HARNESS THE POWER OF
EMOTIONAL INTELLIGENCE

SAFETY EQ

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I'M GOOD ENOUGH, I'M SMART ENOUGH

AND GOSH DARN IT, PEOPLE LIKE ME
EMOTIONAL INTELLIGENCE

The ability to recognize, understand and manage our own emotions and to recognize, understand and influence the emotions of others

EMOTIONAL INTELLIGENCE

TWICE as important when compared to Technical Skills and IQ
WHAT ARE EMOTIONS?

Emotions are a class of feelings based on thoughts and subjective experiences that can result in bodily change.
THE FIVE COMPONENTS OF EMOTIONAL INTELLIGENCE
HOW TO RECOGNIZE AND APPLY THEM

- Self Awareness
- Self Regulation
- Motivation
- Empathy
- Social Skills

Scenario → Emotional State → Action

Personal Perception → Single Touch Sale

Constructive Action

Destructive Action

“Walk Away” Feeling

Circle Back "Elephant in the room"

Playing the long game
SELF AWARENESS

SELF CONFIDENCE
REALISTIC SELF ASSESSMENT
SELF DEPRECATING SENSE OF HUMOR

TANGIBLE TAKEAWAY

Two Ways to Improve Self-Awareness in Practice
#1- HONESTLY ASSESS YOUR STRENGTHS AND WEAKNESSES

- Poll your coworkers and your friends and family. Then review, and find trends.
- Make a list of people you admire and what traits you admire in them. Rate yourself at each of those traits.
- Make a list of what you enjoy doing. More than likely these are your strengths.
- Think about difficult situations you have been in. What about it made it difficult for you? Those may be opportunities.

#2- UNDERSTAND HOW YOU ARE PERCEIVED

Get ahead of this and ADDRESS THE ELEPHANT.

The most powerful tool in your arsenal is the ability to disarm your would be "foes" in order to change perceptions. You can disarm by acknowledging your weaknesses and then owning loudly your strengths.
SELF REGULATION

TRUSTWORTHINESS

INTEGRITY

COMFORT WITH AMBIGUITY AND CHANGE

You will continue to suffer if you have an emotional reaction to everything that is said to you. True power is sitting back and observing things with logic. True power is restraint. If words control you that means everyone else can control you.

Breathe and allow things to pass

WARREN BUFFETT
CHECK YOURSELF YOU MUST
BEFORE WRECK YOURSELF
YOU DO

TANGIBLE TAKEAWAY
Use Self-Regulation to Write Better Emails
WRITE BETTER EMAILS

TO GET MORE DONE

- DRAFT is your best friend
- Send to someone else first
- Take out ANY references to standards and regulations!
- Halve your email - don't make them scroll - 11 seconds
- Remove "just" or "if you could"
- Get to the point
- Bold/Highlight the TL;DR
- Use Links instead of attachments or quotes

MOTIVATION

STRONG DRIVE TO ACHIEVE

OPTIMISM, EVEN IN THE FACE OF FAILURE

ORGANIZATIONAL COMMITMENT
Why do you do this work?

Why do you think Operations do their jobs? What Motivates them? What Drives them?
TANGIBLE TAKEAWAY
Understand Motivation to Build a Better Business Case

UNDERSTAND YOUR CUSTOMER'S MOTIVATION
QUESTIONS EVERY SAFETY PROFESSIONAL SHOULD BE ABLE TO ANSWER

- What non-safety metrics is your operations team held accountable for?
- How are we doing on those metrics? Today? Yesterday?
- What is our business growth plan?
- What are your operations leaders raises and bonuses tied to?
- What factors influence their day to day business decisions?
- What is their budget this year and what is their performance to budget?
- What keeps them up at night?
EMPATHY

EXPERTISE IN BUILDING AND RETAINING TALENT

CROSS-CULTURAL SENSITIVITY

SERVICE TO CLIENTS AND CUSTOMERS

TANGIBLE TAKEAWAY

Use Empathy to Run Better Teams
MY MOVESMART STORY

EMPATHY SAVES A TEAM

SOCIAL SKILLS

EFFECTIVENESS IN LEADING CHANGE

PERSUASIVENESS

EXPERTISE IN BUILDING AND LEADING TEAMS
TANGIBLE TAKEAWAY
Use Social Skills to Run Better Meetings

RUN BETTER MEETINGS TO GET MORE DONE

- Build Rapport
- Talk to people who are not connected to your "real job"
- Find common ground (not work)
- Be genuine
- Use Icebreakers
- Say Thank You and mean it
- Use agendas and stick to them
- Call on the quiet ones, quiet the loud ones.
<table>
<thead>
<tr>
<th>EMOTIONAL TIMELINE</th>
<th>SELF AWARENESS</th>
<th>SELF REGULATION</th>
<th>MOTIVATION</th>
<th>EMPATHY</th>
<th>SOCIAL SKILLS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Get constructive actions by your in-the-moment actions, affecting perceptions, and influencing the Walk-Away Feeling</td>
<td>Know who you are and how you are perceived</td>
<td>Write better emails by regulating yourself. Draft is your friend!</td>
<td>Know why you do this and know what drives your customer so you can build your safety business case</td>
<td>Run a better team by being a human being at work</td>
<td>Run better meetings by being friendly with a purpose</td>
</tr>
</tbody>
</table>

**LET'S CONNECT**

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