AWS re:Invent

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ABW006

Emotional intelligence to supercharge your success

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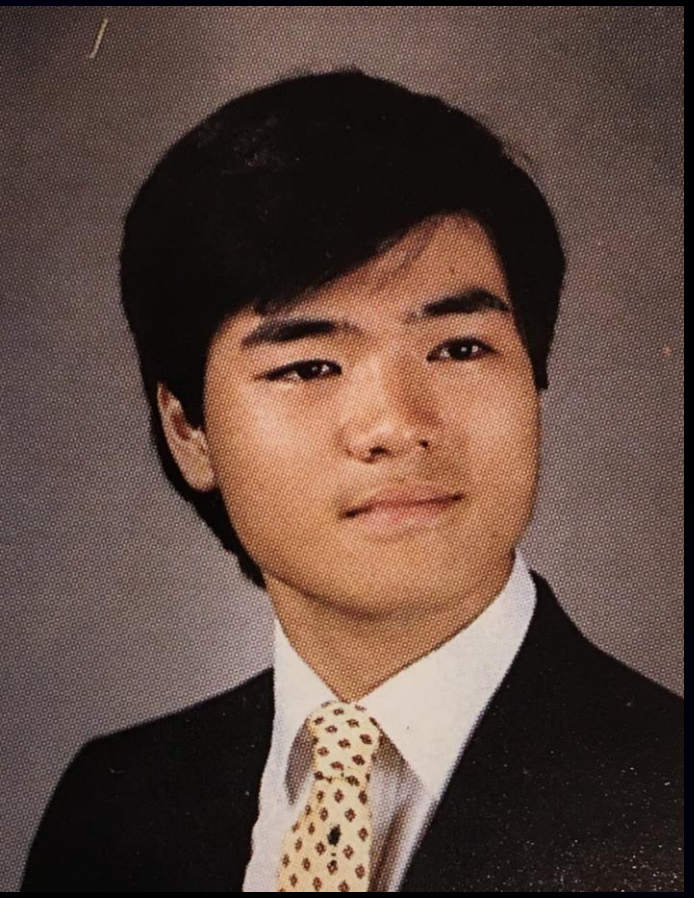
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Learning objectives

- Understand what emotional intelligence is and why it is so important
- Learn how to
  - Reduce stress
  - Be more positive
  - Boost grit
  - Be more likeable
  - Increase empathy
- Learn about resources to continue your EQ growth journey

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EQ growth journey: Transformation over time







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Are emotions appropriate at work?

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avoidable

Are emotions ~~appropriate~~ at work?

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valuable

Are emotions ~~appropriate~~ at work?

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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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“We are not thinking machines that feel; rather, we are feeling machines that think.”

Antonio Damasio
Neuroscientist

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How important is emotional intelligence to long-term success?

A. 15%
B. 33%
C. 50%
D. 75%
E. 85%

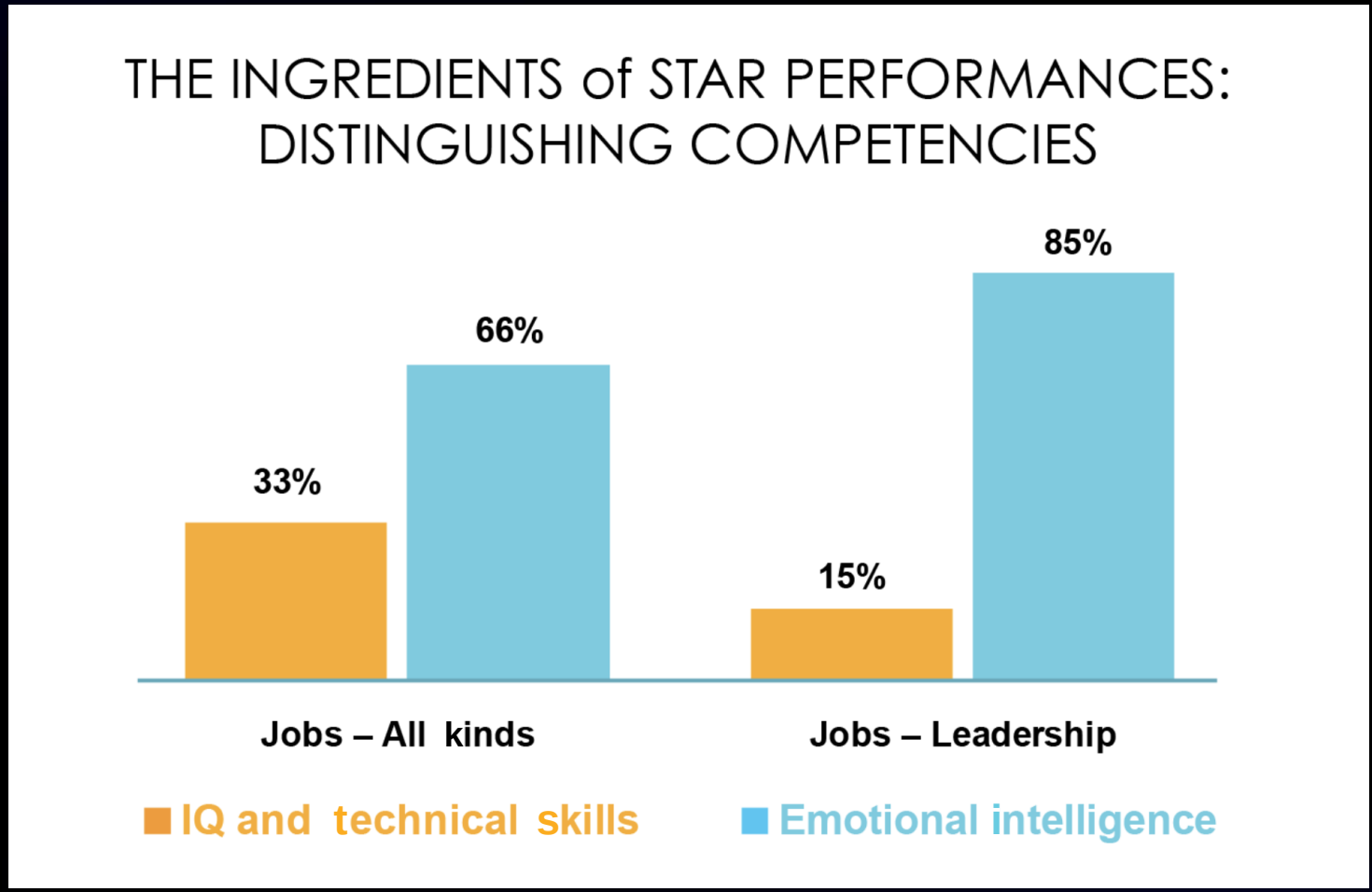
Research carried out by the Carnegie Institute of Technology shows that **85% of your financial success is due to skills in "human engineering" (EQ),** your personality and ability to communicate, negotiate, and lead

Shockingly, **only 15% is due to technical knowledge (IQ)**

"Intelligence Is Overrated," Forbes, 2012

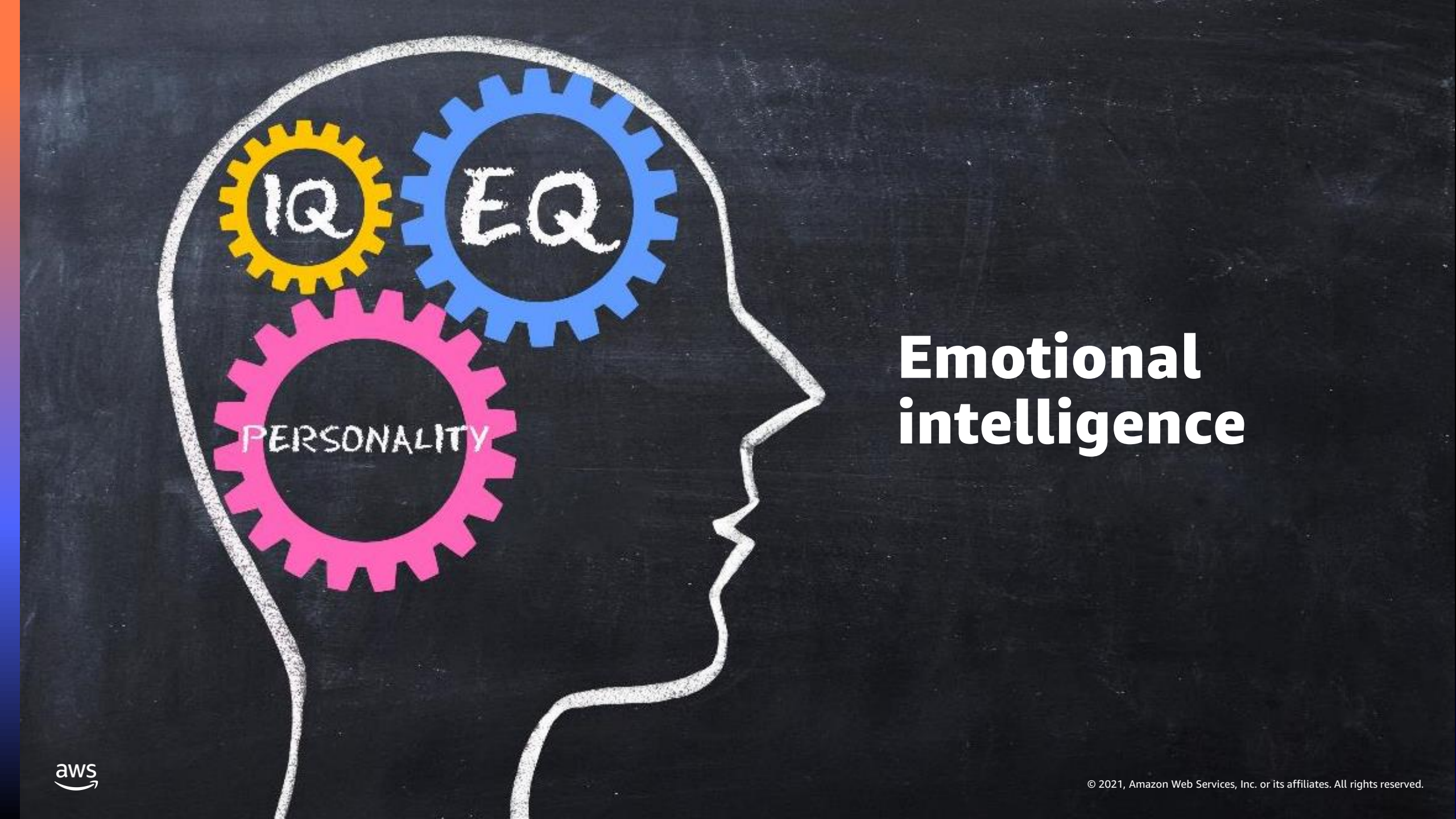
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EQ is the key to star performances*



*Based on research by Dr. Daniel Goleman, psychologist

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Emotional intelligence

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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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Part 1: Personal competencies

	Awareness	Management
Personal competencies	SELF AWARENESS	SELF MANAGEMENT
Social competencies	SOCIAL AWARENESS	RELATIONSHIP MANAGEMENT

This is about how **you** manage **yourself**

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Why is self-management so difficult sometimes?



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The neuroscience of emotional hijacking

Amygdala/ limbic system

Emotions

- Detects threats
- Freeze, fight, or flight
- Can override other parts of brain



Pre-frontal cortex

Rational thought

- Filter
- Judgment
- Decision-making
- Reasoning

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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 evening
- Becoming more negative, pessimistic, or isolated

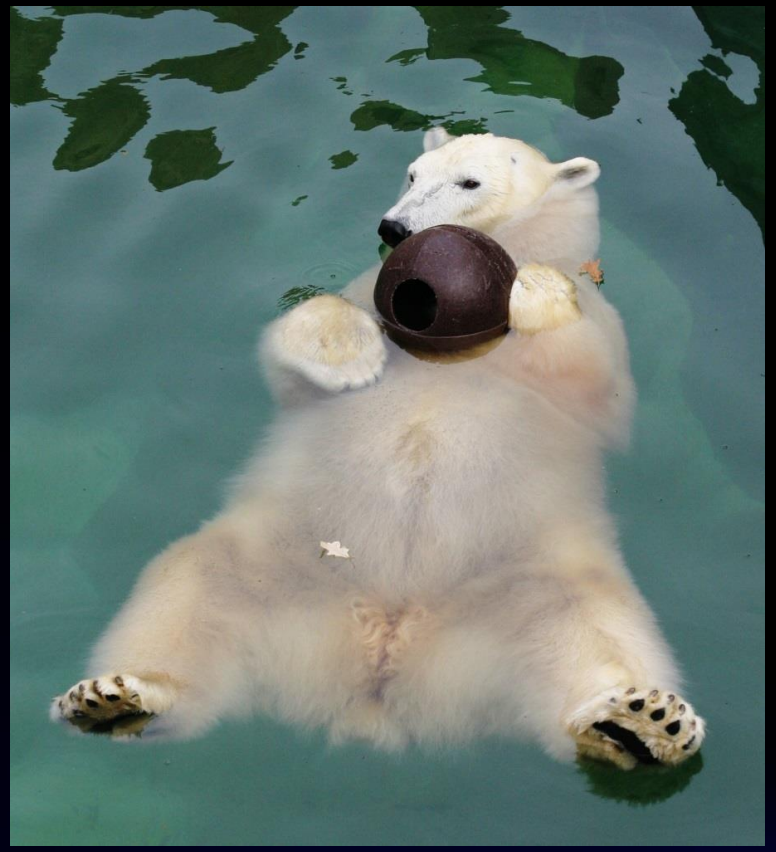
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How can you avoid emotional hijacking and burnout?

Learn to be buoyant!



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Two keys to buoyancy





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#1 key: Positivity

IT'S GOOD FOR YOU EMOTIONALLY AND PHYSICALLY

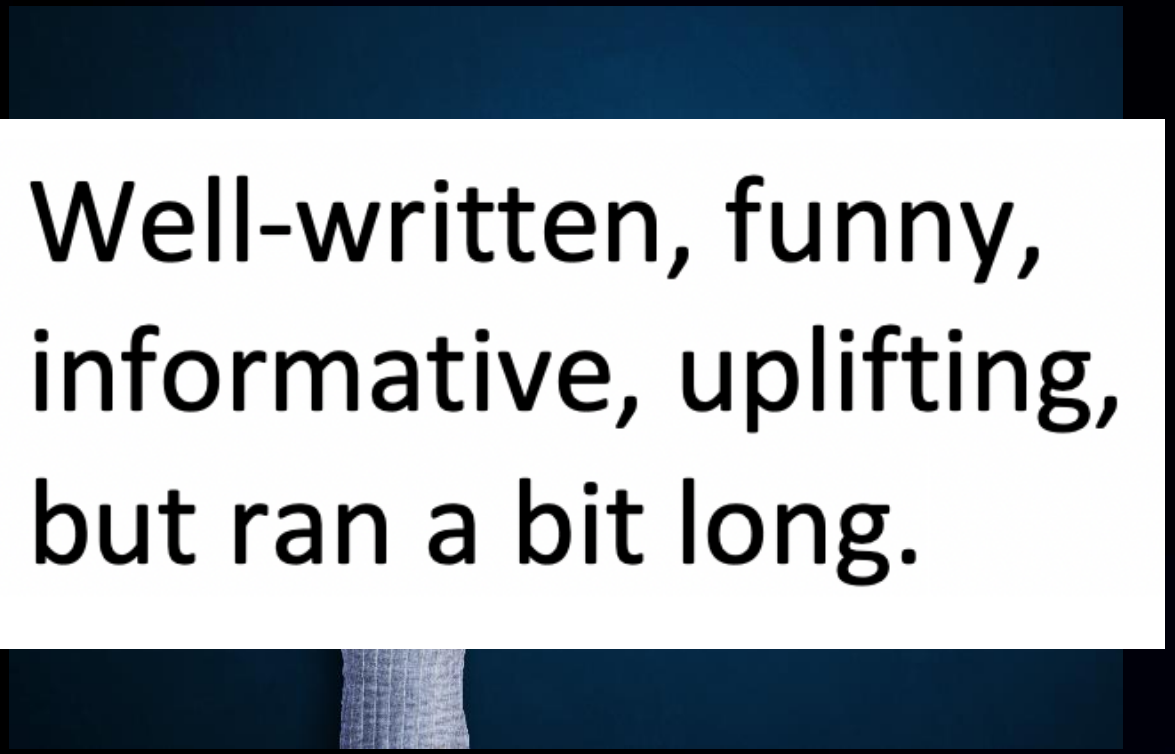


- Neutralize "negativity bias"

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#1 key: Positivity

IT'S GOOD FOR YOU EMOTIONALLY AND PHYSICALLY



- Neutralize "negativity bias"
- Healthy ratio of positivity to negativity

*Based on research by Boston Medical School & Harvard

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#1 key: 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 & Harvard

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How to increase positivity

3 x 3

Gratitudes a day

for 3 weeks



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How to be more positive

3 x 3

Gratitudes a day

for 3 weeks



SET your mind with self-compassion

Specific	not *pervasive*
External	not *personal*
Transitory	not *permanent*

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EQ booster

ONE MINDFUL MINUTE TO BOOST YOUR OXYTOCIN



- Reduces stress & cortisol
- Increases optimism & trust
- Increases compassion
- Repairs heart cells
- Booster: one mindful minute (with tactical “box” breathing)

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#2 key: Grit

"Without effort, your talent is nothing more than unmet potential. Without effort, your skill is nothing more than what you could have done but didn't."

Angela Duckworth, *Grit: The Power of Passion and Perseverance*



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#2 key: Grit

HOW TO INCREASE IT



Connect with a group
(make friends at work)

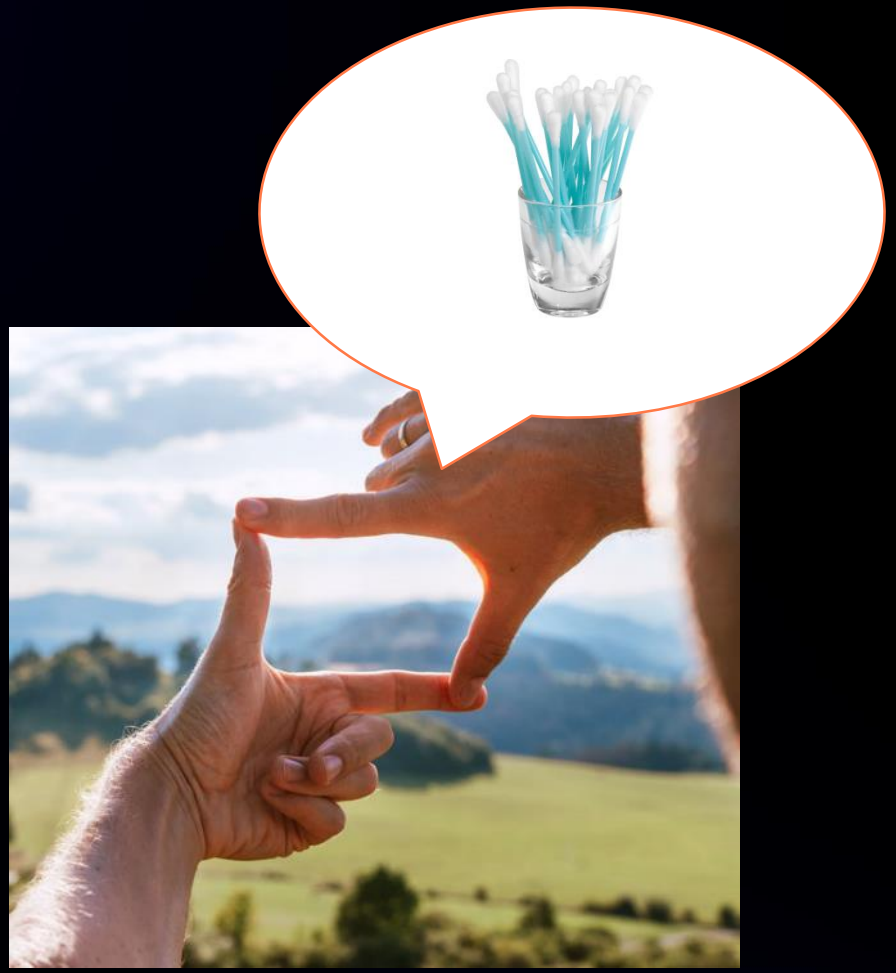
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#2 key: Grit

HOW TO INCREASE IT



Connect with a group (make friends at work)



Reframe with gratitude & generosity

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#2 key: Grit

HOW TO INCREASE IT



Connect with a group (make friends at work)



Reframe with gratitude & generosity



Start with why (purpose)

Grit scale: angeladuckworth.com/grit-scale

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EQ booster

LOW-POWER VS. HIGH-POWER POSE













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EQ booster

MANAGE YOUR ENERGY, NOT JUST YOUR TIME



- Focus on recovery
- Leverage your natural energy cycle (90 min)
- 3 bursts a day with breaks in between to recover
- Leverage the slumps
- Reduce decision fatigue

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Part 2: Social competence

	Awareness	Management
Personal competencies	SELF AWARENESS	SELF MANAGEMENT
Social competencies	SOCIAL AWARENESS	RELATIONSHIP MANAGEMENT

This is about how **you** are with **others**

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The power of attunement

EMPATHIC LISTENING AT ITS BEST



"Attunement is the ability to bring one's **actions** and **outlook** into **harmony** with other people and with the context you're in."

Dan Pink, *To Sell Is Human*

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Keys to attunement

Presence



Likability



Perspective seeking



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#1 key: Presence

ATTUNEMENT BEGINS HERE



- Begin with mindful intent
- Give complete attention with open-mindedness
- Most important attribute for inspirational leadership*
- Pro tip: Go BIG
  - Breath
  - Intention
  - Gratitude

*Research from Bain's Inspirational Leadership System

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#2 key: Likability

YES, IT MATTERS



- Uncover genuine similarities (synchrony)
- Uncover genuinely admirable features

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#2 key: Likability

YES, IT MATTERS



- Uncover genuine similarities (synchrony)
- Uncover genuinely admirable features
- Adopt a “Really Useful Attitude” (mirror neurons)*
  - Enthusiasm
  - Interest & curiosity
  - Liking *them*

*From *How to Make People Like You in 90 Seconds or Less* by Nicholas Boothman

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#3 key: Perspective-seeking

IT'S EMPATHY+



EMPATHY+

=

What are they **feeling**

+

What are they **thinking**

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How much sleep do you get each night on average?

A. 7+ hours

B. 6–7 hours

C. Less than 6 hours

D. Sleep? What's sleep?

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EQ booster

SLEEP – AN EQ SUPERPOWER



Watch Matt Walker's TED talk, "Sleep is Your Superpower," https://bit.ly/2ZJuXS2

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EQ booster

SLEEP – AN EQ SUPERPOWER



Watch Matt Walker's TED talk, "Sleep is Your Superpower," https://bit.ly/2ZJuXS2

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Final question

What one quality most denotes a high EQ and separates great leaders from average ones?

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EQ growth plan: Where do I go from here?



- Practice one technique for 30 days (in both professional and personal contexts)
- Find some EQ buddies to practice and grow together
- Check out my EQ website wiki for more resources (videos, books, classes) richardhua.co

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Recommended reading for EQ growth

Emotional Intelligence 2.0 by Travis Bradberry and Jean Greaves

Permission to Feel by Marc Brackett

Emotional Intelligence by Daniel Goleman

Search Inside Yourself by Chade-Meng Tan

How to Win Friends and Influence People by Dale Carnegie

To Sell Is Human by Daniel H. Pink

The Charisma Myth by Olivia Fox Cabane

Emotional Equations by Chip Conley

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Thank you!

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