

From Theory to Results: Unlock Your Organization's Full Potential with Emotional Intelligence

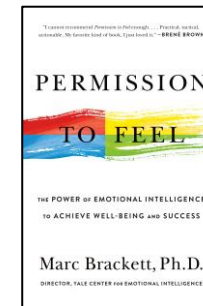
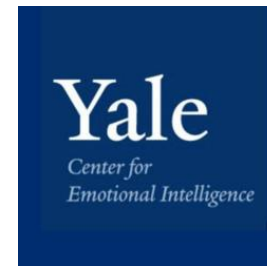
Presented by

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Director, Yale Center for Emotional Intelligence

Co-founder, Oji Life Lab

Author, Permission To Feel



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Co-founder and Head of Learning , Oji Life Lab



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Painful Truths about Training EI

- Workshops, videos and traditional eLearning modules don't work
- We get impatient (even though we know that change takes time)
- We measure the wrong things
- We cut budgets when this type of training matters most
- Learners and stakeholders are cynical based on prior learning experiences



Poll #1

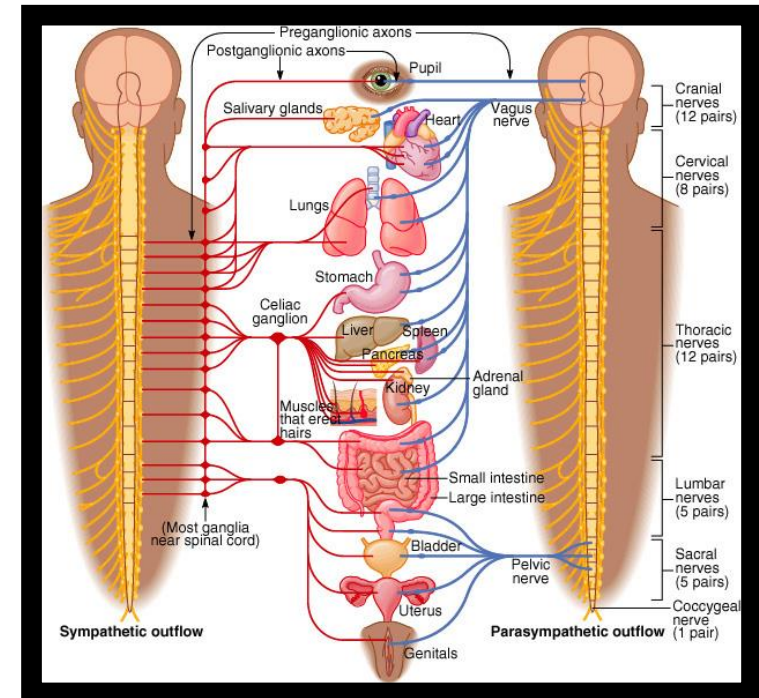
Which of these best describes why you're here to learn about EI?

- A. I'm looking to implement an EI program soon
- B. The stuff we've done in the past doesn't work
- C. I've always been interested in developing a program but didn't know where to start
- D. I'm looking to leverage EI to drive actual results/outcomes
- E. I'm here to learn the fundamentals of Emotional Intelligence



Understand the Science of EI

- Emotions are information, not "disruptive"
- EI is about using all emotions wisely to achieve desired outcomes



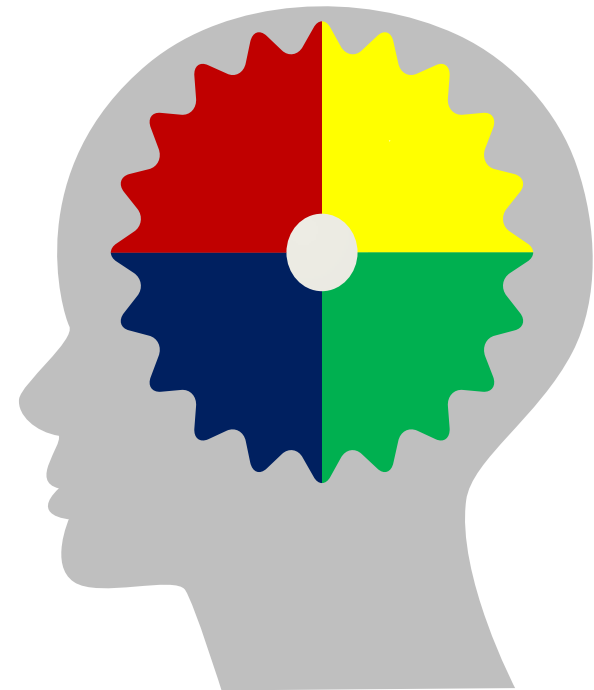
Emotions Matter for Everything

- Attention, memory, and learning
- Decision making
- Relationship quality
- Physical and mental health
- Performance and creativity



EI Skills Are Hard, Not Soft Skills

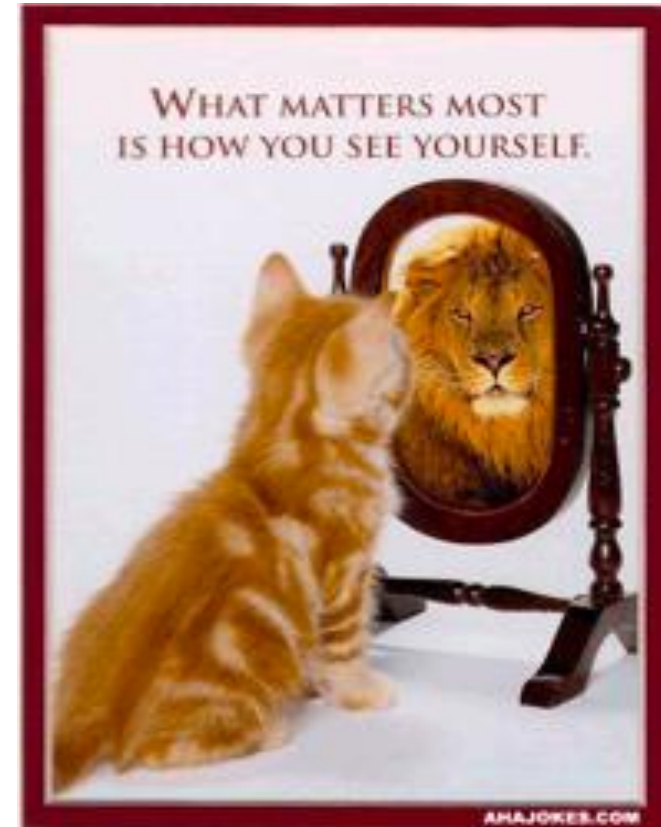
- We need to change the “reward” system to include EI skills which lead to important life outcomes.
- Research shows 30-40% of jobs require EI skills, but only 42% of employers believe new graduates are prepared for the workforce with these skills



Measuring Emotional Intelligence

- Self-knowledge is limited, particularly in the area of emotional intelligence.
- Others' views likely capture your reputation, not emotional intelligence.

Why is that the case?



Recognizing Emotion



Identifying emotion by interpreting our own thoughts and physiology, as well as others' facial expressions, vocal tones, body language, and behavior

Recognizing Emotion

- Most emotion displays are subtle.
- People see different things in the same expression. Who is right?
- Are you reading others' emotions or attributing emotions to them?
 - How I feel or how I want someone to feel influences perception.
 - How is my cultural background playing into perception?
 - Familiarity matters: Consider the 'instances' you've had with the person.
- We activate stereotypic information when reading emotions



Regulating Emotion



The “thoughts” and “actions” we use to prevent, reduce, initiate, maintain, or enhance our own and others’ emotions (co-regulation) in order to promote wellbeing, build positive relationships, and attain goals



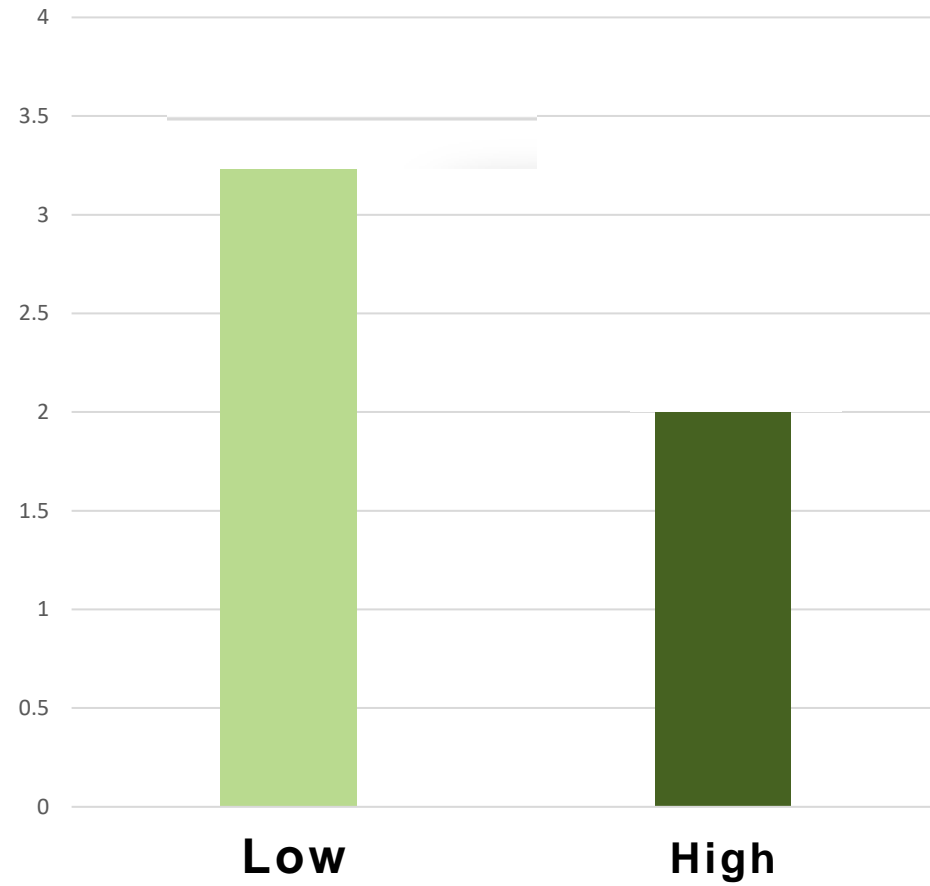
Regulating Emotion

- Emotion regulation is not about “controlling” emotions; it’s about learning how to use all emotions wisely
- Emotion regulation strategies are linked to personality, family background, & culture
- Context matters. How many of you regulate differently at home versus work (whatever that means these days!)
- The goal of emotion co-regulation is to support others in finding what works best for them (not what works best for you!).
- *And, importantly, there is no criterion of correctness!*



Leader EI and *Feelings at Work*

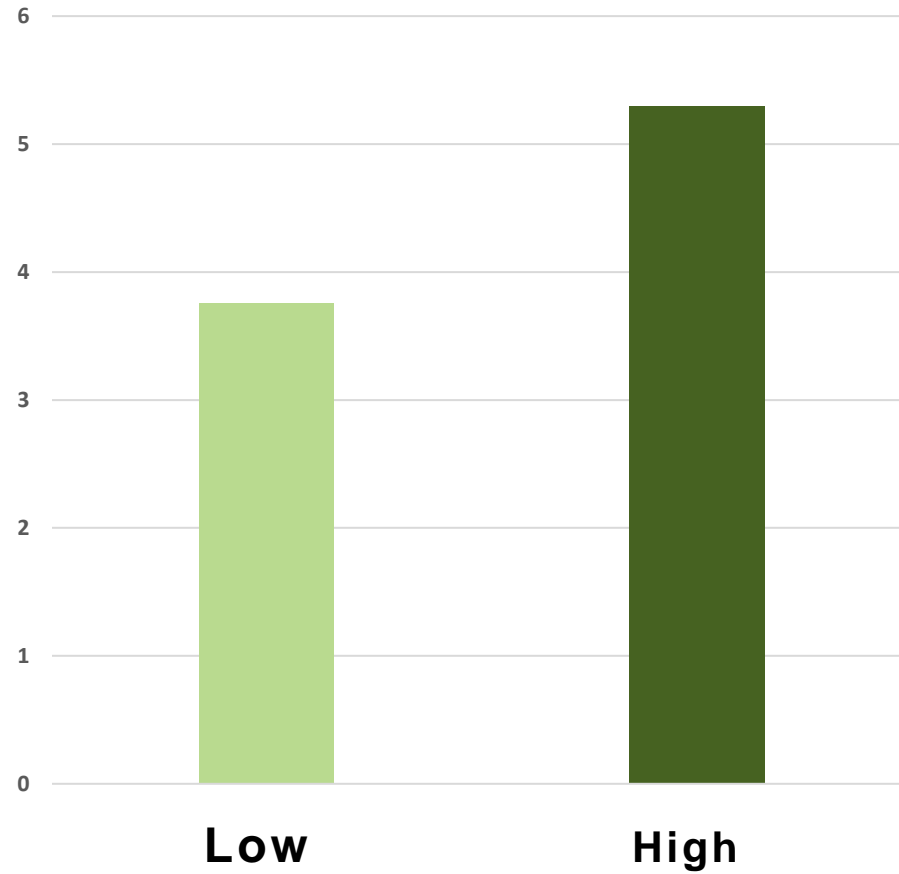
Frustration



Leader EI

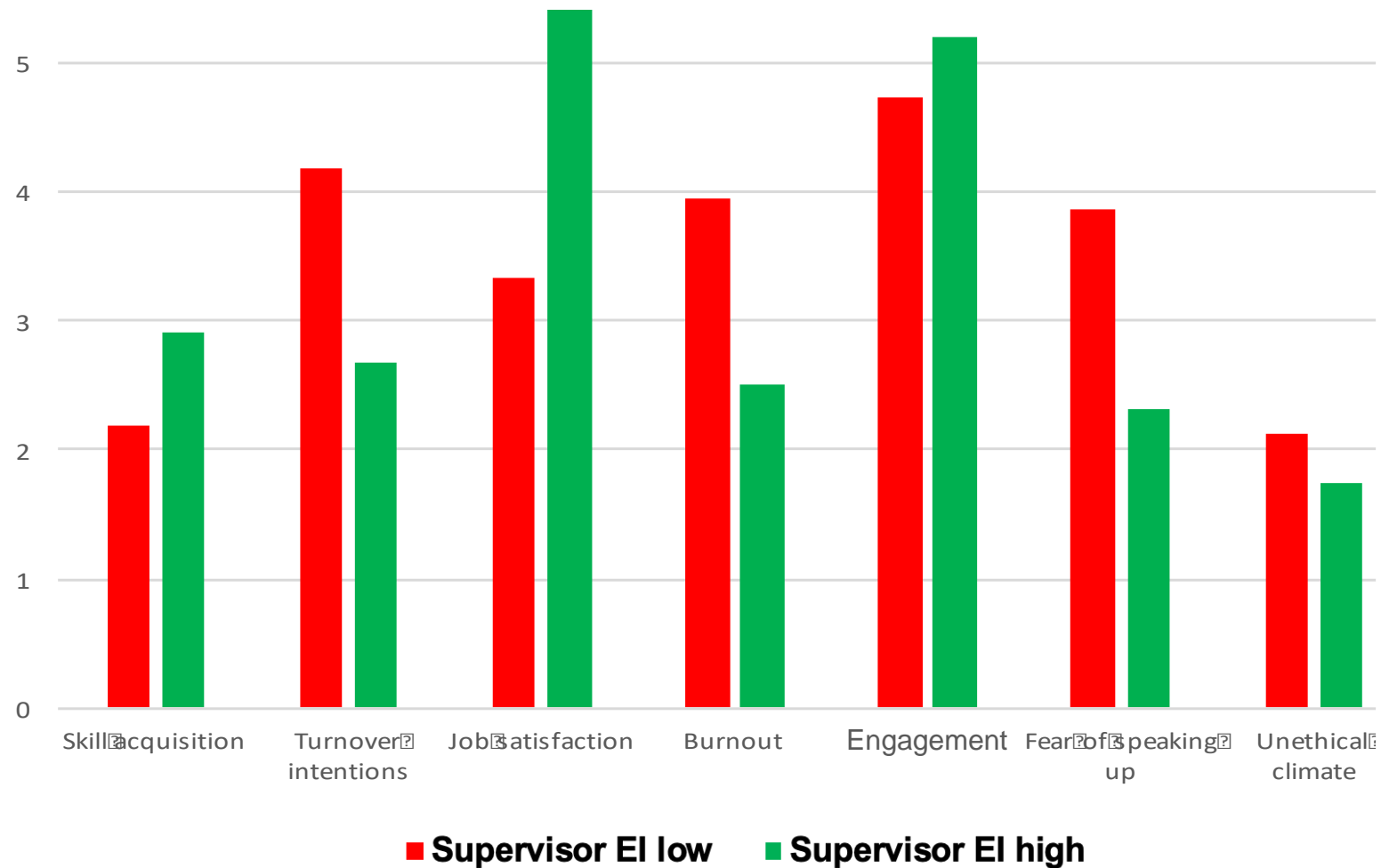
Leader EI and *Feelings at Work*

Inspiration



Leader EI

Leader EI and Key Outcomes



Let's get back to why this hasn't been working

- Workshops, videos and traditional eLearning modules don't work
- We get impatient (even though we know that change takes time)
- We measure the wrong things
- We cut budgets when this type of training matters most
- Learners and stakeholders are cynical based on prior learning experiences



Poll #2

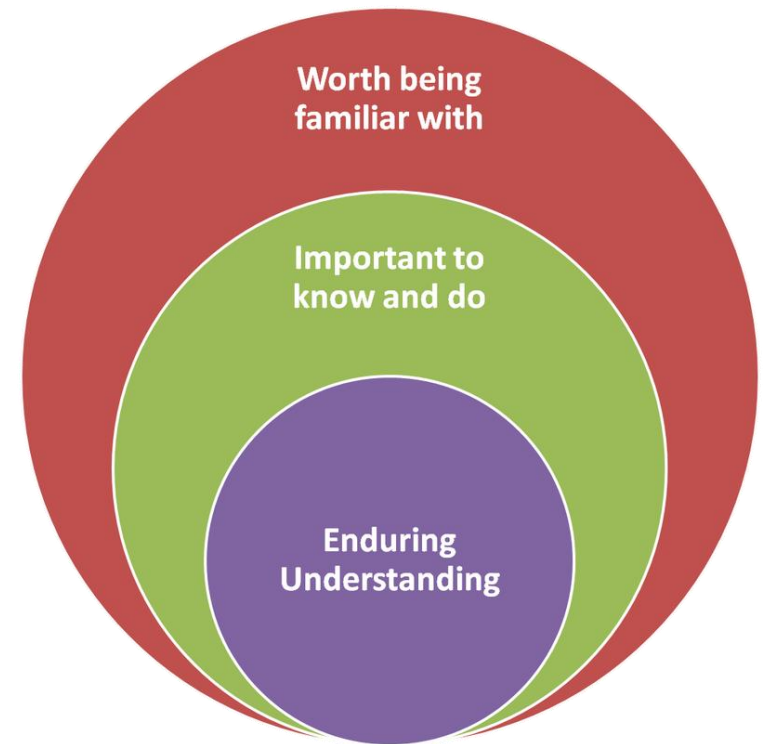
Which of these describes your experience when implementing EI programs?

- A. Workshops, videos and traditional eLearning modules don't work
- B. We get impatient (even though we know that change takes time)
- C. We measure the wrong things
- D. We cut budgets when this type of training matters most
- E. Learners and stakeholders are cynical based on prior learning experiences



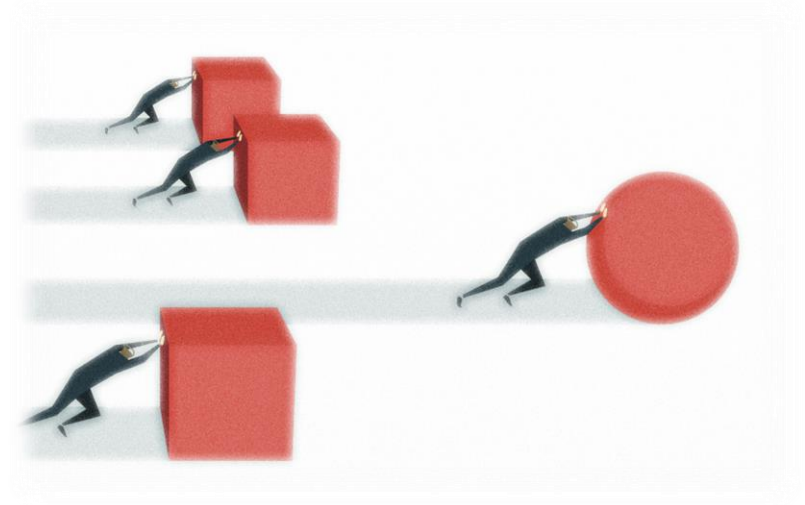
Getting Results

- Make learning opportunities short and frequent
- Create opportunities to process, get things wrong, try things on - without fear of judgment or exposure
- Challenge current thinking (with interactive activities and reflections)
- Spend most of the time on application of EI (not EI theory)
- Develop a social component (through live learning and community)
- Include mechanisms to observe progress and be coached
- Focus on skills that can be used right away



Competitive Advantages

- Prepared for changing market conditions
- Improved customer service
- Reduction in turnover
- Burnout prevention in self and others
- Improved organizational decision-making
- Effective communication (internally and externally)
- Stronger relationships across the organization



Competitive Advantages

Emotionally Intelligent Managers Have Highly Engaged Employees

70%

of the variance in
team engagement levels
is due entirely to
the team's manager.

(Gallup)

*Read and article from Oji about
**Management EI and Driving
Engagement:***



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Implementation Ideas

- **Medical devices company:** EI training starts at onboarding; improved sales and improved client retention
- **Auto dealership group:** EI training for sales managers, sponsored by the CEO, improved sales, reduced burnout, and improved collections.
- **Connecticut hospital:** EI training during clinical specialty training improved nurse morale and prevented burnout
- **Manufacturing company:** EI training supported hi-po leaders going through a company reorg effort; created better communication and functional transition plans that worked
- **Higher Education:** EI training remediated poor customer service feedback; student satisfaction scores improved substantially



Is a lack of EI impacting my organization?

Productivity

Engaged employees are **44% more productive** than those who are merely “satisfied.”

[\(Bain & Company\)](#)

Profitability

Highly engaged business teams are **21% more profitable** for their companies.

[\(Gallup\)](#)

Retention

Engaged employees are **87% less likely to quit** their jobs than their less-engaged counterparts.

[\(Corporate Leadership Council\)](#)

Read and article from Oji: Is your organization emotionally Intelligent?

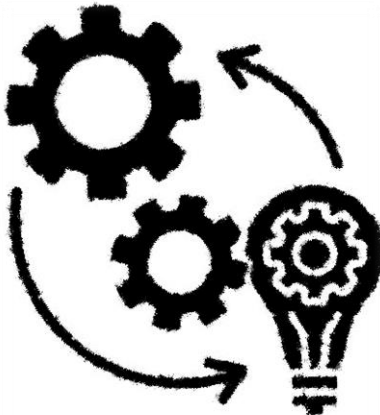


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Reasons to Implement

What we hear from our clients:

- Talent attraction/retention
- Sales churn
- Lack of professionalism
- Mental health/wellbeing
- Burnout
- Connection and belonging
- Decision-making
- Communication improvements
- Conflict management
- Stress management
- Leadership development
- Diversity, Equity and Inclusion



Questions?

Thank You!

Learn About Oji Emotions

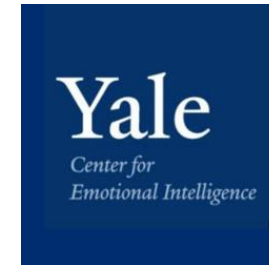
Mobile Learning App



Oji Life Lab

Emotional intelligence learning program
for business and individuals

www.ojilifelab.com



Articles, Research, Apps,
Blog, Virtual Book Club

www.marcbrackett.com

Interested in Learning More?

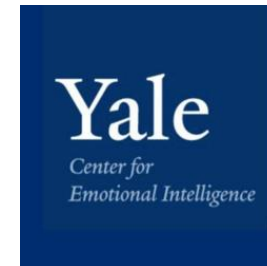
Join us for a webinar with **Johnson & Johnson** and **Amazon** where they share how they used Oji to drive business results on September 27th!

www.webcasts.td.org



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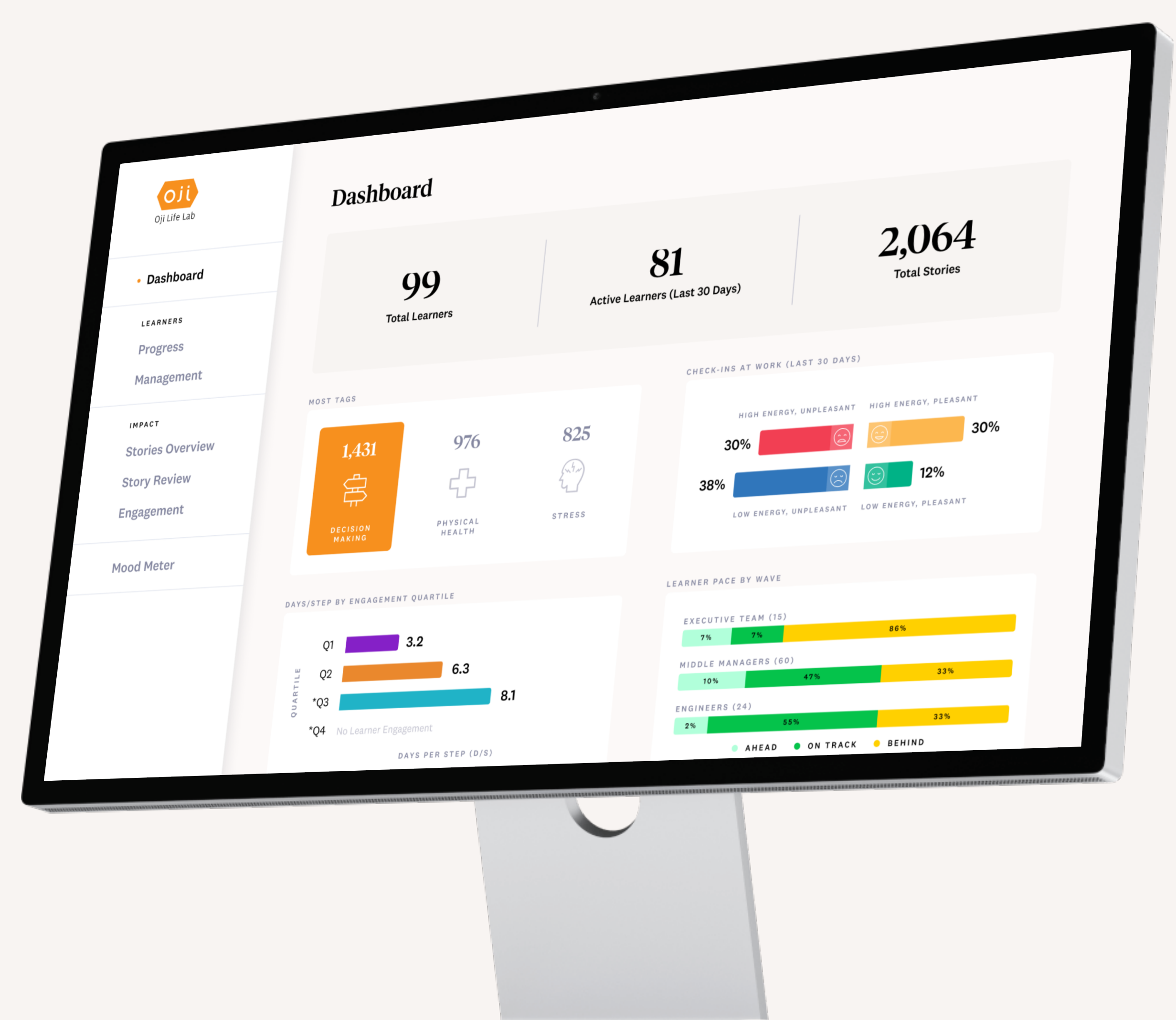


Built on the research of Dr. Marc Brackett and Dr. Robin Stern, leaders of the Yale Center for Emotional Intelligence, Oji Emotions is a one-of-a-kind digital emotional intelligence training program that develops critical skills that can be applied every day at work and home.

These skills are built over time through a unique combination of self-paced micro learning segments and live, coach-led sessions. Learners complete the multi-modal learning steps on their phones, experiencing a wide variety of learning activities, while live, video-based learning steps, bring the experience to life.

Organization Benefits

- Oji Emotions is effective for everyone, regardless of role, experience, or location.
- Oji Emotions is a comprehensive and affordable solution that is easy to implement and scale. Our included 'white glove service' makes it easy to support and manage.
- Our Proof of Performance system provides data-backed learning validation to show real ROI.

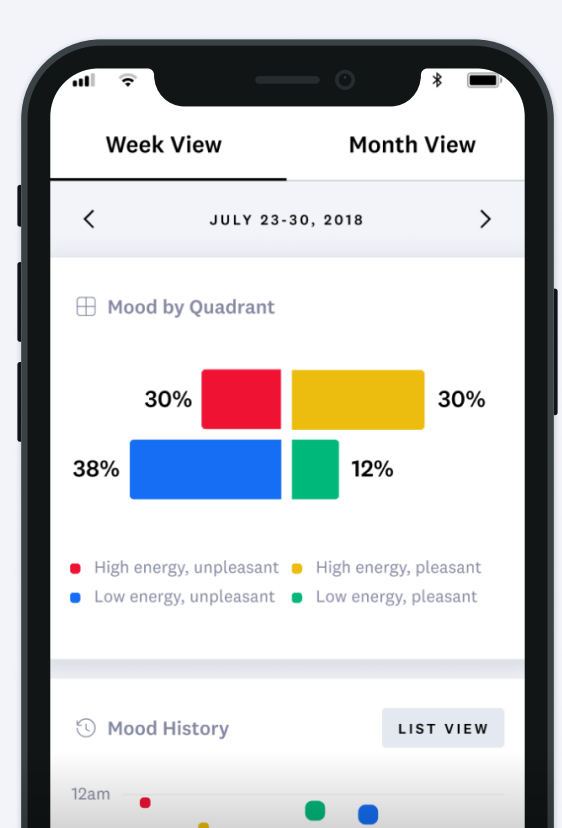


Learner Benefits

- Anytime, anywhere learning from the Oji Life Lab app.
- Brief, bite-sized steps are easy to fit in during the day – on breaks, during lunch, or while commuting.
- Highly interactive program, making the learning engaging and fast-paced.
- Experience lasting behavioral benefits over time from the carefully crafted learning sequence, in contrast to workshops that cram information that learners can't retain.
- Live video coaching sessions offer opportunities to ask questions, apply learning in real-world situations, and interact with peers.

WHAT'S INCLUDED

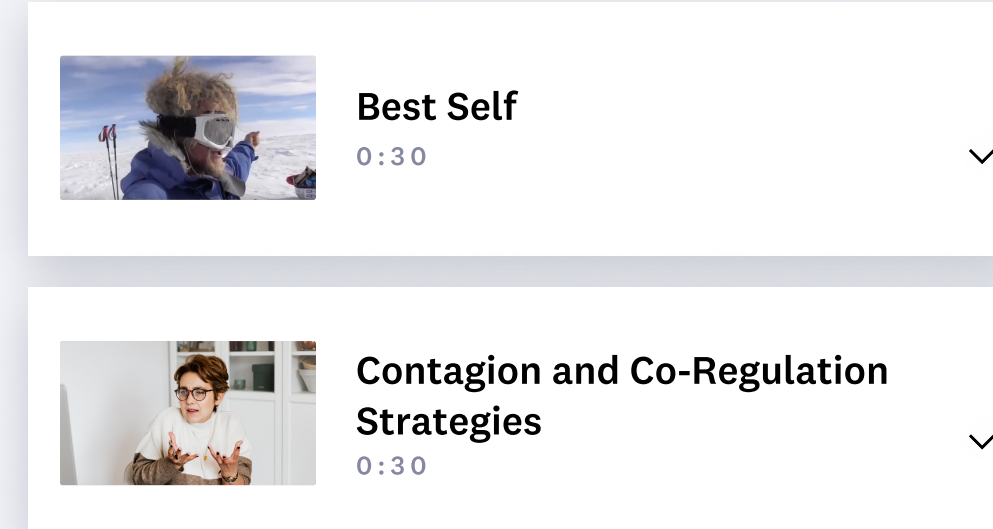
24/7 access to the Oji Emotions program



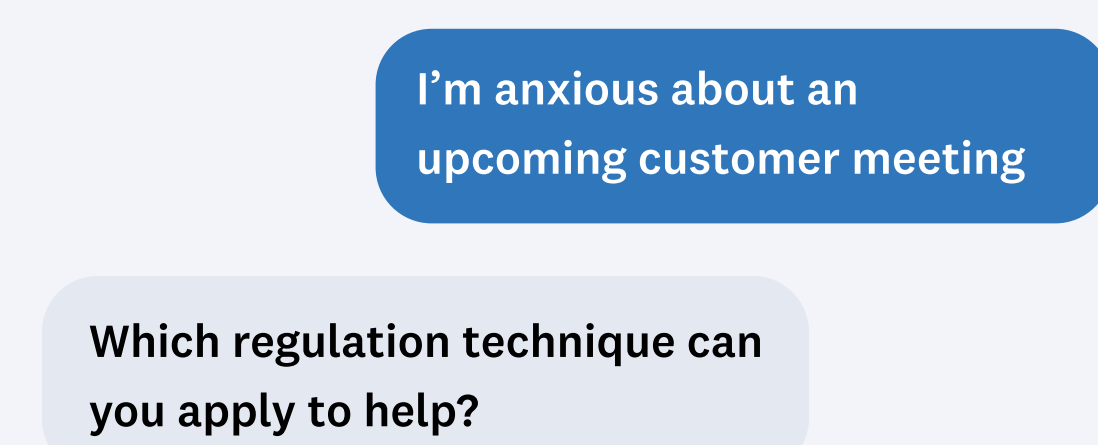
Live video coaching sessions



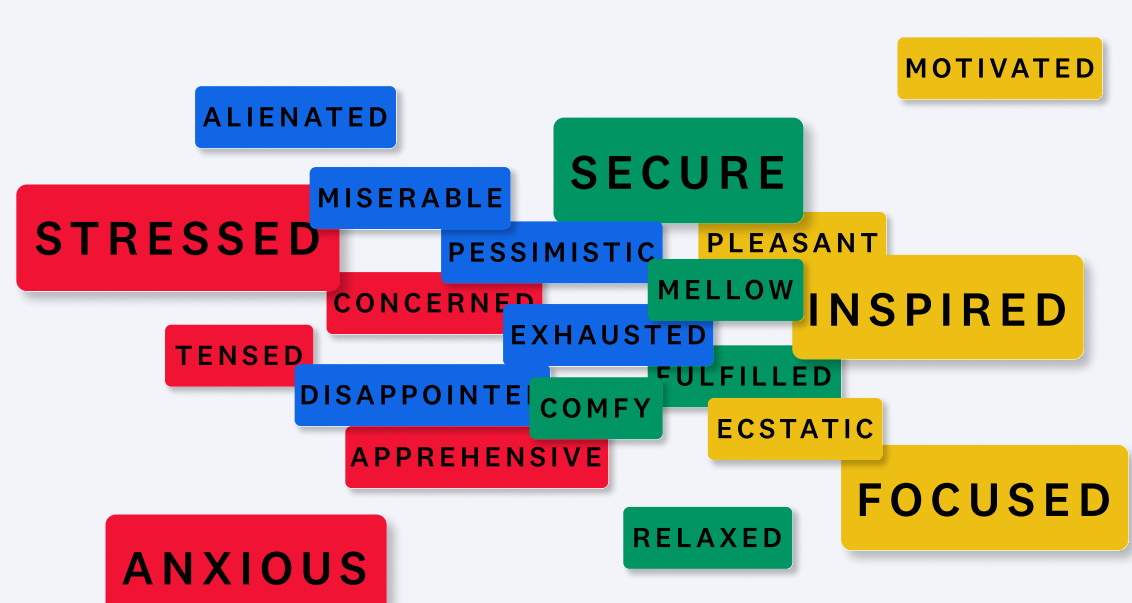
Engaging “wrap around” webinars led by Oji Coaches at kick-off, midpoint, and wrap-up (for larger groups)



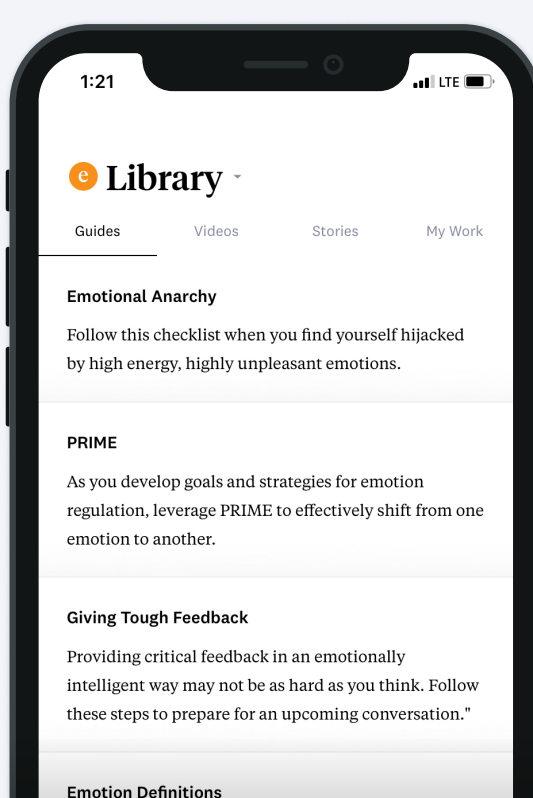
Access to coaches via Coach Chat.



Built-in Mood Meter mini-app included for use anytime



Resource library available during the learning experience and after



Digital badges for participants that complete the program



Oji Life Lab “White Glove” Service, includes:

- Pre-Planning Session to define project objectives and success criteria
- Comprehensive online metrics dashboard
- Comprehensive Proof of Performance written report provided at end of project
- Live group call to review Proof of Performance report with stakeholders

PRICING

\$ 349 per person

One-time fee