

The logo consists of a vertical line on the left side, divided into a dark grey upper section and a green lower section. The text 'ICBE Business Excellence' is positioned to the right of this line.

**ICBE**  
**Business**  
**Excellence**

The logo features the word 'Skillnet' in a dark grey sans-serif font. The 'net' portion is enclosed within a solid green circle, which is partially overlapping the end of the word.

**Skillnet**

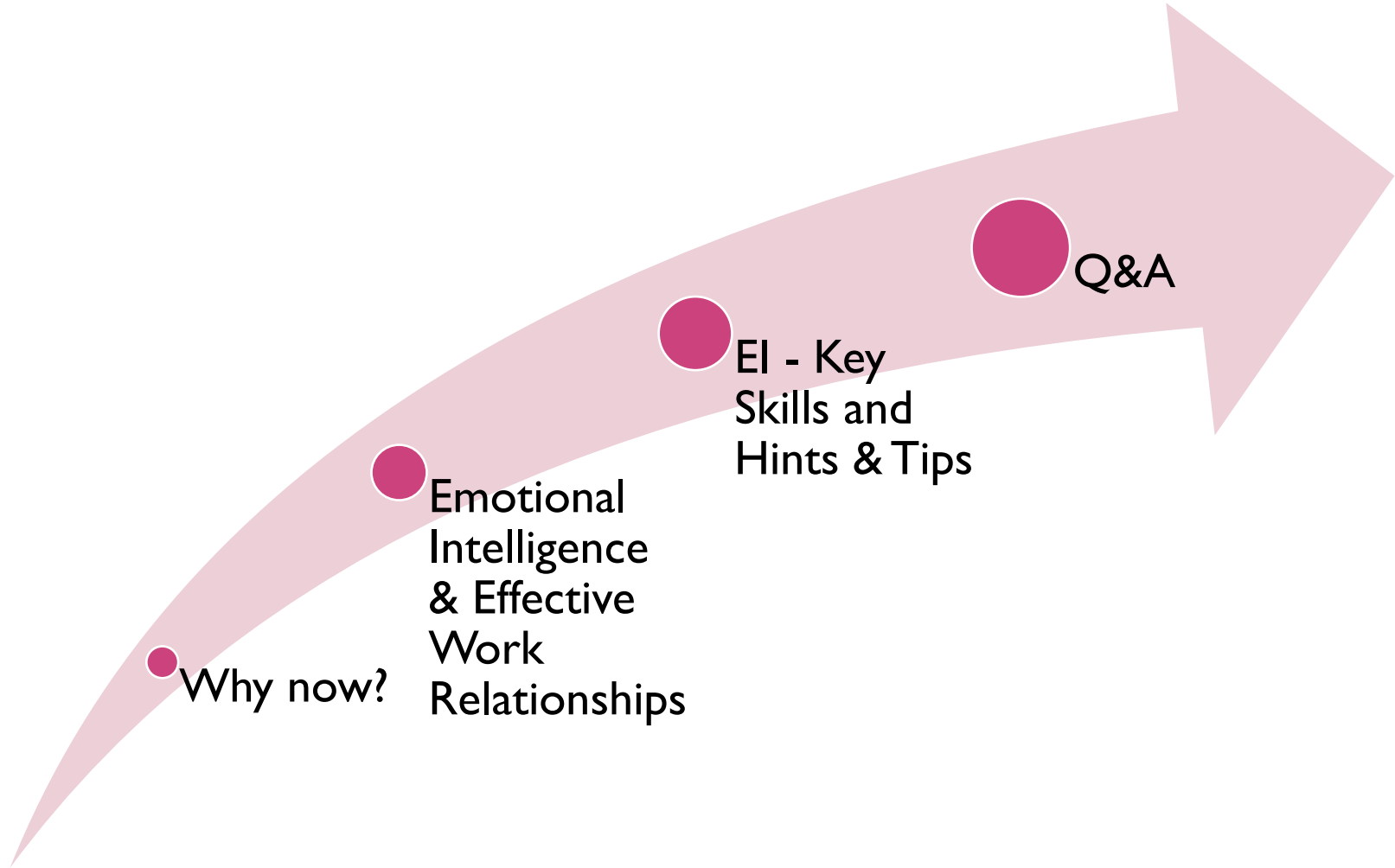
You are welcome to....

# Effective Relationships in the Hybrid Workplace: How Emotional Intelligence can help you Build & Maintain them



Converging Ideas from Both Sides of the Brain





Why now?  
Emotional Intelligence & Effective Work Relationships

EI - Key Skills and Hints & Tips

Q&A

CIPD Ireland HR Practices 2021 survey –  
77% plan to adopt a blend of remote and on-site working on a long-term basis

**MON**



**TUE**



**WED**



**THUR**



**FRI**





CIPD Ireland HR practices 2021 research indicated that **collaboration and team working** have weakened during remote working

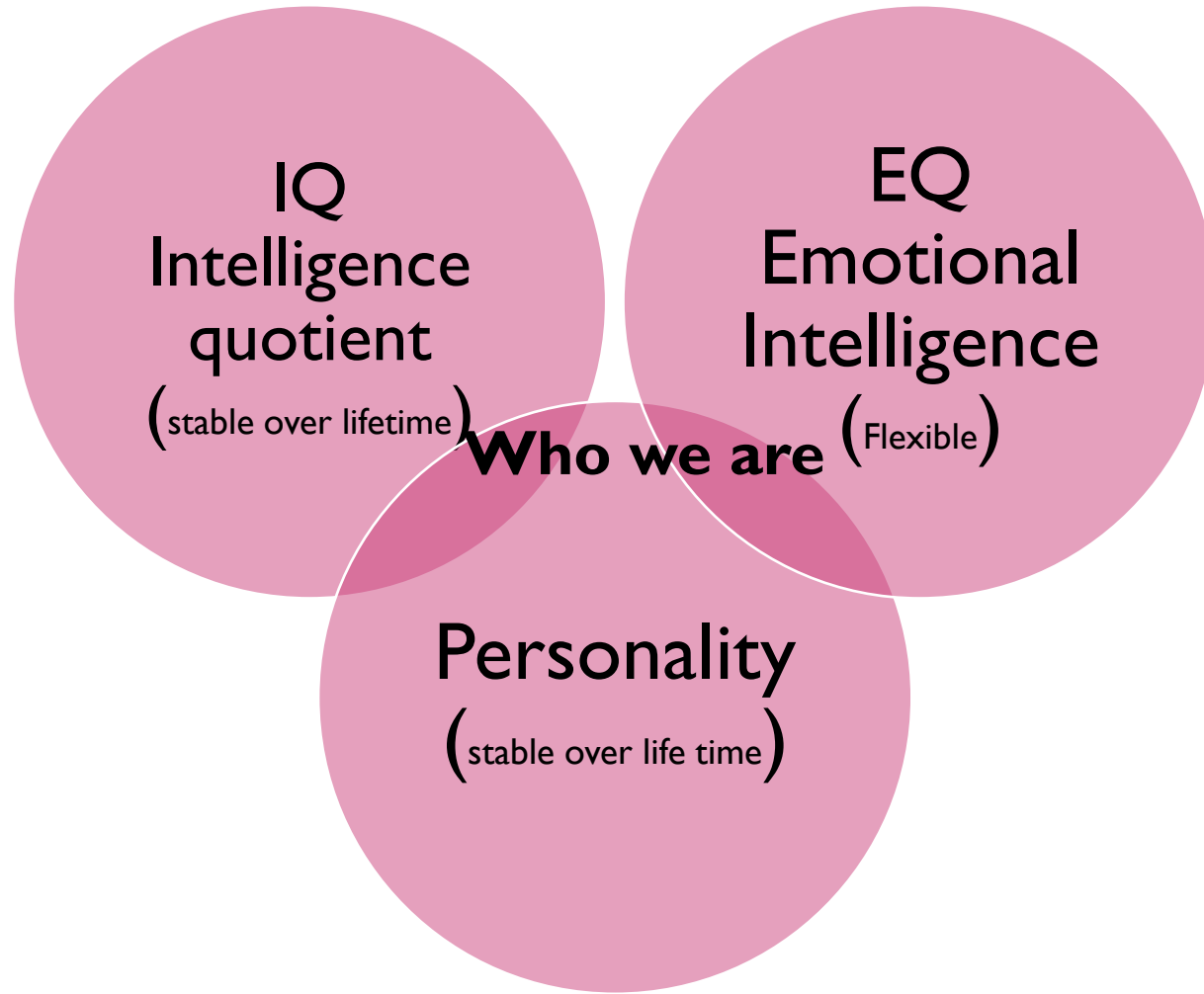




**THINK**

**DO**

**FEEL**



# Meaning Making Machines

- Cognitively
- Emotionally
- 5 Sense Perception

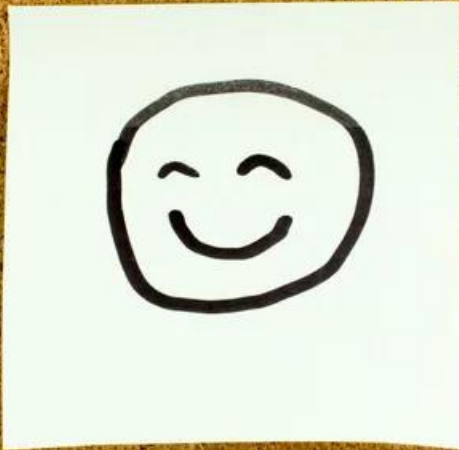
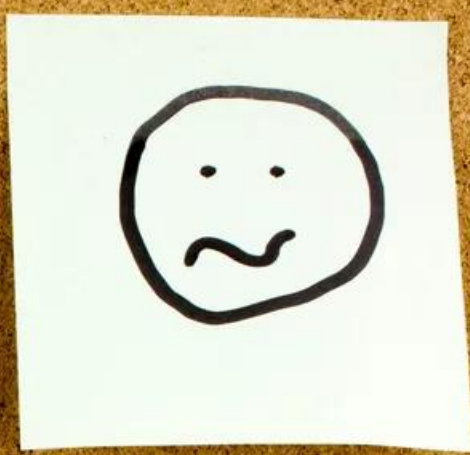
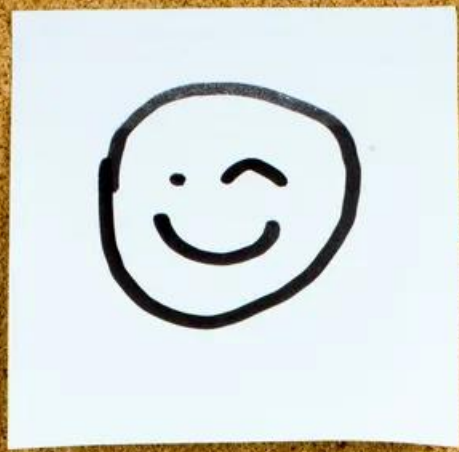




just one  
*word*

# Emotions are Data





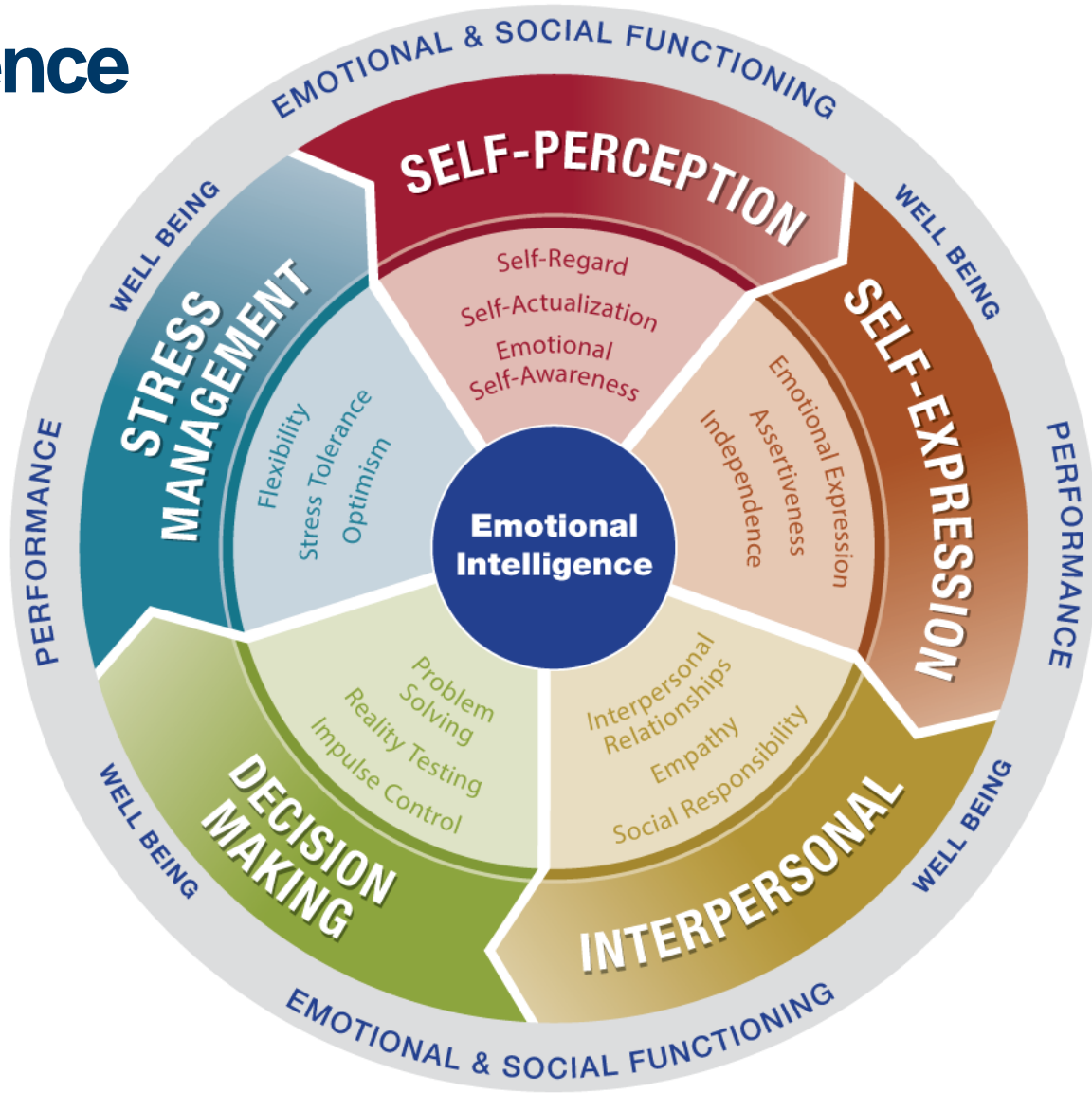
# What is Emotional Intelligence?

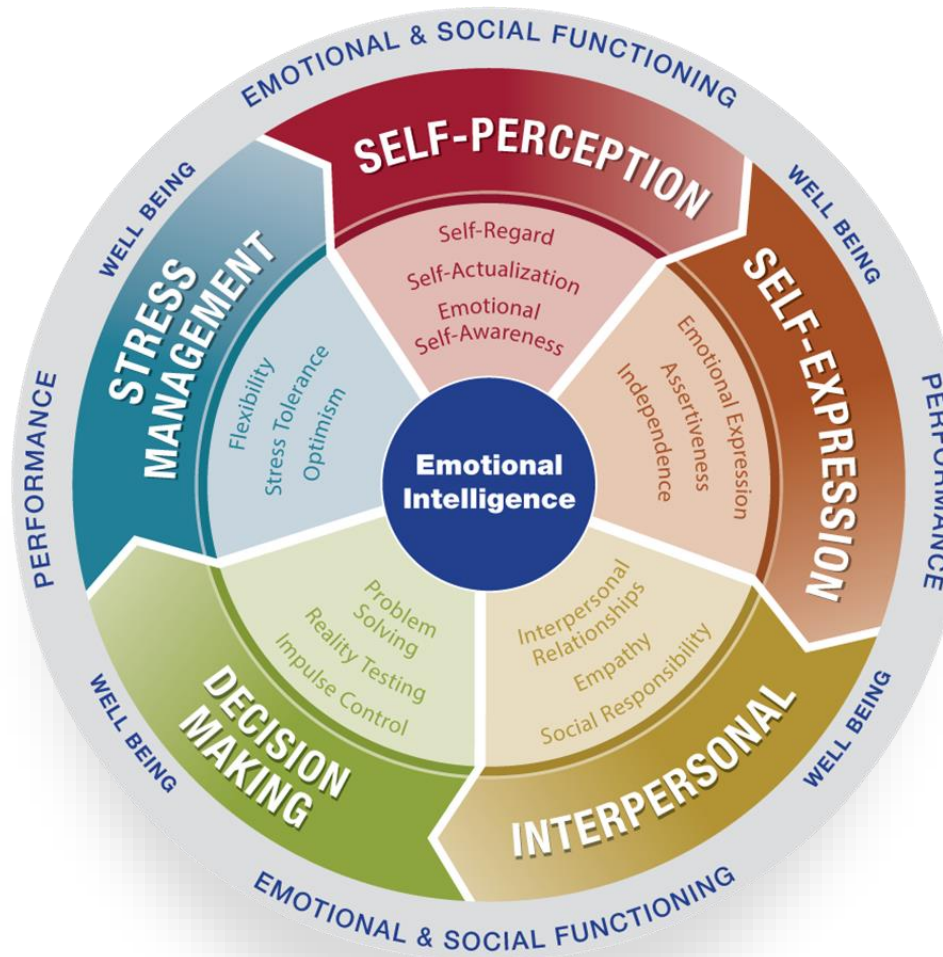
Emotional intelligence is a set of emotional and social skills that collectively establish how well we:

- Perceive and express ourselves
- Express thoughts
- Develop and maintain relationships
- Cope with challenges
- Use emotional information in an effective and meaningful way



# The EQ-i 2.0® Model of Emotional Intelligence

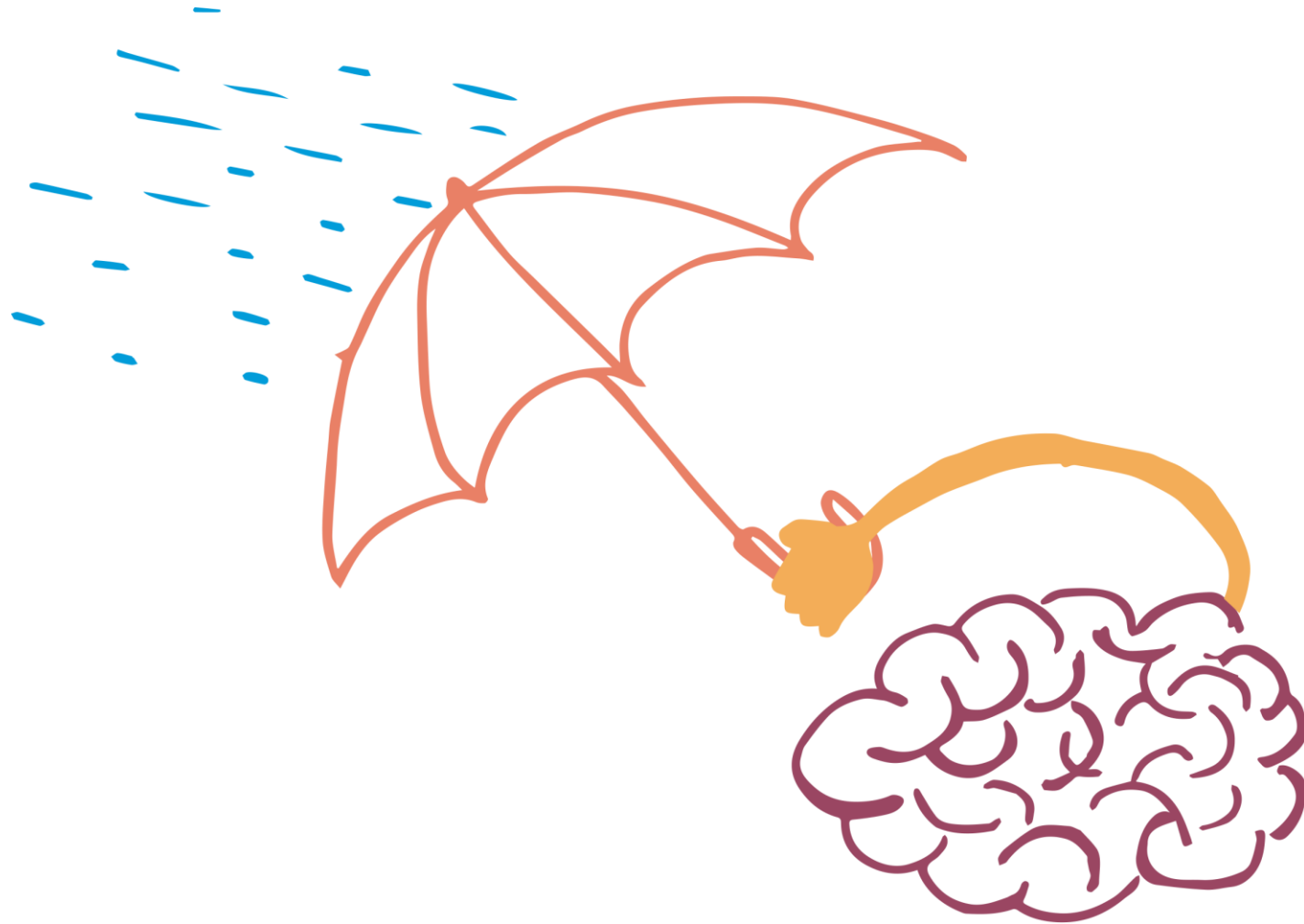


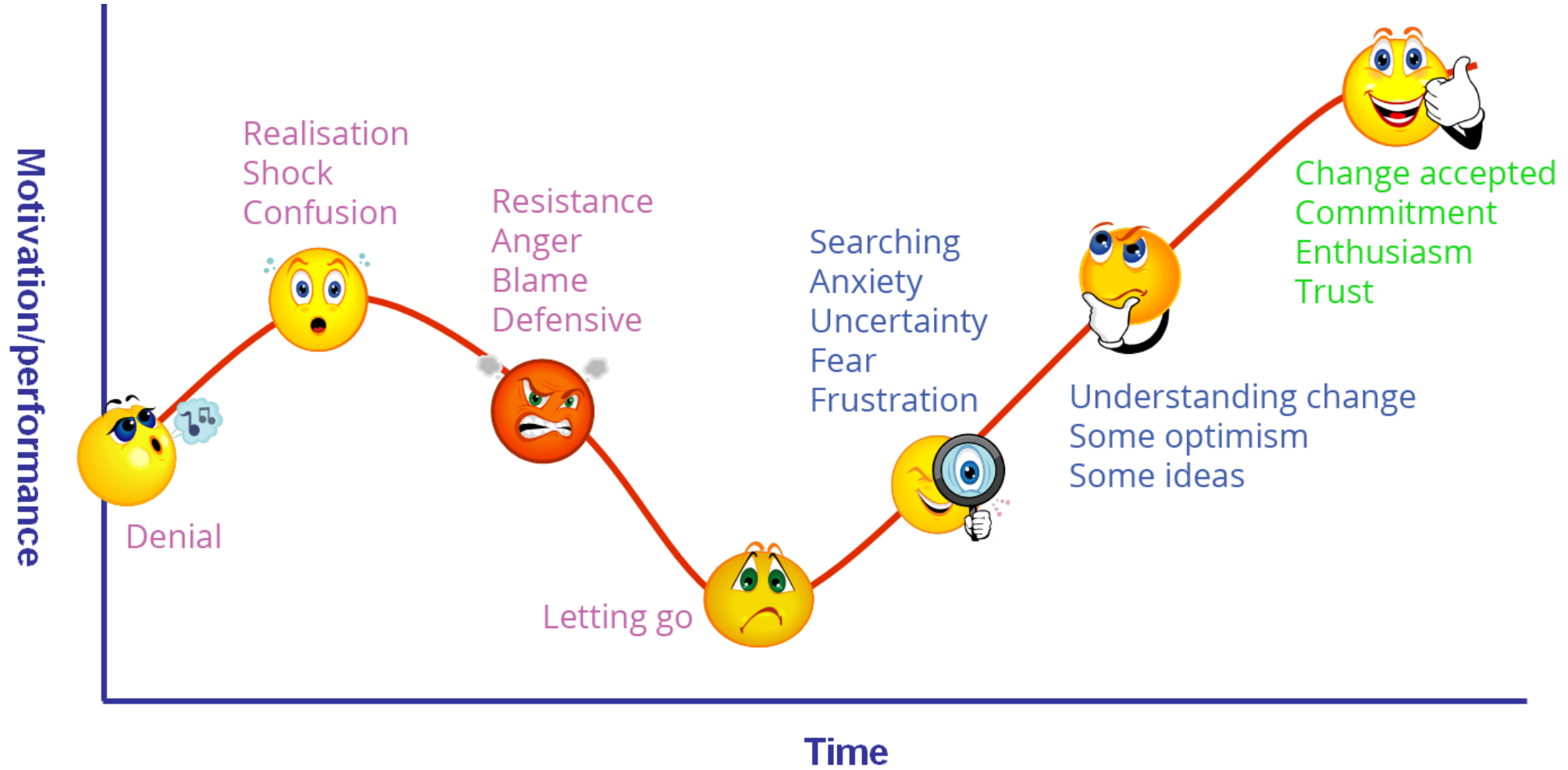


# EQi Strengths ?

# Is Emotional Intelligence Important?

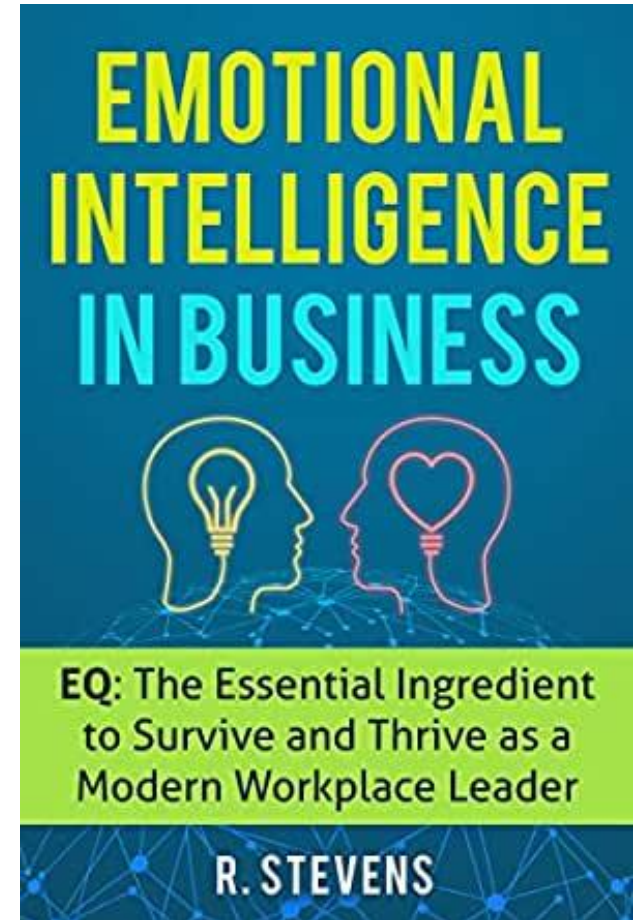






# Is Emotional Intelligence Important?

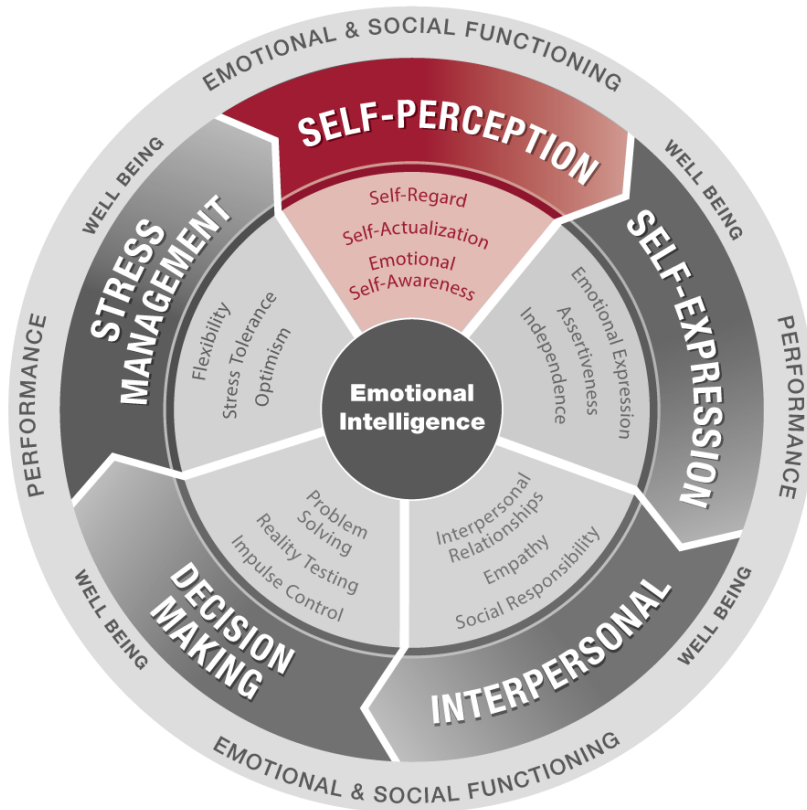
- Key indicator of leadership performance, and when leaders lead well, organizations do well
- Forbes's Coaches Council rated EQ-i 2.0 as #2 on their list of '**11 Assessments Every Executive Should Take**'
- ***'Organisations that value and widely use Emotional Intelligence are 3.2x more effective at leadership development. While those that use assessments to track or measure Emotional Intelligence are 16% more likely to report positive revenue growth'***<sup>1</sup>



<sup>1</sup>Leadership and Emotional Intelligence: The Keys to Driving ROI and Organizational Performance - Human Capital Institute.



# Self-Perception Composite



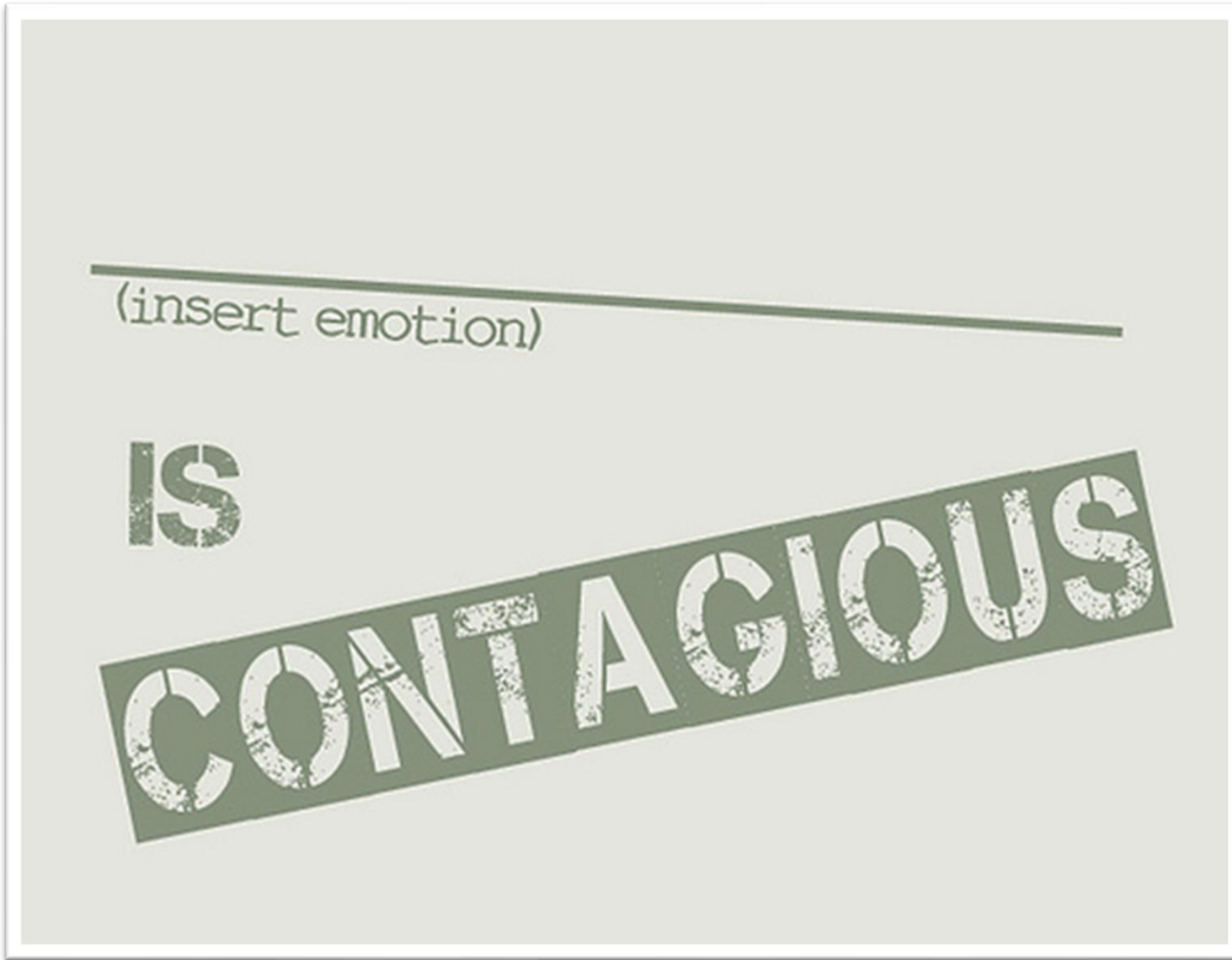
- **Self-Regard**
- **Self-Actualization**
- **Emotional Self-Awareness**

Copyright © 2011 Multi-Health Systems Inc. All rights reserved. Based on the Bar-On EQ-i model by Reuven Bar-On. Copyright 1997.

# Human Relationship Principle

*The way you show up (behave) determines the way people feel and the way they feel determines the extent to which they can engage and that impacts pretty much everything about the outcome of that relationship*

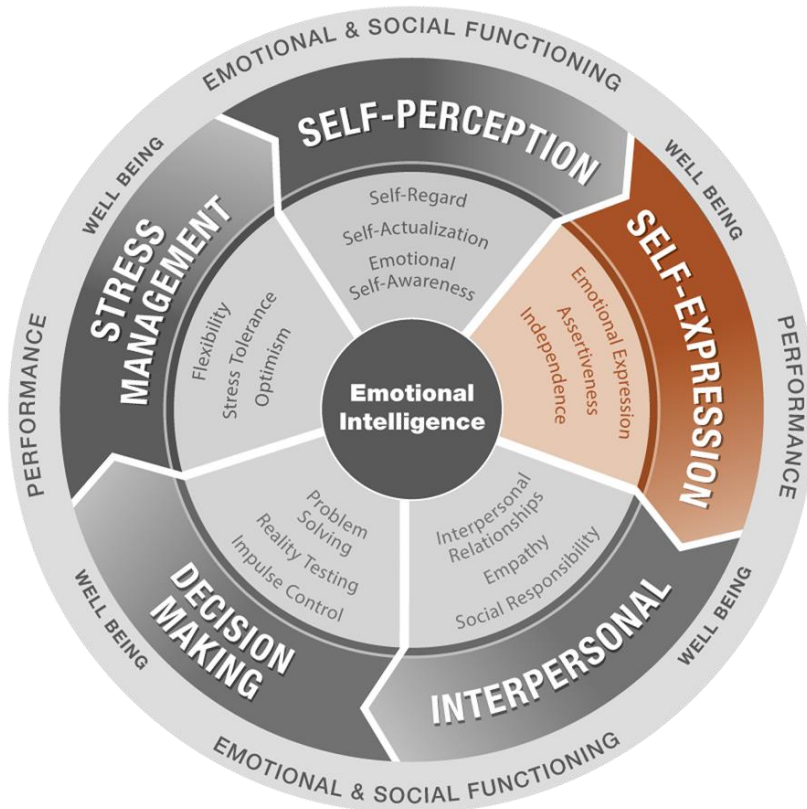
- What way do you show up?
- EI is understanding and choosing the way you show up



# Emotional Contagion factor

- The way you show up matters
- Intention Check
- The way people feel after interacting with you impacts how they behave.. and our behaviour impacts our results

# Self-Expression Composite



- Emotional Expression
- Assertiveness
- Independence

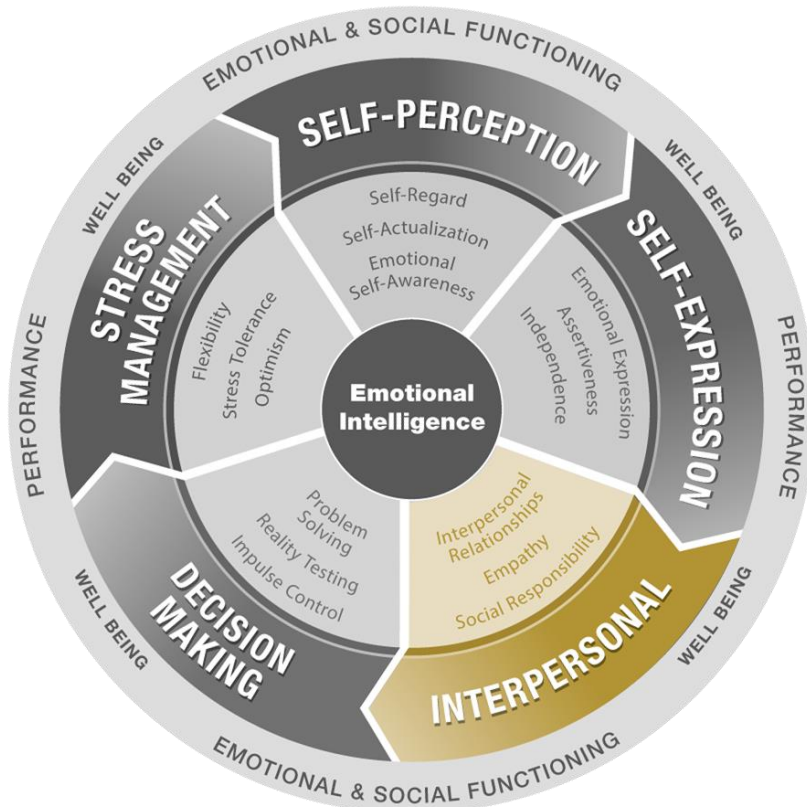
Copyright © 2011 Multi-Health Systems Inc. All rights reserved. Based on the Bar-On EQ-i model by Reuven Bar-On. Copyright 1997.

# Emotional Expression



- Constructive use of emotional data
- Own it
- Disclosure / Sharing our emotional data
- Ask... go below cognitive knowing

# Interpersonal Composite

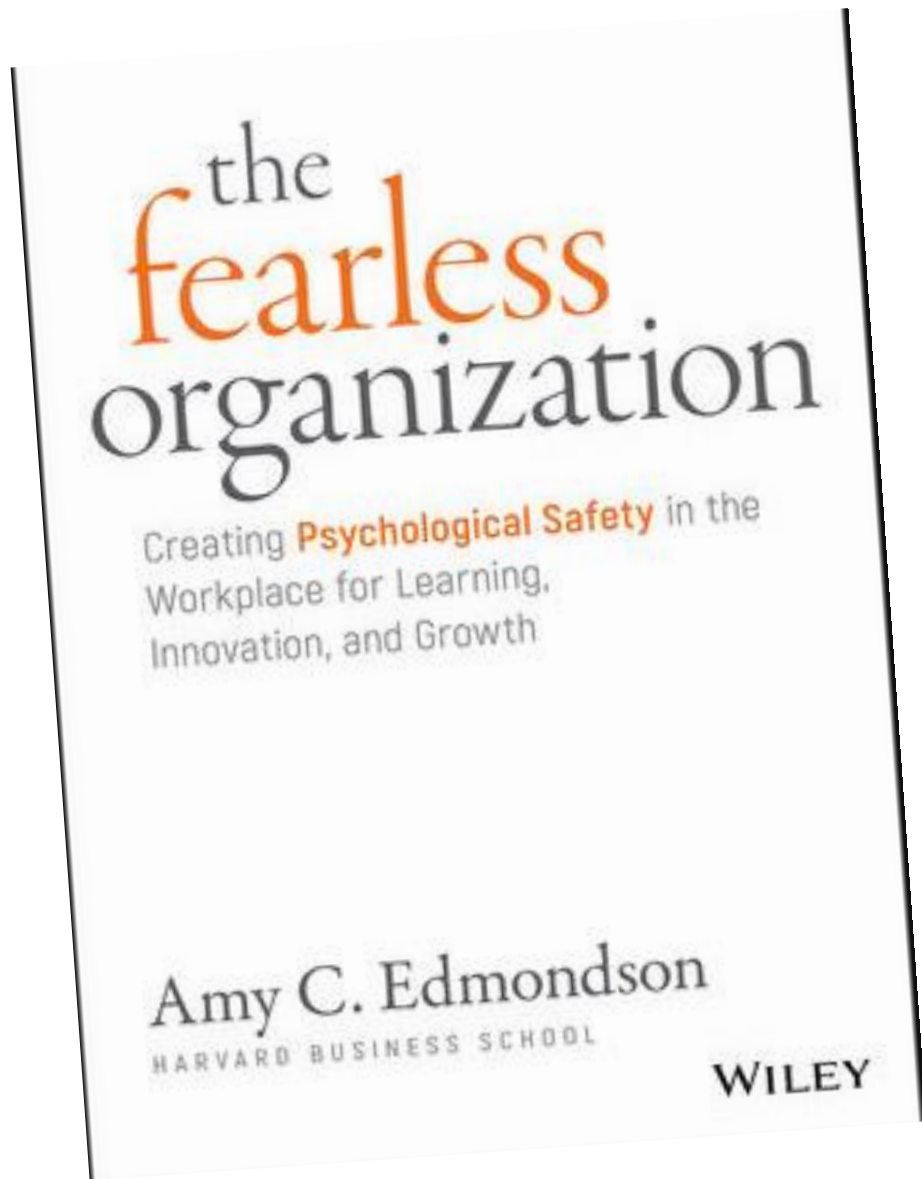


- Interpersonal Relationships
- Empathy
- **Social Responsibility**

Copyright © 2011 Multi-Health Systems Inc. All rights reserved. Based on the Bar-On EQ-i model by Reuven Bar-On. Copyright 1997.



In the hybrid workplace have the opportunities to build relationships increased or decreased?



## Psychological safety

- *'I have defined psychological safety as the belief that the work environment is safe for interpersonal risk taking. The concept refers to the experience of feeling able to speak up with relevant ideas, questions, or concerns. Psychological safety is present when colleagues trust and respect each other and feel able – even obligated – to be candid'*

Amy Edmondson

- Psychological safety refers to an individual's perception of the consequences of taking an interpersonal risk...key in building teams and effective working relations.
- The power to influence exists in the relationship

# Neuroscience of Trust

- It's a chemical... oxytocin... 'love hormone'
- Involved in social behaviour.....Increases generosity & trust
- Trust behaviours of others causes the brain to synthesise oxytocin



Empathy

Compassion & kindness

Collaboration & teamworking



At the end of the day people won't remember what you said or did, they will remember how you made them feel.

Maya Angelou

## Neuroscience of Trust

- Neuroplasticity...
  - Experiences transform the brain
    - Areas associated with emotions and memories are not hard wired...
  - Memories and emotions are interconnected neural processes
    - Emotional arousal modulates the storage of memories

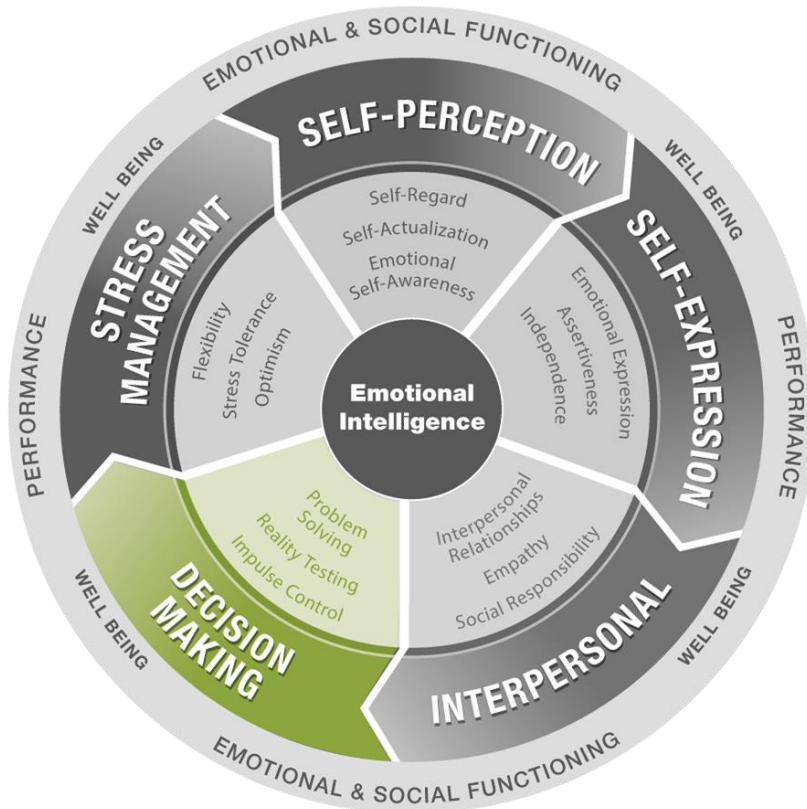
# Hints & Tips - Trust and Psychological Safety

- **Recognition** – Catch people doing the right things & tell them
- **Gratitude, or thankfulness**...gratitude has both immediate and enduring effects in relationships
- **Openness/Transparency** – Explain why certain actions need to be taken, where you want to go and how you are going to get there
- **Social creatures** wired to connect – provide opportunities
- **Act with integrity**
- **Be Human** - Express vulnerabilities
- **AMA meetings**
- **Create productive F2F time** – align with organisational aims and their personal goals

# Neuroscience of Trust

- Female Brain
- Under stress.... Releases more oxytocin
- Therefore ability to be more empathetic increased
- Male Brain – age 20-30yrs
- Under stress... releases more testosterone
- Impacts negatively the ability to be empathetic

# Decision Making Composite



- Problem Solving
- Reality Testing
- Impulse Control

Copyright © 2011 Multi-Health Systems Inc. All rights reserved. Based on the Bar-On EQ-i model by Reuven Bar-On. Copyright 1997.



“Everything we do depends for its quality on the thinking we do first and our thinking depends on the quality of our attention for each other.”

Nancy Kline



# TIME TO THINK

LISTENING TO IGNITE  
THE HUMAN MIND



*"Do not be fooled by the simplicity of this process.  
It will unleash the power of your whole organization."*

David Thomas

NANCY KLINE

# Create the Environment

- Attention
- Hybrid meetings
- All team days

## TIME TO THINK

LISTENING TO IGNITE  
THE HUMAN MIND



"Do not be fooled by the simplicity of this process.  
It will unleash the power of your whole organization."

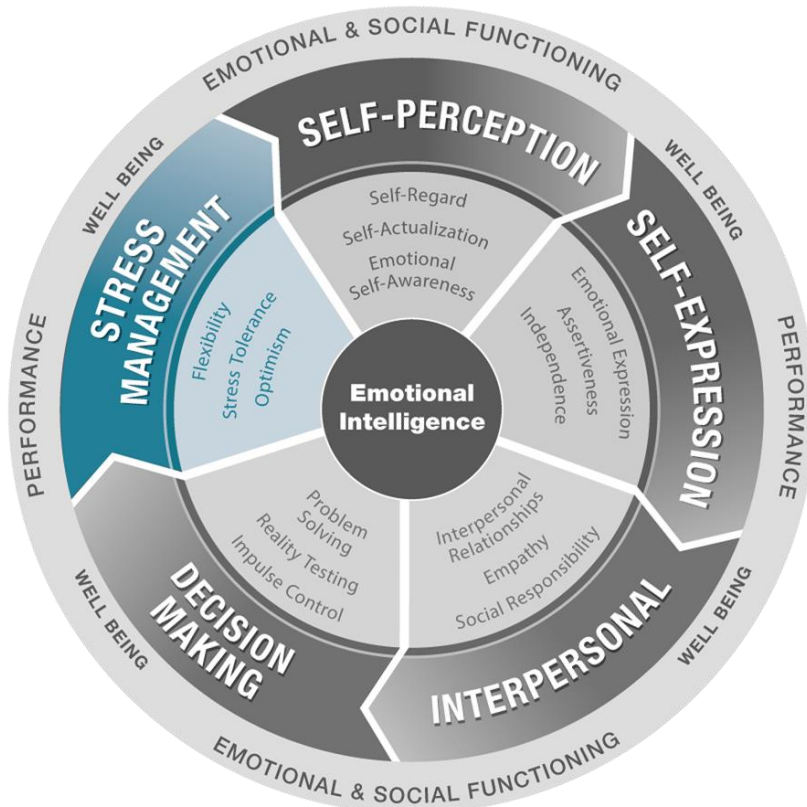
—Frank Bruni

NANCY KLINE

# Hints & Tips – Decision Making

- 'Why' is core to implementation
- Actively involve people
- Brainstorming tools.. Mural.co / Mentimeter / Padlet
- Leave a trail.. Shared workspace

# Stress Management Composite



- Flexibility
- Stress Tolerance
- Optimism

Copyright © 2011 Multi-Health Systems Inc. All rights reserved. Based on the Bar-On EQ-i model by Reuven Bar-On. Copyright 1997.

# High Quality Connections

- Micro moments that matter
- Research has shown that HQCs are associated with individual and organisational outcomes
- HQCs facilitate individuals' recovery and adaptation when employees undergoing transitions in their careers or jobs (Ibarra, 2003)

# High Quality Connections (HQC)

- Evolution....
  - Humans have learnt to lean into and depend on connections and building relationships to survive.. childhood – connections that are life giving
  - We learn, especially when we are dependant on other people, to lean into and build relationships to survive & thrive
- As a species we have learnt our way into the power of these connections.. they fortify us
- HQC – a lens to pay attention to relationships that aid us / build us up / help us be at our best / drive performance and engagement



# SUPPORT

Who's in your  
Support  
Network?

---

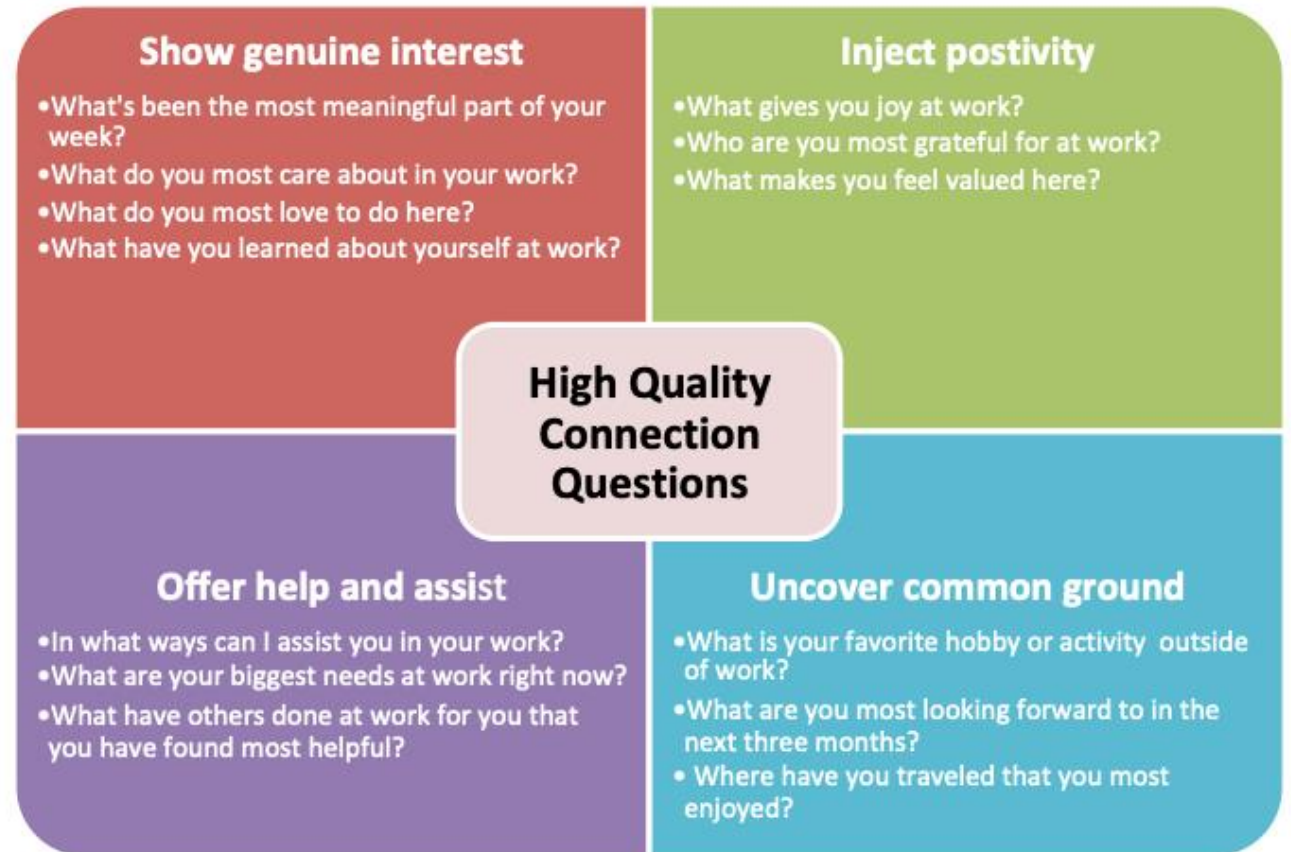
# HQC



# High Quality Connections

‘People in a HQC are more likely to feel positive arousal and a heightened sense of positive energy’

Quinn & Dutton, 2005





# EQi Areas for Development?



## Share Best Practice

What are the things you have either done or seen done that support building relationships within the hybrid workplace?



For further information on  
Emotional Intelligence,  
Management & Leadership  
development please contact

Trigraph

[www.trigraph.ie](http://www.trigraph.ie)

353 1 6390050

Orla 086 2643007



Trigraph   
INTELLIGENT LEARNING