emotional intelligence in situations that are more about you privately.

Self-Awareness
Your ability to accurately perceive your emotions and stay aware of them as they happen. This includes keeping on top of how you tend to respond to specific situations and certain people.

Self-Management
71
65
Your ability to use awareness of your emotions to stay flexible and positively direct your behavior. This means managing your emotional reactions to all situations and people.

Social Competence: 70
The combination of your social awareness and relationship management skills. It's more about how you are with other people.

Social Awareness
67
58
Your ability to accurately pick up on emotions in other people and get what is really going on. This often means understanding what other people are thinking and feeling, even if you don't feel the same way.

Relationship Management
73
57
Your ability to use awareness of your emotions and the emotions of others to manage interactions successfully. Letting emotional awareness guide clear communication and effective handling of conflict.

- New score - Previous score

RESULTS REPORT FOR:
KARINE LEBLANC
TEST COMPLETED:
September 1, 2014
RETEST COMPLETED:
January 2, 2018

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1. Scan this QR code
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or go to talk.ac/karineleblanc

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Self Awareness
Self Control
Social Awareness
Empathy

Find me on Linkedin

Text Karine to 88500