

## 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

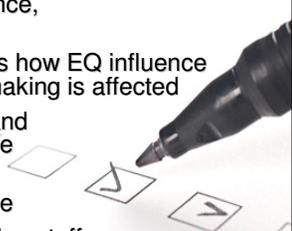
Define Emotional Intelligence, discuss the history

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 =

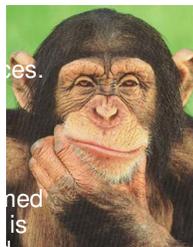
Then Risk Attitude =

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](http://www.risk-doctor.com))

*Putting Emotional Intelligence to Work* –  
David Ryback

*Quick Emotional Intelligence Activities for Busy Managers* –Adele B. Lynn