
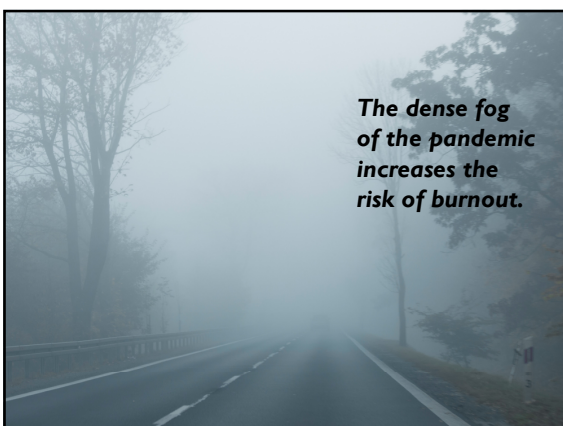


**How to Support Your Team's
Mental Health with
Emotional Intelligence**

Jon Lokhorst, CPA, ACC
BKR International
Future Leaders Practice Group
February 8, 2021




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About Jon Lokhorst, CPA, ACC

- CPA in public accounting, managing partner
- CFO of entrepreneurial nonprofit
- Master's in Organizational Leadership
- Professional leadership coach
- National Speakers Association
- Graduate business school adjunct faculty
- Author of *Mission-Critical Leadership: How Smart Managers Lead Well in All Directions*

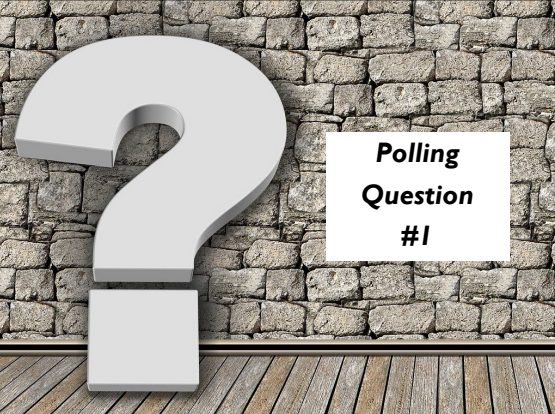


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Most important:
Husband of 1, Father of 3, Grandfather of 4



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**Polling
Question
#1**

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Today's Agenda

1. The rise of mental health challenges.
2. The connection between emotional intelligence and supportive leadership.
3. The essential skills of emotional intelligence.
4. Practical tools to develop and apply your emotional intelligence.



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The rise of mental health challenges



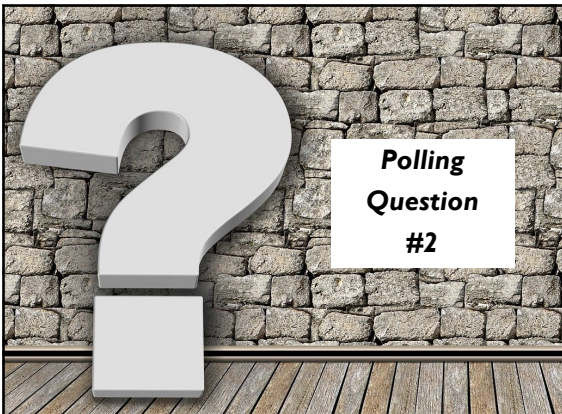
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Startling statistics:

- 50%** *Projected increase in behavioral health conditions due to COVID.*
- 52%** *Mental health providers reporting increased demand for services.*
- 53%** *Adults reporting negative mental health impacts from the pandemic.*
- 50-70%** *Adults reporting feelings of loneliness and isolation.*




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Polling Question #2

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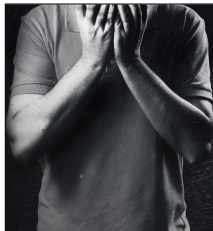
***That Discomfort
You're Feeling is
Grief***

--Scott Berinato
hbr.org 3/23/2020




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***What are the
implications of
unaddressed mental
health challenges?***

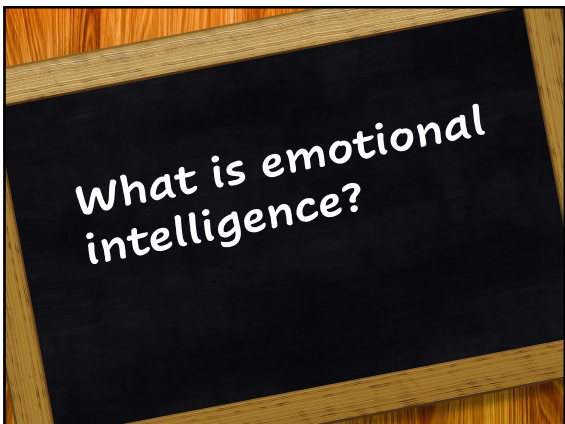


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**The connection between
emotional intelligence and
supportive leadership**



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Emotional Intelligence (EQ):

- *Understand the emotional makeup of yourself and the people around you.*
- *Use that understanding to manage yourself and your relationships with others.*
- ***“The sine qua non of leadership.”***

--Daniel Goleman,
“What Makes a Leader?”



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“Emotional intelligence is the sine qua non of leadership.”

--Daniel Goleman
“What Makes a Leader?”



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EQ and Leadership Performance


90% *The portion of the difference between star performers and average ones in senior leadership roles that is attributable to EQ.*



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EQ and Employee Turnover

400% *Employees are this much less likely to leave their job if they have a high EQ manager.*

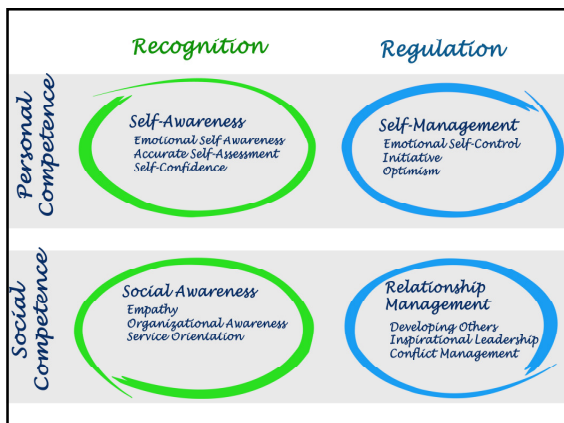


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The essential skills of emotional intelligence



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Self-Awareness

“The ability to recognize and understand your moods, emotions, and drives, as well as their effect on others.”

Hallmarks: self-confidence, realistic self-assessment, self-deprecating sense of humor

—Daniel Goleman




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Self-Management

“The ability to control or redirect disruptive impulses and moods. The propensity to suspend judgment—to think before acting.”

Hallmarks: trustworthiness and integrity, comfort with ambiguity, openness to change

—Daniel Goleman



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Social Awareness

“The ability to understand the emotional makeup of other people. Skill in treating people according to their emotional reactions.”

Hallmarks: expertise in building and retaining talent, cross-cultural sensitivity, service to clients and customers

—Daniel Goleman



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Relationship Management

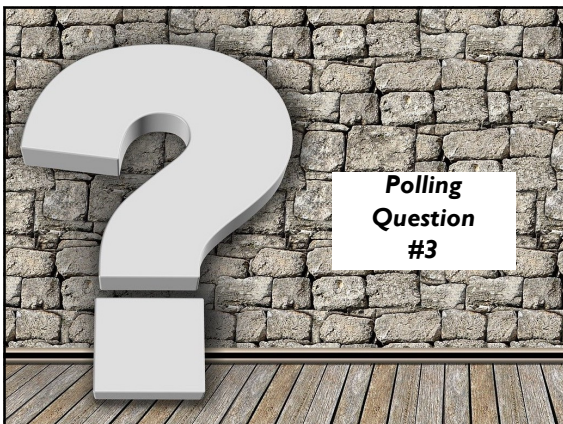
“Proficiency in managing relationships and building networks. An ability to find common ground and build rapport.”

Hallmarks: effectiveness in leading change, persuasiveness, expertise in building and leading teams

—Daniel Goleman

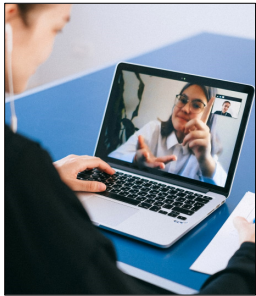


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How do you practice EQ?



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Practical tools to develop and apply your emotional intelligence

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Assess Your EQ

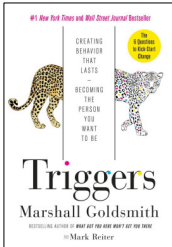


Emotional Intelligence 2.0
By Travis Bradberry & Jean Greaves

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Identify Your Triggers



“A behavioral trigger is any stimulus that impacts our behavior.”

--Marshall Goldsmith



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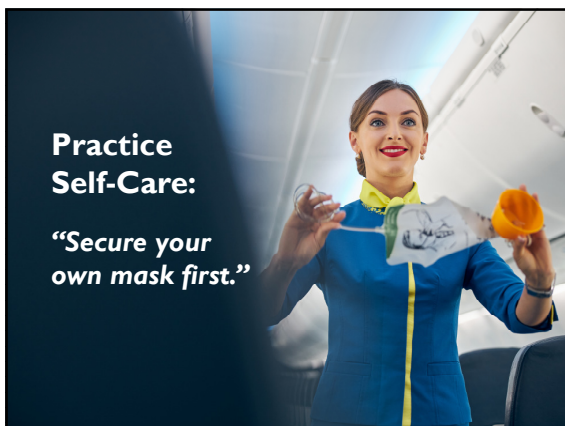
How Triggers Work

TRIGGER →

Impulse>Awareness>Choice →

BEHAVIOR

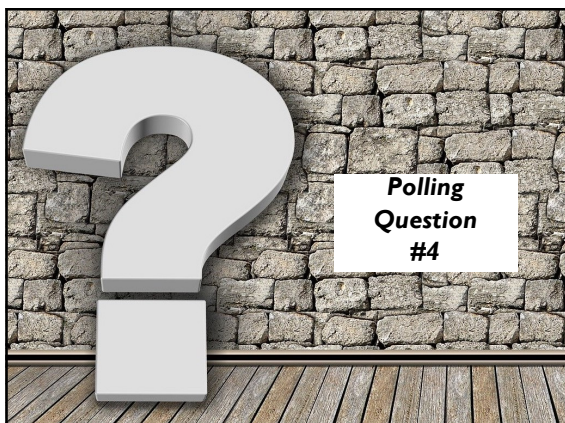
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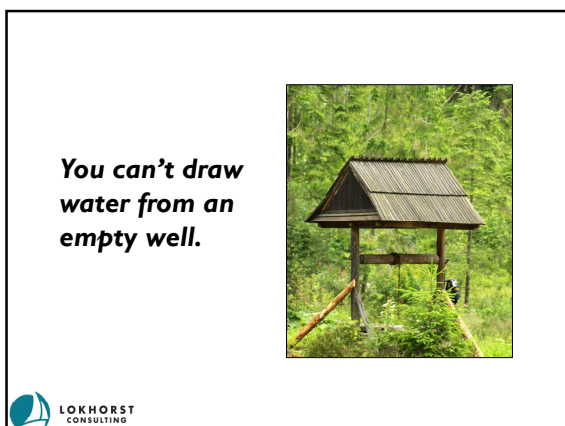
Practice Self-Care:

“Secure your own mask first.”

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Q & A



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Ask about the Power Pack!

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