

Developing a Risk Management Attitude through Emotional Intelligence



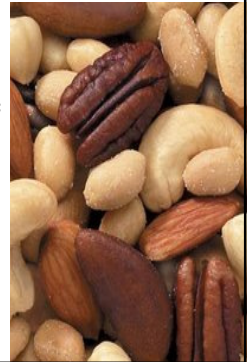
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Introduction –The idea of a mad mind

Always looking for tools to
help our staff succeed

Introduced to the concept of
EQ through a good friend

Theorizing out loud.....
with your help!



Session Objectives

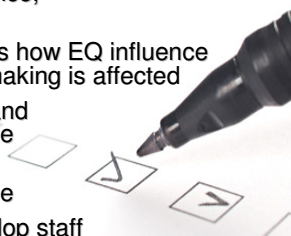
Define Emotional Intelligence,
discuss the history

Define attitude and discuss how EQ influence
attitudes and decision making is affected

Define risk management and
risk management attitude

Explore how to develop a
risk management attitude

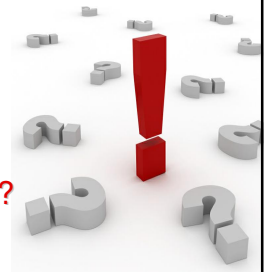
Identify ways to help develop staff
emotional intelligence to create the desired
risk management attitude



Emotional Intelligence? **WTH?**

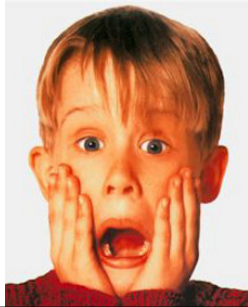
**What is Emotional
Intelligence?**

Where did it come from?



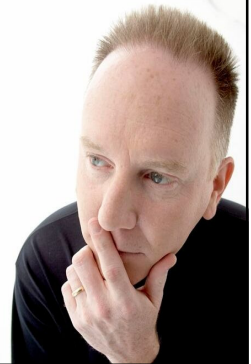
Emotional Intelligence.....
Let's dissect for a moment
Components of emotional development

Major elements of Emotional
Intelligence



Emotional Intelligence and
Aquatics is there a parallel?

What are we asking our staff
to do on a daily basis?



Emotional Intelligence
and Decision Making

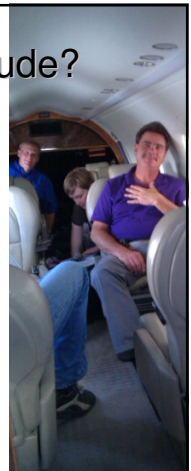
Understanding of personal drive and motivations

Recognition of emotion to achieve understanding



Attitude? I have an Attitude?

How would you define attitude?



Attitude vs. Attitude
The difference is the spelling?



Attitude and Emotional Intelligence
....a parallel again?

More realistic definition:

Perception is a key driver of attitude

Attitudes are chosen

How do you think attitudes effect decision making?

Situational Behaviors....
it's all about perception

Perception is the key driver in attitude about risk

Behavior is driven primarily by attitude

Behavior is more reactive



Risk management....

How would you define risk?



How would you define risk management?

Risk management and attitude?

Risk management requires human judgment.



Risk attitude....defined

If **Risk** =

If **Attitude** =

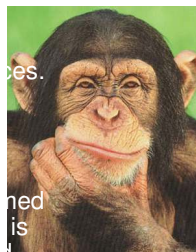
Then **Risk Attitude** =

How could this knowledge be valuable to us?



Risk attitude....let's explore

teaching the right attitude about risk is imperative to achieve the desired result.



Internal Situational Behavior Factors That Affect Risk Attitude

Heuristic -

Availability –

Representativeness –

Anchoring and Adjustment –

The Confirmation Trap –

External Situational Behavior Factors That Affect Risk Attitude



Great, now what?

How do you think emotional intelligence influences attitude?

Why are attitudes important to understand?

How can we use this information about emotional intelligence and attitudes to help with risk management?



Tools to Help Improve Emotional Intelligence

GOOD NEWS!

How will you use this knowledge?

Your thoughts?

Resources

Understanding and Managing Risk Management Attitudes – David Hillson/
Ruth Murray-Webster (www.risk-doctor.com)
Putting Emotional Intelligence to Work –
David Ryback
Quick Emotional Intelligence Activities for Busy Managers –Adele B. Lynn