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How to increase resilience and prevent burnout

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- 20+ years in technology product management
- AI/ML expert
- Superpower: Explaining complex topics to anyone





- 20+ Years as sales/marketing leader in key technology industries
- Army upbringing/world traveler
- Executive development/ emotional intelligence/ mindfulness coach





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Learning objectives

- Understand what emotional intelligence is and why it’s important
- Learn about the Empathy, Purpose, Inspiration, Connection (EPIC) Leadership Program at Amazon
- Discover how to:
  - Recognize emotions and develop emotional agility
  - Enhance resilience
  - Improve empathy
- Get resources to continue your emotional intelligence growth journey

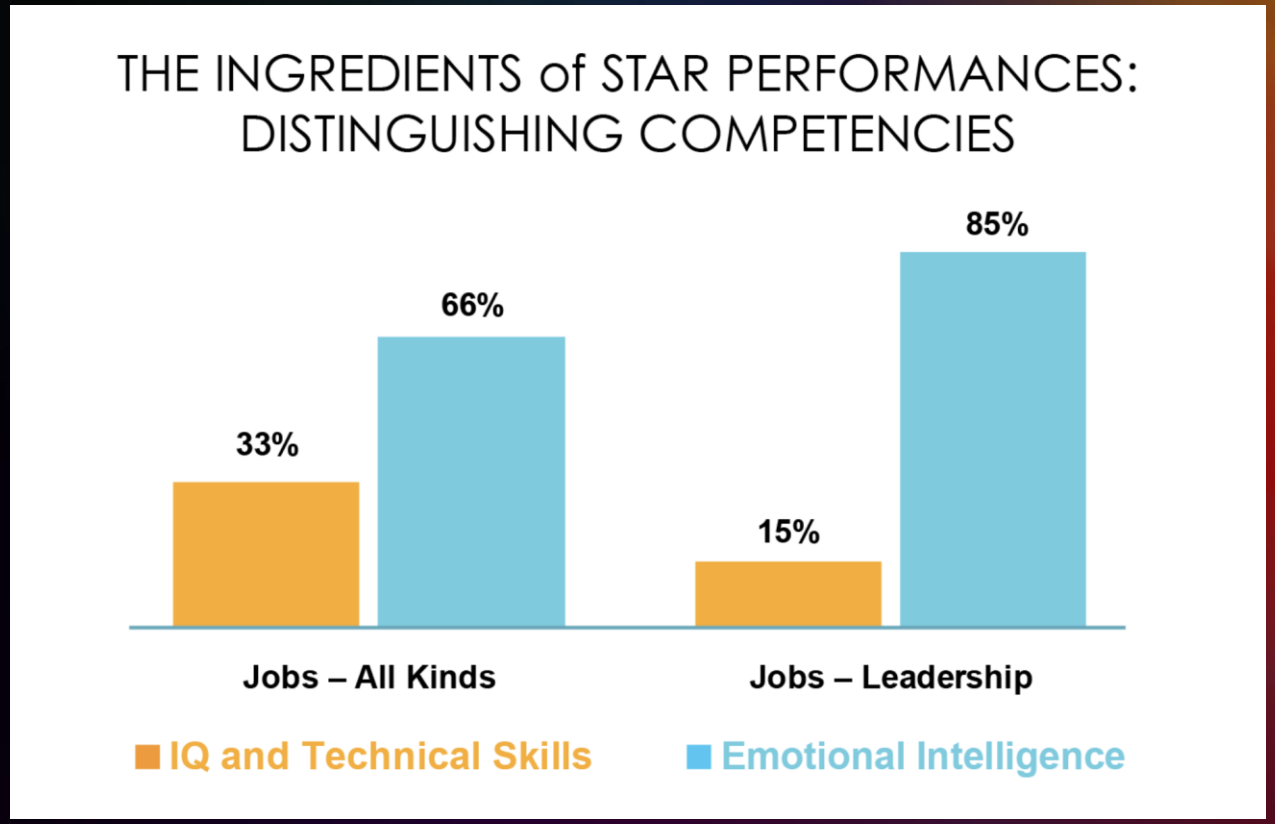
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EQ is the key to star performances*



*Based on research by Dr. Daniel Goleman

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Components of emotional intelligence

	Awareness	Management
Personal competencies		
Social competencies		

"The whole point of being alive is to **evolve** into the **complete person** you were intended to be."

Oprah Winfrey

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Some compelling realities from the recent past



- Despite spending 81,396 total lifetime hours at work
- Only 21% of employees feel engaged at work
- 33% of employees state that they are thriving
- 44% of those surveyed identified “a lot of stress” in the previous day
- Globally, 60% of people are emotionally detached at work and 19% are miserable

*Source: State of the Global Workplace 2022 Report, Gallup

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Does this resonate?

Have you experienced any of these in the past few months?

- Difficulty sleeping (worried about work, family, other responsibilities)
- Anxiety upon waking
- Difficulty switching off in the evening
- Becoming more pessimistic or negative
- Lack of enjoyment

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Emotional intelligence is clear in Amazon's newest leadership principle

Strive to be Earth's Best Employer

Leaders work every day to create a safer, more productive, higher performing, more diverse, and more just work environment. They lead with empathy, have fun at work, and make it easy for others to have fun. Leaders ask themselves: Are my fellow employees growing? Are they empowered? Are they ready for what's next? Leaders have a vision for and commitment to their employees' personal success, whether that be at Amazon or elsewhere.

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Emotionally intelligent leaders are EPIC



Empathetic

Purposeful

Inspiring

Connected

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The influence of emotions

Emotions affect our:*

- Ability to pay attention
- Decision-making
- Relationships
- Physical and mental health
- Performance and creativity



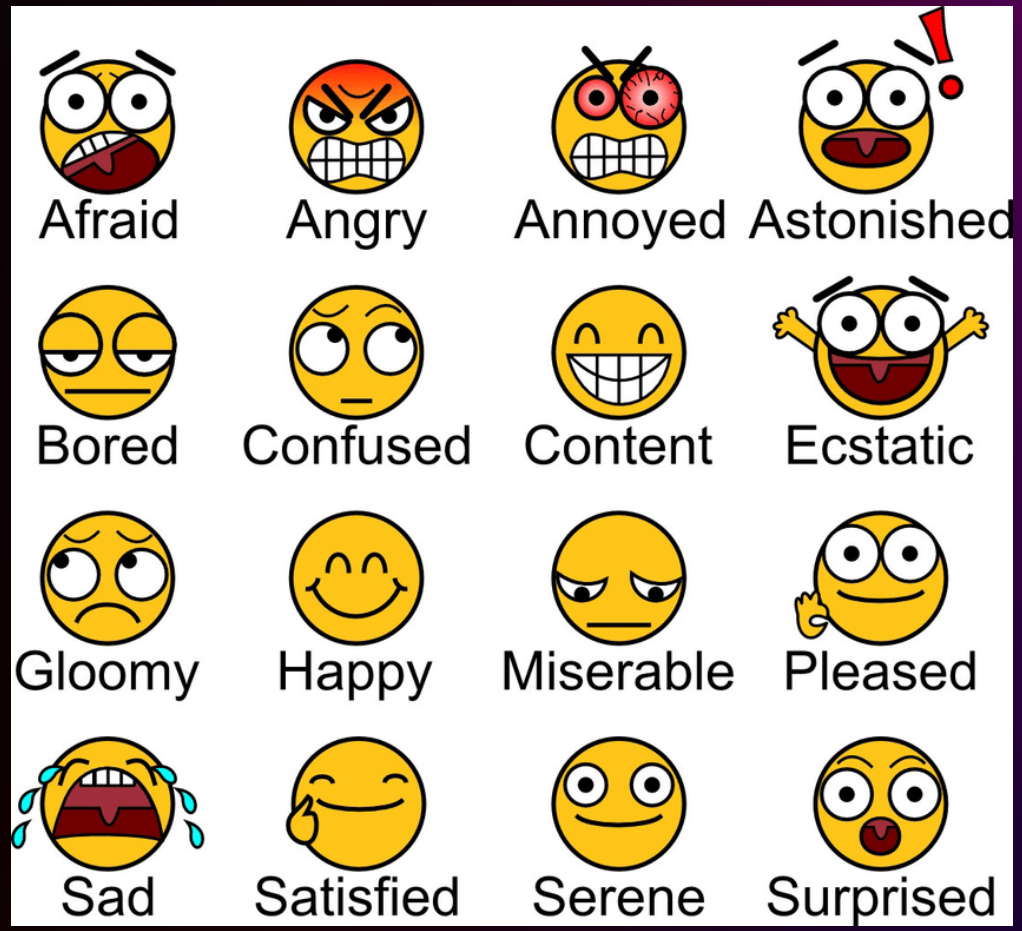
*Based on research by Dr. Marc Brackett, Director of the Yale Center for Emotional Intelligence

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The power of labeling

IF YOU CAN NAME IT, YOU CAN TAME IT





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Mood Meter: How are you feeling?



Get the Mood Meter at moodmeterapp.com

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Emotional awareness for emotional agility

What am I feeling?





Do I want to stay or shift?





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Emotional balance

WHAT ABOUT UNPLEASANT FEELINGS?



- Suppressing unpleasant feelings doesn’t work!
- Watch out for toxic negativity and toxic positivity
- Unpleasant emotions are useful
- Aim for balance, not avoidance

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Learning objectives

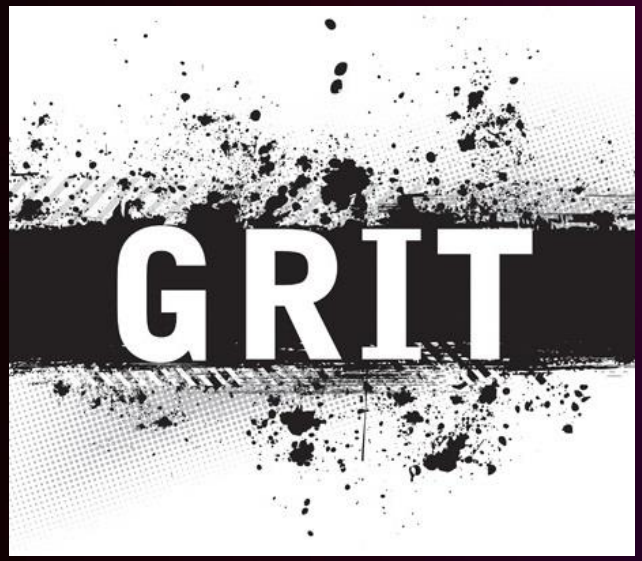
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Two keys to resilience





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Positivity

IT'S GOOD FOR YOU EMOTIONALLY AND PHYSICALLY



- Neutralize "negativity bias"
- Healthy ratio of positivity to negativity
- Better performance, quality, and customer service
- Improves immune response, cardiac health, and life span*

*Based on research by Boston Medical School and Harvard

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How to become more positive

3 x 3

3 gratitudes a day
for 3 weeks



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Grit

HOW TO INCREASE IT



Make friends at work



Rewrite the story with gratitude & generosity



Start with why (purpose)

Grit Scale: angeladuckworth.com/grit-scale/

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Peak performance vs. optimal performance

"That is optimal performance, the ability to do the best you can in any environment. Sometimes the best is your peak, and sometimes your best is just surviving."

Rich Diviney, Navy SEAL Commander



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Tip #1

KNOW THE TYPES OF RECOVERY







Macro recovery

- Monthly
- Half day to full day

Meso recovery

- Weekly
- 1–2 hours

Micro recovery

- Daily
- Minutes

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Micro-Recovery

ONE MINDFUL MINUTE TO BOOST YOUR OXYTOCIN



- Reduces stress and cortisol
- Increases optimism and trust
- Increases compassion
- Repairs heart cells
- Booster: Mindful Minute (with tactical “box” breathing)
- Tools: Headspace, Calm, Alexa, xhalr.com

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Tip #2

MANAGE YOUR ENERGY BY FOCUSING ON RECOVERY



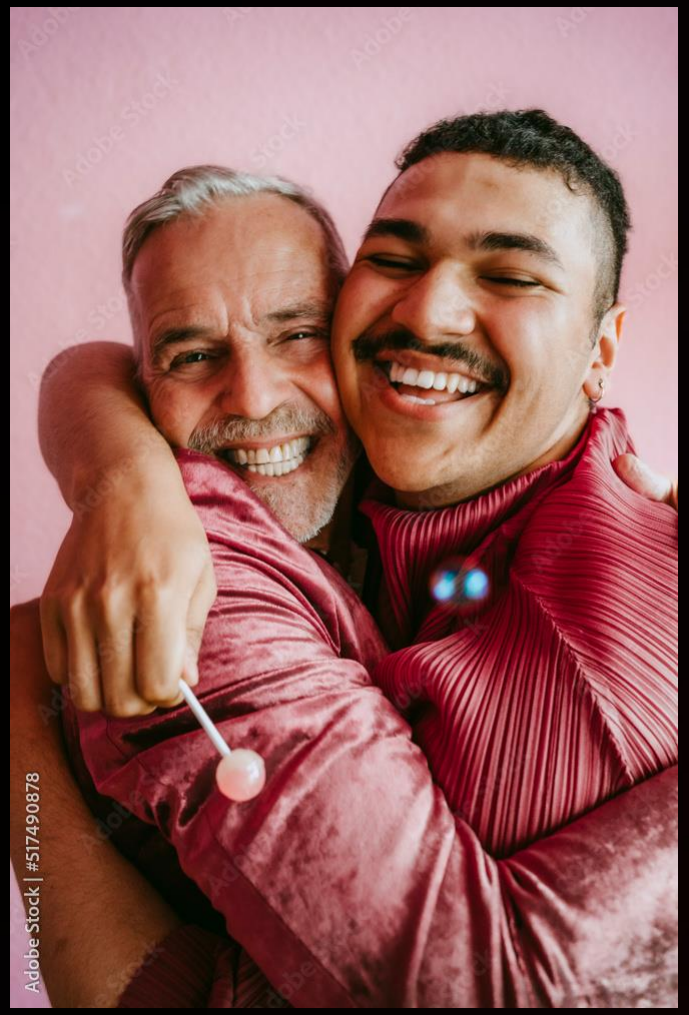
- Leverage your natural energy cycle (~90 minutes)
- Do 3 bursts a day with breaks in between to recover
- Minimize distractions
- Leverage the slumps
- Reduce decision fatigue

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Tip #3

GET YOUR DAILY DOSE OF LAUGHTER



- Releases endorphins
- Strengthens immune system
- Changes perspective
- Connects us with others
- Adults don’t laugh enough
- Smile more: fake it till you make it

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What is empathy?



- How would you define empathy?
- Definition: ”The ability to understand and share the thoughts or feelings of another.”
- Empathy is not connecting to the experience; it's connecting to the feelings that underpin the experience

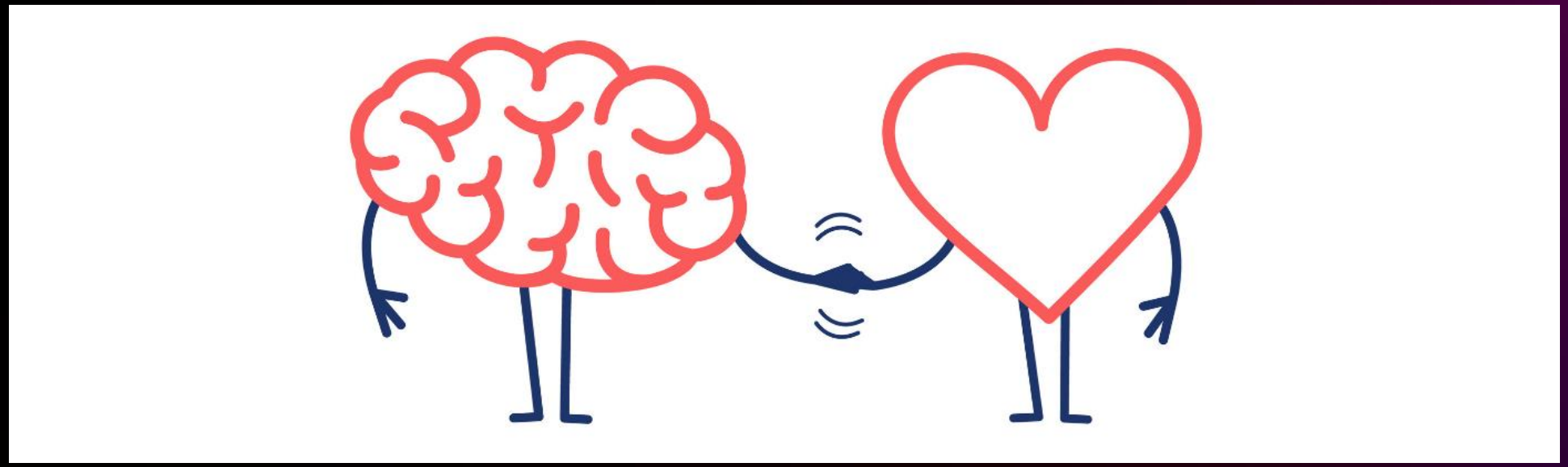
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Is empathy learnable?



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The 3 types of empathy



Emotional empathy

Affective empathy

I feel what you're feeling

Cognitive empathy

Perspective-taking

I understand what you're feeling and thinking

Compassionate empathy

Empathic concern

I want to help you

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What are the biggest blockers to empathy?



- Too stressed out
- Don’t like pain and discomfort
- Don’t have skills

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Be present to notice



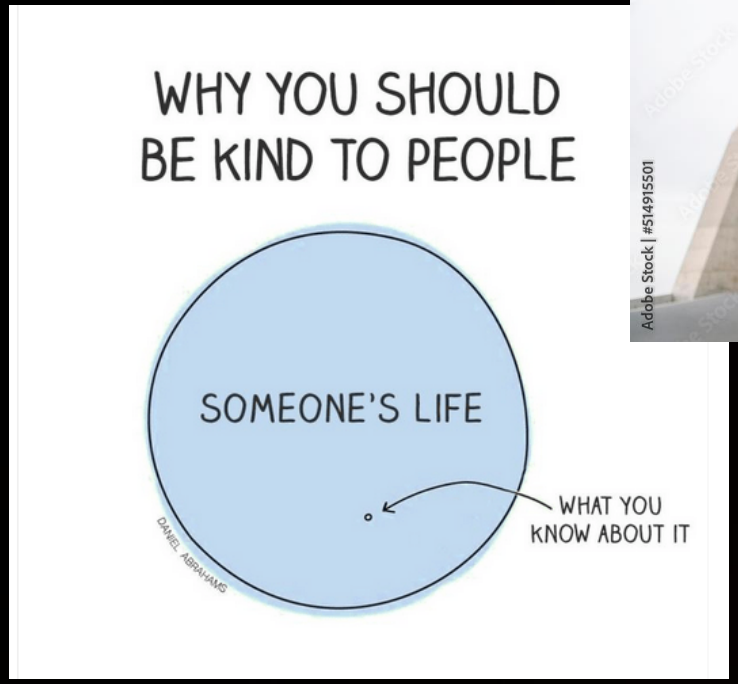
- Begins with mindful intent
- Remove distractions
- Give complete attention with open-mindedness

Booster: Go B.I.G.
Breathe
Intention
Gratitude

*Research from Bain Inspirational Leadership System

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Do some perspective-seeking





What are they feeling

+

What are they thinking

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Shine bright with STAR



Share

Thank

Ask

Remember

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“People will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

Maya Angelou

Beloved author and poet

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Recommended reading for EQ growth

Emotional Intelligence by Daniel Goleman

Permission to Feel by Marc Brackett

Emotional Intelligence 2.0 by Travis Bradberry and Jean Greaves

Peak Mind by Amishi Jha

Atlas of the Heart by Brene Brown

The War for Kindness by Jamil Zaki

Think Again by Adam Grant

Search Inside Yourself by Chade-Meng Tan

Emotional Equations by Chip Conley

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EQ growth plan: Where do I go from here?



- Start using one technique to boost personal and team EQ and innovation
- Check out the EQ website for more resources: eqepicleadership.com
- Check out the AWS Innovation website: aws.amazon.com/innovation/

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INO 101 Boost productivity and avoid being overwhelmed

Workshop

INO 102 Amazon’s Culture of Innovation

Breakout Session

INO 103 Emotional intelligence to boost resilience and prevent burnout

Breakout Session

INO 104 How Amazon.com transforms customer experiences through AI/ML

Breakout Session

INO 201 Rapid transition from idea to solution

Chalk Talk

INO 202 Introduction to Working Backwards

Workshop

INO 203 Emotional intelligence can supercharge innovation

Breakout Session

INO 204 High-velocity decision-making

Breakout Session

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Thank you!



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EPIC Leadership Program
Please contact your Account Manager



Please complete the session survey in the **mobile app**

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