

Colgan Air & EI

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Agenda

- Welcome
- Emotional Intelligence
- Colgan Air White Paper
- Quick EI Techniques
- Questions & Answers

Outcomes

- Basic understanding of EI
- Importance of EI
- Analysis of captain's actions
- Tips on raising your EQ
- Info on CornerStone Strategies LLC

Helpful Hints

- To mute / unmute by computer, click on the microphone button
- To mute / unmute by telephone, *6
- Questions can be asked throughout the presentation by
 - Unmuting your phone or
 - Typing in the chat area
- Email questions after the presentation to Shari@CornerStoneStrategiesLLC.com
 - Questions & responses will be posted on my website

“There is growing evidence that the ... abilities that constitutes...emotional intelligence plays a key role in determining success in...the workplace. Recent CCL research has uncovered links between ... emotional intelligence and ...leadership effectiveness and ineffectiveness.”

Making the Connection: Leadership Skills and Emotional Intelligence

http://media.wiley.com/assets/51/46/jrnls_jb_lia_21_5_ruderman.pdf

What is EI

- Definition: The ability to effectively deal with
 - Your own internal thoughts and emotions
 - Other peoples' motivations, issues and shortcomings
- Areas:
 - Conscious of self
 - In control of self
 - Conscious of others
 - Interacting positively with others

What EI is not ...

- Intelligence smarts:
 - Understand complex theories and citations
 - Math and/or science formulas
 - Long complicated words, expansive vocabulary
- Technical / book smarts and work with inanimate objects
 - Pilots
 - Engineers
 - IT
 - SME's

What EI is ...

- A different kind of smart
 - Ability to expand your vantage point
 - Focused on the personal elements of human interaction
 - People smart: working with humans
- Changeable
 - IQ cannot be changed
 - EQ can be raised

Your Naked Brain

- Caveman brain
 - Key question: Am I in danger?
- Rational mind
 - Key question: X causes Y to occur
- Whichever mind your attention is focused on will dominate your behavior
- Effects of stress on your brain

Emotions

- Are contagious
 - Why do you think teams have cheerleaders?
- How conscious are you of
 - How your emotions and actions affect others?
 - Crew / team members
 - Customers
 - Other departments
 - Passengers

Emotions

- Why do you react the way you react?
- What is the real reason, not an excuse, on why you didn't do what you needed to do or should have done
 - From the white paper, why did the Captain keep talking about himself?

Initiative

→ Definition

→ “readiness and ability in instigating action”,

→ “the power or ability to begin or follow through energetically with a plan or task”

→ Able and/or willing to take control of a situation

→ Specific example of not displaying initiative

→ Changing the subject when the FO mentioned icing

→ Specific result

→ Unaware of the severity of the situation

Empathy

→ Definition:

→ “identification with and understanding of another's situation, feelings, and motives.”

→ Able to comprehend and mirror what another is feeling or thinking

→ Specific example of not displaying empathy

→ His lack of reaction to her sneezing, sniffing and miscommunication with Command Center

→ Specific result

→ He did not consider the ramifications of first officer not being fully present

Self confidence/esteem

→ Definition

- “a realistic respect for or favorable impression of oneself”;
- “self-respect and realistic confidence in one's own judgment, ability, power, etc.”.
- Able to be honest and open about, and vocalize, what you experience internally.
- Specific example of not displaying self confidence
 - Captain built self up by exaggerating
- Result
 - First Officer became disengaged and more withdrawn

Final Thoughts, Questions, Comments

Thank you!

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About Shari Frisinger

- Professional Speaker, Hands-on Workshop & Breakout Session Presenter
- Master's in Aeronautical Science from Embry Riddle Aeronautical University. Her graduate research concentrated on personality and communication styles of pilots.
- Certified in Emotional Intelligence, her research links critical leadership skills with achieving exceptional results.
- Pursuing Doctorate in Executive Leadership linking brain science with EI with communication styles
- Adjunct faculty member of Mountain State University in their Aviation Department and School of Leadership & Professional Development
- CRM sessions focus on the human factors elements of internal/external situational awareness and brain physiology, and how to use that information to alter the error chain.
- Translate scientific processes to a more humanistic level, showing a direct cause-and-effect of perception, realities, behaviors and outcomes.
- Pragmatic and based on real world results in reduced conflict, improved team/individual productivity, enhanced customer service and sales outcomes and leading more effectively.
- Presented professional development courses and break-out sessions at many NBAA conferences and break-out sessions, and at NBAA/FSF CASS.
- Available to present keynotes and breakout sessions on her research at conferences, annual / staff meetings.