

This Talk is Presented by  
Coach Jane Ryan, PhD, ABD,  
Emotional Intelligence, Futurist Executive Coach &  
Career Transformation Expert

# EMOTIONAL INTELLIGENCE

"WHY YOUR **EQ** IS CRITICAL TO  
EMBRACE & DRIVE NEW &  
EMERGING TECHNOLOGIES FOR A  
SUCCESSFUL CAREER"



# LEARNING OBJECTIVES

- Understanding The Importance Of Emotional Intelligence As We Enter Into The 4<sup>th</sup> Industrial Revolution and the Future of Work
- Understanding Why IQ & EQ Are Skills We All Have That Must Be Harmonized To Bring The Greatest Value To Your Next Employer & Career



WE ARE AT  
THE  
FOREFRONT  
OF THE  
FOURTH  
INDUSTRIAL  
REVOLUTION

---

We stand on the brink of a **technological revolution** that will fundamentally alter the way we live, work, and relate to one another.

---

Where putting **human skills** at the heart of competitiveness and growth in the age of intelligent technology is a must.

---

This will require a radically different **mindset** that will create a more engaged and adaptive workforce, that embraces technology to reinvent the way work gets done in a more agile business environment.

---

The **nature of work** and the systems and processes used are being reimagined and workers will need to create new forms of adding value and possess new skills.

# THOMAS FREY, FUTURIST THE DAVINCI INSTITUTE

[HTTPS://FUTURISTSPEAKER.COM/FUTURIST-BLOG/](https://futuristspeaker.com/futurist-blog/)

- EVEN THOUGH MUCH OF TODAY'S TECHNOLOGY IS GIVING US SUPER-HUMAN ABILITIES AND VIRTUALLY EVERYONE CAN NOW THINK-FASTER, KNOW-FASTER, AND DO-FASTER THAN EVER BEFORE, EVERY NEW TECHNOLOGY REQUIRES SKILLS, TALENTS, AND UNDERSTANDINGS THAT ARE HARD TO QUANTIFY.
- MILLIONS OF UNEMPLOYED WORKERS WILL NEED TO BE RETRAINED, BUT WE DON'T HAVE A GREAT TRACK RECORD HERE. WITH THE VAST MAJORITY OF HIGHER ED MONEY GOING TO COLLEGES, THE U.S. GOVERNMENT SPENDS A SMALLER SHARE OF RESOURCES ON RETRAINING THAN ALL BUT TWO OTHER OECD (ORGANIZATION FOR ECONOMIC CO-OPERATION AND DEVELOPMENT) COUNTRIES.
- CONTRARY TO WHAT MANY PEOPLE ARE LEADING US TO BELIEVE, WE'RE ENTERING A WORLD OF SUPER EMPLOYMENT. PROSPECTIVE EMPLOYEES WILL HAVE MORE CHOICES THAN EVER, AND THE FREELANCE WORLD WILL PROVIDE AN ALLURING ALTERNATIVE TO TRADITIONAL EMPLOYMENT.
- OVER THE COMING TWO DECADES WE WILL BE WITNESSING AN UNPRECEDENTED WAVE OF INNOVATION AND CREATIVITY DRIVEN BY NEW TOOLS OF PRODUCTION. DURING THIS TIME WE WILL SEE AN EXPLOSION OF OVER 100,000 NEW MICRO INDUSTRIES THAT WILL EMPLOY HUNDREDS OF MILLIONS OF PEOPLE.
- WE ARE ENTERING AN UNUSUALLY CREATIVE PERIOD OF HUMAN HISTORY. THOSE WHO EMBRACE THIS KIND OF CHANGE WILL PROSPER, AND COMPANIES THAT STUDY AND EMBRACE THIS FLUID "JOBSCAPE" WILL BUILD FLOURISHING ENTERPRISES IN THE YEARS AHEAD.

# RESKILLING THE WORKFORCE

Organizations are focusing on creating new business value to compete.

Employees will need to be equipped with new skills needed to collaborate with intelligent technologies i.e., artificial intelligence (AI), virtual reality (VR) and augmented reality (AR) to name a few.

New and emerging roles will be unveiled and new skills needed to embrace and drive human-AI collaboration where people and machines are working together.

# REIMAGINING THE ORGANIZATION

Organizations will also need to become much more **agile** to compete and therefore must help their people develop new skills and abilities to adapt to rapidly changing business demands, to find new ways to increase margin and drive new growth.



# Top 10 skills

## in 2020

1. Complex Problem Solving
2. Critical Thinking
3. Creativity
4. People Management
5. Coordinating with Others
6. Emotional Intelligence
7. Judgment and Decision Making
8. Service Orientation
9. Negotiation
10. Cognitive Flexibility

## in 2015

1. Complex Problem Solving
2. Coordinating with Others
3. People Management
4. Critical Thinking
5. Negotiation
6. Quality Control
7. Service Orientation
8. Judgment and Decision Making
9. Active Listening
10. Creativity



TOP 10 SKILLS  
NEEDED TODAY  
COMPARED TO  
FIVE YEARS AGO

# SKILLS INTO THE NEXT 5 YEARS AND BEYOND

- **Behavioral Adaptation** To Excel In Highly Techno-Centric Work Environments.
- **Abstract Thinking** To Excel In Creative Tasks, And Problem-solving.
- **Emotional Agility** To Excel In Developing A Mindset Of Continuous Innovation That Will Foster Proficiencies In A Fast-paced World of Human-AI Collaboration.
  - According to a 2018 HBR article “To take full advantage of this collaboration, companies must understand how humans can most effectively augment machines, how machines can enhance what humans do best, and how to redesign business processes to support the partnership.” (“How Humans and AI are Working Together in 1,500 Companies,” 2019).

# YOUR EMOTIONAL INTELLIGENCE (EQ) MATTERS

- **Emotional Intelligence** Is The Ability To Perceive Emotion, Integrate Emotion To Facilitate Thought, Understand Emotions, And To Regulate Emotions To Promote Personal And Professional Growth (Mayer & Salovey, 1997).
- The Essence Of EQ Lies In Adaptation Of Creating Conscious And Intelligent Responses.
- Your EQ Holds The Key To Majority Of Existing And New Skills, Competencies And Behaviors Needed Into The Future For Career Success.

# DECISION MAKING & COMPLEX PROBLEM- SOLVING

---

**DECISION MAKING & COMPLEX PROBLEM-SOLVING** is the ability to find solutions to problems in situations where emotions are involved (SELF-AWARENESS & AWARENESS OF OTHERS).

---

**COMPLEX PROBLEM-SOLVING** includes the ability to understand how emotions impact decision making (SELF-AWARENESS).

---

**REALITY TESTING** is the capacity to remain objective by seeing things as they really are. This capacity involves **recognizing when emotions or personal bias (SELF-AWARENESS) can cause one to be less objective.**

---

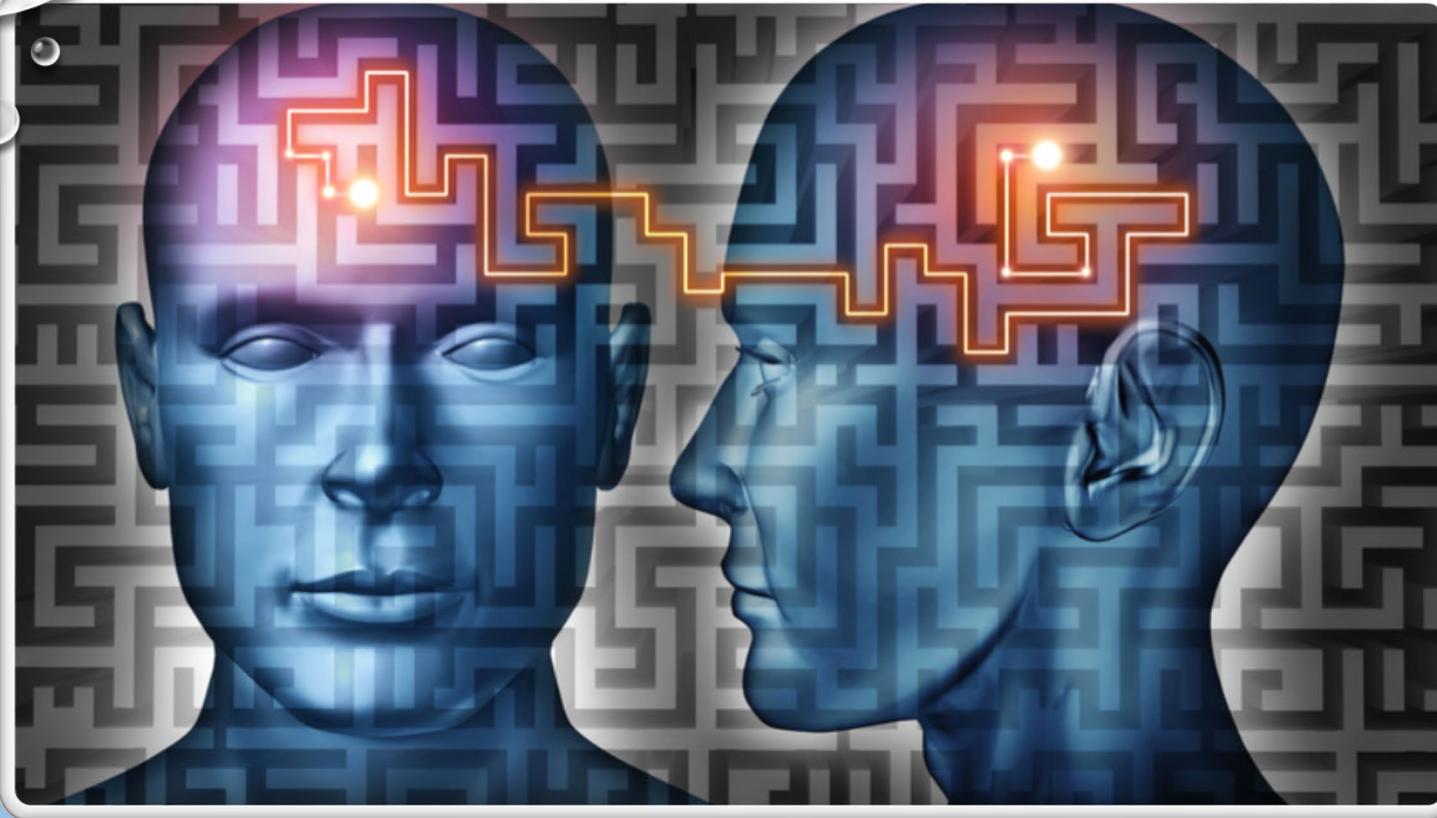
**IMPULSE CONTROL (SELF-REGULATION)** is the ability to resist or delay an impulse, drive, or temptation to act and involves avoiding rash behaviors and decision making.

# YOUR EQ IS CRITICAL TO EMBRACE CHANGE & TO UNLOCKING CREATIVITY & INNOVATION



- Workers who have stronger EQ are more adaptable to change, are more creative and collaborative and are stronger critical thinkers.
- The workforce of the future will need to embrace new and emerging technologies that are needed to produce more innovative products to meet the demands of a rapidly changing, challenging and globally competitive world.
- This is why your emotional intelligence is critical to your career success because your ability to embrace and drive new and emerging technologies, build and drive collaborative results through intelligent resources and focus your knowledge, skills and abilities in a manner that will ignite performance and achieve targeted business results is critical to your career success.

# IQ & EQ SCHOOLS OF THOUGHT



- As humans it is as if we have two minds—two types of intelligence—the cognitive mind and the emotional mind.
- In simplistic understanding—a mind that thinks and a mind that feels.
- Rational (logical) and irrational (not logical) thoughts of reason (**old school**).
- Harmonizing head and heart (**new school**).

***“The Junction Where Cognitive And Emotional Thoughts Collide  
Is Where Strong Emotional Intelligence And Intellectual Ability Rise And  
Human Performance Soars!” Jane Ryan***

# YOUR EQ AND THE FUTURE WORKPLACE

- *Daniel Goleman's first book on EQ was called "Emotional Intelligence "Why it can matter more than IQ" was written in 1995 based on his extensive research that began in the late 80's. Today, Daniel's research continues to gain even more attention (almost 25 years later) as we embark upon the 4<sup>th</sup> industrial revolution of humans and machines. (Goleman, 1005).*
- *IQ remains vital – the cognitive mind—the ability to think logically, however, is not enough—one must also possess strong EQ.*
- The truth is that your Intellectual Intelligence is not enough to stay relevant into the future workplace “especially with our technology evolving at such tremendous speed. Take, for instance, someone who is good at analyzing data can be easily replaced by machines. Machines can be thought to do certain work more efficiently and even faster, thereby replacing you easily, even with your high IQ. However, there are certain things machines cannot replace. The most important among them is a meaningful human connection. **This makes emotional intelligence one of the most valuable skills an employee could have in the future because it makes you stay highly relevant”** (Thrive Global, 2019).



# YOUR EQ AND THE FUTURE WORKPLACE

- Requires collaboration between humans and technology (Guszcza et al. 2017) e.g., AI can boost our analytic and decision-making abilities, heighten creativity and accelerate innovation.
- Requires EQ, so that you can create a positive working atmosphere and build collaboration and trust. According to a study by [stress.org](https://www.stress.org), “a positive environment can boost workplace creativity and productivity. It is easier to take risks when you feel safe and it is easier to think clearly and make better decisions when you are less stressed.”
- Organizations today need to build cultures of trust, where taking meaningful risks are encouraged. Emotional intelligence helps to create a positive workplace where employees feel free to explore, test and innovate and contribute to the growth of the organization far into the future.

Source:

Guszcza, James & Evans-Greenwood, Peter & Lewis, Harvey. (2017). Cognitive Collaboration: Why Humans And Computers Think Better Together.. Deloitte Review.

Allison, Lynn (2019, May). Six Secrets of Incredibly Happy People [Web log post]. Retrieved from The American Institute of Stress website: <https://www.stress.org/workplace-stress>

EQ helps you Respond vs. React

EQ helps you Make Informed Decisions

EQ is about Being Smarter with Feelings

EQ is the Force that will change your work,  
your career, and the world we live in.

When EQ scores increase – relationships,  
communication, well-being and quality of  
life and careers improve.

# YOUR EQ MATTERS

The background of the slide is a light blue gradient. On the right side, there are several realistic water droplets of various sizes, some overlapping, with highlights and shadows that give them a three-dimensional appearance. The droplets are scattered across the lower right portion of the slide.



## ADJUSTING YOUR MINDSET

Emotional intelligence brings human ability together toward common and uncommon goals in a collaborative, effective and meaningful way.

The first step towards a new mindset is to re-think your relationship with the future.

# THE PSYCHOLOGY OF EQ

THE NEUROSCIENCE IS FASCINATING, AND PRESENTS A COMPELLING REASON WHY WE NEED TO INCREASE EMOTIONAL INTELLIGENCE. INTERVIEW WITH JOSHUA FREEDMAN, CEO OF SIX SECONDS - THE EMOTIONAL INTELLIGENCE NETWORK

QUICK 3.25 MINUTE VIDEO EXPLAINS:

[HTTPS://WWW.YOUTUBE.COM/WATCH?V=0O7VFIBFONU](https://www.youtube.com/watch?v=0O7VFIBFONU)

# RESOURCES

- HOW HUMANS AND AI ARE WORKING TOGETHER IN 1,500 COMPANIES. (2019, APRIL 4). RETRIEVED JUNE 3, 2019, FROM HARVARD BUSINESS REVIEW WEBSITE: [HTTPS://HBR.ORG/2018/07/COLLABORATIVE-INTELLIGENCE-HUMANS-AND-AI-ARE-JOINING-FORCES](https://hbr.org/2018/07/collaborative-intelligence-humans-and-ai-are-joining-forces)
- IS EMOTIONAL INTELLIGENCE THE FUTURE? (2019, JANUARY 27). RETRIEVED JUNE 3, 2019, FROM THRIVE GLOBAL. [HTTPS://THRIVEGLOBAL.COM/STORIES/IS-EMOTIONAL-INTELLIGENCE-THE-KEY-TO-THE-FUTURE/](https://thriveglobal.com/stories/is-emotional-intelligence-the-key-to-the-future/)
- DR. KEN ROBERTS, PH.D (2018). THE WORKFORCE OF THE FUTURE. PERPEJULANT INSTITUTE

JANE LOYA RYAN, MS, PH.D. ABD  
CONNECT WITH HER ON LINKEDIN:  
[HTTP://WWW.LINKEDIN.COM/IN/EQCOACHJANERYAN/](http://www.linkedin.com/in/EQCOACHJANERYAN/)  
CELL: 214-500-7223  
TWITTER @JRYANJANE  
WEBSITE: [WWW.JANERYANASSOCIATES.COM](http://www.janeryanassociates.com)

Jane Ryan Is An International Coach And The Founder And President Of Jane Ryan & Associates, LLC, A Dallas, Texas Based Woman Owned Emotional Intelligence, Futurist Executive Coaching & Leadership Transformation & Career Coaching Firm.

She Is An Expert In Helping Executives Think Bigger And Deeper Into The Future Of Technology And It's Impact On Business, People, Vendors, Customers And The Competition To Build Innovative And Sustainable Growth.

Coach Jane Is Recognized As A Leader In Helping Those In Career Transitions With A Specialization In Helping Her Clients Strengthen Their Emotional Intelligence Skills. She Applies Her Extensive Studies In Emotional Intelligence In Her Coaching Methodology, Helping Her Client's Achieve Optimal Transformational Goals. Her Unique Coaching Style And Methods Provides Her Client's Measurable And Achievable Outcomes Resulting In Improved Performance, Growth And A Renewed Energy And Outlook On Life And Careers. Coach Jane Also Has Expertise In Conducting Root Cause Analysis And The Keen Ability Of Driving Negative Behaviors Into Positive Life Changing Leadership Presence.

Prior To Founding Jane Ryan & Associates LLC, Jane Worked At Hewitt Associates As A Senior Managing Consultant And Senior Business Developer. She Led Globally Diverse Subject Matter Expert Teams Serving Fortune 500 Clients In All Areas Of Human Capital And Organizational Performance.

Jane Is Also A Published Author/Blogger, Speaker And Presenter. ***Most Importantly Jane Is A Servant Leader Who Is Passionate About Helping Others Become Successful Achieving Their Goals In Life And Careers To Make A Positive Difference In The Lives Of Others!***



# WHAT ELSE CAN I DO?

- GO TO: [WWW.JANERYANASSOCIATES.COM](http://WWW.JANERYANASSOCIATES.COM)
  - SIGN UP TO RECEIVE UPDATES WHEN NEXT EQ WORKSHOPS OR TEACHINGS ON EQ WILL BE OFFERED AND ATTEND.
  - LEARN ABOUT HOW COACH JANE'S FUTURIST, TRANSFORMATIONAL EQ CAREER COACHING METHODOLOGY IS HELPING CHANGE LIVES.
- JOIN JANE ON SOCIAL MEDIA & FOLLOW HER BLOGS
  - LINKEDIN:  
[HTTPS://WWW.LINKEDIN.COM/IN/EQCOACHJANELOYARYAN](https://www.linkedin.com/in/eqcoachjaneloyaryan)
  - TWITTER: @JRYANJANE
  - FB: JANE LOYA RYAN

# COACHING VALUE PROP BRINGS

A unique and measurable career/life coaching methodology which is psychologically-evidence-based and designed around emotional intelligence, a highly researched and applied framework used effectively to help individuals develop critical skills for personal and professional growth and success!



In depth research and expertise in Emotional Intelligence (EQ). Research indicates that individuals with high EQ are typically the highest performers in their organizations, are more optimistic, handle stress more effectively, and, importantly, have a better relationship with themselves (self-regard) and others (empathy).

# IF YOU WANT TO TEST YOUR EQ & PERSONALITY

TAKE THE FOLLOWING ASSESSMENTS AT HOME AND CREATE YOUR BASELINE TO IMPROVE FROM:

***GLOBAL EMOTIONAL INTELLIGENCE TEST (GEIT):***

***GLOBAL LEADERSHIP FOUNDATION (FREE ONLINE)***

[HTTPS://GLOBALLEADERSHIPFOUNDATION.COM/GEIT/EITEST.HTML](https://globalleadershipfoundation.com/geit/eitest.html)

***PERSONALITY ASSESSMENT:***

***BASED ON THE BIG 5 PERSONALITY TRAITS (FREE ONLINE)***

[HTTP://WWW.16PERSONALITIES.COM/FREE-PERSONALITY-TEST](http://www.16personalities.com/free-personality-test)



**#BE THE CHANGE  
BEGINS WITH YOU!**