

WELCOA[★]
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When Work Works for All

The Impact of Emotional Intelligence on the Employee Experience

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**The Past Several
Years have been
Challenging!**



Weather/Climate Disasters

Libya Floods

Morocco Earthquake

China Floods

Atlantic Hurricane Season

Northeast US Floods

North American Wildfires

Cyclone Mocha

US Tornadoes

California Storms

Turkey-Syria Earthquake

Pakistan Floods

23 confirmed disasters with losses exceeding \$1 billion each in the US.



**Humans are
capable of
astonishing
cruelty.**

Global Violence

Wars and armed conflicts

Genocide

Ethnic cleansing

Ethnic and religious persecution

Slavery and lynching

Hate crimes

Domestic and global terror

Neighborhood violence

Mass shootings

“Doom-scrolling”

For nearly 1 in 5 individuals worldwide, reading the news has become “severely problematic”.



Three-
quarters of
people are
frightened of
the future.



“Almost **40 percent of young people** in 10 countries surveyed are **hesitant to have children** because they think **“humanity is doomed.”**”

New York Times, 2022

People are struggling!

27% to 33% of patients who had COVID-19 but did not need to be hospitalized later developed some form of long-haul COVID.

UC Davis Health

73% of Americans rank their finances as the most significant source of stress in their life.

CNBC

46.4% will experience a mental illness during their lifetime.

CDC

6 in 10 Americans live with at least one chronic disease, like heart disease and stroke, cancer, or diabetes.

CDC

We underestimate the **immense toll** these societal pressures are having on people at home and at work...

*...especially, **when the workplace is home.***



How do we reverse these trends?

Humanity is at a Crossroads


We are navigating modern-day lives with the same traits that gave us the edge over the Neanderthals.

HUMAN EVOLUTION

**T
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G
Y**

Our evolutionary wiring helps and harms us!



A group of people, possibly a tribe, are gathered in a cave. They are wearing simple, light-colored clothing. In the center, a fire is burning brightly, casting a warm glow. The cave walls are rough and textured. The overall scene is dimly lit, with the fire being the primary light source.

The Human Brain is a Brilliant but Vulnerable Machine.

“Every ability in our intellectual tool kit was engineered to escape extinction.”

Dr. John Medina,
Brain Rules

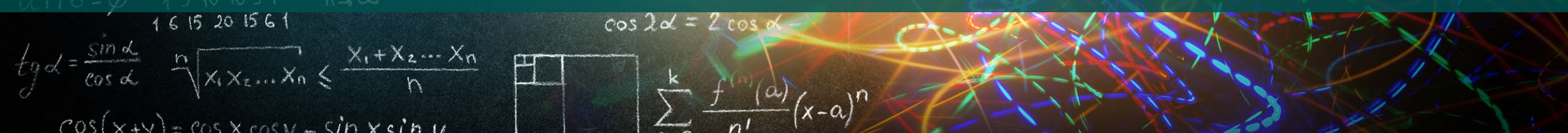
Emotions are Powerful!

Emotions cause physical and psychological changes that affect how we think and behave.





When Emotion and Intellect Collide!



As a result of the quantity, speed, and inaccuracy of information, we are experiencing overload and **Emotional Incompetence.**

The Resulting Behaviors...



Tribalism



Stereotyping



Logic Traps



Greed




Envy



**Schaden-
freude**



Entitlement



**How do we move forward as
individuals?**

Invest, first, in your own well-being.

The presence of positive emotions and moods, absence of negative emotions, satisfaction with life, [physical health], fulfillment and positive functioning.

Centers for Disease Control (CDC)



People are not taking care of themselves

52%

52% of adults do not meet the minimum daily recommendations for aerobic exercise or physical activity.

- CDC

70%

Over 70% of calorie consumption for the average person is comprised of processed foods.

- Marketplace.org

60%

60% of adults 18-34 say they experience problems with sleep every night or almost every night.

- CDC

U.S. Health On A Decline

20%

1 in 5 Americans suffers from acute mental illness.

2nd

Suicide ideation is now the second-leading cause of death for 10-34-year-olds.

15%

Fatal overdoses rose 15 percent in 2021, doubling in a six-year period.

The U.S. Department of Health and Human Services now recommends **all adults** be screened for anxiety.

It starts with
Emotional
Intelligence (EI).

The ability to
understand and regulate
your own emotions.

The ability to **read and**
respond to the emotions
of others.

The EQi-2.0

Self-Perception

Self-Regard
Emotional Self-
Awareness
Self-Actualization

Interpersonal

Empathy
Social Responsibility
Interpersonal
Relationships

Stress Management

Optimism
Stress Tolerance
Flexibility

Self-Expression

Assertiveness
Independence
Emotional Expression

Decision Making

Impulse Control
Reality Testing
Problem Solving



Employees with High EI

Remain calm under pressure.

Do not get defensive when criticized.

Can listen without jumping to conclusions.

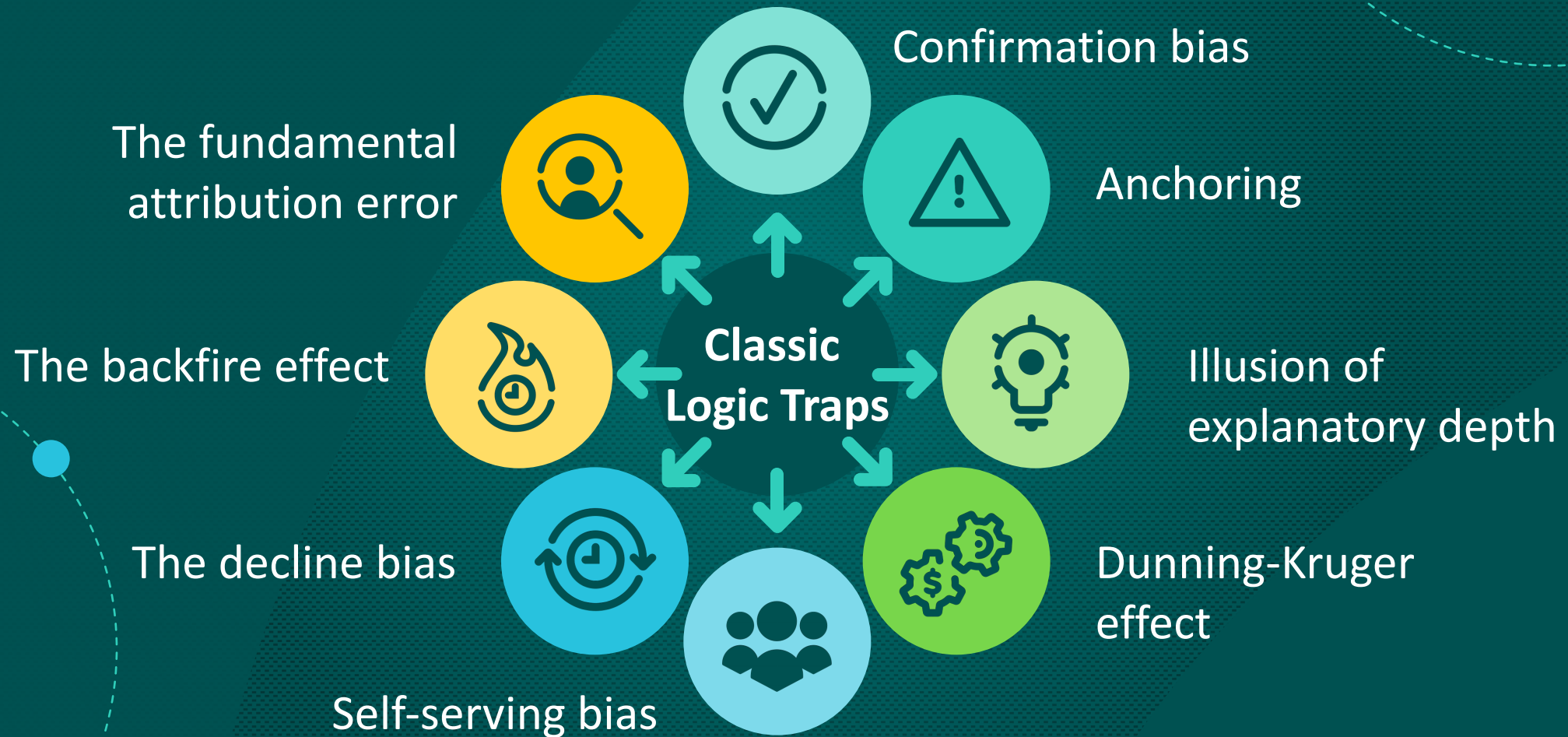
Try to see things from another's perspective.

Are willing to admit a mistake.

Air their grievances skillfully.

How to Hire for Emotional Intelligence, Bill Benjamin -
Institute for Health and Human Potential (IHHP)

EI Unlocks Critical Thinking



Don't worry, be happy!

Trait emotional intelligence is positively correlated with life satisfaction and subjective happiness.

Szczygiel and Mikolajczak. Why are people high in emotional intelligence happier? They make the most of their positive emotions. *Personality and Individual Differences*.





**How do we move our
organizations forward?**



**HR has a critical role
in taking care of
people.**


**If employees are the
lifeblood of an
organization, HR needs to
be the heartbeat.**



“
68% of employees and 81% of the C-suite said that improving their wellbeing was now more important than advancing their career.”

Deloitte





Employees who experience
high levels of well-being.

Are **3 times more likely** to intend to stay with their employer and **3 times more likely** to recommend their employer to others.

Great Place to Work (GPTW)



60% of global employees say their job is the biggest factor influencing their mental health.

The UKG Workforce Institute, 2023

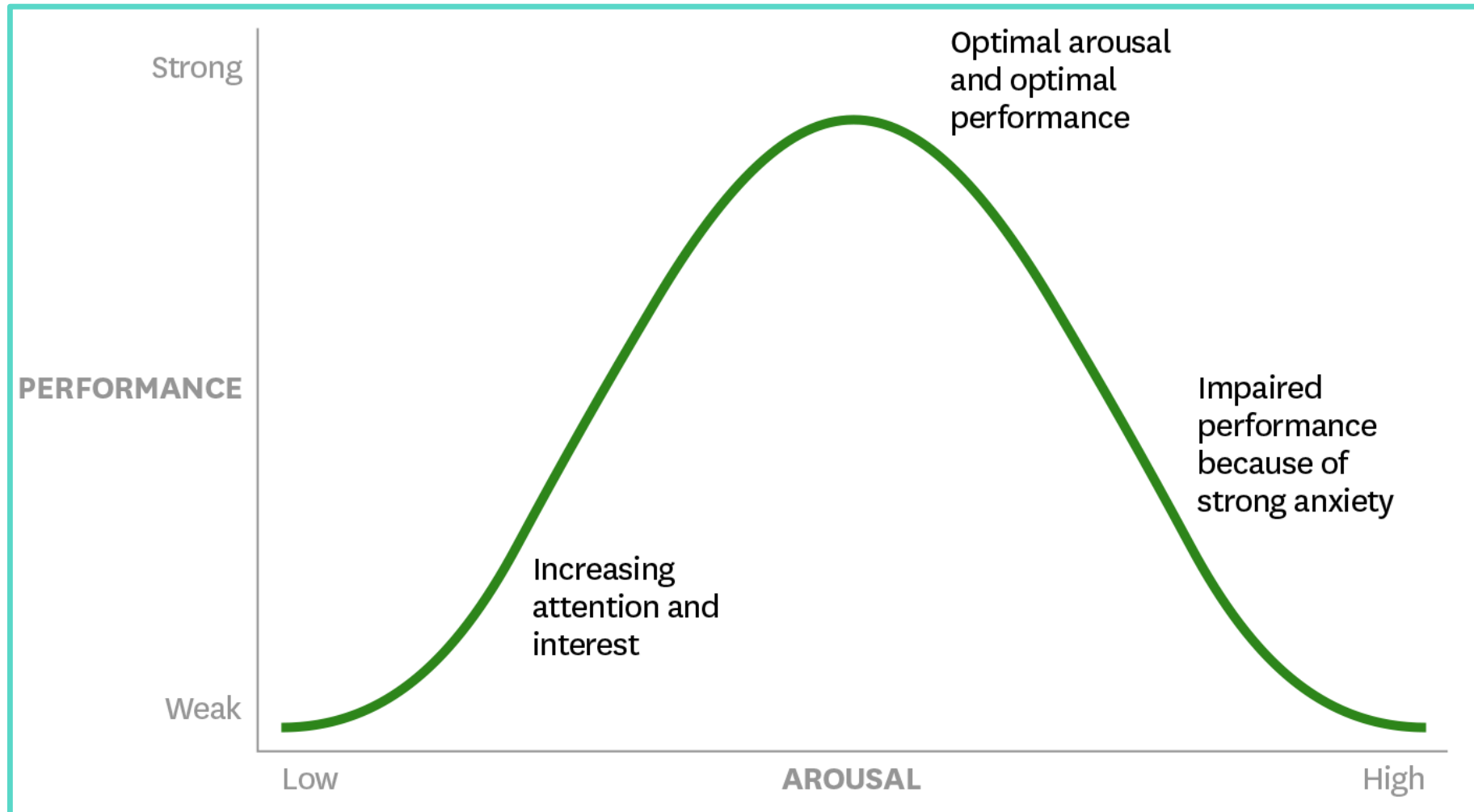
A modern office lounge with people sitting in colorful chairs around tables, engaged in conversation. The room has large windows, exposed pipes, and modern lighting fixtures. The chairs are in shades of green and yellow. A man in a blue shirt is standing and talking to a group of people seated around a white table. Other people are sitting on green and yellow armchairs, some holding coffee cups. The overall atmosphere is collaborative and professional.

Impact at Work and at Home

89% of employees (and 82% of the C-Suite) experience work-related stress, with many reporting negative repercussions on their work (78%), personal life (71%), well-being (64%), and relationships (62%).

The Workforce Institute at UKG (2022)

Effects of Stress on Performance



Common Causes of Workplace Stress

Fear of being laid off

More overtime due to staff cutbacks

Pressure to perform to meet rising expectations but with no increase in job satisfaction

Pressure to work at optimum levels—all the time!

Lack of control over how you do your work



A Common Result: Workplace Incivility



Incivility

Nasty and demeaning note

Gossip

Emotional put-downs

Comments, gestures, or behaviors

Accusations about professional competence

Public reprimands and insults

The silent treatment



Workplace Incivility is Costly

Workplace incivility has doubled over the past two decades

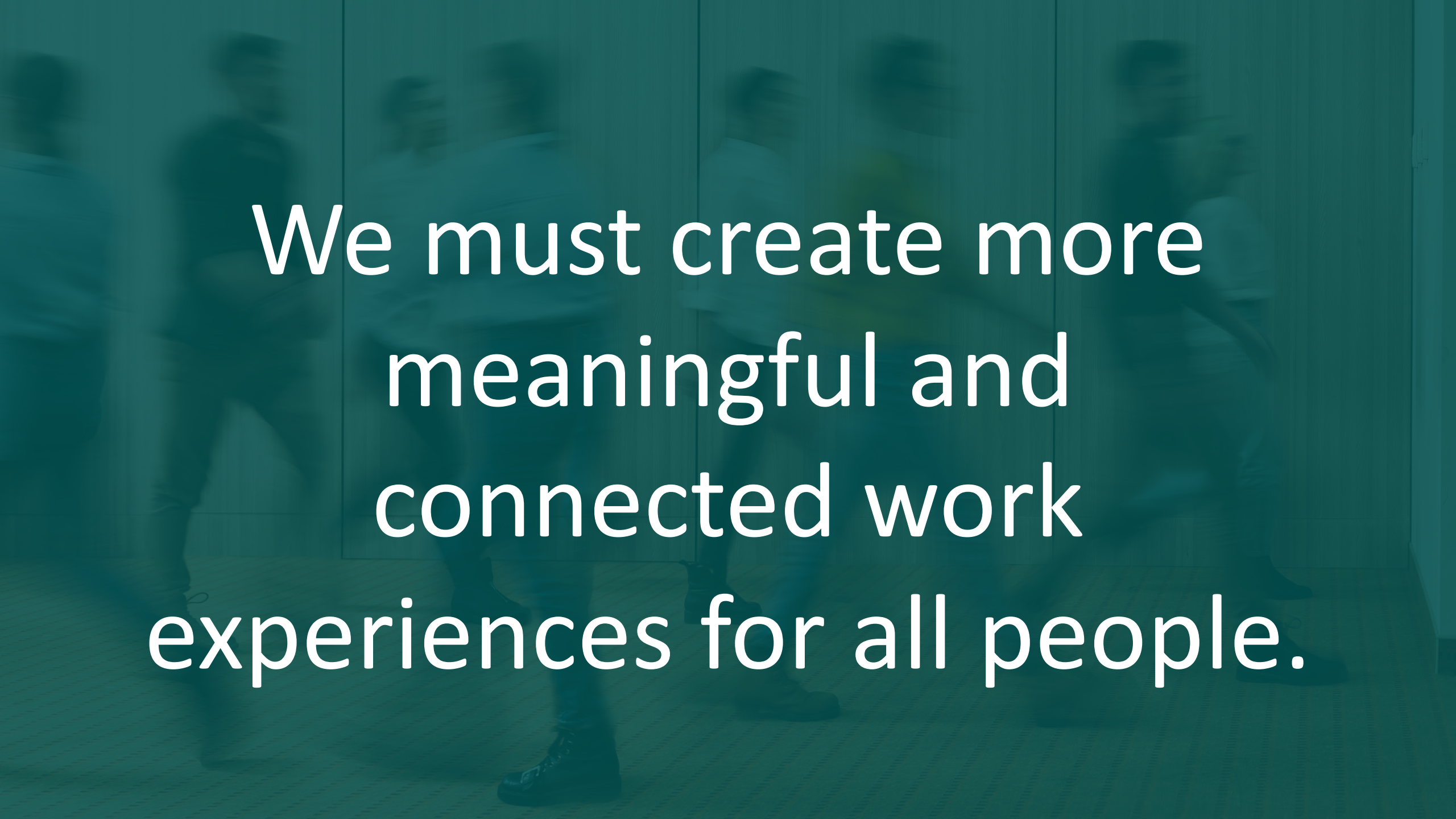
\$14k

Incivility experience caused commitment to the organization to decline

78% Decrease

Incivility experience caused a loss of work time avoiding the offender(s)

63%

A group of people in a meeting, overlaid with a teal gradient and white text.

We must create more
meaningful and
connected work
experiences for all people.

**How we perceive
the employee
experience.**



**The reality of the
employee experience.**

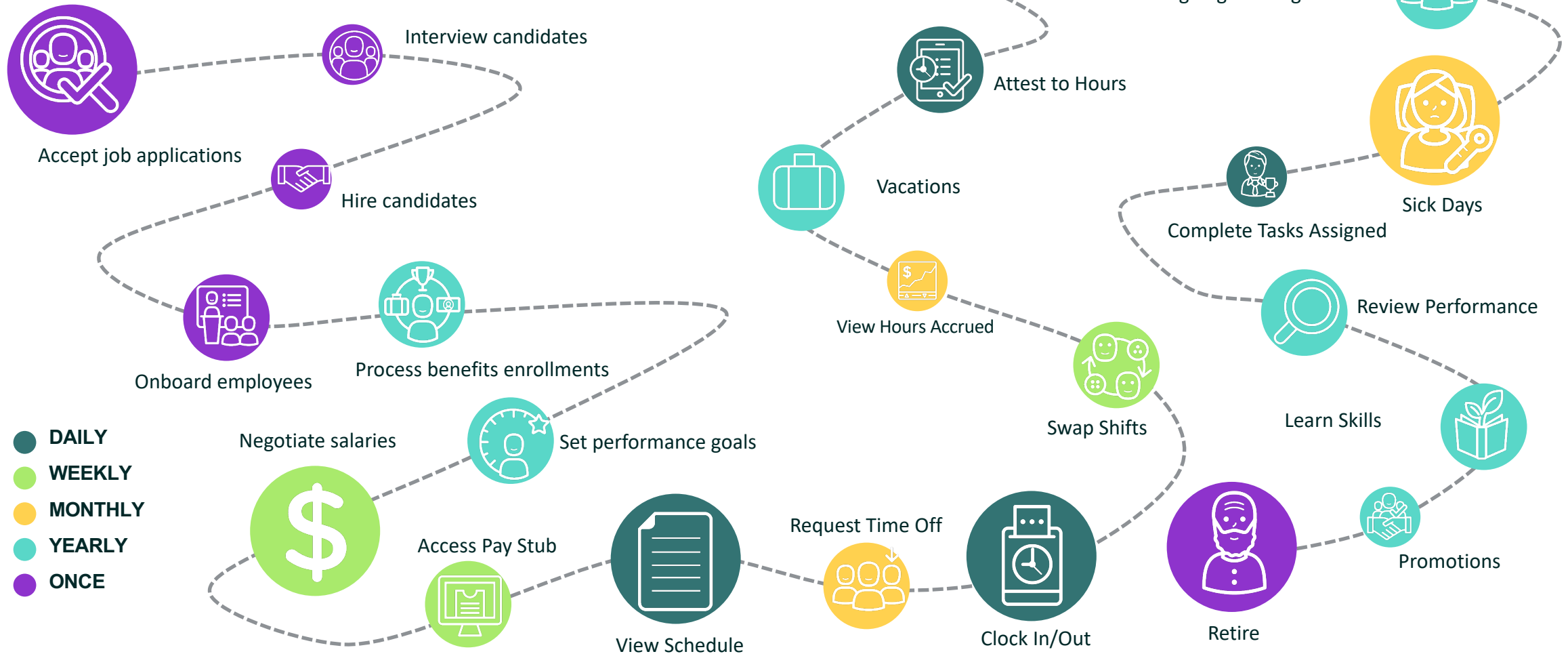
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Moments that Matter

The HR & Employee Journey



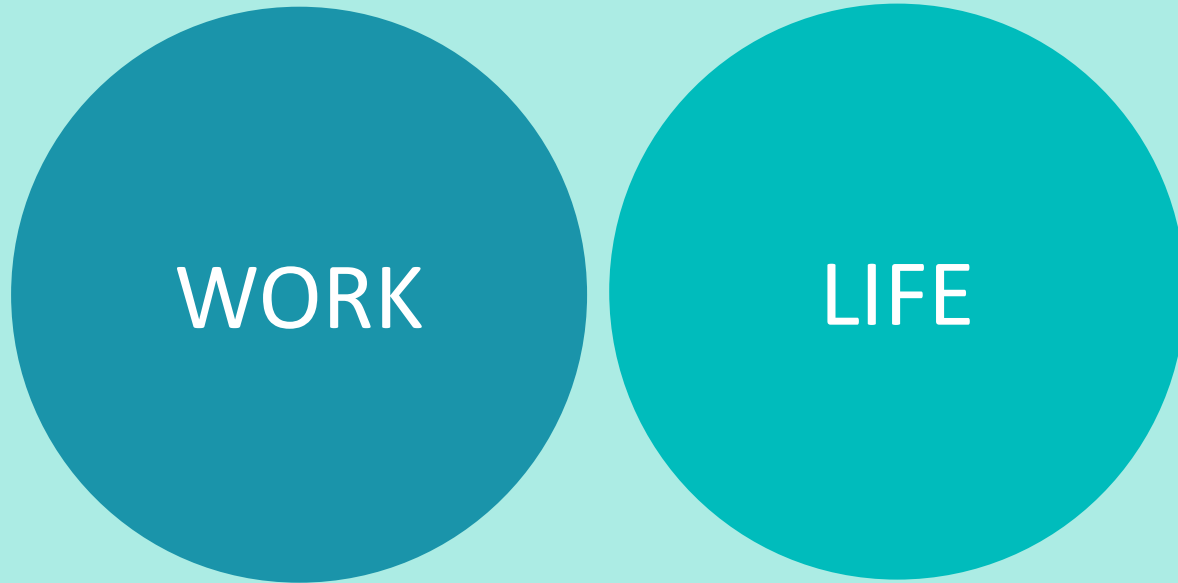
A large, dense crowd of diverse people, including men and women of various ages and ethnicities, all giving thumbs up. The image is overlaid with a dark, semi-transparent filter. The text is centered over the image.

Humanizing Work

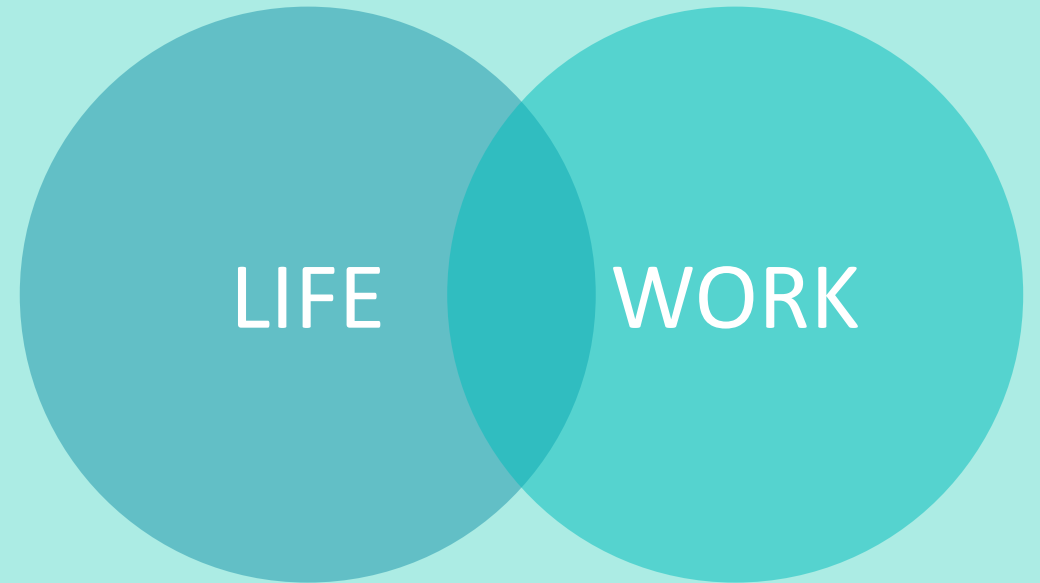
Work will become more optimistic when more people share more of themselves at work and express a genuine interest in what matters to others.

There is no such thing as work/life balance!

Yesterday's Reality



Today's Reality





“Hi, how are you?”

-Everyone, Everyday!

We Must Understand What Employees Want

The Employee Experience Expectation Gap Analysis (Triple E)



Use Tech to Gauge Employee Sentiment

Develop a rich and conversational relationship with your people by deploying multiple automated touchpoints throughout the employee lifecycle.

Combine structured and unstructured data via Natural language processing (NLP) to create powerful stories and real-time actionable insights for leaders.

Discover patterns in intelligence by identifying underlying themes, emotions, latent issues, innovative ideas.

Intentionality Fosters Civility

Define Civility

Develop Clear
Policies

Provide Solutions-
Driven Mediation

Lead by Example



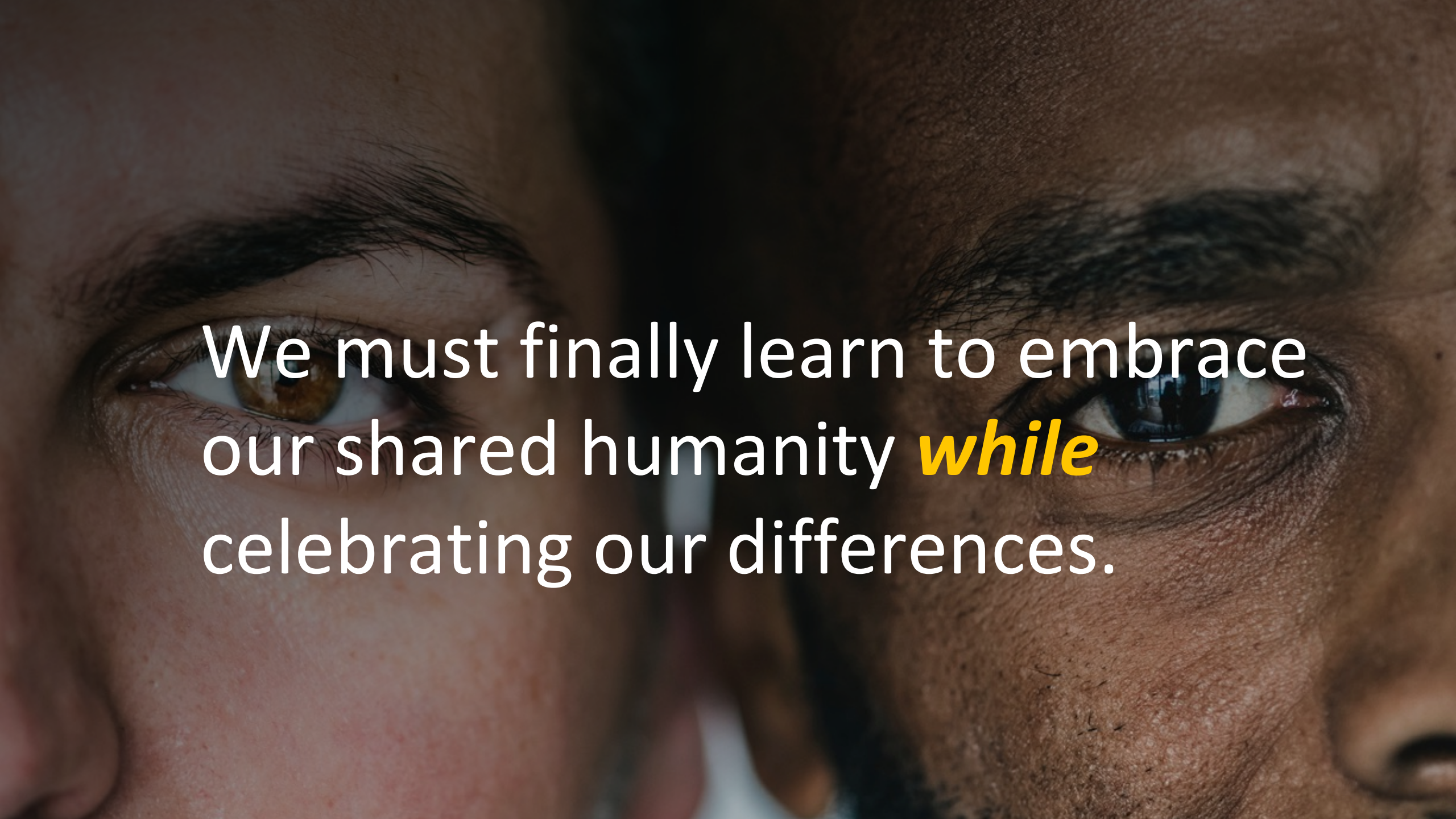
The background is a dark teal color with a fine, repeating dot pattern. There are several abstract shapes: a large, semi-transparent teal circle on the left, a dashed teal circle at the top, and a solid teal circle at the bottom right. A pink dot is on the dashed circle, and a light blue dot is on the bottom-right circle.

When Work Works for All,
Everyone Wins!



Avoid Reductionist Thinking

Characteristics associated with a particular group of **people** may have little to do with a single **person** that is part of that group.

A close-up photograph of two people's eyes. The person on the left has light brown eyes, and the person on the right has dark eyes. The text is overlaid on the image.

We must finally learn to embrace
our shared humanity *while*
celebrating our differences.

Starving for Connection

“
For some people, a lack of social connectedness feels as impactful as not eating.”

Joshua Morganstein, a psychiatrist and disaster mental health expert at the Uniformed Services University in Bethesda, Md.

Wired to Connect.

Humans are relationship driven.

“A lack of strong relationships increased the risk of premature death from all causes by 50% — an effect on mortality risk roughly comparable to smoking up to 15 cigarettes a day.”

- Harvard Women's Health Watch

Tips for functioning at your best



Continuously learn. Engage your mind and body.



Don't consume garbage - literally or figuratively.



Use social media wisely.



Take the journey. Shortcuts rarely work.



Focus. Be a disciple of discipline.



Don't wait for things to happen to you. Make things happen for you.



Make yourself propaganda proof. Practice the lost art of critical thinking.



Smile during the good and bad times.



Celebrate successes. Work and play (reasonably) hard.



Chase the goosebumps. Know what is important in life.

Tips for building a connected workplace.



Understand and support people in a meaningful way



Recognize and reward people thoughtfully



Celebrate milestones



Strengthen skills and relationships



Build an empathetic, inclusive culture



Encourage ideas and communication