

## BOOKS

The Heart Aroused	David Whyte	Doubleday	0-385-42350-0
Executive EQ	Cooper & Sawaf	Orion Business	0-75280-743-9
Molecules of Emotion	Candice B. Pert	Pocket Books	978-0-6710-3397-2
From Chaos to Coherence	Childre & Cryer	Planetary	187905246-6

## WEBSITES

<http://features.thesundaytimes.co.uk/public/best100companies/live/template>

<http://www.b.co.uk/Lists/BestCompaniesLists.aspx>

<http://www.greatplacetowork.ch>

<http://www.greatplacetowork.net/best-companies/europe/france/best-workplaces-in-france/1610-2013>

## TED TALKS

[http://www.ted.com/talks/ken\\_robinson\\_changing\\_education\\_paradigms.html](http://www.ted.com/talks/ken_robinson_changing_education_paradigms.html)

[http://www.ted.com/talks/ken\\_robinson\\_how\\_to\\_escape\\_education\\_s\\_death\\_valley.html](http://www.ted.com/talks/ken_robinson_how_to_escape_education_s_death_valley.html)

[http://www.ted.com/talks/dan\\_pink\\_on\\_motivation.html](http://www.ted.com/talks/dan_pink_on_motivation.html)

[http://www.youtube.com/watch?v=DLRH5J\\_93LQ](http://www.youtube.com/watch?v=DLRH5J_93LQ)

**For talks, presentations, seminars,  
workshops and 'provocations'**

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**FQUR**

*...growing from within...*

# emotional intelligence (EQ) at work and within self

"When IQ test scores are correlated with how well people perform in their careers, the highest estimate of how much difference IQ accounts for is about 25 percent! That means that IQ alone at best leaves 75 percent of job success unexplained."

visioned by

**FQUR**

*...growing from within...*



# oldsiouxstory

The Creator gathered all of creation and said, "I want to hide something from the humans until they are ready for it. It is the realization that... they create their own reality."

The eagle said, "Give it to me, I will take it to the moon." The creator said "No. One day they will go there and find it." The salmon said, "I will hide it on the bottom of the ocean." "No. They will go there too."

The buffalo said, "I will bury it on the great plains." The creator said, "They will cut into the skin of the earth and find it even there."

The Grandmother Mole, who lives in the breast of Mother Earth, and who has no physical eyes but sees with spiritual eyes, said:  
"Put it inside them."

And the Creator said, "It is done."

# nativeamericanwisdom

A Native American grandfather was talking to his grandson about how he felt.

He said, "I feel as if I have two wolves fighting in my heart.

One wolf is the vengeful, angry, violent one.

The other wolf is the loving, compassionate one."

The grandson asked him, "Which wolf will win the fight in your heart?"

The grandfather answered, "The one I feed."

# emotionallyawareorganisations

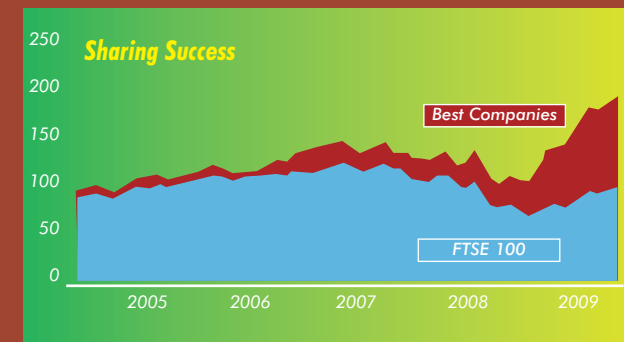
"The essential difference between emotion and reason is that emotion leads to action, while reason leads to conclusions."

Donald Caine (Neurologist)

It is now clear (see diagram below) that organisations that move towards and embrace a more emotionally open culture, are more successful in both being happy places to work and subsequently in creating sustainable profits (or simply greater effectiveness in the public and third sectors).

Such cultures are very clear about their values, values which then guide all behaviours, actions and language at all levels of the organisation, with the leaders requiring to be the exemplars. These values imbue everything that is important about that organisation, it is 'the way we do things around here' and shapes how it advertises, appoints, promotes and rewards.

The diagram shows that the five year average returns of companies in the Sunday Times Top 100 Best Companies To Work For (EQ), outperform their counterparts in the purely profit driven FTSE 100 (IQ) by over four times (15.1% c.f. 3.5%) even during times of recession.



Research by Best Companies (the Sunday Times Top 100 creators) clearly demonstrates that when you attract and employ the 'whole person' through demonstrating a positive culture, then what you also attract is the employees passion and enthusiasm and an input (you want to) which cannot be gained through the old command and control culture (you need to).

The Top 100 Companies To Work For are also now attracting the top performers who wish to be respected for who they are (human-being) even more than what they do (human-doing). They are more emotionally engaged.

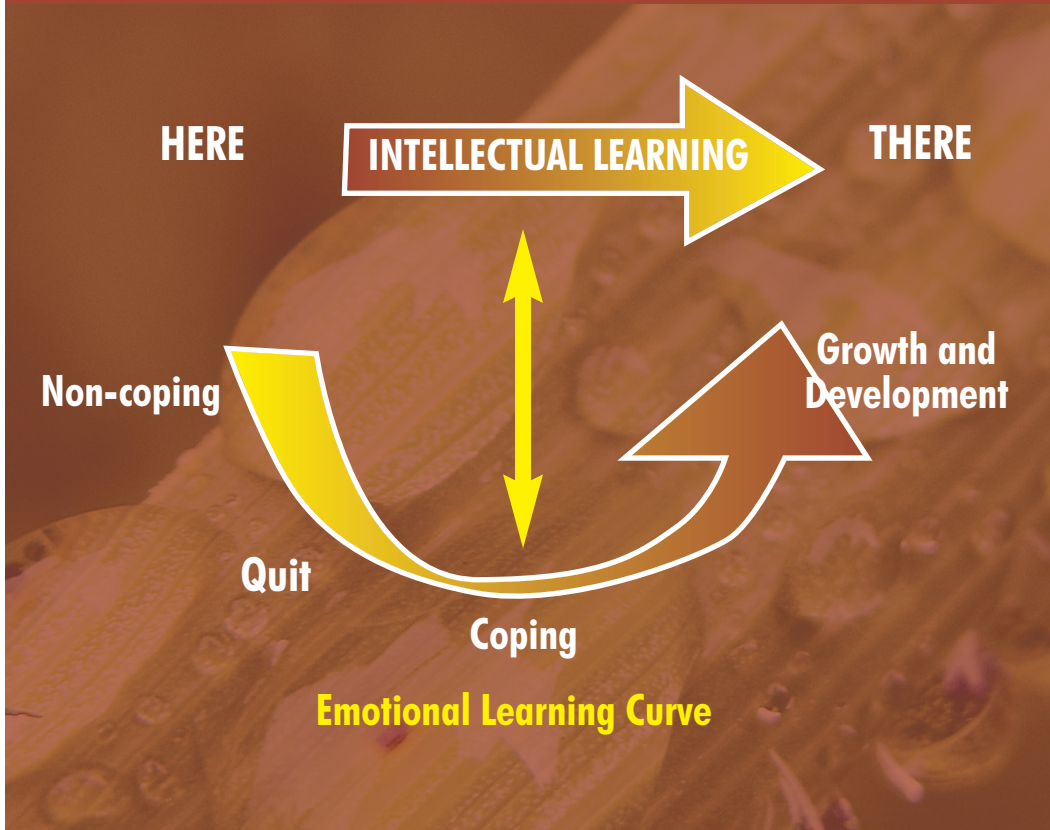
"The continuity and sense of community Les gives to those with whom he works is one of his greatest plus points, let alone his unique ability to get people in the way they need to be reached. One thing Tom Peters said when he came to the UK struck me, he said make sure you hang out with the weirdos, the more weird the better, if you don't, you'll miss the next great thing, because you won't see it coming, weirdos will! By compliment Les Morgan is the greatest and best weirdo I know."

John Housego - Manufacturing Leader, W L Gore & Associates  
(UK's No 1 Best Company To Work For 2004, 2005, 2006 & 2007)

# intellectual and emotional

“You can't move people to action unless you first move them with emotion, the heart comes before the head.”

John Maxwell



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# how would you describe EQ

“When you are dealing with people, remember you are not dealing with creatures of logic, but creatures of emotion.”

Dale Carnegie

# emotional quotient

“Being aware of our emotions and how they affect us physically and intellectually is the starting point for reflection and self control. Taking time to think through your relationship with yourself and others can make a big difference to your happiness and effectiveness.”

## DAILY WELL-BEING (EQ) SCALE

Rate your Mood (how you feel?), Energy (how much energy you have?) Focus (how much are you actually here – instead of somewhere else that is ‘in your head’?) and Openness (can you say all that you are thinking or just a part of it?) as to how you are right now.....

	<b>Mood</b>	
-10	0	+10
	<b>Energy</b>	
-10	0	+10
	<b>Focus</b>	
-10	0	+10
	<b>Openness</b>	
-10	0	+10

**Total score**.....

Scale -10 = Worst / Lowest ever / not here / nothing    0 = Average  
 +10 = Best / Highest ever / totally here / everything

Why do you think that is?

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.....

How do you feel about that?

.....

.....

What could you have done today to be in a better ‘place’ for this session ?

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# levelsofengagement

“Many organisations have come to realise that an ounce of emotion can be more effective than a ton of facts.”

Manfred Kets de Vries



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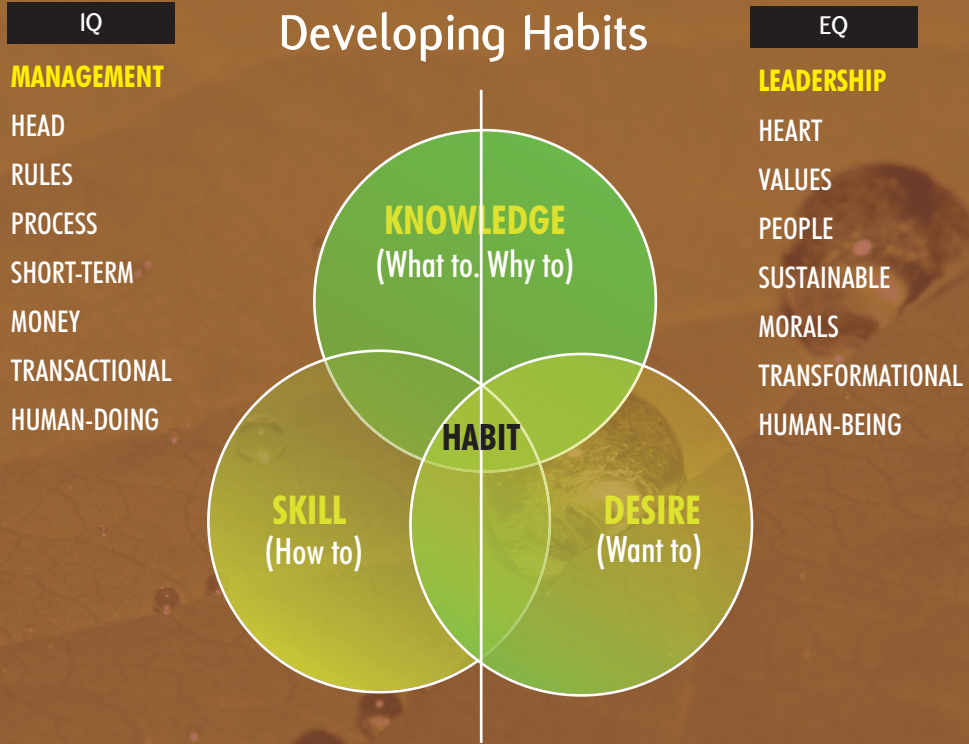
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# EQ—the start to successful habits

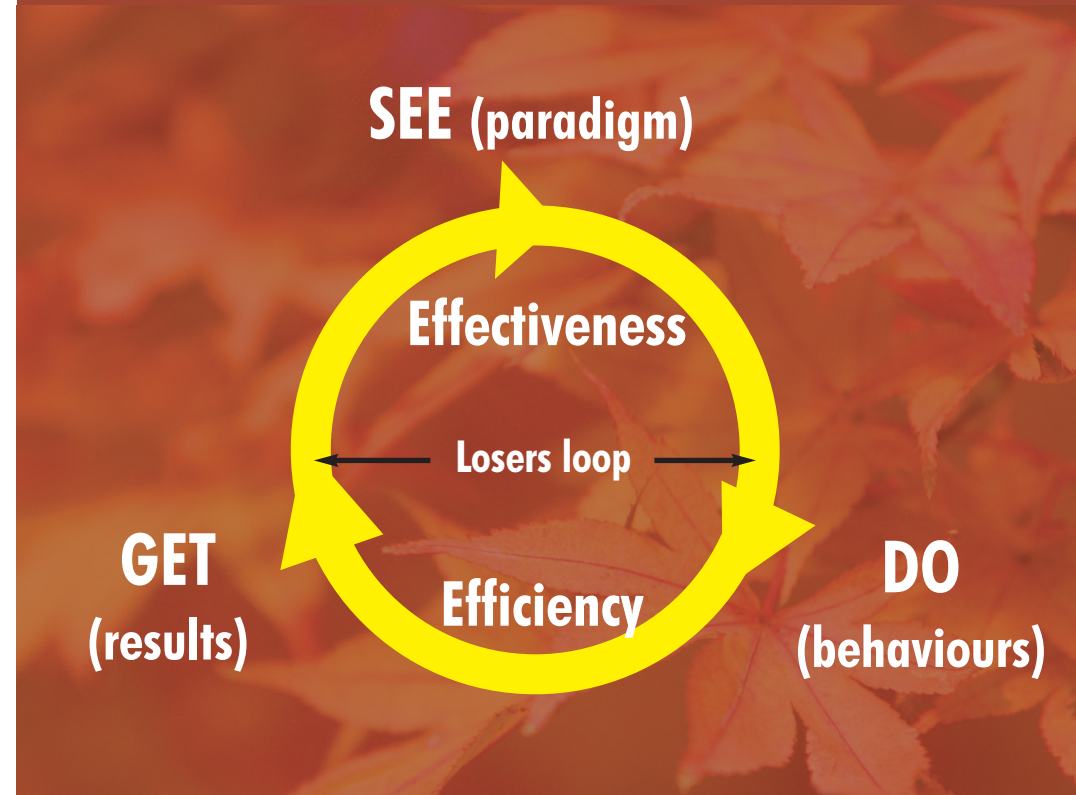
“Where no change is desired, management will suffice. Where change is needed management alone will be found to be lacking and the need for leadership will come to the fore.”

John Van Muirik



# basicchangemodel

“What we look for – we find”



“It is only with the heart that one can see rightly;  
what is essential is invisible to the eye.”  
Antione de Saint-Exupery

## Let's look at what I believe are the crucial differences between IQ and EQ and how best to use them.

### Good Will Hunting DVD

#### Scene 1 –

a) What did you notice about this scene?

.....  
.....

b) What feelings did you have?

.....  
.....

#### Scene 2 –

a) What did you notice about this scene?

.....  
.....

b) What feelings did you have?

.....  
.....

Overall what did you learn, if anything, from the two clips?

.....  
.....

What can YOU now do in your organisation?

.....  
.....

“Leadership is not so much about technique  
and methods as it is about opening the heart.”

- 1 Ability to be aware of, to understand and to express oneself.
- 2 Ability to be aware of, to understand and relate to others.
- 3 Ability to deal with strong emotions and control ones impulses.
- 4 Ability to adapt and to change and to solve problems of a personal and social nature.

EQ is the ability to identify, understand and manage moods and feelings, firstly in ourselves and then from that more balanced and aware position, identify, understand and help manage the moods and feelings of others.

It is the ability to sense, understand and effectively apply the power and acumen of emotions as a source of human energy, information and influence.

People with high EQ are far better equipped than people with low EQ to deal with the challenges of an ever changing and volatile environment. They are more likely to become leaders, as they constantly increase their circle of influence through remaining balanced and offering various perspectives from a grounded position. Compare – wise (EQ) with clever (IQ).

Cognitive intelligence (IQ), refers to the ability to concentrate and plan, to organise material, to use words and to understand, assimilate and interpret facts. In essence IQ is a measure of an individual's personal information bank - one's memory, vocabulary and visual coordination.

The fact remains, that IQ does not, and cannot predict success in life – EQ can.

IQ predicts on average 6% of success in a given job

EQ predicts between 27 & 45% of success (depending on the field) of any given job.

"Individual potential for mastering skills of self-awareness,  
self-management, social awareness and relationship management  
translates into success in the workplace."

Goleman 2001