The Power Within: Emotional Intelligence

Project Managers as Champions of Change

PMI Symposium
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April 26, 2019
Objectives

- Raise awareness about:
  - personal power
  - importance of consciously choosing thoughts
  - how inner dialogue impacts outer experience
  - how subjective beliefs impact objective results
Agenda

- Introduction
- Concepts
- Cases and research
- Q&A
“Everyone thinks of changing the world, but no one thinks of changing himself.”
Leo Tolstoy

“If you change the way you look at things, the things you look at change.”
Wayne Dyer
Emotional Intelligence

- Self-awareness
- Self-regulation
- Motivation
- Empathy
- Social skill

When senior managers at one company had a critical mass of Emotional Intelligence capabilities, their divisions outperformed yearly earnings goals by:

A. 0%
B. 10%
C. 15%
D. 20%

How many thoughts do we have per day?

A. Between 0 and 20,000
B. Between 20,000 and 40,000
C. Between 40,000 and 60,000
D. Between 60,000 and 80,000

Inner Dialogue

#@$%&

❤❤❤❤❤
Judgment vs. Evaluation
Neutral Observation
Vision without Attachment
Light Bearer

I AM ≠ MY RESULTS

Israeli Boot Camp

- 105 soldiers
- 4 instructors
- 16-hour days
- 15 weeks
- Command potential: high, regular, unknown

How higher the “High Command Potential” soldiers’ performed compared to “Regular”?

A. No statistically relevant variation

B. 13%

C. 23%

D. 33%

### Pygmalion Effect

<table>
<thead>
<tr>
<th>Instructor Expectancy</th>
<th>Average Soldier’s Performance</th>
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<tbody>
<tr>
<td>High</td>
<td>80.0</td>
</tr>
<tr>
<td>Unknown</td>
<td>72.4</td>
</tr>
<tr>
<td>Regular</td>
<td>65.2</td>
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Which of the lines on the right most closely matches the line on the left?

Resistance to blow the whistle

- conformity to incorrect majority 1/3 of the time
- 3/4 conformed at least 1 round
- 1/3 conformed > 1/2 of the rounds

Similar experiment, 2 objects
Is the second image a rotation of the first?

<table>
<thead>
<tr>
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<th>Correct Answers</th>
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<tbody>
<tr>
<td>Alone</td>
<td>90%</td>
</tr>
<tr>
<td>In misleading group</td>
<td>59%</td>
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</tbody>
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Brain

- Shuts down thinking areas
- Activates same areas as:
  - Emotional processing
  - Fear
  - Physical pain

Questions?
“Wholehearted living is about engaging with our lives from a place of worthiness. It means cultivating the courage, compassion and connection to wake up in the morning and think, ‘No matter what gets done and how much is left undone, I am enough.’ It’s going to bed at night thinking, ‘Yes, I am imperfect and vulnerable and sometimes afraid, but that doesn’t change the truth that I am worthy of love and belonging.’”

Brené Brown

Thank you!

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