

Utilizing Emotional Intelligence to Drive Safety Engagement

20/20
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FOCUS on SAFETY

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Presented by:

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1

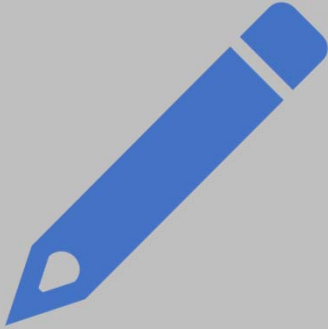
Areas of Discussion

- Emotional Intelligence and It's Relevance to Engagement
- Strategies To Create A More Engaged Workforce
- Personal Branding As A Tool To Enhance Engagement



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2



Emotional Intelligence (EQ) Defined

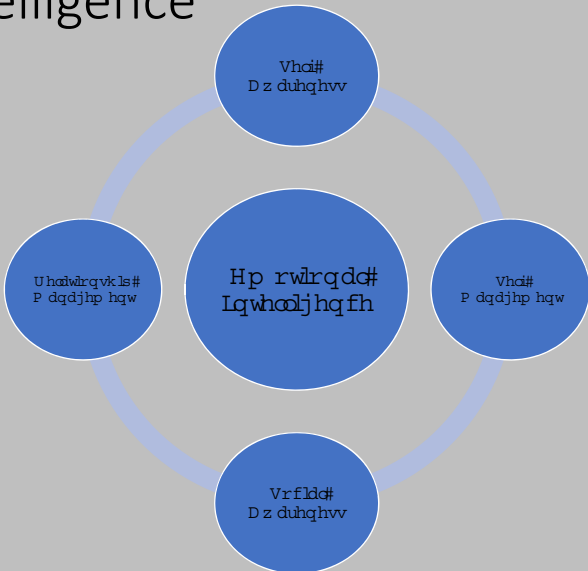
Directions: Write Out A 2-3
Sentence Definition Of Emotional
Intelligence (EQ) And Then Identify
The Traits Of A Person With High
EQ.

3

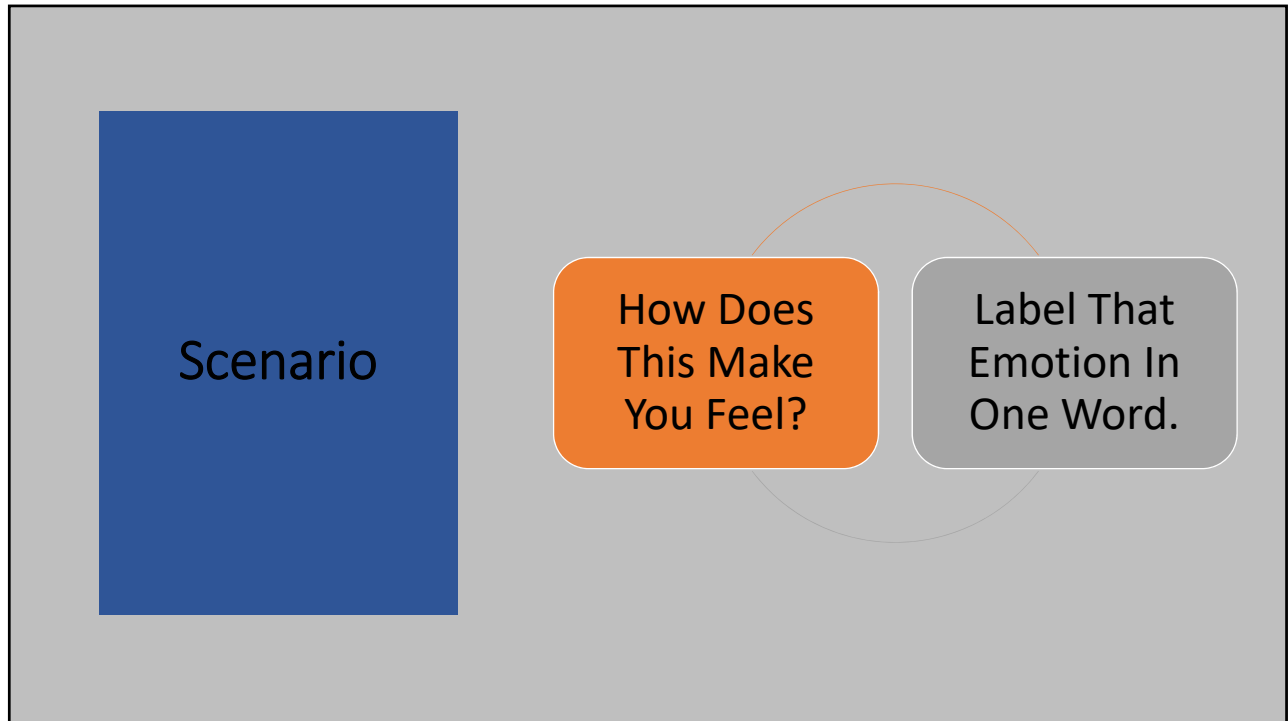
Emotional Intelligence EQ

“The Ability To Monitor
One’s Own And Others’
Feelings And Emotions,
To Discriminate Among
Them And To Use This
Information To Guide
One’s Thinking And
Actions.”

Salovey and Mayer (1990)



4



5



6

- **R** ecognize
- **U** nderstand
- **L** abel
- **E** xpress
- **R** egulate

7

Expressing Our Emotions

Suppression




Explosion

Containment

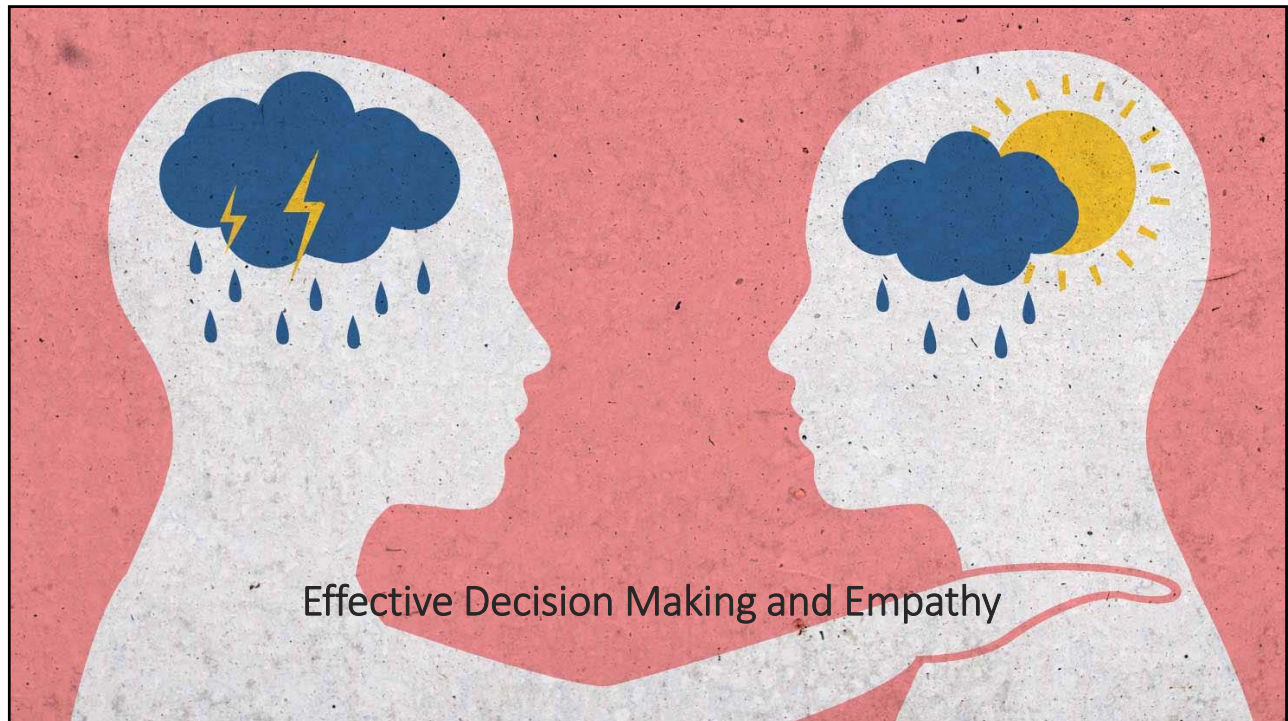
Expression

8

Emotional Awareness

-  Emotional Literacy
-  Cause and Effect
-  Perception of Others

9



10

Typical Approaches to Decision Making

- Stay With The Status Quo
- Change As Little As Possible
- Delay And Avoid Making The Decision
- Choose The First Likely Solution

Encourage Considered And Thoughtful
Decision Making Where All Of The
Alternatives Are Given

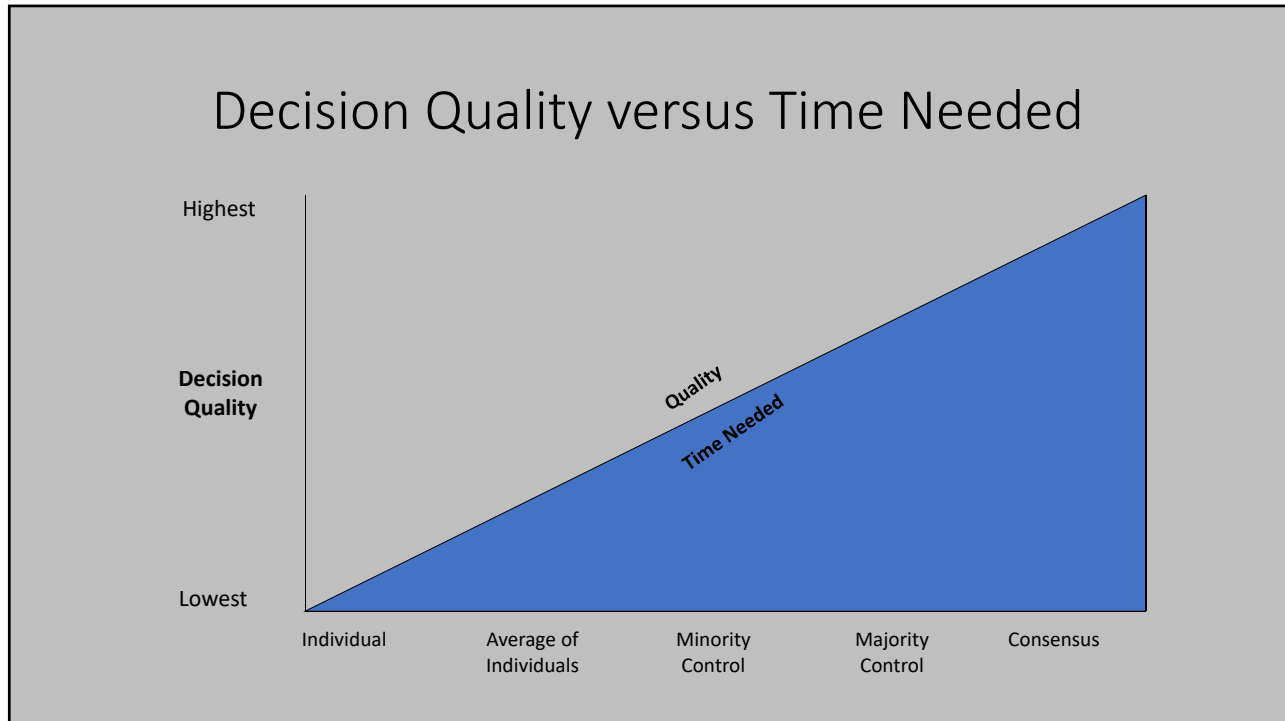
A Fair And Thorough Hearing

11

Effective Decision Making Criteria

- Resources Utilized Effectively
- Time Well Used
- High Quality Decision (If Possible To Know)
- Implemented By All Group Members
- Problem Solving Ability Of Group Enhanced (Or Not Lessened).

12



13

Considered and Thoughtful Decision Making

- Define Problem
- Gather Information
- Formulate And Consider Alternatives
 - Potential Pitfalls
 - Failure To Identify Alternatives
 - Premature Elimination Of Alternatives
 - Pressure For Conformity
 - Lack Of Inquiry And Problem-Solving Skills
 - Lack Of Procedures To Aid Analysis
- Decide On A Solution And Implement

14

Summary



Groups Have Advantages Over Individuals In Making Decisions

Groups Must Work Hard To Leverage These Advantages



How Decisions Are Made Impacts

Quality
Acceptance
Implementation
Amount Of Time Needed



Thoughtful Decision-Making Requires Using These Steps

Defining Problem
Gathering Information
Formulating/
Considering Alternatives
Deciding On/
Implementing A Solution

15

Directions: Take A Moment And Write Out A Brief Definition Of Empathy

Empathy

To Intellectually Identify With Or Vicariously Experience The Feelings, Thoughts, Or Attitudes Of Another

16

Keys To Becoming An Empathetic Person

- See Others As Equals
- Immerse
- Observe
- Engage



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17

Employee Engagement Defined

“The Extent To Which Employees Enjoy And Believe In What They Do, Feel Valued For It And Are Willing To Spend Their Discretionary Effort To Make The Organization Successful.”
 (HCI 2009)

Elements Of Employee Engagement Include:

- **Individual Value**
- **Focused Work**
- **Interpersonal Support**

18

Climate Versus Culture

Climate

- Perception (sensory)
- “How Things Are Done Around Here?”

Culture

- Understanding (Beliefs, Values, Assumptions)
- “What Way Of Work Is Expected From AND Communicated To Employees Around Here?”

19

Engagement By The Numbers National Statistics

According to Gallup, Inc., Data

- 29% of American Employees are Engaged (Home-Owners)
- 52% of American Employees are Not Engaged (Renters)
- 19% of American Employees are Disengaged (Squatters)

20

Key Drivers of Engagement

- Care
- Autonomy
- Connection And Interpersonal Relationships
- Mastery And Growth
- Shared Goals And Expectations
- Purpose And Significance
- Social Engagement/Play
- Inspired Excellence



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21

Check Your Own Engagement Level



Are You Getting Satisfaction From The Tasks Required By Your Job?



Are You Feeling Valued By Colleagues And Supervisors?



Have You Been Contributing Energetically, Not In Isolation, But Collaboratively?



Are You Ambitious For The Organization?



Do You Speak Positively About Workplace Activities?



Do You Go Beyond The Stated Requirements Of The Job By Contributing 'Discretionary Effort'?

22

Things To Remember About Employee Engagement

It's A Personal Choice, Not Something That Can Be Imposed.

It Comes From An Emotionally-driven Decision To Be Loyal To An Organization.

The Work Of Leaders, Managers And Supervisors Is To Create The Conditions In Which Engagement Can Occur, Then Provide People With The Opportunity To Make The Engagement Choice – It's About Facilitating A *Culture* Of Engagement.

We Begin By Engaging Leaders – Senior Managers From The Top-down, And Peer Leaders From The Bottom-up. People Become "Activated" And Pass It On.

23

Best Practices for Engaging Employees

The Relationship Between The *Direct* Supervisor And The Employee Is The Point Of Most Leverage

Supervisors Can Earn Trust:

- By Being Open And Vulnerable
- Have Regular Conversations With Employees
- Learn Employees' Passions And Strengths And Figure Out How To Let Employees Use Them In Their Job
- Look For Developmental Opportunities To Give Employees And Support Them In Their Growth
- Show Appreciation In Meaningful Ways

24



Brand - A Trademark Or Distinctive Name Identifying A Product Or Manufacturer – Distinct And Recognizable


PERSONAL BRANDING – The Process By Which We Market Ourselves To Others

25

Personal *Leadership* Brand – clarified

The Process of Creating A Clear, Concise and Compelling Brand Identity That Allows Us To Execute On Our Implicit and Explicit Promises While Connecting With Others

Your Personal Brand Makes A Demand Only Upon You and An Invitation To Others



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26

Personal Brand Questions To Consider



What Keeps You Up At Night Around/About Your Personal Brand?




What Promise(s) Does Your Personal Brand Make And To Whom?




What Is The User's Experience (UX) With Your Personal Brand?

27


Your Personal Leadership Brand



Standards – Things That Denote Excellence



Values – Closely Held Beliefs That Guide Behavior Consistently



Unique Value Proposition (UVP) – What Makes You, Who You Are And Why Should Anyone Care?

28

Putting It All
Together

When We Combine:

Emotional Intelligence + Engagement
+ Effective Decision Making +
Empathy + Personal Branding =
Creating the Conditions for Increased
Connection With Others And
Adherence To Identified Goals and
Objectives

WIN - WIN - WIN

29

What We
Must Always
Do



Trust and Service To Others In Essential



Commit To Success – Yours and Others



Your Personal BRAND Must Always Be Under Construction –
Consistency Is Key



It Is Important What You Say, How You Say It and To Whom
You Say It – Words Do Matter



You Are 100% Accountable and Responsible For You – Own It



No One Approach Covers All Situations – There Is A Time and
Place For Everything



Don't Have An Impoverished Mindset



Don't Be Content With Being Good Pursue Excellence

30

LET'S TALK

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Helping Our Clients Invest In Their People For Over 25 Years 1994 - 2020

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