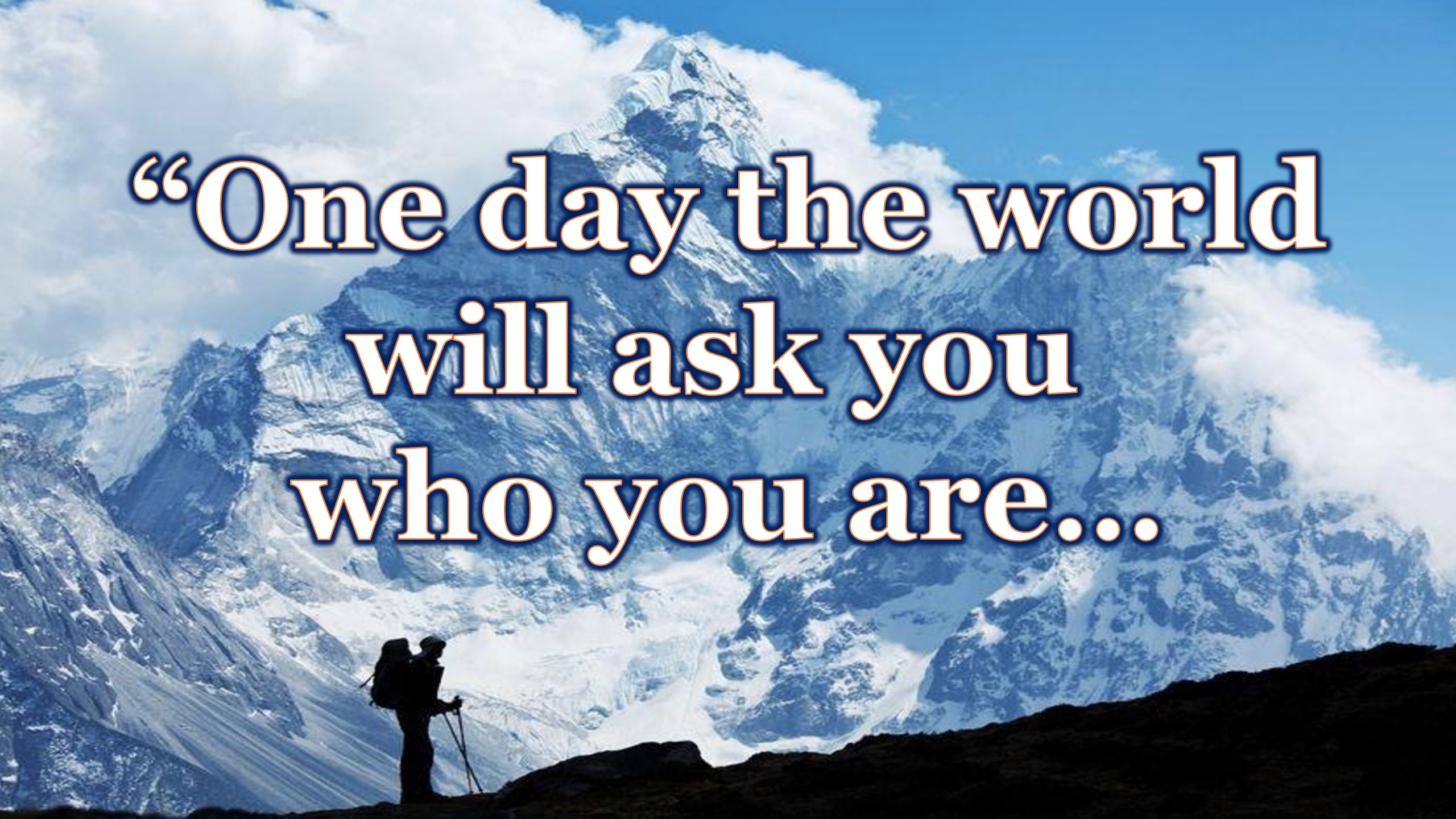




EMOTIONAL INTELLIGENCE

Chuck Garcia
February 24, 2023



**“One day the world
will ask you
who you are...”**



**And if you don't know,
...the world will tell you."**

Carl Jung



JAMIE DIMON

 **JPMorganChase**

❖ **CAPABILITY**

❖ **CHARACTER**

❖ **HOW YOU TREAT OTHERS**



NOTE

3 OBJECTS IN FRONT OF YOU

IDENTIFY 3 EMOTIONS

1. XXX

2. XX

3. XXX

1. XXX

3. XXX

How do you feel right now?



WHAT PRECISELY

DO YOU FEEL?



IF?

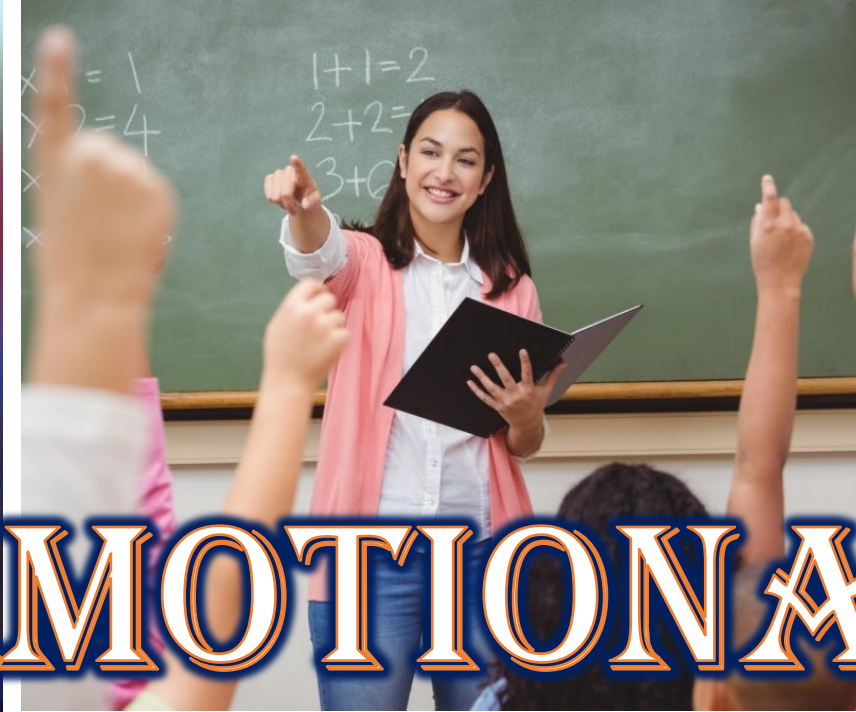


CONSIDER...



WORDS

300



EMOTIONAL



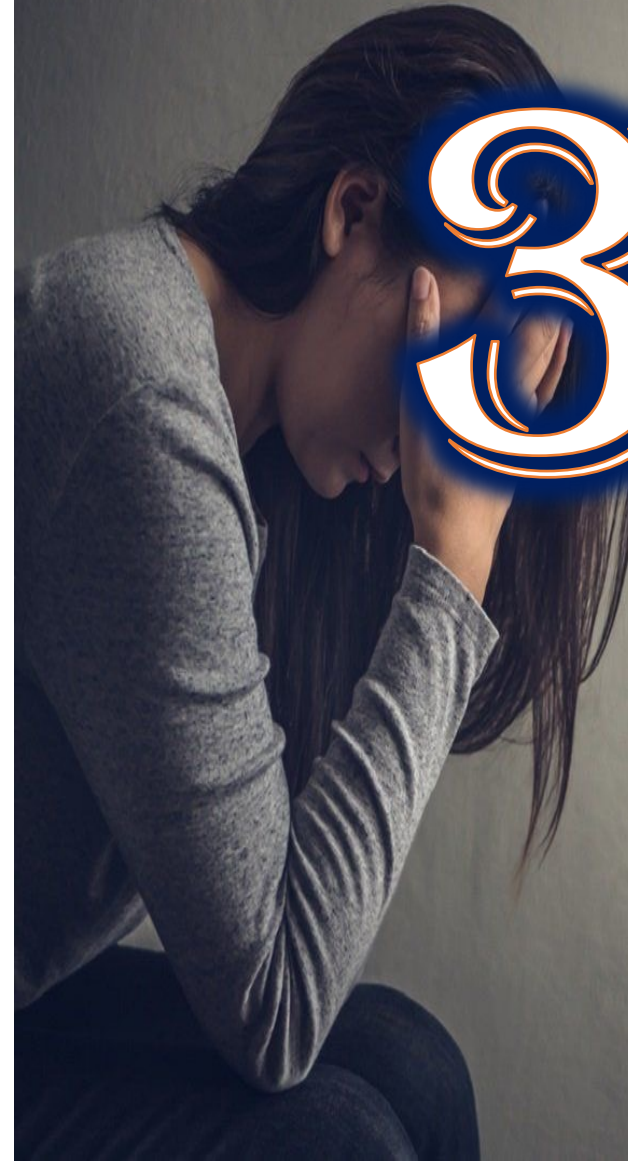
EXPRESSIONS

NEGATIVE FEELING ADJECTIVES



These adjectives describe bad feelings.

- | | | | |
|-----------------|------------------|-----------------|-----------------|
| 1. Angry | 26. Disappointed | 51. Hungry | 76. Repulsive |
| 2. Annoyed | 27. Disgusted | 52. Hurt | 77. Sad |
| 3. Anxious | 28. Distracted | 53. Idiotic | 78. Scary |
| 4. Arrogant | 29. Embarrassed | 54. Ill | 79. Selfish |
| 5. Ashamed | 30. Envious | 55. Immoral | 80. Sick |
| 6. Awful | 31. Exhausted | 56. Insane | 81. Silly |
| 7. Bad | 32. Frightened | 57. Itchy | 82. Sombre |
| 8. Bewildered | 33. Frustrated | 58. Jealous | 83. Sore |
| 9. Black | 34. Giddy | 59. Jittery | 84. Stupid |
| 10. Blase | 35. Grumpy | 60. Lazy | 85. Tense |
| 11. Blue | 36. Eager | 61. Lonely | 86. Terrible |
| 12. Bored | 37. Fiercely | 62. Mad | 87. Terrifying |
| 13. Climacteric | 38. Flippant | 63. Melancholic | 88. Testy |
| 14. Clumsy | 39. Foolish | 64. Mopey | 89. Thoughtless |
| 15. Combative | 40. Foul | 65. Mysterious | 90. Timid |
| 16. Condemned | 41. Frantic | 66. Naughty | 91. Tired |
| 17. Confused | 42. Frightened | 67. Nervous | 92. Troubled |
| 18. Crappy | 43. Giddy | 68. Nervous | 93. Upset |
| 19. Crazy | 44. Grieving | 69. Nutty | 94. Uptight |
| 20. Creepy | 45. Grumpy | 70. Obnoxious | 95. Weak |
| 21. Cruel | 46. Helpless | 71. Outrageous | 96. Weary |
| 22. Dangerous | 47. Homeless | 72. Panicky | 97. Wicked |
| 23. Defeated | 48. Horrible | 73. Pessimist | 98. Worried |
| 24. Defiant | 49. Horrific | 74. Pessimistic | 99. Worse |
| 25. Dejected | 50. Hot | 75. Poor | 100. Wretched |



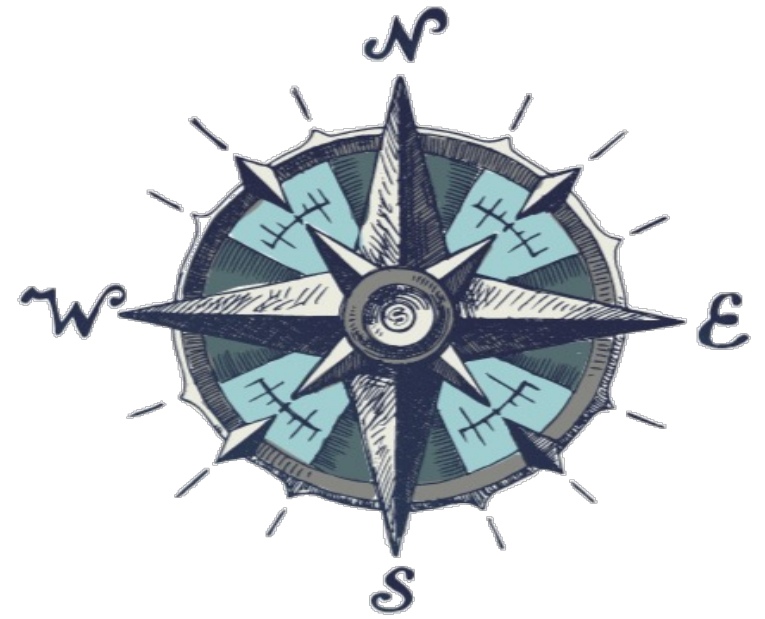
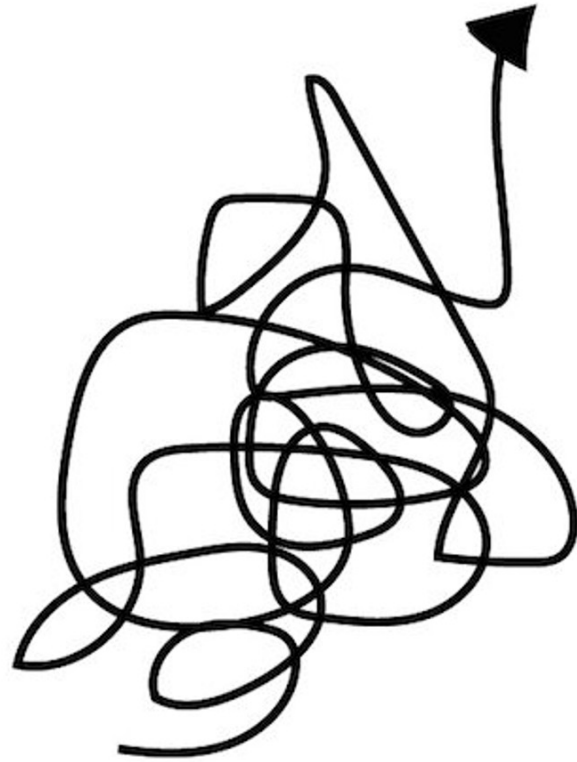
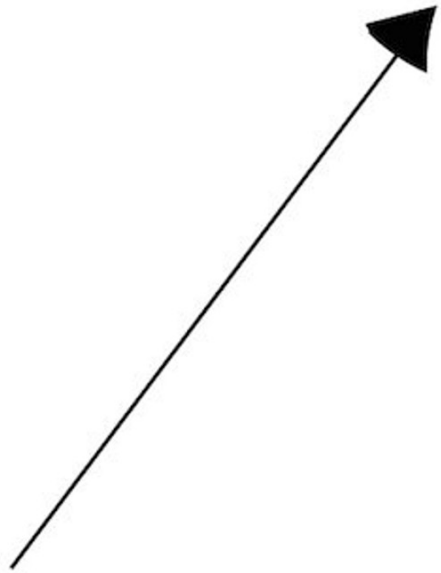
36





THE COST OF MISINTERPRETATION

expectation **reality**

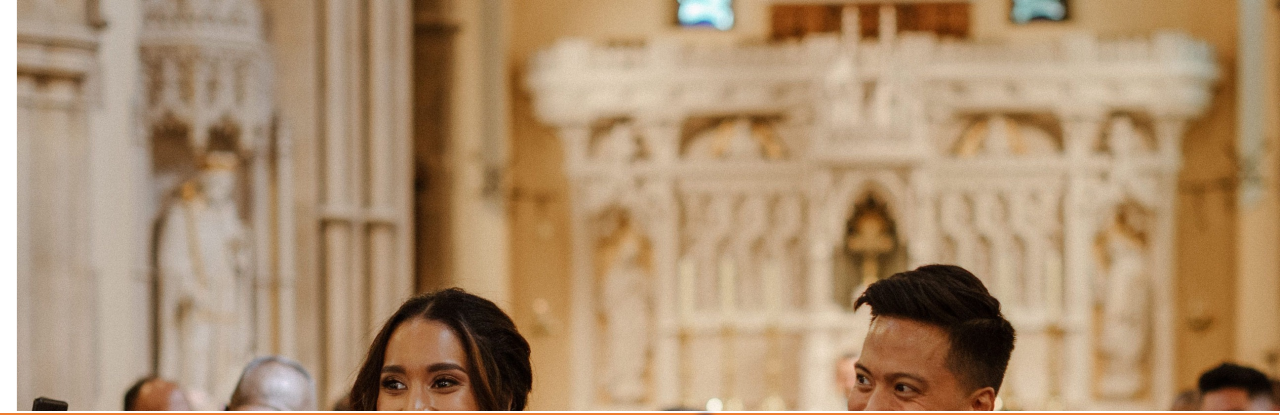




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OVERESTIMATE THE VALUE OF PLANNING



UNDERESTIMATE



TEMPERAMENT



SELF CORRECTION

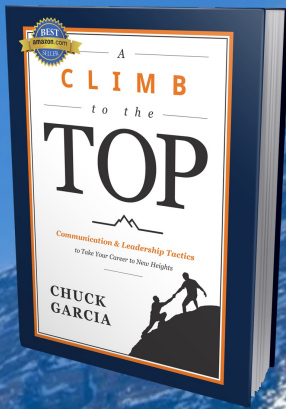


EMOTIONAL DYSFUNCTION



CLOUDS OUR JUDGEMENT.





COMMUNICATION + EQ

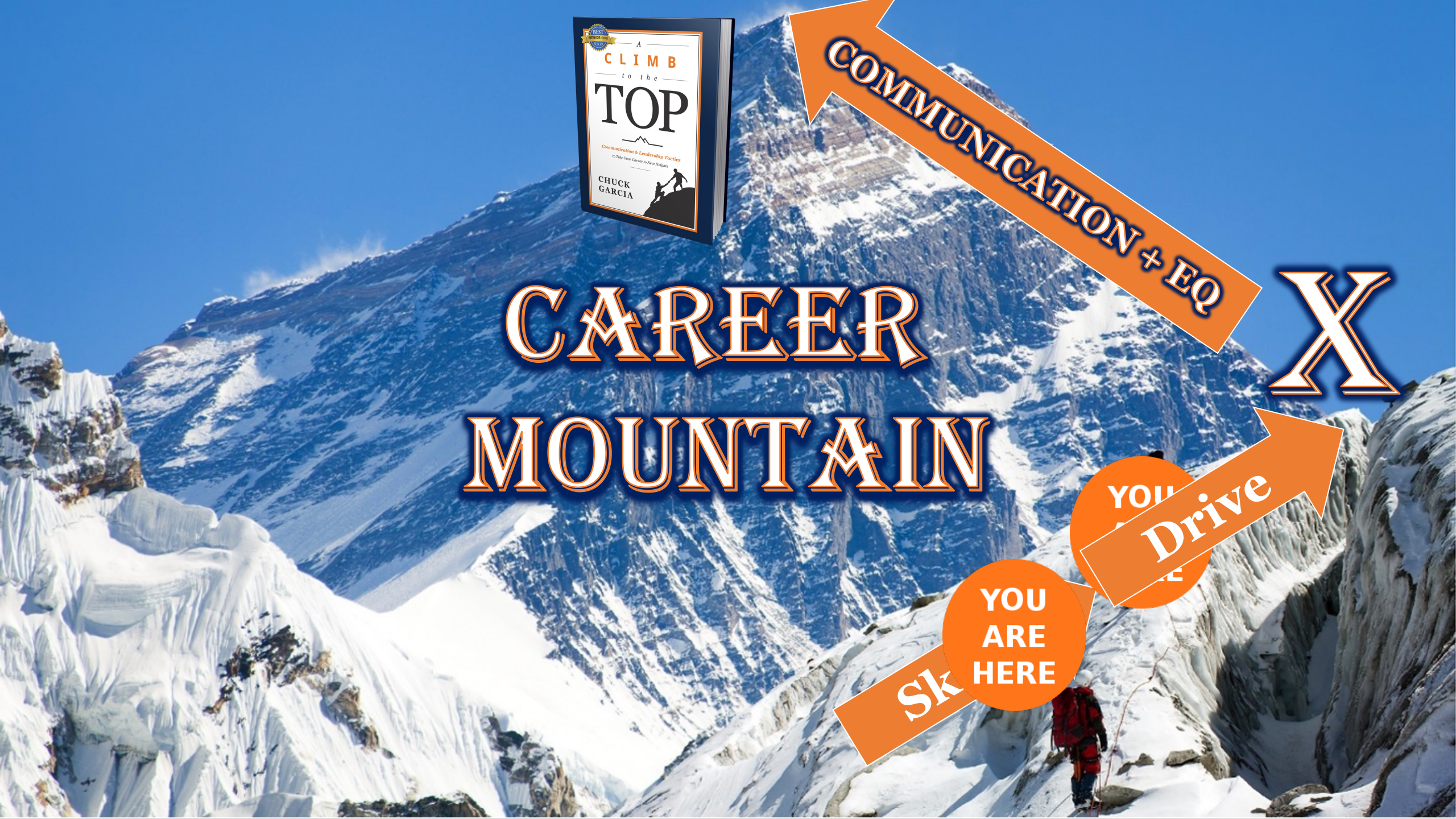
CAREER MOUNTAIN

X

YOU ARE HERE

Drive

SK





WHAT THE MARKET PLACE COMMUNICATES

TOP SOFT SKILLS 2023

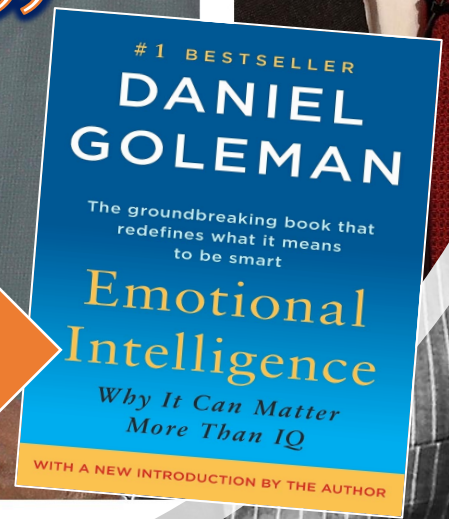
- ❖ Creativity
- ❖ Persistence
- ❖ Collaboration

- ❖ Adaptability
- ❖ Emotional Intelligence

Who is teaching these?

The LinkedIn logo is displayed on a white rectangular background with a grid pattern, tilted at an angle. The text "LinkedIn" is in blue, with the "in" part enclosed in a blue square with a white dot in the center.

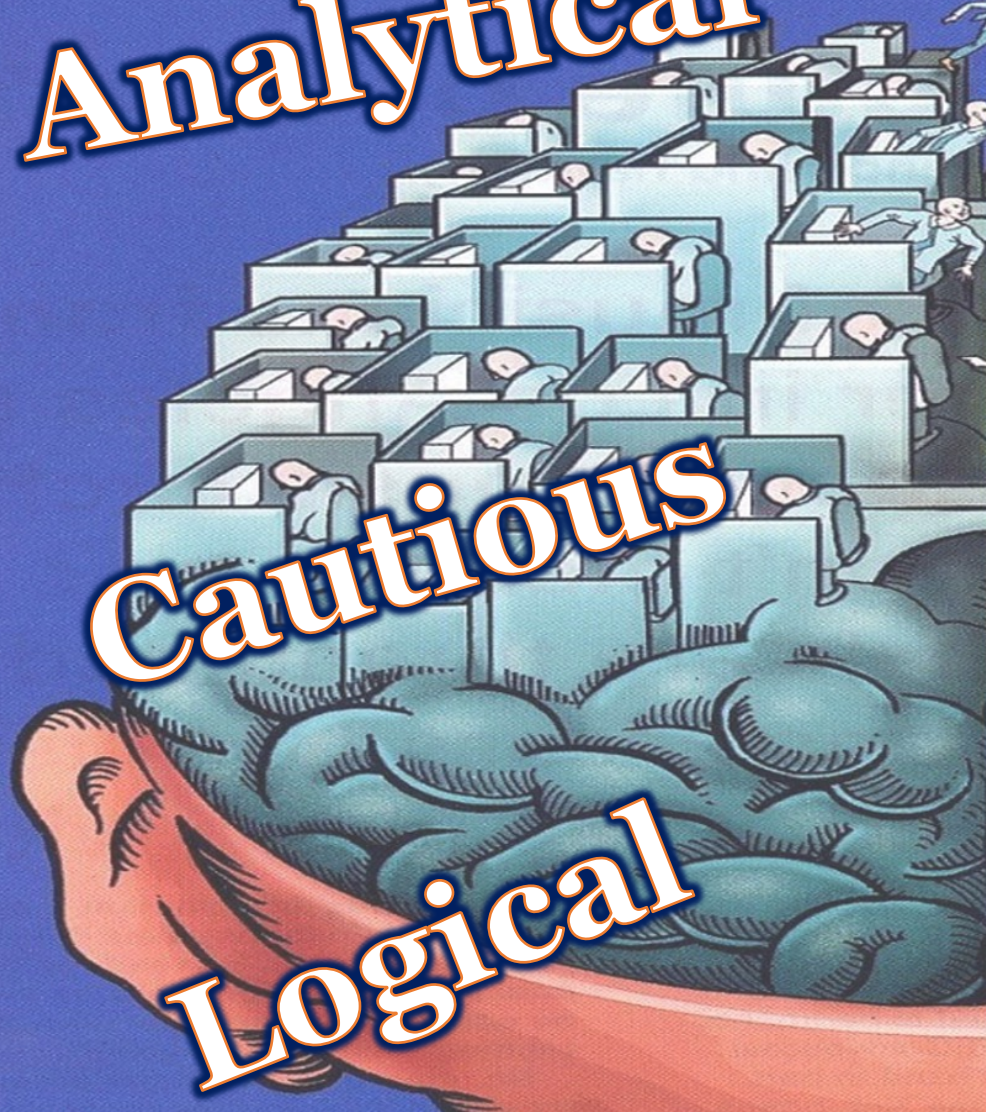
**“CEOs are hired for their intellect and business expertise...
...and fired for their lack of emotional intelligence.”**



Analytical

Cautious

Logical



Creative

Communicative

Empathetic



HALF OR FULL CAPACITY?



Trepp
ANALYZE
SECURITIES
MANAGE
PIPELINES
RECAST
RISK

"We are all
apprentices in a craft
where no one ever
becomes a master."
Ernest Hemingway

CLIMB
INTERNATIONAL
Transforming Leaders into Astonishing Communicators™

COLLEGE OF ENGINEERING
Fu Foundation of Engineering and Applied Science

黃埔書院

好色回春



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LEADERSHIP

Bloomberg

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 **CITADEL**



chuckgarcia.com

ABOUT CHUCK GARCIA

Chuck is the founder of Climb Leadership International and coaches executives on Public Speaking, Emotional Intelligence, and Executive Presence. He is professional speaker, Amazon best-selling author, and talk radio host of A Climb to the TOP: Stories of Transformation. He coaches leadership development at Columbia University's Graduate School of Engineering and is a passionate and accomplished mountaineer.



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TOP

PRINT



om & Leadership Tactics
ake ur Career to New Heights

**CHUCK
GARCIA**



RADIO

AS FEATURED ON
77WABC
RADIO

A CLIMB TO THE TOP
STORIES OF TRANSFORMATION



SOULMATTER

DOCUSERIES

A CLIMB TO THE TOP
STORIES OF TRANSFORMATION





Mount Rainier



The Matterhorn, Switzerland



Mount Bona, Alaska



Mount Elbrus, Russia



Mount Kilimanjaro



ONE THING

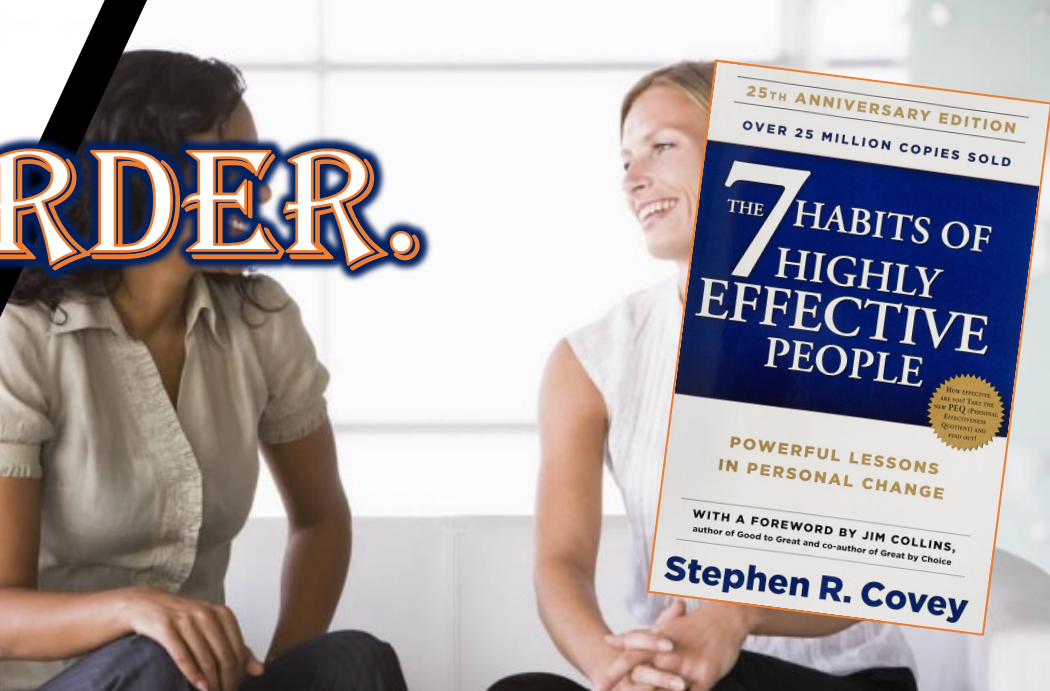


The image is a composite of two photographs. The left side shows a close-up of a person's eye with a futuristic, glowing blue and white lens or contact lens. The right side shows a close-up of a person's ear being cupped by a hand, suggesting listening or understanding. The text "SEEK FIRST TO UNDERSTAND..." is overlaid across the center in a stylized, golden font with a blue outline.

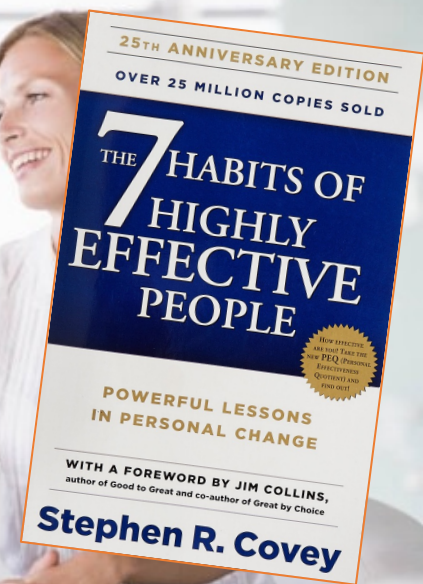
“SEEK FIRST TO UNDERSTAND...”



THEN, TO BE UNDERSTOOD.”



IN THAT ORDER.





TRIGGERED



START COUNTING



**STOP
TALKING**





WELCOME TO EQ:

REDEFINE WHAT IT MEANS TO BE



SMART



AUGUST 9, 2010



1052 TO JFK





A photograph of an airplane cabin interior, showing rows of blue seats and passengers. The text is overlaid on the image.

**“I’ve been
abused by a
passenger...”**

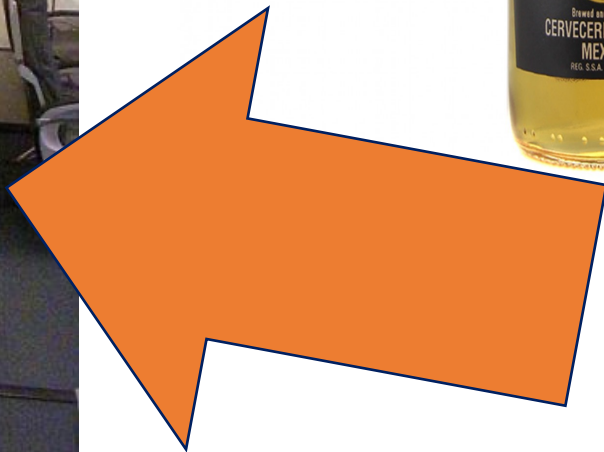
A blurred photograph of an airplane cabin aisle. Passengers are seated on either side of a central aisle, and flight attendants are visible in the background. The image is out of focus, emphasizing the text overlaid on it.

“I’ve been in the business for
20 years...”

I’ve had it. That’s it!”



jetBlue
AIRWAYS®



“I’M OUT!”



A man with short blonde hair, wearing a dark suit, light blue shirt, and patterned tie, is shown from the chest up. He is looking slightly to the right of the camera with a neutral expression. The background is a blurred indoor setting with blue and yellow lights.

Steven Slater

Former JetBlue Flight Attendant

“A liberating act of self-care.”



“Exhilarated and free.”

AS SEEN ON THE
**ENTIRE
INTERNET**



YOU CAN'T FIRE ME!

The SlipQuit[®]

Let's face it,
We all have bad days at work.
Now with the right equipment,
a little righteous anger,
and some well-timed wit,
you can say "ADIOS"
with *panache*.

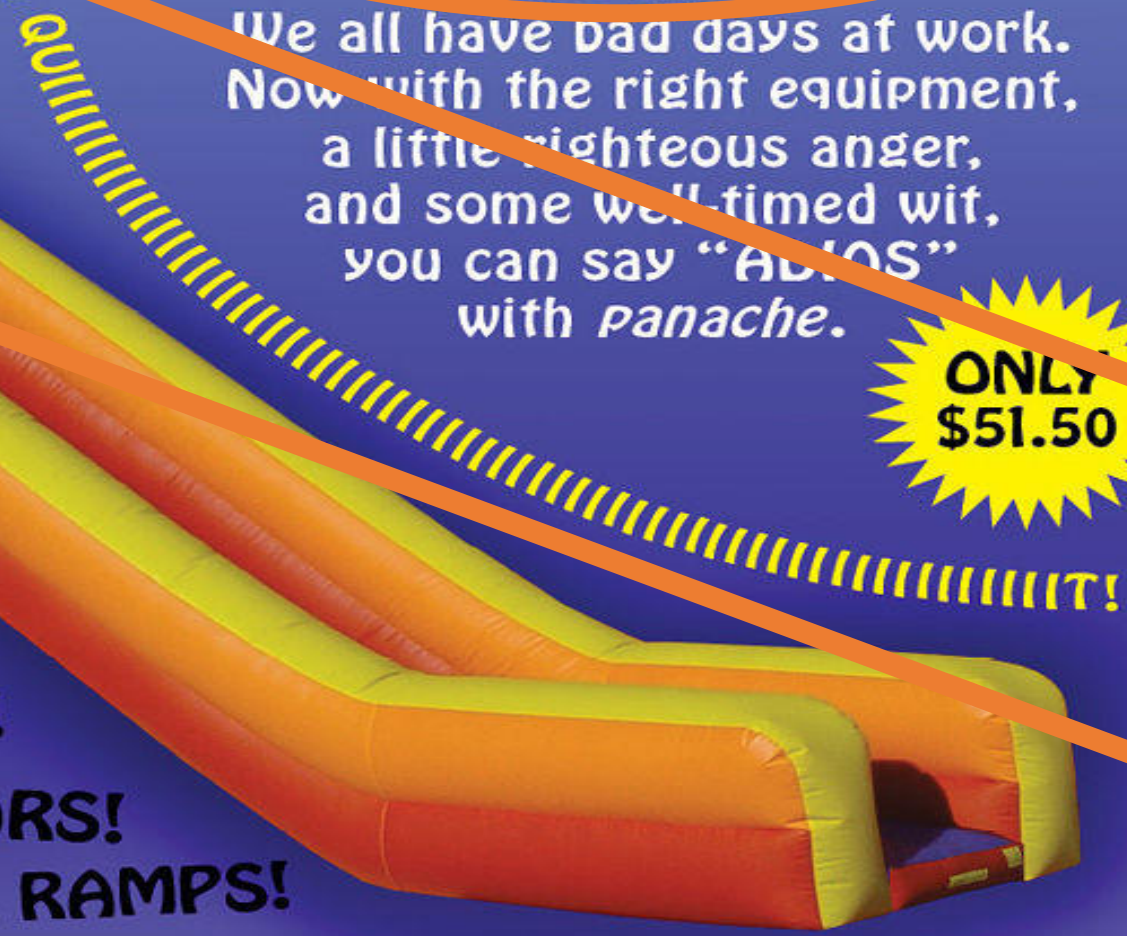
**ONLY
\$51.50**

Not just for job-quitting!

ALSO GREAT FOR:

- Last minute jiltings ✓
- Escaping boring parties ✓
- Avoiding awkward conversations ✓
- Gastrointestinal emergencies ✓

Use the SlipQuit[®] on ...
STAIRCASES!
CAR DOORS!
WHEELCHAIR RAMPS!

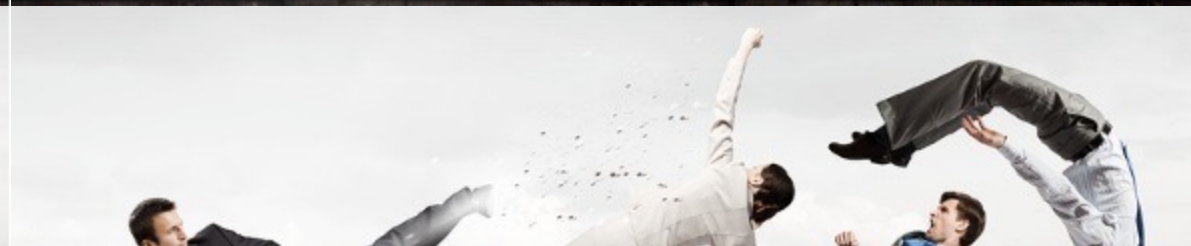
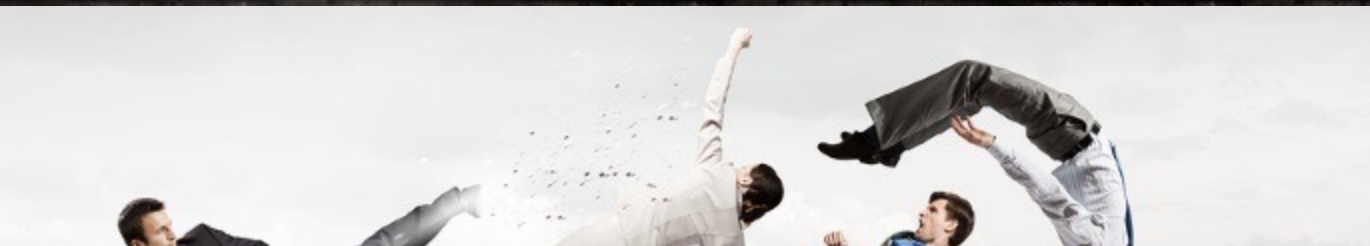


The SlipQuit[®] includes: 2 cans of BLUE SKY[®] beer and 1 self inflating escape slide

WARNING: Pregnant and nursing women should consult their doctors before using SlipQuit. The SlipQuit[®] is only available at Dial House, 743 Clementina Street, San Francisco, CA, 94103 415-546-6500

EMOTIONAL MELTDOWN





FIGHT

A scene from the movie "Pirates of the Caribbean: The Curse of the Black Pearl" showing Jack Sparrow running through shallow water, pursued by a large group of indigenous warriors. The word "FLIGHT" is overlaid in a large, stylized font.

FLIGHT

SPLIT SECOND TO DECIDE...

**BODY
PREPARES
TO FIGHT
OFF
THE
DANGER.**







WORK LIFE BALANCE?



Stress Meter

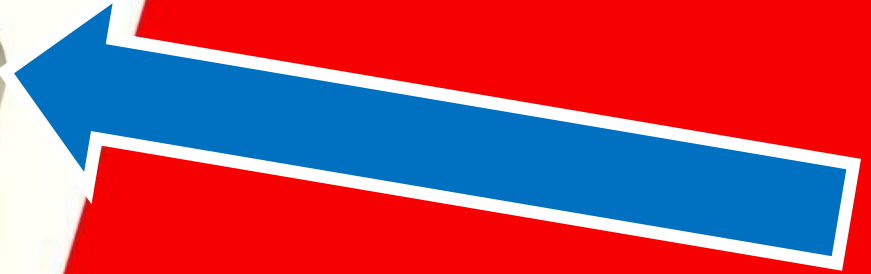
Panic Attack!

Anxiety

Stressed

Coping

Relaxed



An iceberg floating in the ocean. The tip of the iceberg is above the water line, and the much larger base is submerged. The letters 'IQ' are written in a white, outlined, serif font above the water line. The letters 'EQ' are written in the same font on the submerged part of the iceberg. A horizontal orange line separates the sky from the water.

IQ

EQ

A glowing blue human figure is shown from the chest up, with arms slightly raised. The brain is highlighted in a bright yellow, glowing light, contrasting with the blue body. The background is a dark blue gradient.

**Addresses the emotional,
personal, social and
survival dimension
of intelligence.**

CAREER Q'S

EQ: Emotional Intelligence

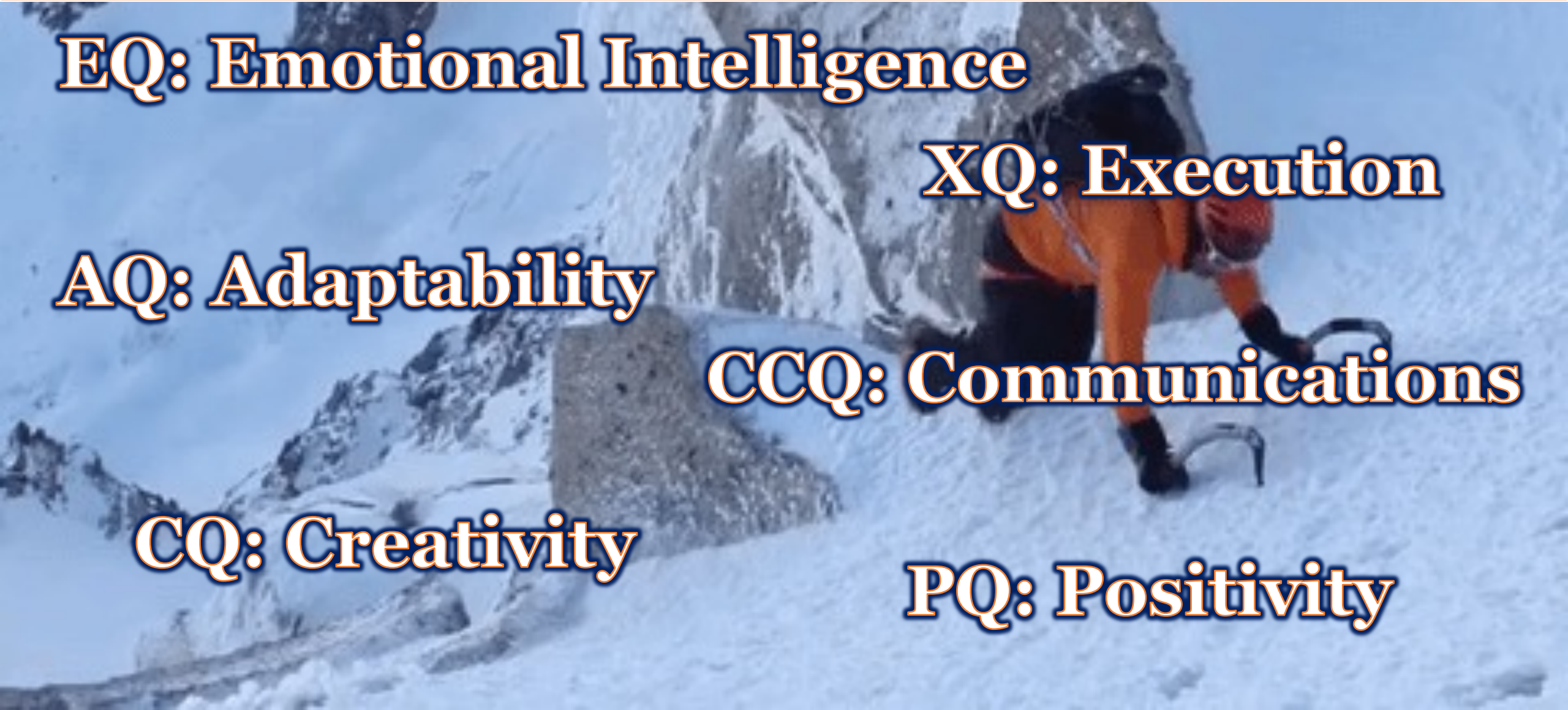
XQ: Execution

AQ: Adaptability

CCQ: Communications

CQ: Creativity

PQ: Positivity



YOUR BIGGEST THREAT TO SUCCESS?





EMOTIONAL TRIGGERS

**Balanced performance
& decision making**

IQ

Self awareness

Motivation

Self Management

Social skills

Empathy

EQ

Personal & Professional Development

LEADERSHIP CONTINUUM



X

X

X

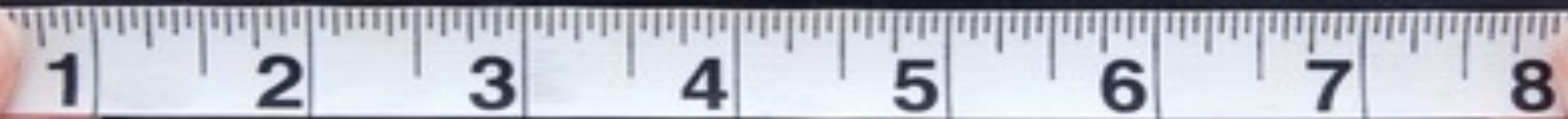


COLLABORATE/
CONNECT

EQ

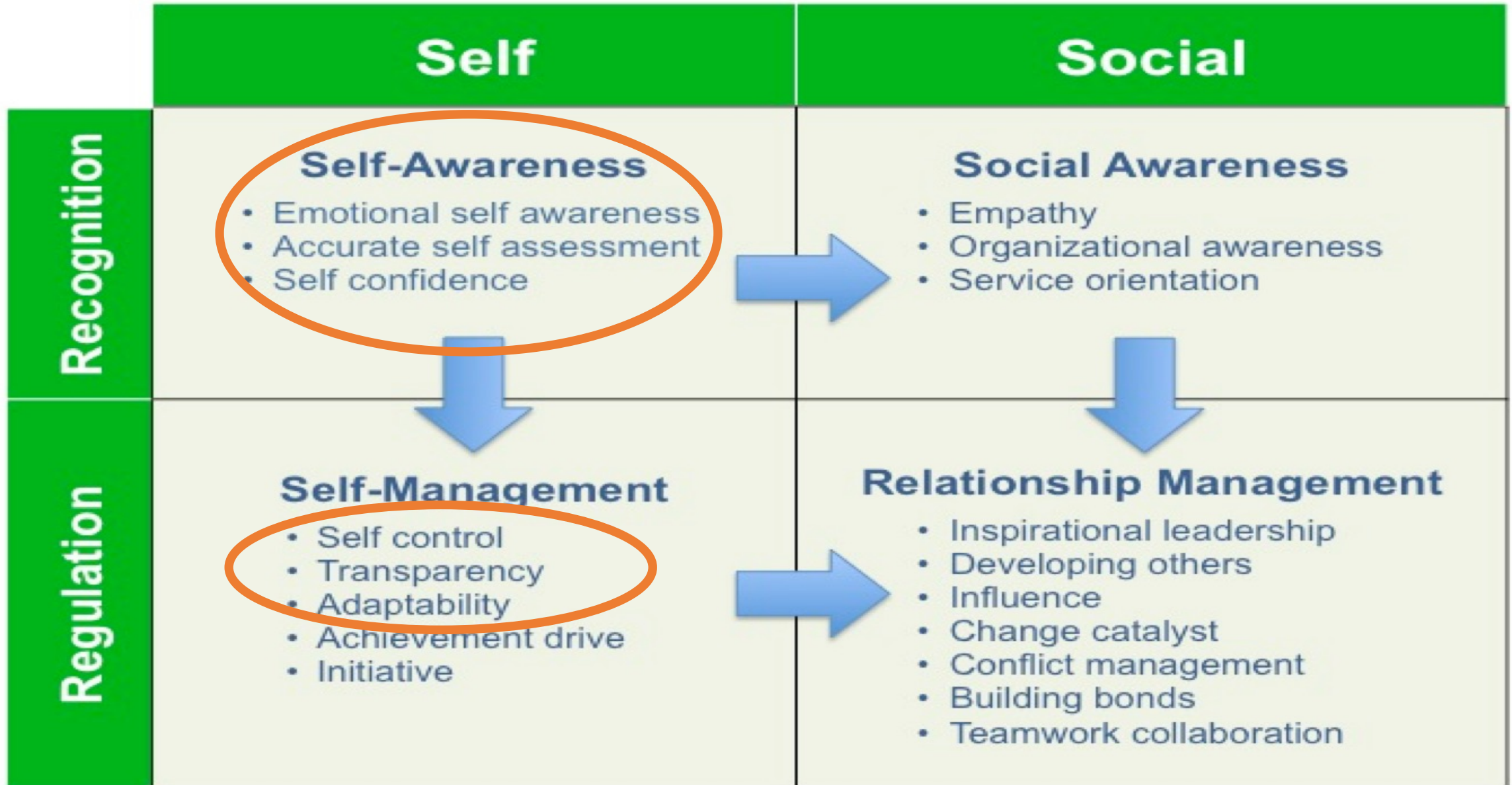
COMMAND/
CONTROL

EMOTIONAL
INTELLIGENCE



MEASURE IT

Emotional Intelligence



Your Overall Emotional Intelligence Score: 74

Personal Competence: 75

The collective power of your self-awareness and self-management skills. It's how you use emotional intelligence in situations that are more about you privately.

Self-Awareness



69

Your ability to accurately perceive your emotions and stay aware of them as they happen. It also includes keeping on top of how you tend to respond to specific situations and certain people.

Self-Management



81

Your ability to use awareness of your emotions to stay flexible and positively direct your behavior. This means managing your emotional reactions to all situations and people.

Social Competence: 72

The combination of your social awareness and relationship management skills. It's more about how you are with other people.

Social Awareness



77

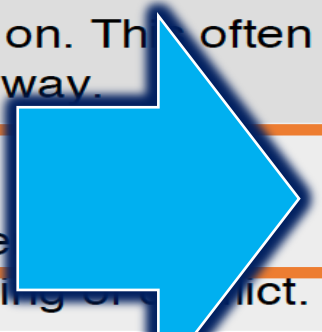
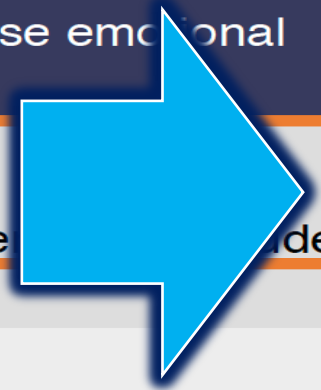
Your ability to accurately pick up on emotions in other people and get what is really going on. This often means understanding what other people are thinking and feeling, even if you don't feel the same way.

Relationship Management



67

Your ability to use awareness of your emotions and the emotions of others to manage interactions successfully. Letting emotional awareness guide clear communication and effective handling of conflict.



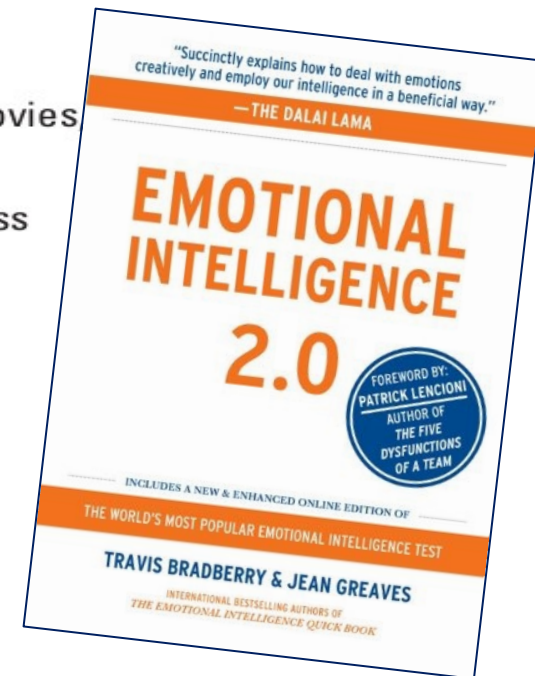
Emotional Intelligence

in the WORKPLACE

SELF-AWARENESS STRATEGIES

1. Quit Treating Your Feelings as Good or Bad
2. Observe the Ripple Effect from Your Emotions
3. Lean into Your Discomfort
4. Feel Your Emotions Physically
5. Know Who and What Pushes Your Buttons
6. Watch Yourself Like a Hawk . . .
7. Keep a Journal about Your Emotions
8. Don't Be Fooled by a Bad Mood
9. Don't Be Fooled by a Good Mood, Either
10. Stop and Ask Yourself *Why* You Do the Things You Do
11. Visit Your Values
12. Check Yourself
13. Spot Your Emotions in Books, Movies
14. Seek Feedback
15. Get to Know Yourself under Stress

Self-Awareness
Strategies



CALL TO ACTION





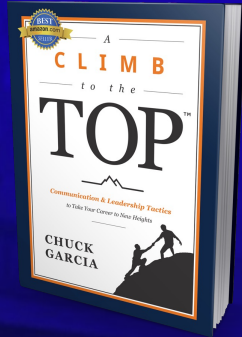
Chuck Garcia

Leadership Communication and Emotional Intelligence Public Speaker and Executive Coach, Columbia University Professor, Bestselling Author, Mountaineer

Connect With Me
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**Climb Leadership
International**



<https://chuckgarcia.com/assessment/>

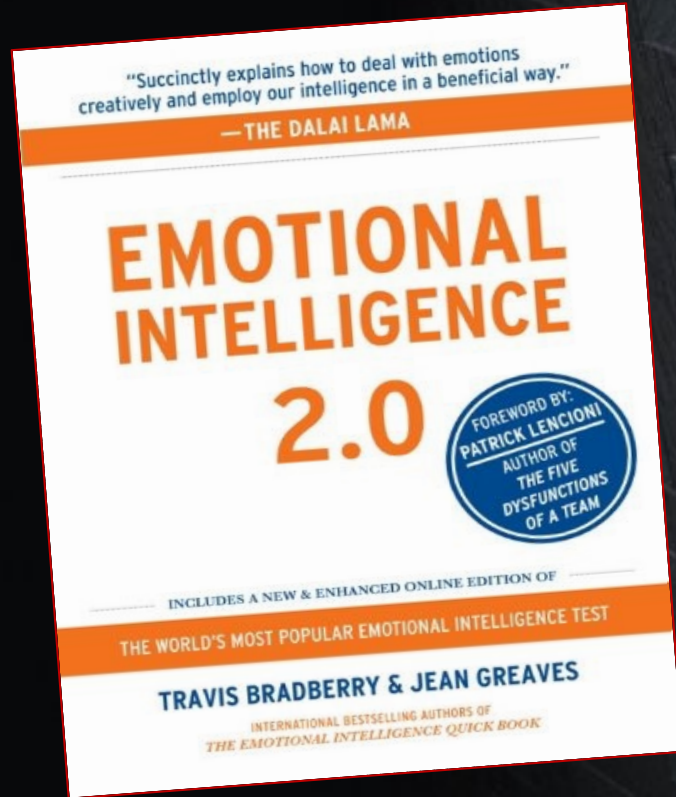
CLIMB LEADERSHIP'S PUBLIC SPEAKING, EMOTIONAL INTELLIGENCE, AND LEADERSHIP ASSESSMENT

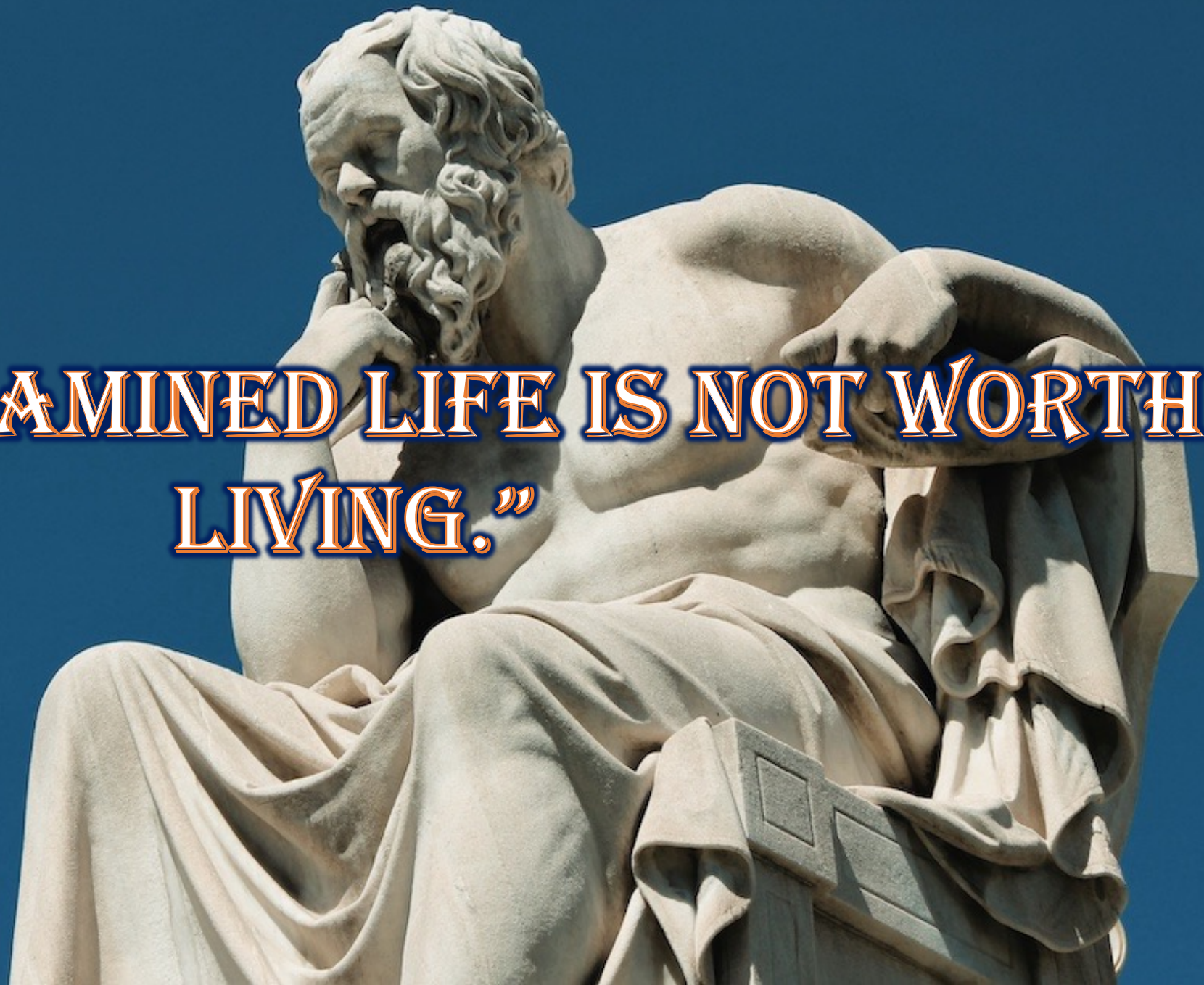
"Improve your communication skills and increase your value in the marketplace by 50%." Warren Buffet

"One day the world will ask you who you are. If you don't know, the world will tell you." Carl Jung

Thank you for taking the time to complete this. To assist in your personal and professional development, this questionnaire is designed to help us get acquainted. With an emphasis on Communication, Leadership, and Emotional Intelligence development, it is my pleasure to help you continue to career climb this big, beautiful development mountain.

ASSESSMENTS





**“THE UNEXAMINED LIFE IS NOT WORTH
LIVING.”**



PARTING THOUGHTS





DEVELOPING YOUR MENTAL FORTRESS

THE TIMELESS BESTSELLER

How to Win Friends & Influence People

Dale Carnegie

80TH Anniversary Edition

"Succinctly explains how to deal with emotions creatively & employ our intelligence in a beneficial way."

- THE DALAI LAMA

EMOTIONAL INTELLIGENCE 2.0

FORWARD BY PATRICK LENCIONI
AUTHOR OF THE FIVE DYSFUNCTIONS OF A TEAM

INCLUDES A NEW & ENHANCED ONLINE EDITION OF THE WORLD'S MOST POPULAR EMOTIONAL INTELLIGENCE

TRAVIS BRADBERRY & JEAN GREVILL

INTERNATIONAL BESTSELLING AUTHOR OF THE EMOTIONAL INTELLIGENCE

A FORMER FBI TOP HOSTAGE NEGOTIATOR'S FIELD-TESTED TOOLS FOR TALKING ANYONE INTO (OR OUT OF) JUST ABOUT ANYTHING

NEVER SPLIT THE DIFFERENCE

NEGOTIATING AS IF YOUR LIFE DEPENDED ON IT

CHRIS VOSS WITH TAHL RAZ

THE MISSING LINK BETWEEN MERIT AND SUCCESS

EXECUTIVE PRESENCE

SYLVIA ANN HEWLETT

BEST SELLER amazon.com

A CLIMB to the TOP

Communication & Leadership Tactics to Take Your Career to New Heights

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"Ranks among the great adventure books of all time." — THE WALL STREET JOURNAL

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AUTHOR OF INTO THE WILD AND EIGER DREAMS

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Christopher McDougall

"McDougall's book reminded me of why I love to run."
— Bill Rodgers, San Francisco Chronicle

MAN'S SEARCH FOR MEANING

VIKTOR E. FRANKL

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Finding fulfillment using lessons from some of the world's greatest businesses

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THE LITTLE BOOK THAT STILL BEATS THE MARKET

LIVE THE BEST STORY OF YOUR LIFE

A WORLD CHAMPION'S GUIDE TO LASTING CHANGE

BOB LITWIN

the art of the good life

clear thinking for business and a better life

Rolf Dobelli

Million-selling author of The Art of Thinking Clearly

Depth versus breadth

COMPETENCE

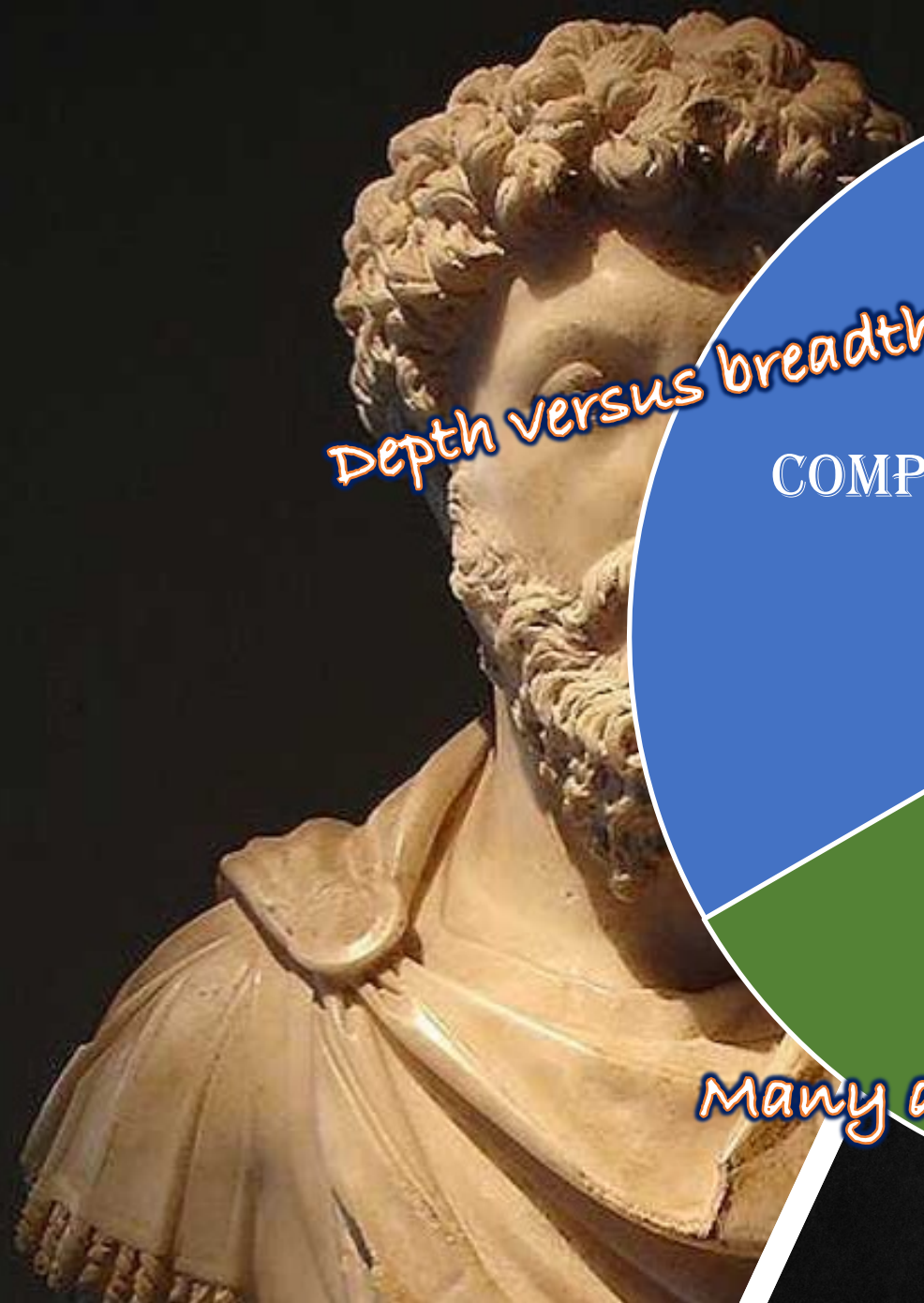
What is not negotiable?

DIGNITY



TRUST

Many are called. Few are chosen.





AS I STEP INTO YOUR SHOES....

SEE WHAT YOU SEE.

HEAR WHAT YOU HEAR.

FEEL WHAT YOU FEEL.



“People will
forget what
you
said...

“People will
forget what
you did...

But they will
never
forget...



**HOW YOU MADE
THEM FEEL.**



“I am not what happens to me.

I am what I choose to become.”

Carl Jung

**WHAT WILL YOU
CHOOSE TO BECOME?**





CLIMB
LEADERSHIP
INSTITUTE

Thank you for your time.

chuckgarcia.com



chuck@climbleadership.com

