



# Hi-EQ Communication



93%

# Empowering People & Organizations to Thrive

- **100+ years** helping organizations recognize and engage their people
- **Engagement solutions** that work, with the data to prove it:
- **Recognition & Rewards**
- **Surveys & Insights**
- **Physical & Mental Well-being**
- **Trusted by 40,000+ organizations** with millions of employees across industries



**Anna Baeten**  
Principal  
Human Solution



# High-EQ Communication

High-EQ,  
Discomfort, &  
Curiosity

Self-  
Awareness

Getting  
Along w/  
Others

High-EQ  
Cultures

**“75% of careers are derailed for reasons related to emotional competencies, including inability to handle interpersonal problems; unsatisfactory team leadership during times of difficulty or conflict; or inability to adapt to change or elicit trust.”**

*-The Center for Creative Leadership*

**“In a study of skills that distinguish star performers in every field from entry-level jobs to executive positions, the single most important factor was not IQ, advanced degrees, or technical experience, it was EQ.”**

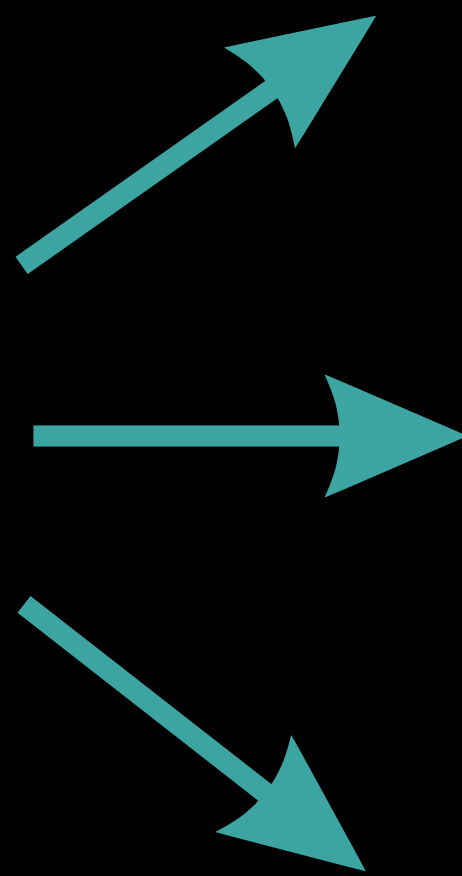
*-Daniel Goleman*

# Tactical Emotional Intelligence

HUMAN  
SOLUTION

# How do we become more skilled at Navigating Discomfort

**DISCOMFORT**



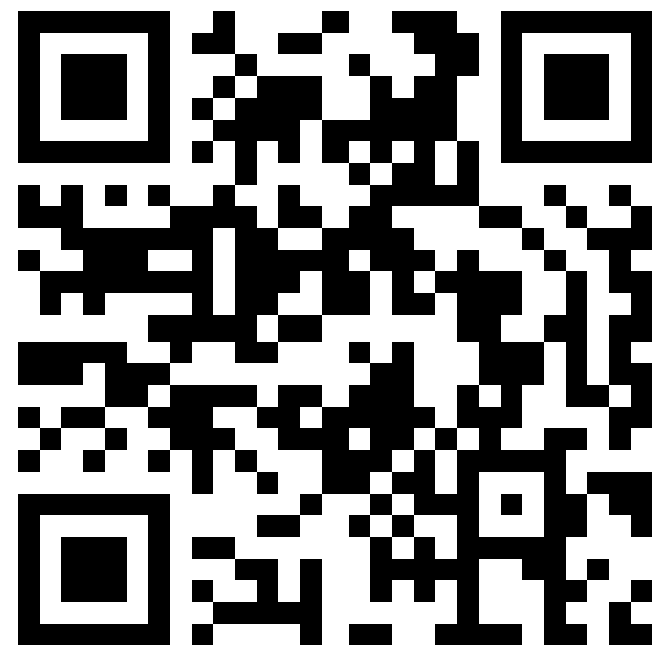
**SELF  
REFLECTION**

**EMPATHY**

**BEHAVIOR**

# FSDI ASSESSMENT

*Link Active Until Friday!*

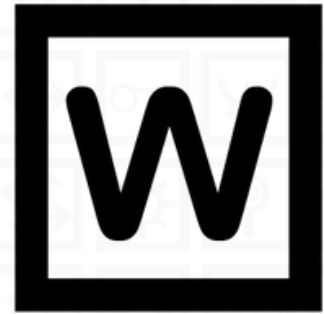


<https://www.su.vc/tb2026>

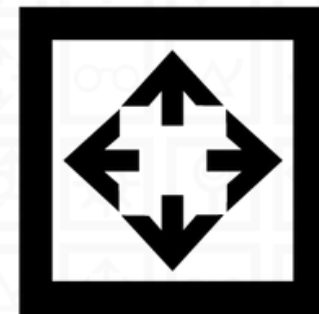
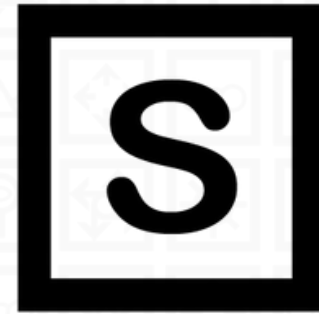


# The FSDI Archetypes

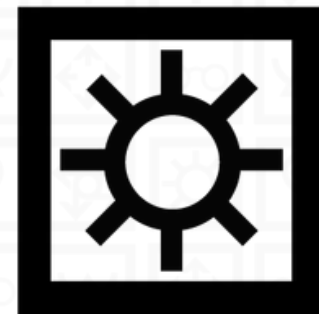
Warrior



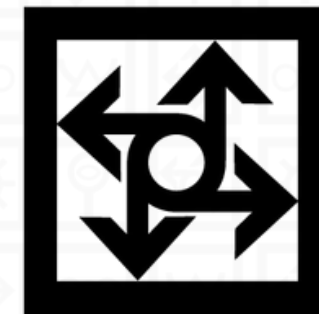
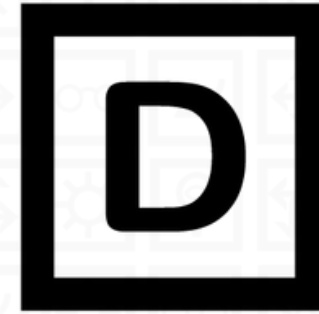
Survivalist



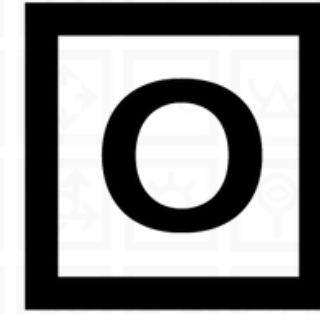
Happy Denier



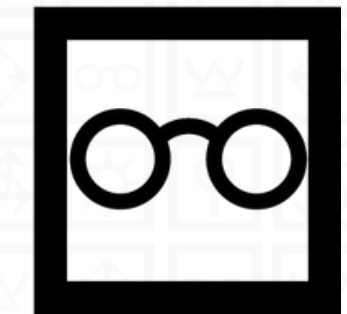
Deflector



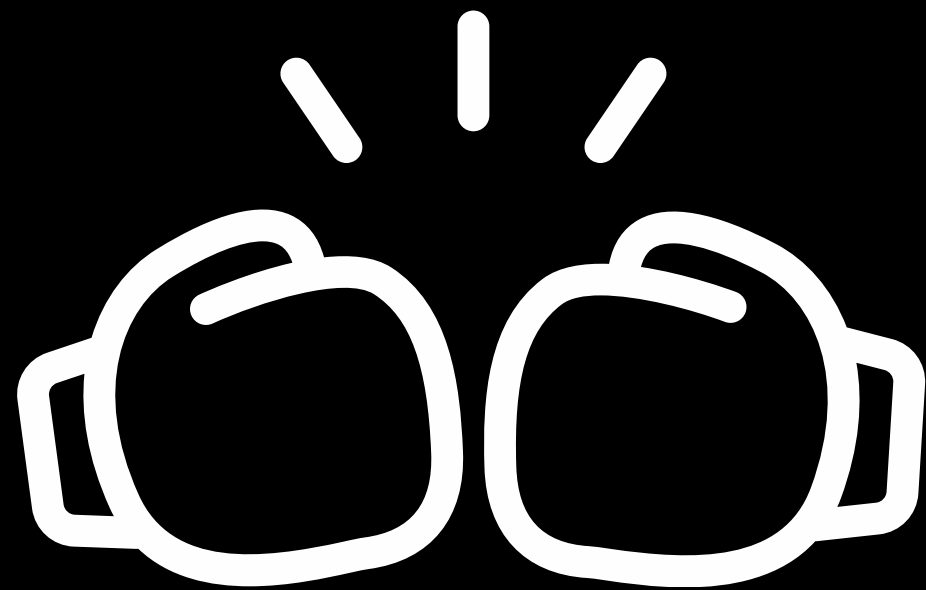
Obsessor



Professor



**FIGHT**



**FLIGHT**



**FREEZE**



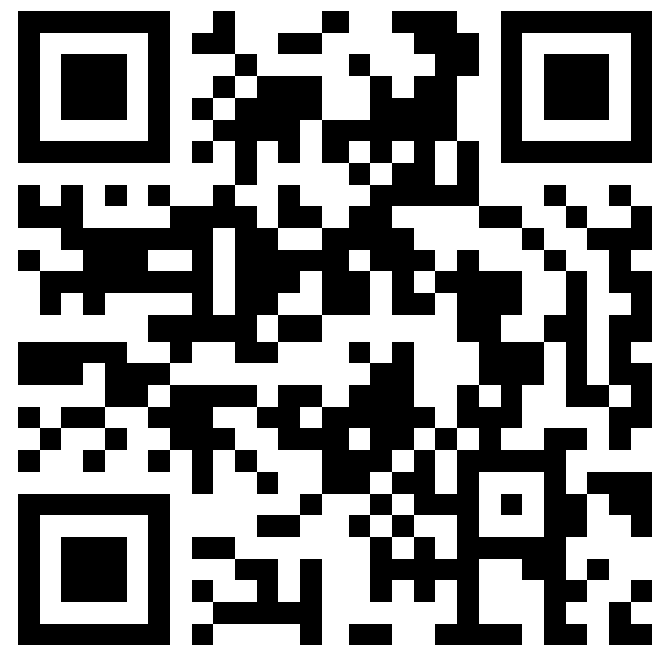
**FAILURE = STRESS = DISCOMFORT**

# Archetype Summary

|                     |   |
|---------------------|---|
| <b>Warrior</b>      | Charismatic. Passionate. Intense. Energizing. Candid.       |
| <b>Survivalist</b>  | Solution Driven. Strategic. Analytical. Pragmatic.          |
| <b>Happy Denier</b> | Optimistic. Warm. Morale Building. Connective               |
| <b>Deflector</b>    | Charming. Redirecting. Clever. Socially Fluent, Adaptive    |
| <b>Obsessor</b>     | Contemplative. Detail-Oriented. Deeply Loyal, Conscientious |
| <b>Professor</b>    | Deep. Methodical. Knowledgeable. Rigorous. Curious.         |

# FSDI ASSESSMENT

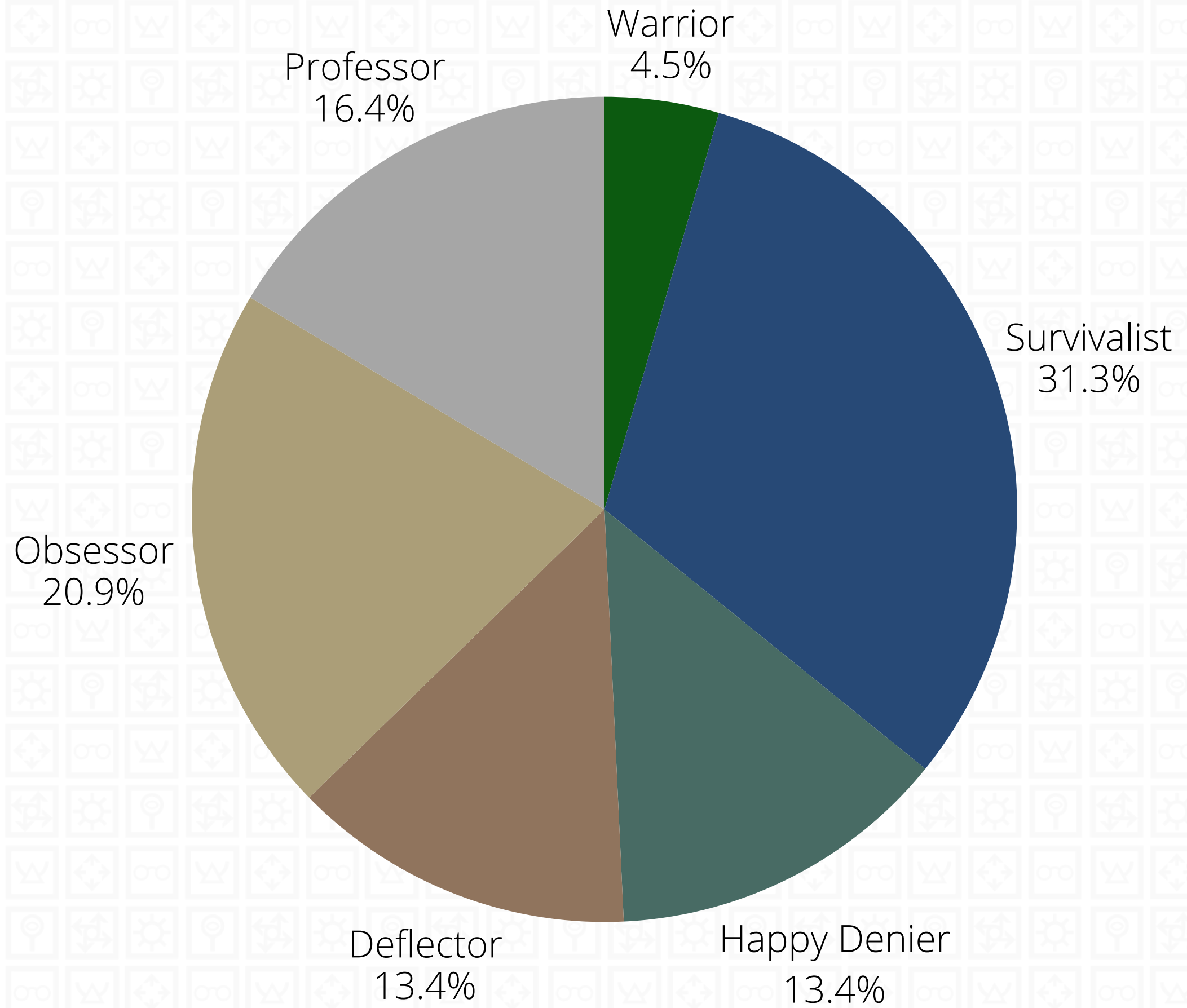
*Link Active Until Friday!*



<https://www.su.vc/tb2026>



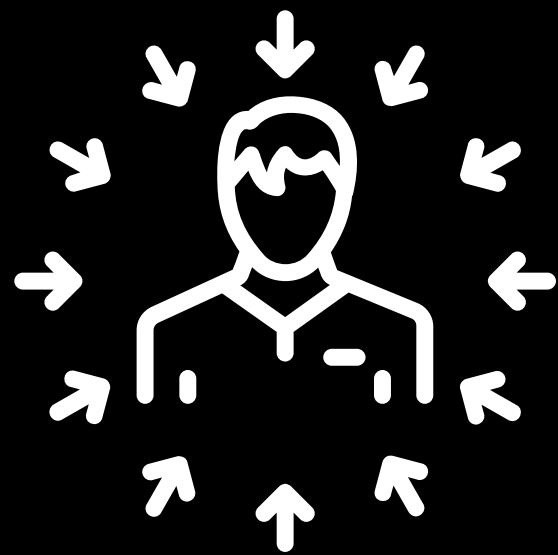
# Terryberry Primary Archetypes



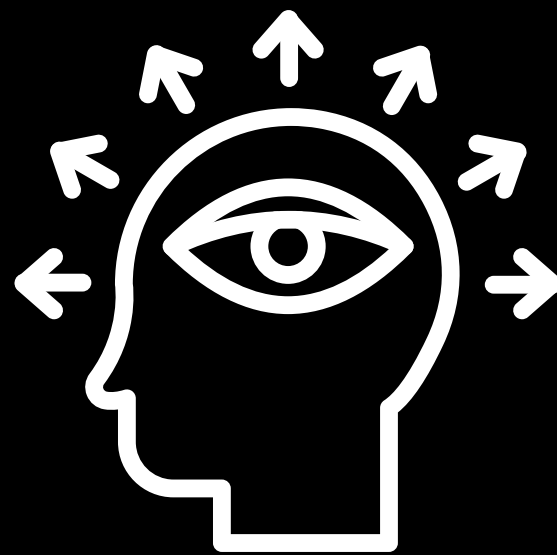
# Terryberry Secondary Archetypes



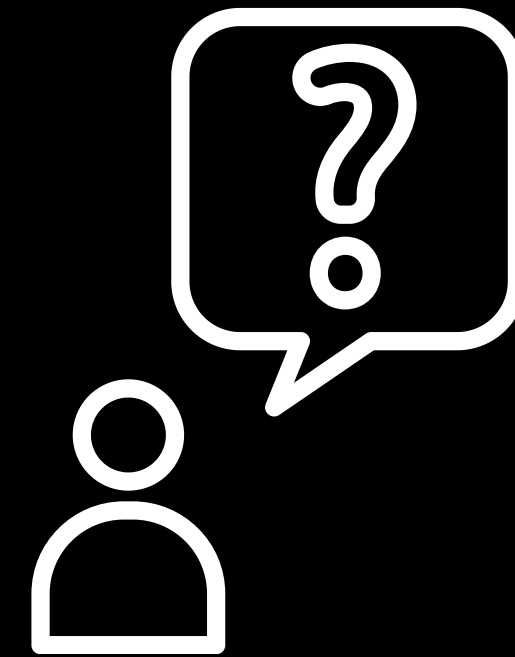
# Awareness + Curiosity → High EQ Communication



**Awareness  
(of Self)**

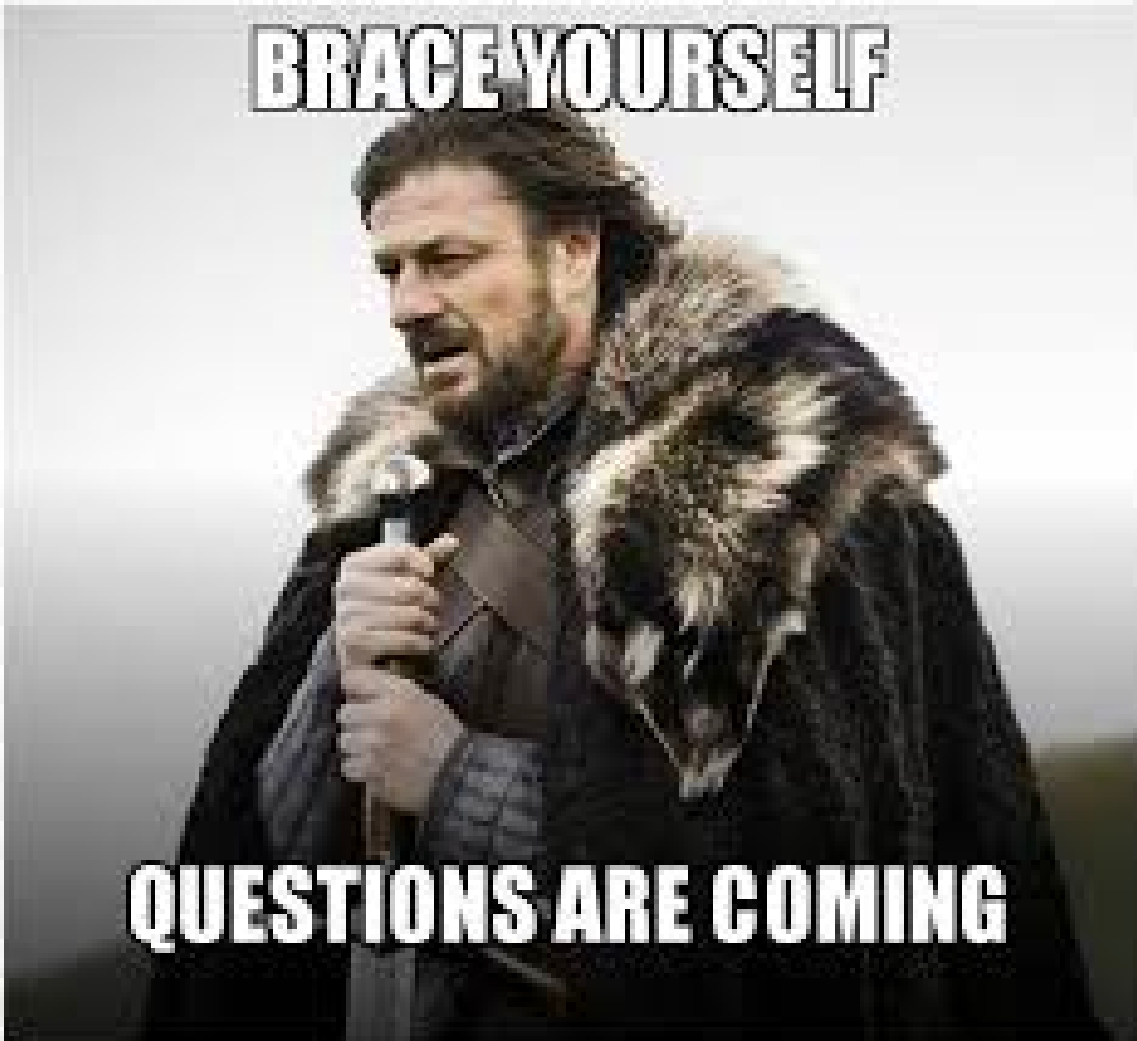


**Awareness  
(of Others)**



**Curiosity**

**BRACE YOURSELF**

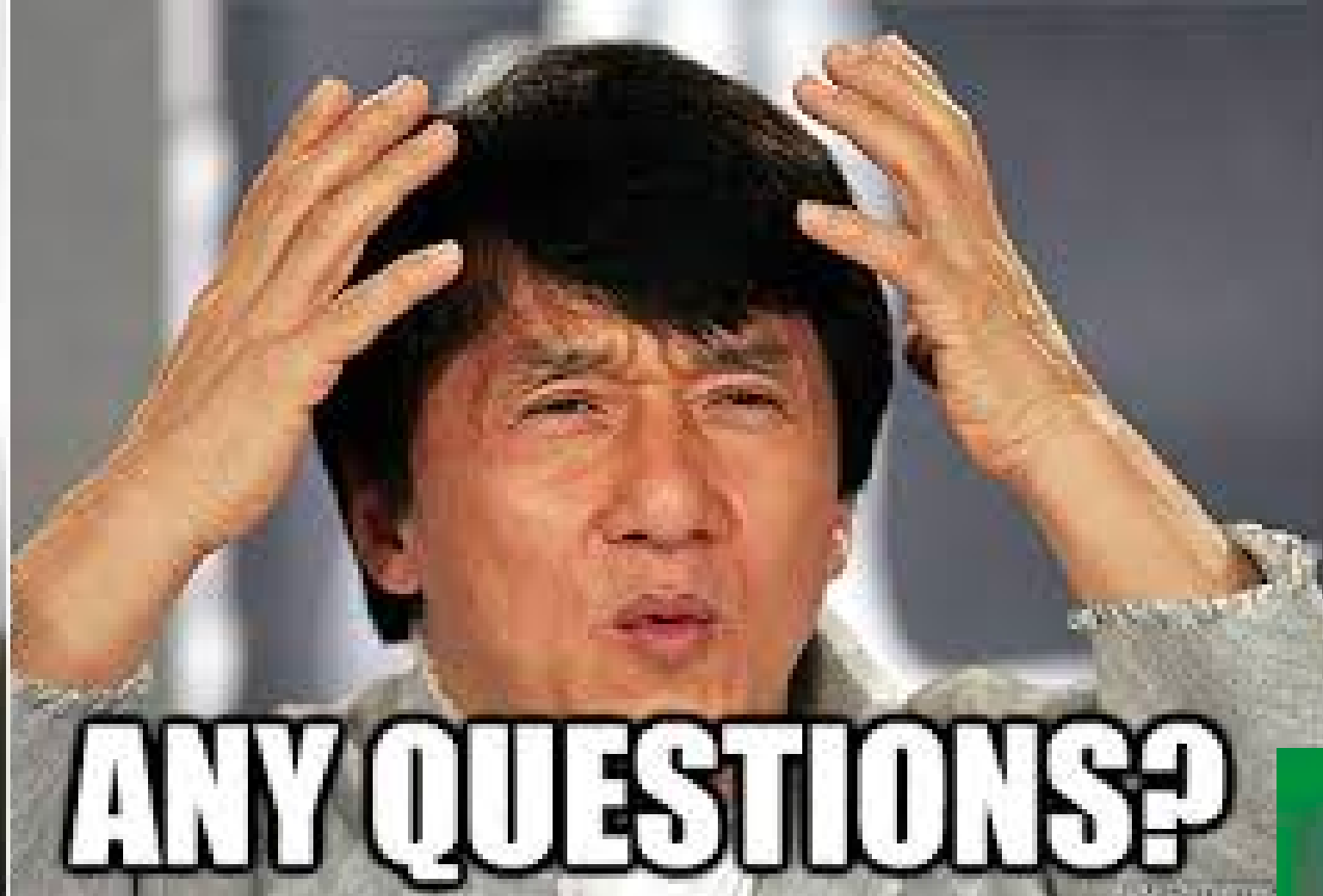


**QUESTIONS ARE COMING**

**YA'LL GOT ANY**

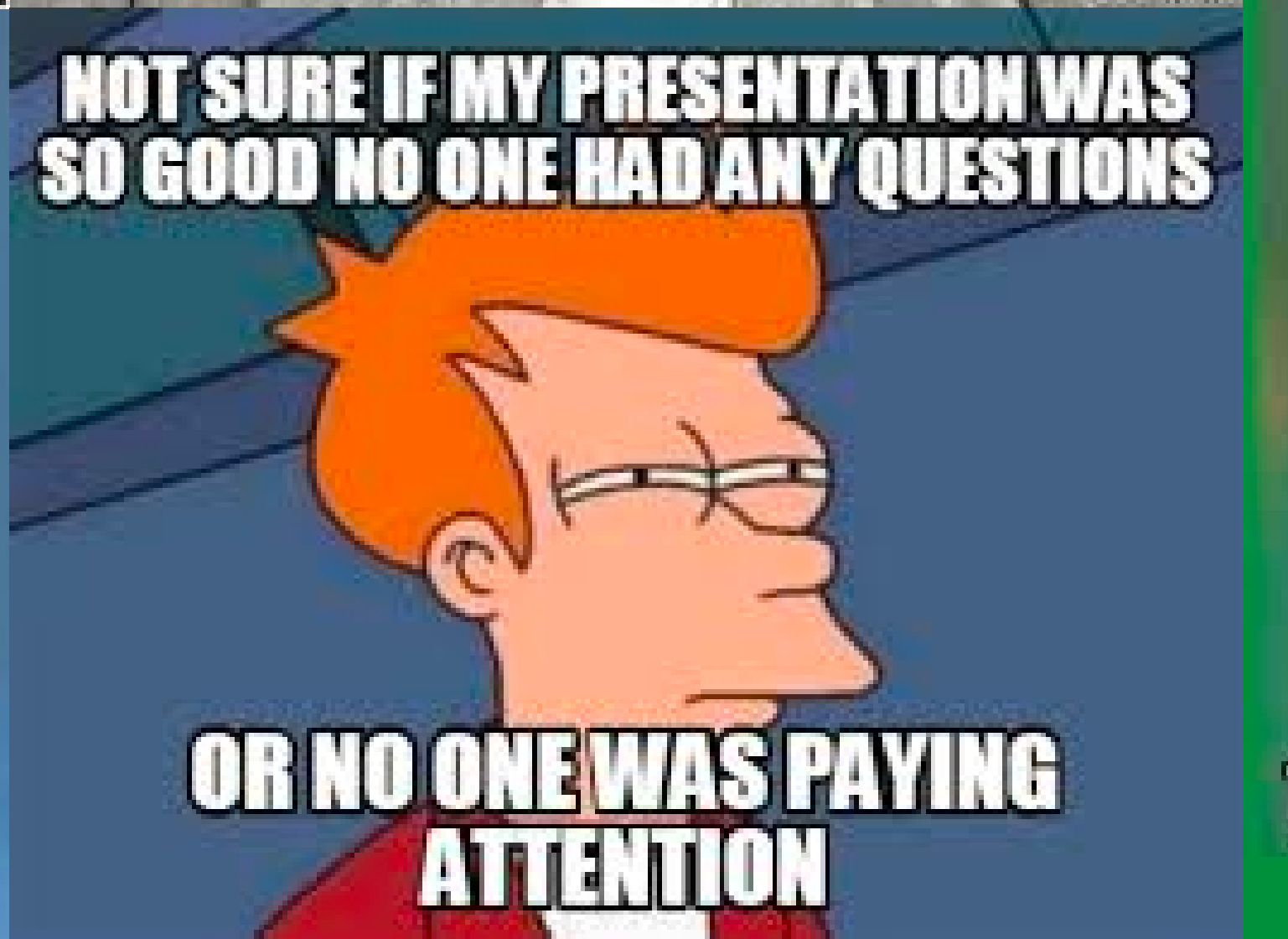


**QUESTIONS?**



**ANY QUESTIONS?**

**NOT SURE IF MY PRESENTATION WAS  
SO GOOD NO ONE HAD ANY QUESTIONS**



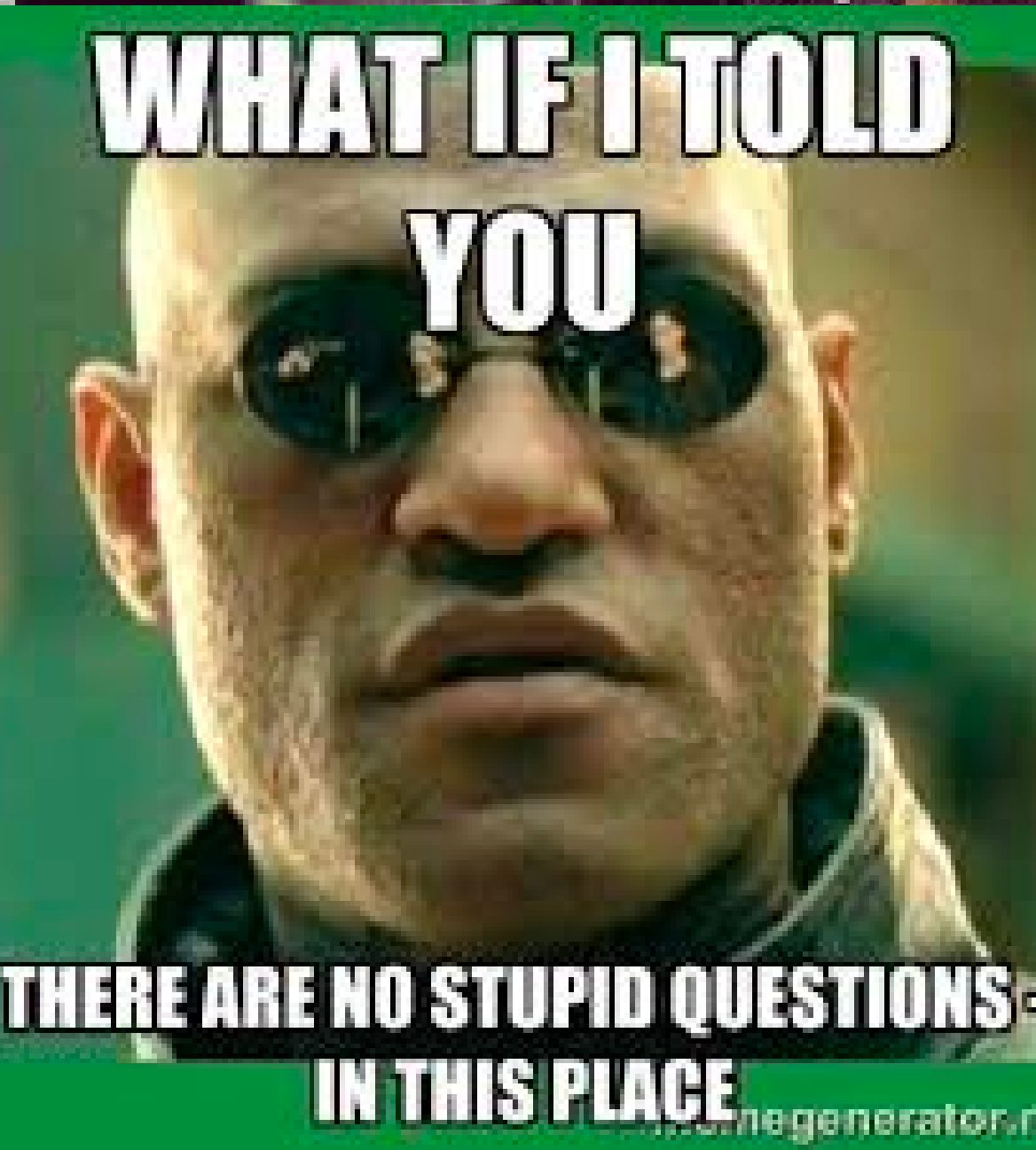
**OR NO ONE WAS PAYING  
ATTENTION**

**ANY QUESTIONS**



**DO YOU HAVE?**

**WHAT IF I TOLD  
YOU**



**THERE ARE NO STUPID QUESTIONS  
IN THIS PLACE**

# High-EQ Communication



# THE BIG PICTURE



Understanding  
**ME**  
(self)



Understanding  
**YOU**  
(others)



Understanding  
**US**  
(interactions)

# INSIGHT



Why We're Not as **SELF-AWARE** as We Think,  
and How **SEEING OURSELVES CLEARLY**  
**HELPS US SUCCEED** at Work and in Life

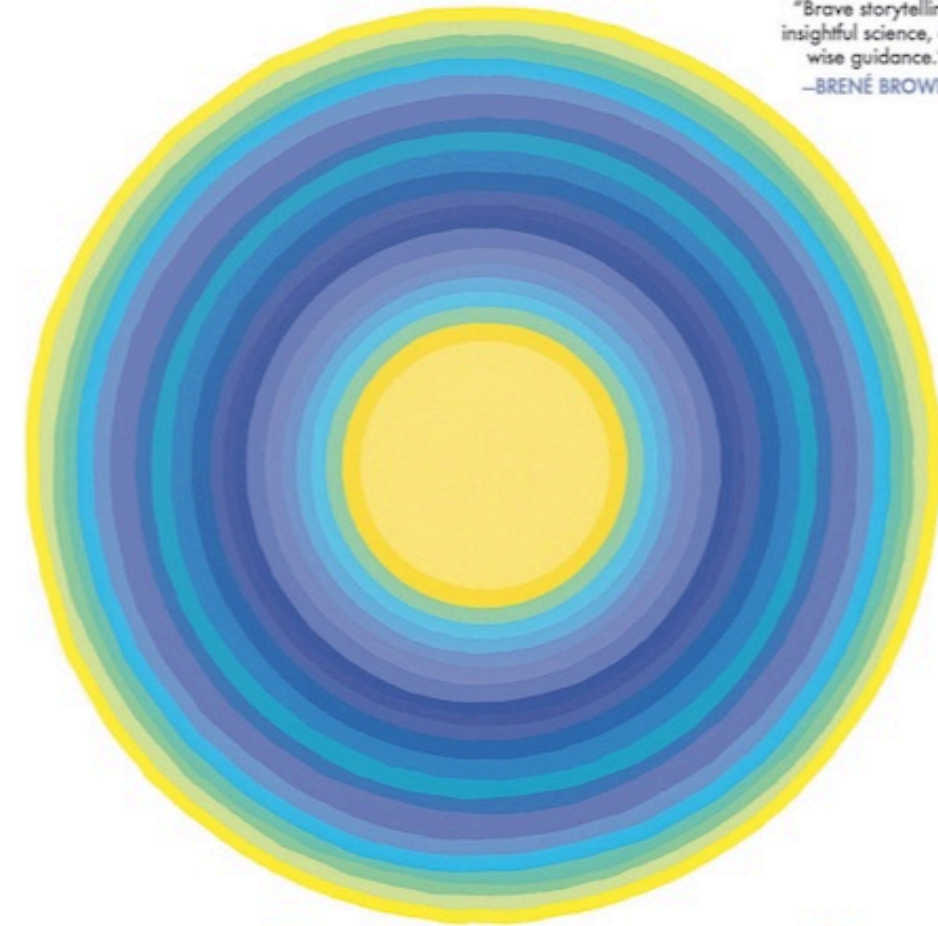
NEW YORK TIMES BESTSELLING AUTHOR

**TASHA EURICH**

# Shatterproof

How to Thrive in a World of Constant Chaos  
*(And why resilience alone isn't enough)*

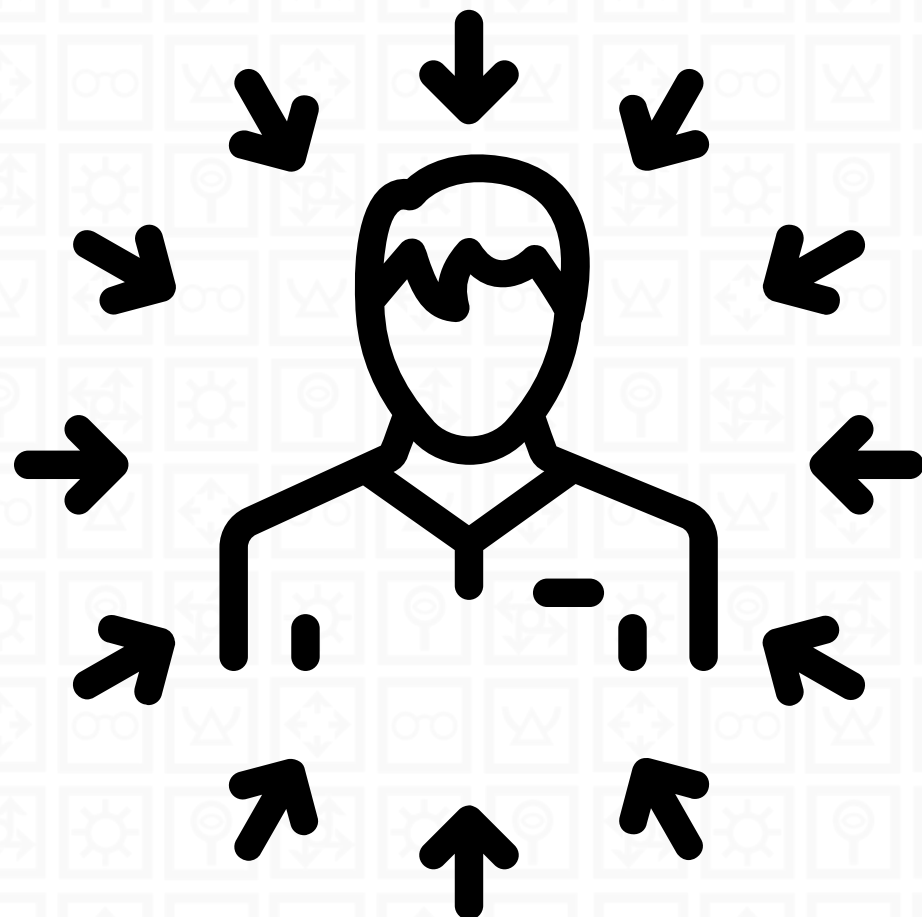
"Brave storytelling,  
insightful science, and  
wise guidance."  
—BRENE BROWN



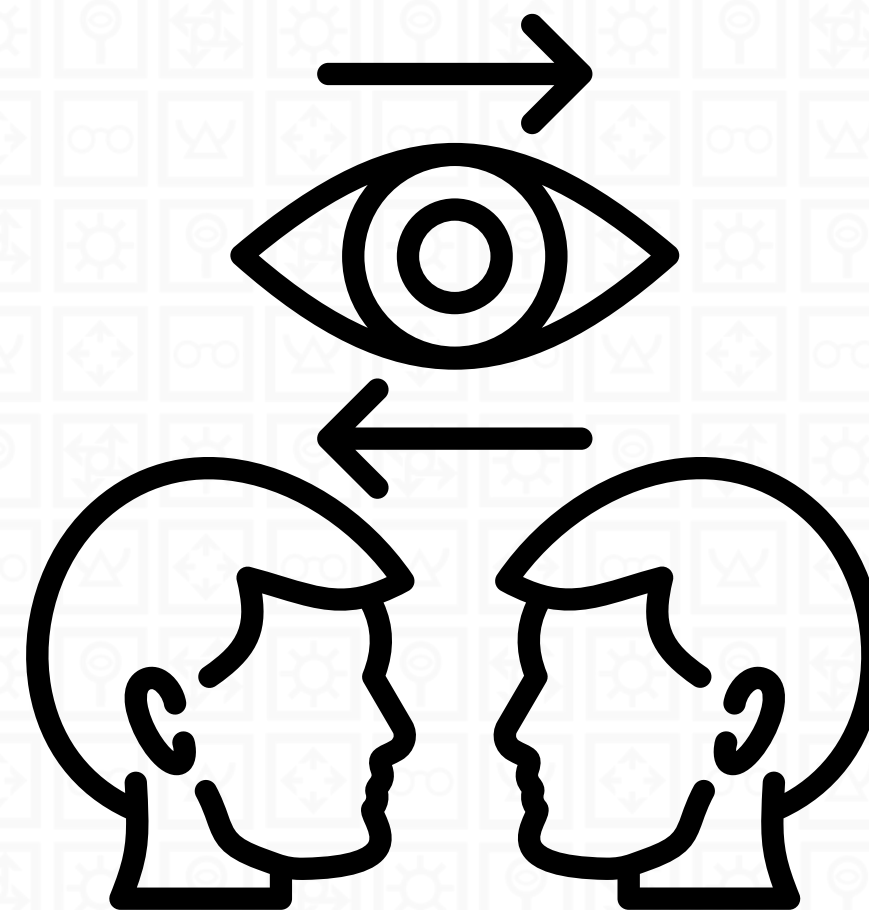
# Tasha Eurich

New York Times bestselling author of  
**BANKABLE LEADERSHIP** and **INSIGHT**

# Internal Self-Awareness



# External Self-Awareness



# The Self-Awareness Gap

- 95% of people believe that they are self-aware
- 12-15% actually are

## INSIGHT



Why We're Not as **SELF-AWARE** as We Think,  
and How **SEEING OURSELVES CLEARLY**  
**HELPS US SUCCEED** at Work and in Life

NEW YORK TIMES BESTSELLING AUTHOR

**TASHA EURICH**

**How would you rank your  
self-awareness?**

1

10

# How Can You Find Out?

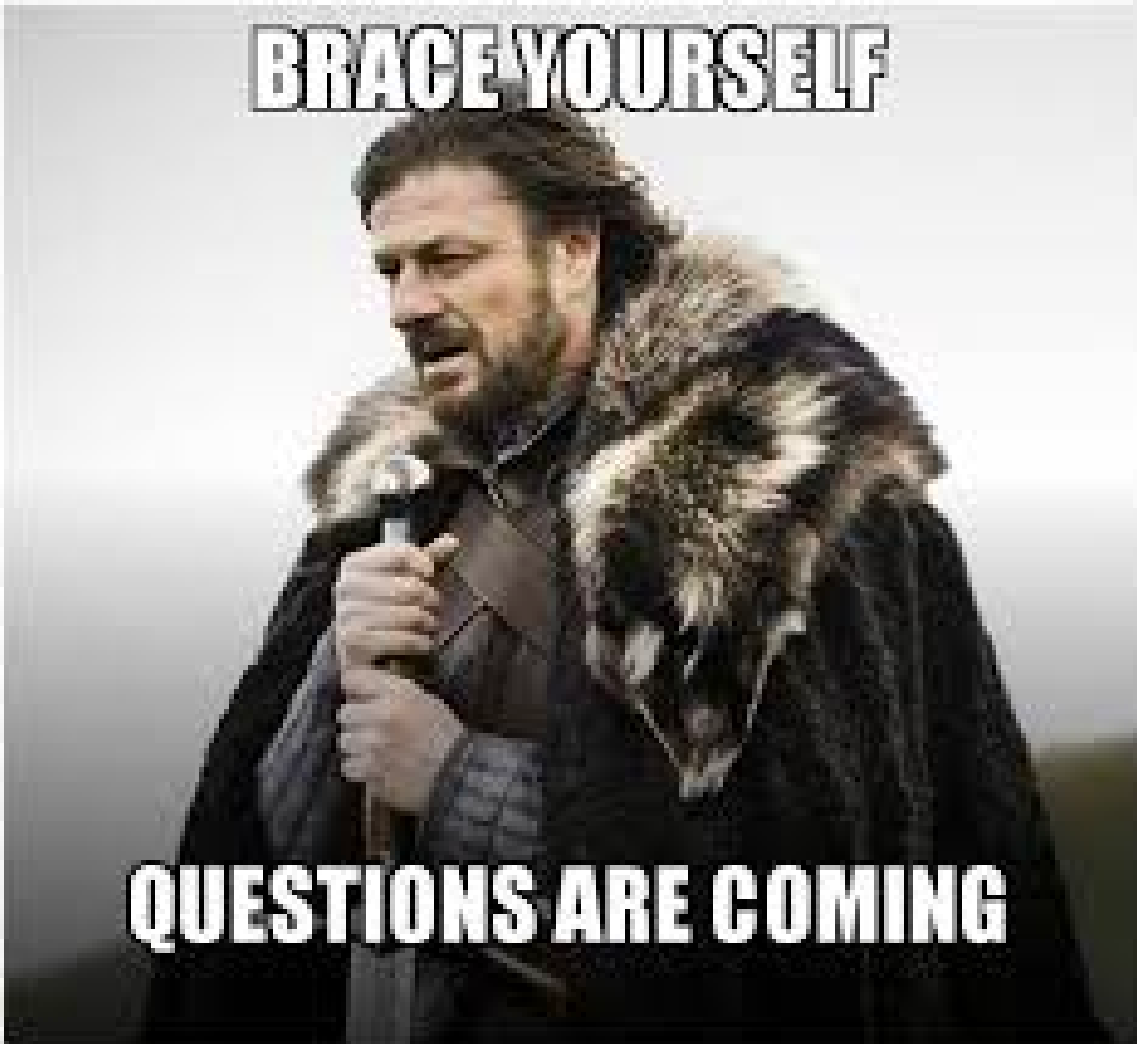
1

10

# Archetype Summary

|                     |   |
|---------------------|---|
| <b>Warrior</b>      | Charismatic. Passionate. Intense. Energizing. Candid.       |
| <b>Survivalist</b>  | Solution Driven. Strategic. Analytical. Pragmatic.          |
| <b>Happy Denier</b> | Optimistic. Warm. Morale Building. Connective               |
| <b>Deflector</b>    | Charming. Redirecting. Clever. Socially Fluent, Adaptive    |
| <b>Obsessor</b>     | Contemplative. Detail-Oriented. Deeply Loyal, Conscientious |
| <b>Professor</b>    | Deep. Methodical. Knowledgeable. Rigorous. Curious.         |

**BRACE YOURSELF**

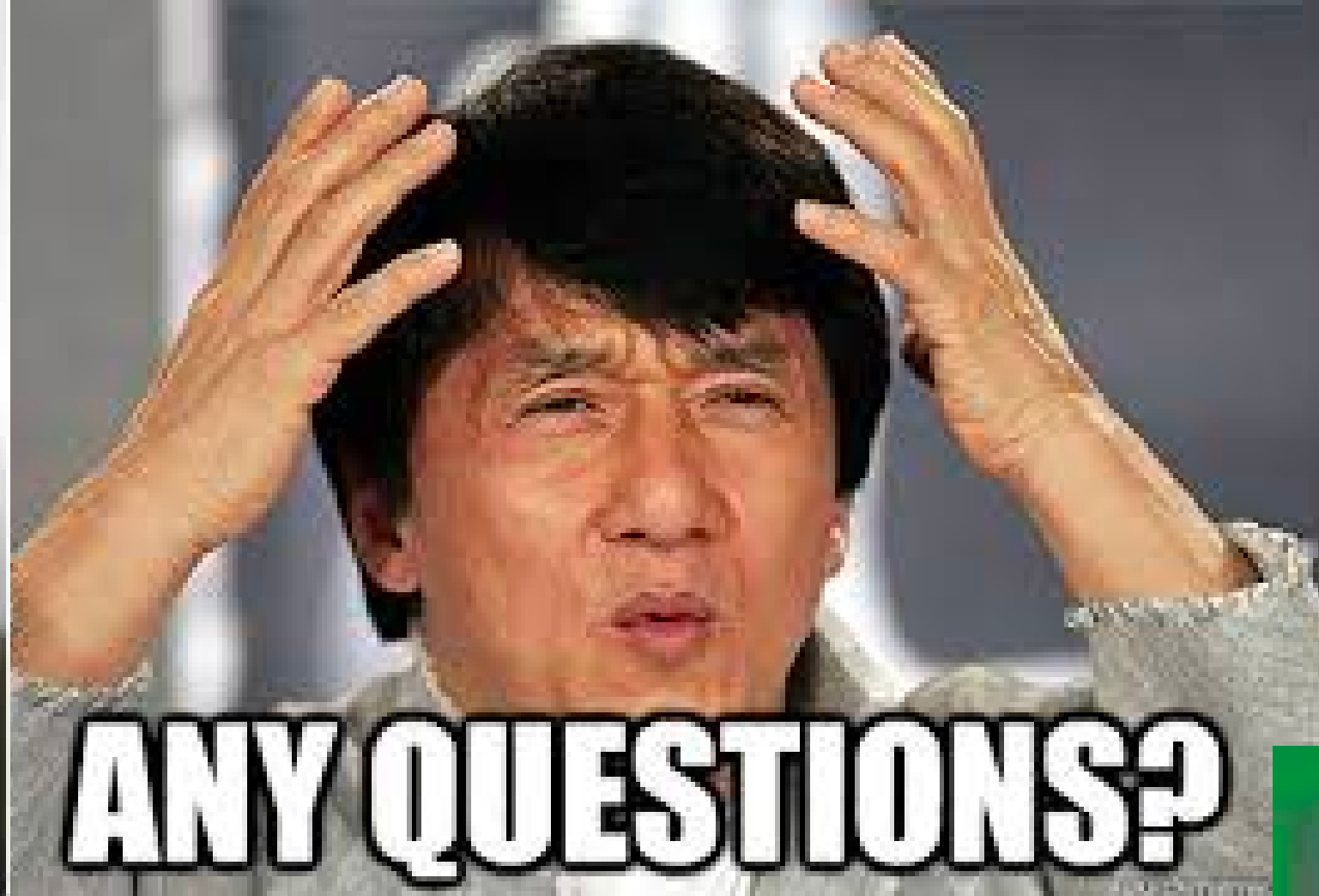


**QUESTIONS ARE COMING**

**YA'LL GOT ANY**

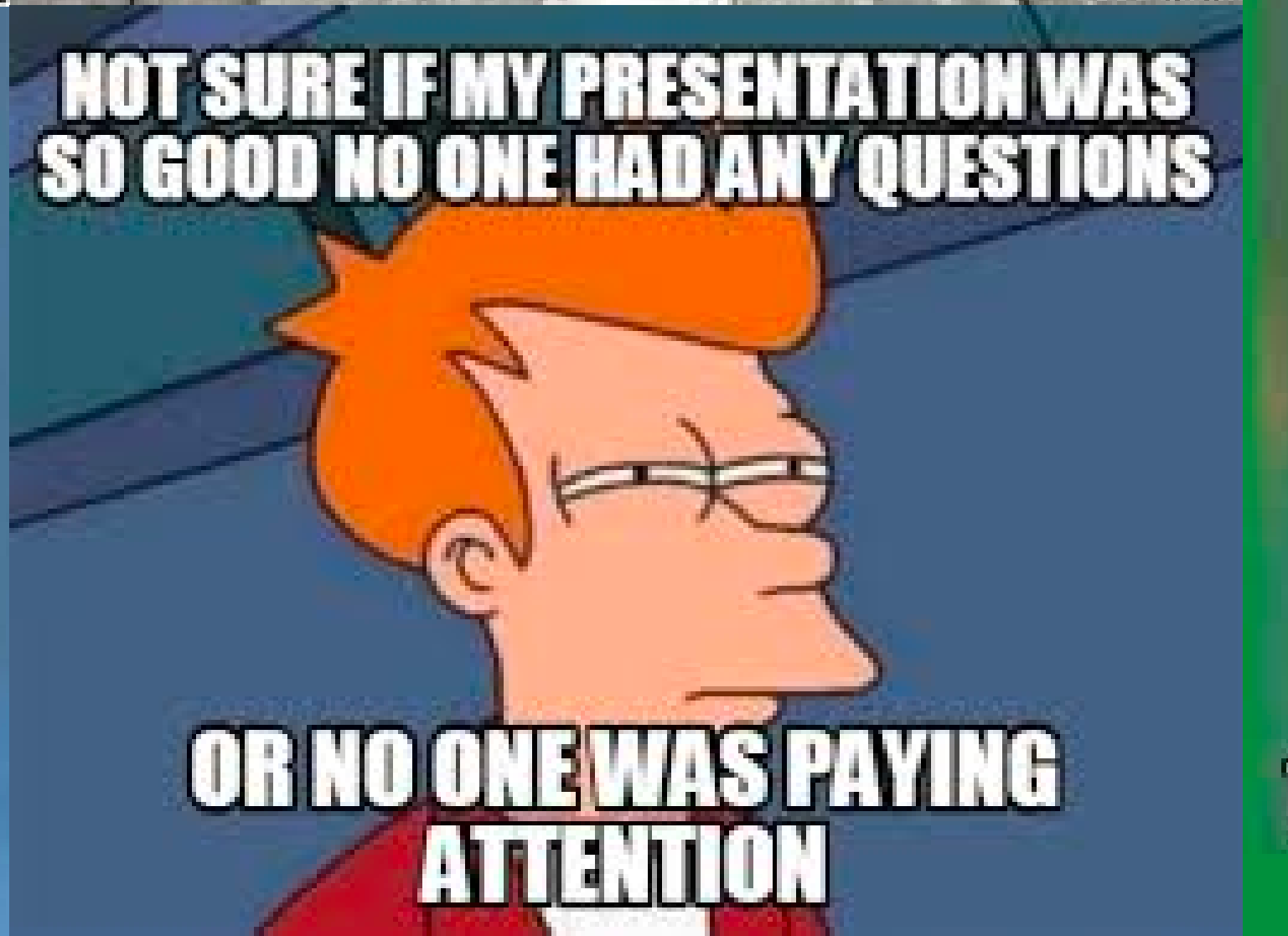


**QUESTIONS?**



**ANY QUESTIONS?**

**NOT SURE IF MY PRESENTATION WAS  
SO GOOD NO ONE HAD ANY QUESTIONS**



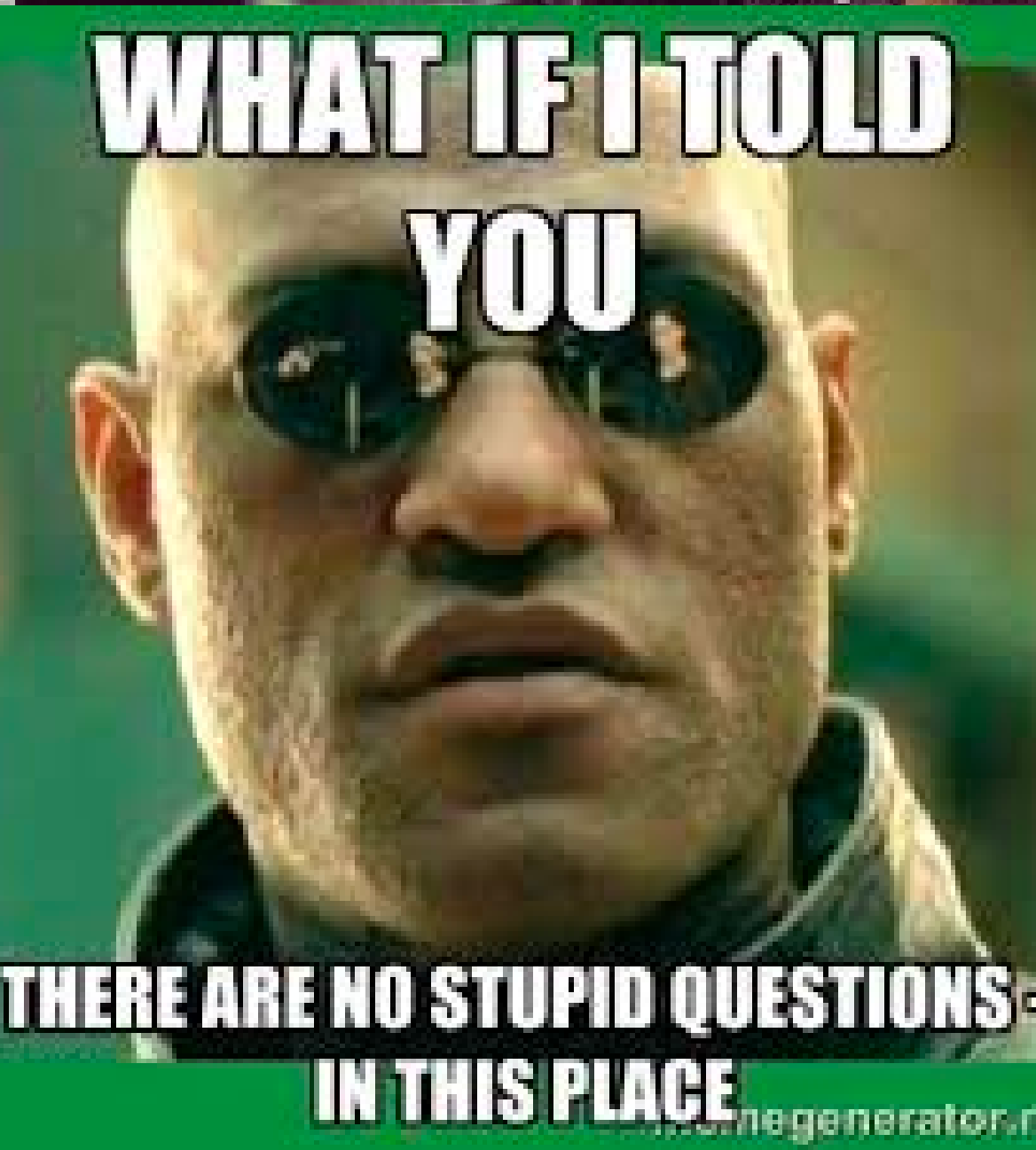
**OR NO ONE WAS PAYING  
ATTENTION**

**ANY QUESTIONS**



**DO YOU HAVE?**

**WHAT IF I TOLD  
YOU**



**THERE ARE NO STUPID QUESTIONS  
IN THIS PLACE**

# High-EQ Communication

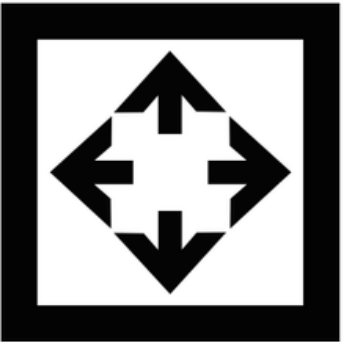
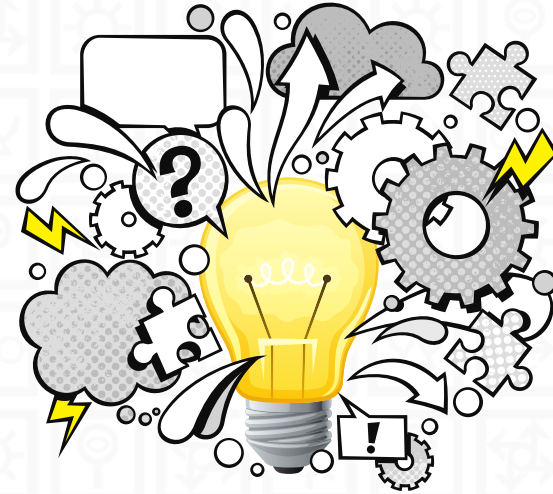
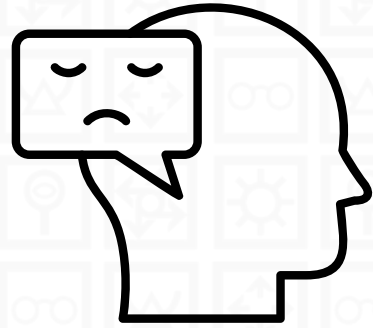
**High-EQ,  
Discomfort, &  
Curiosity**

**Self-  
Awareness**

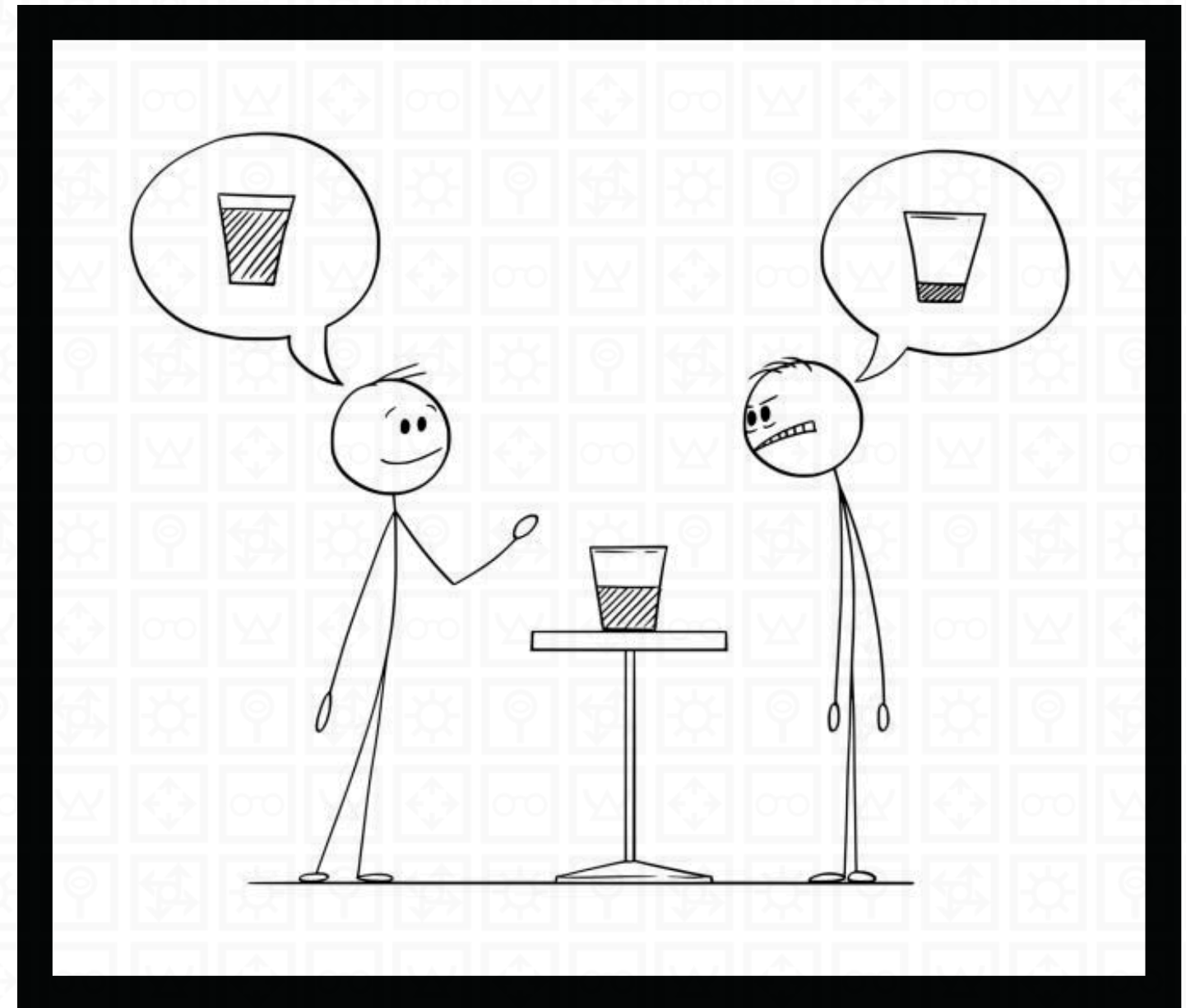
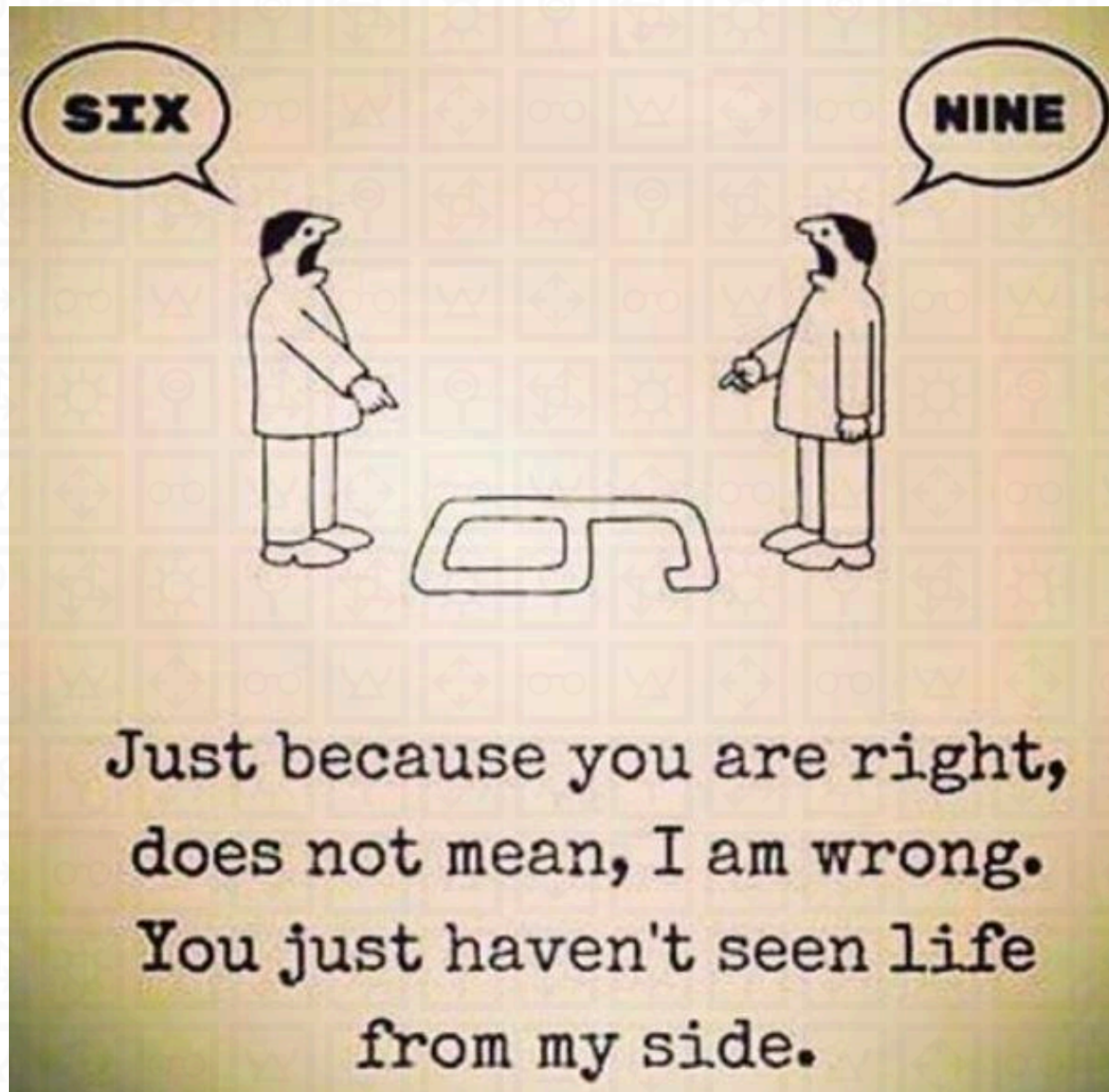
**Getting  
Along w/  
Others**

**High-EQ  
Cultures**

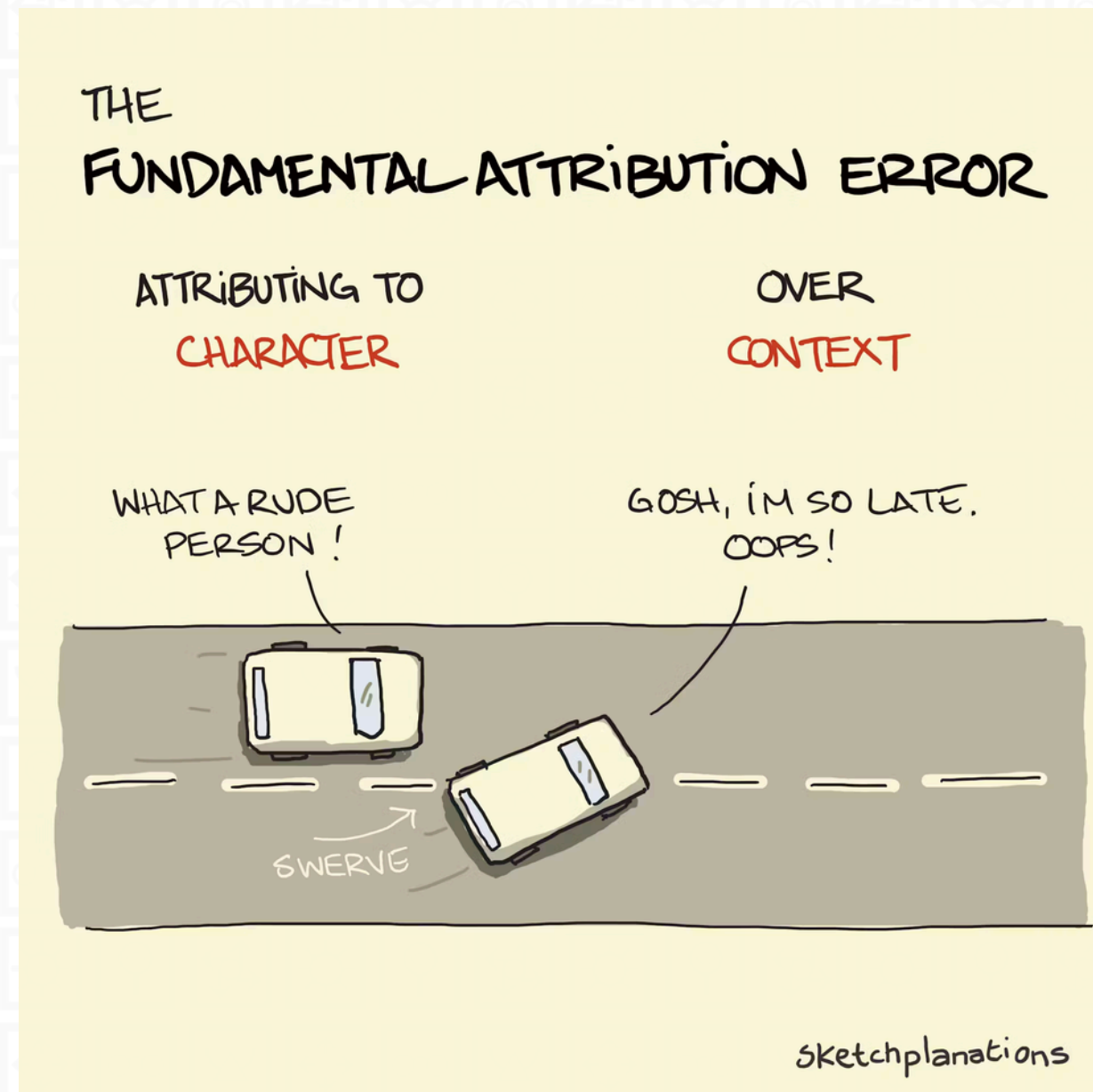
# Examples of Conflict



# False Consensus



# Fundamental Attribution Error



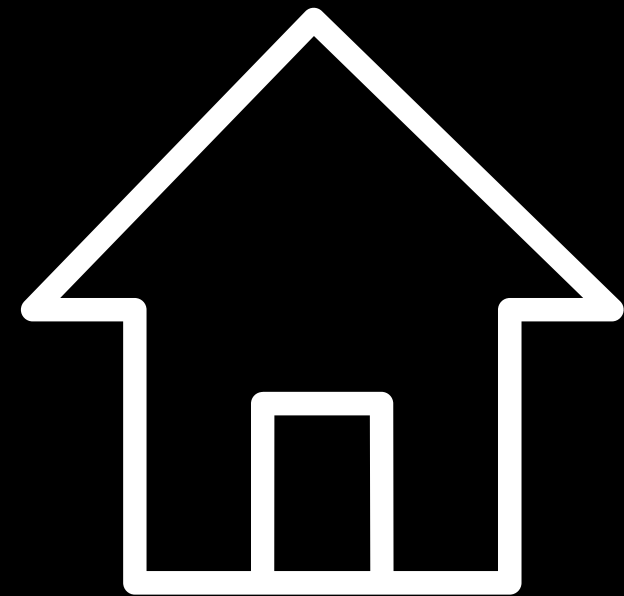
# Archetype Summary: Strength

|                     |   |
|---------------------|---|
| <b>Warrior</b>      | Charismatic. Passionate. Intense. Energizing. Candid.       |
| <b>Survivalist</b>  | Solution Driven. Strategic. Analytical. Pragmatic.          |
| <b>Happy Denier</b> | Optimistic. Warm. Morale Building. Connective               |
| <b>Deflector</b>    | Charming. Redirecting. Clever. Socially Fluent, Adaptive    |
| <b>Obsessor</b>     | Contemplative. Detail-Oriented. Deeply Loyal, Conscientious |
| <b>Professor</b>    | Deep. Methodical. Knowledgeable. Rigorous. Curious.         |

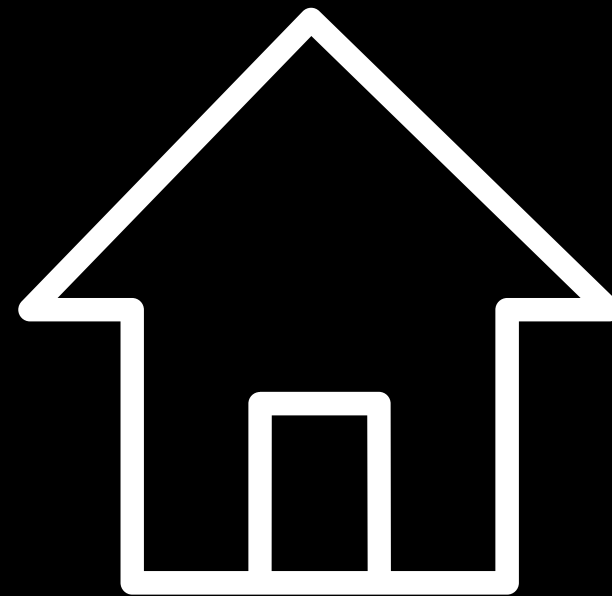
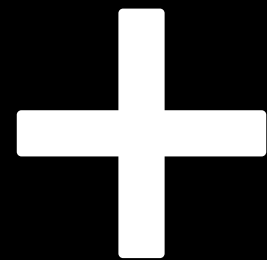
# Archetype Summary: Shadow

|                     |  |
|---------------------|--|
| <b>Warrior</b>      | Volatile. Intimidating. Impulsive. Combative.          |
| <b>Survivalist</b>  | Compartmentalized. Detached. Driven-to-a-Fault.        |
| <b>Happy Denier</b> | Conflict-Averse. Superficial. Passive. Minimizing.     |
| <b>Deflector</b>    | Evasive. Avoidant. Non-Committal. Cunning.             |
| <b>Obsessor</b>     | Anxious. Catastrophizing. Ruminating. Overly-Sensitive |
| <b>Professor</b>    | Isolated. Perfectionist. Unreachable. Over-Explaining  |

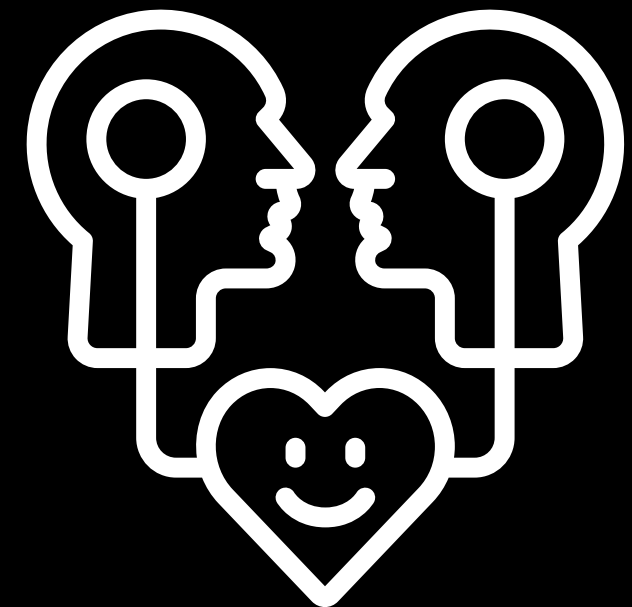
# The Human Equation



Owning My Side



Considering  
Your Side

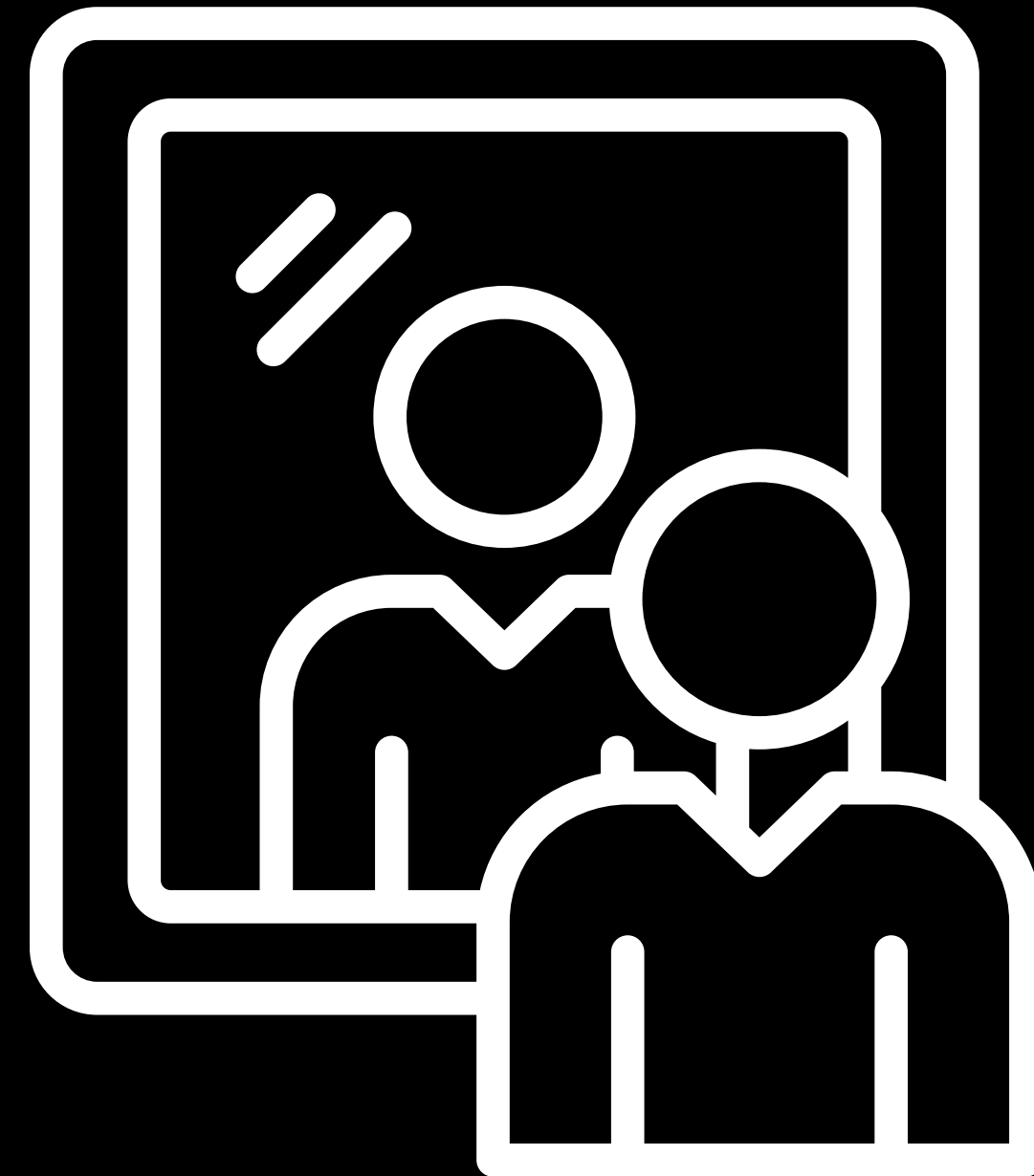


High-EQ  
Communication  
(Effective Communication)

# Archetype Summary

|                     |  |
|---------------------|--|
| <b>Warrior</b>      | Volatile. Intimidating. Impulsive. Combative.          |
| <b>Survivalist</b>  | Compartmentalized. Detached. Driven-to-a-Fault.        |
| <b>Happy Denier</b> | Conflict-Averse. Superficial. Passive. Minimizing.     |
| <b>Deflector</b>    | Evasive. Avoidant. Non-Committal. Cunning.             |
| <b>Obsessor</b>     | Anxious. Catastrophizing. Ruminating. Overly-Sensitive |
| <b>Professor</b>    | Isolated. Perfectionist. Unreachable. Over-Explaining  |

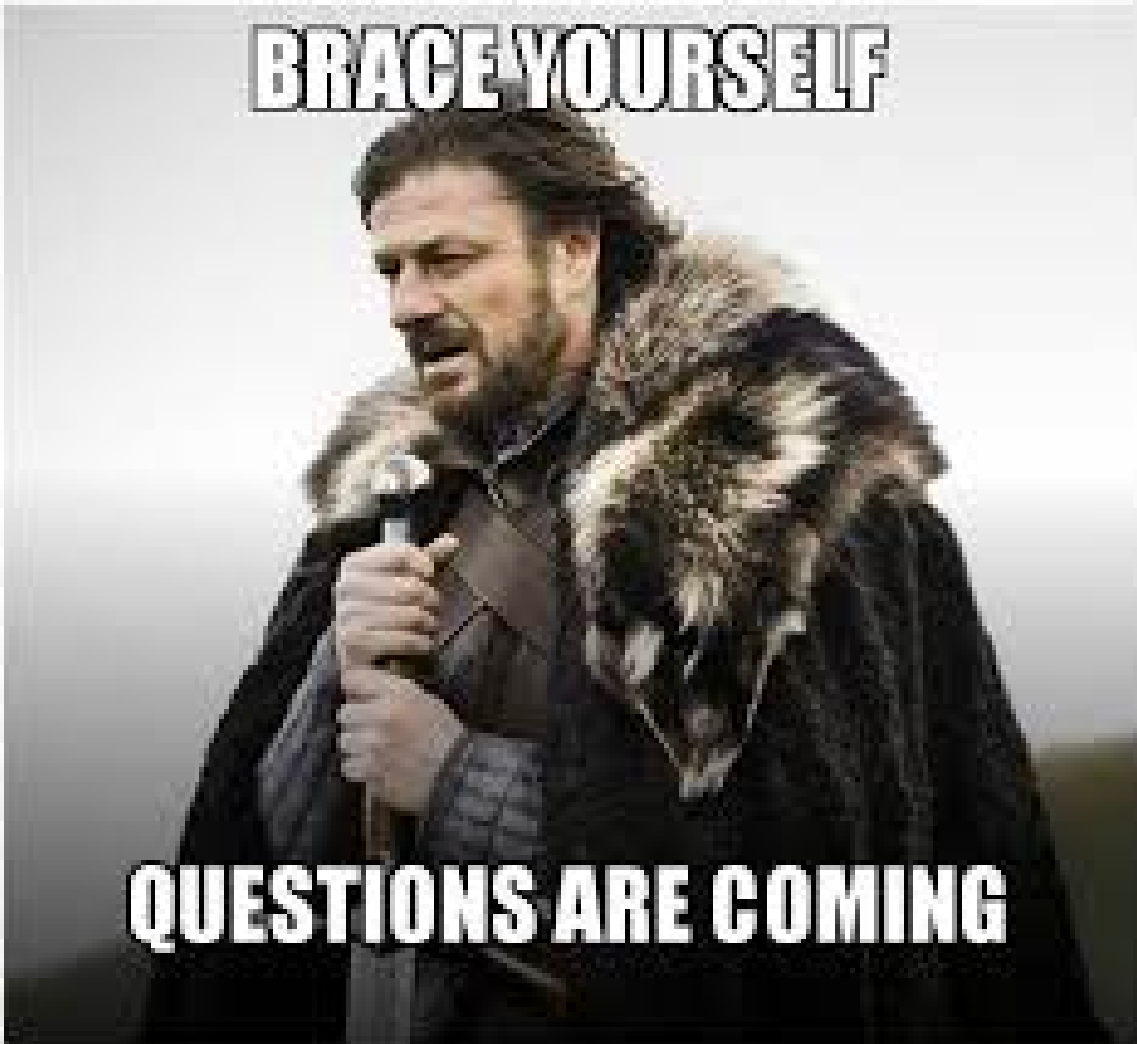
**What is it about  
ME  
that makes that  
personality  
challenging?**



**Think of a**  
**REAL LIFE**  
**to practice your**  
**High-EQ**  
**Communication on**



**BRACE YOURSELF**

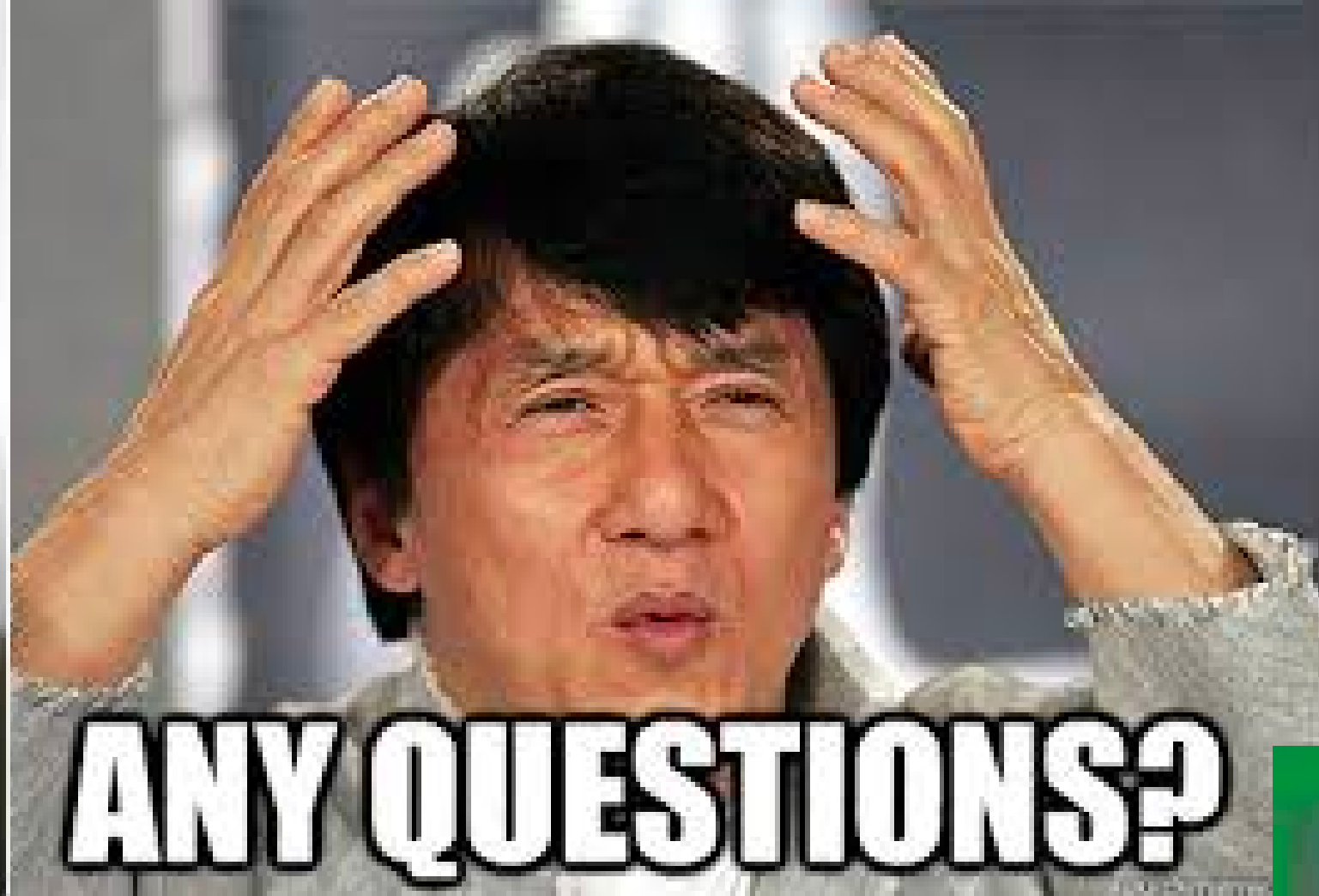


**QUESTIONS ARE COMING**

**YA'LL GOT ANY**

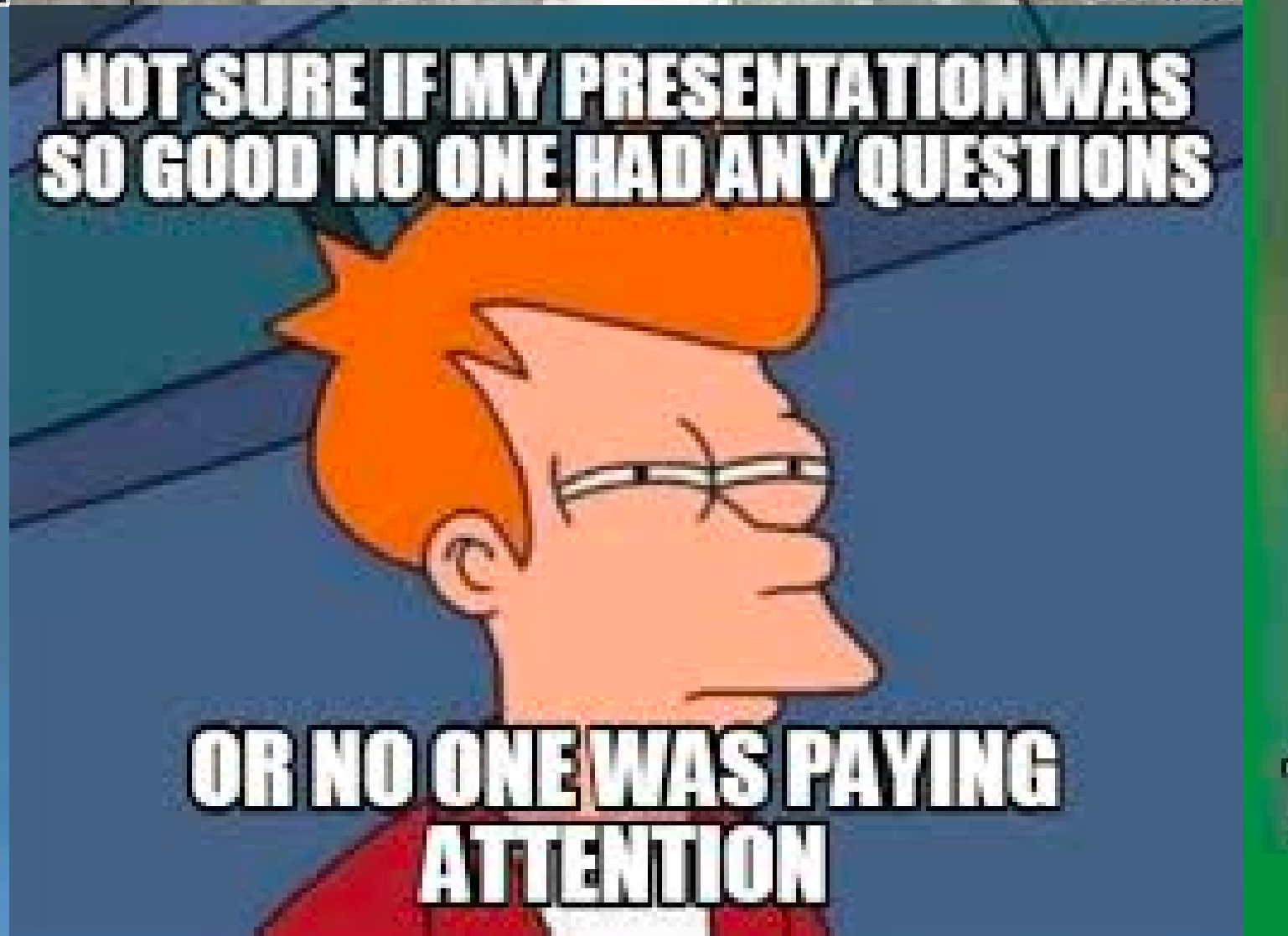


**QUESTIONS?**



**ANY QUESTIONS?**

**NOT SURE IF MY PRESENTATION WAS  
SO GOOD NO ONE HAD ANY QUESTIONS**



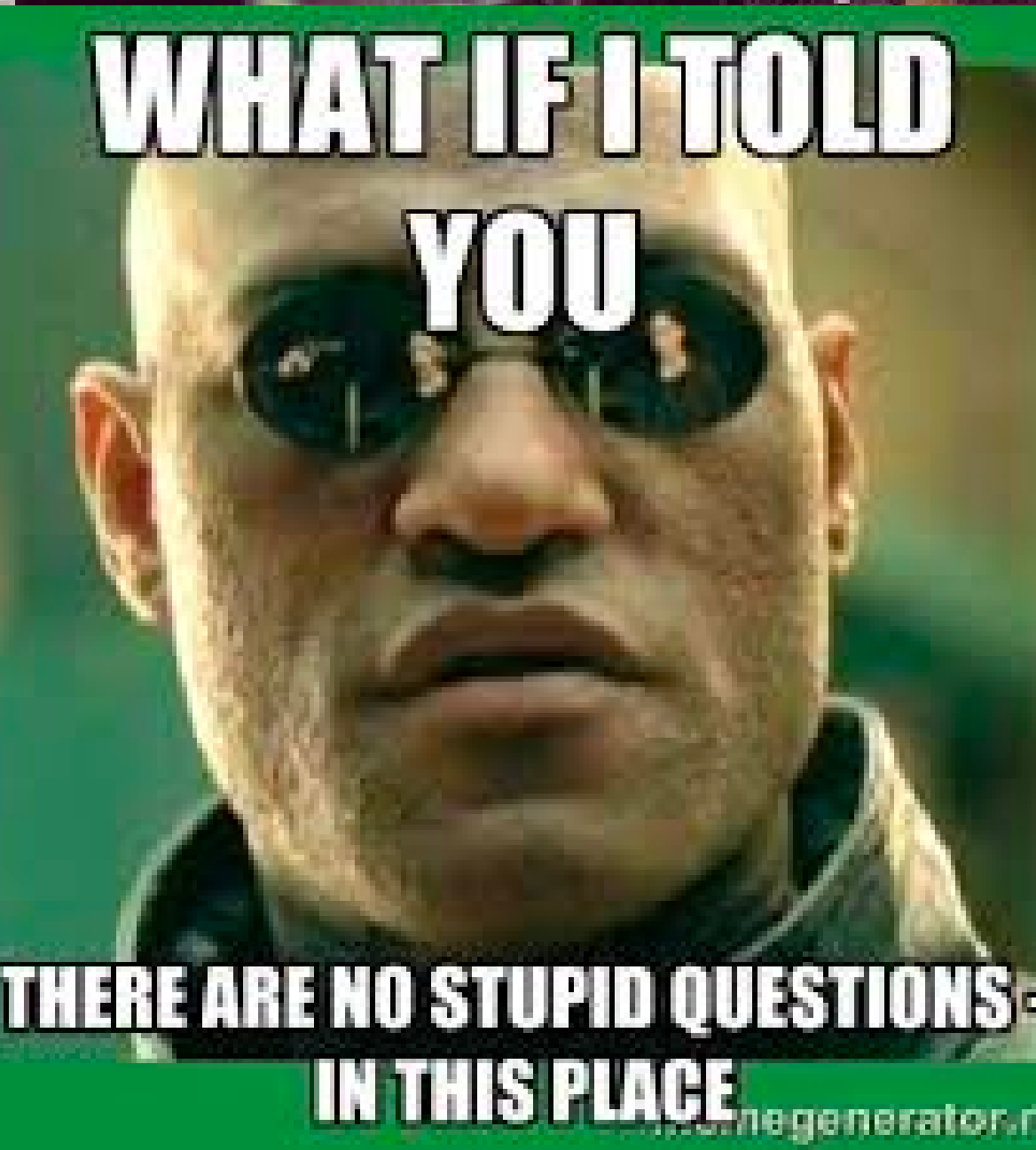
**OR NO ONE WAS PAYING  
ATTENTION**

**ANY QUESTIONS**



**DO YOU HAVE?**

**WHAT IF I TOLD  
YOU**



**THERE ARE NO STUPID QUESTIONS  
IN THIS PLACE**

# High-EQ Communication

**High-EQ,  
Discomfort, &  
Curiosity**

**Self-  
Awareness**

**Getting  
Along w/  
Others**

**High-EQ  
Cultures**

# What Can Organizations & Leaders **DO**?

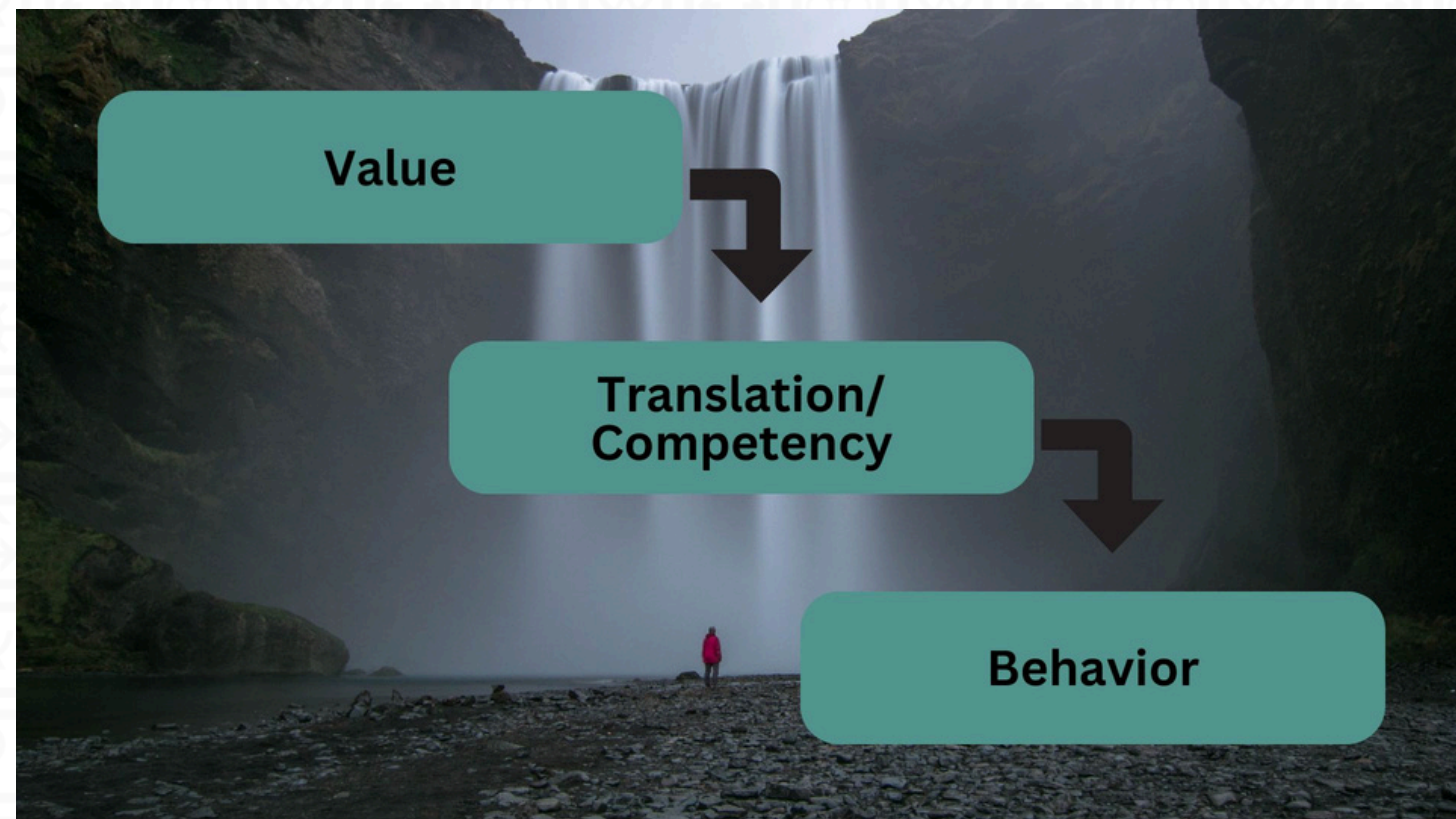


*You become what you  
give your attention to.*

*-Epictetus, The Art of Living: The Classical Manual on Virtue, Happiness, & Effectiveness*

# Operationalizing Values

## Behavior-Based Standards & Measurement



## Reward



Accountability & Incentivization

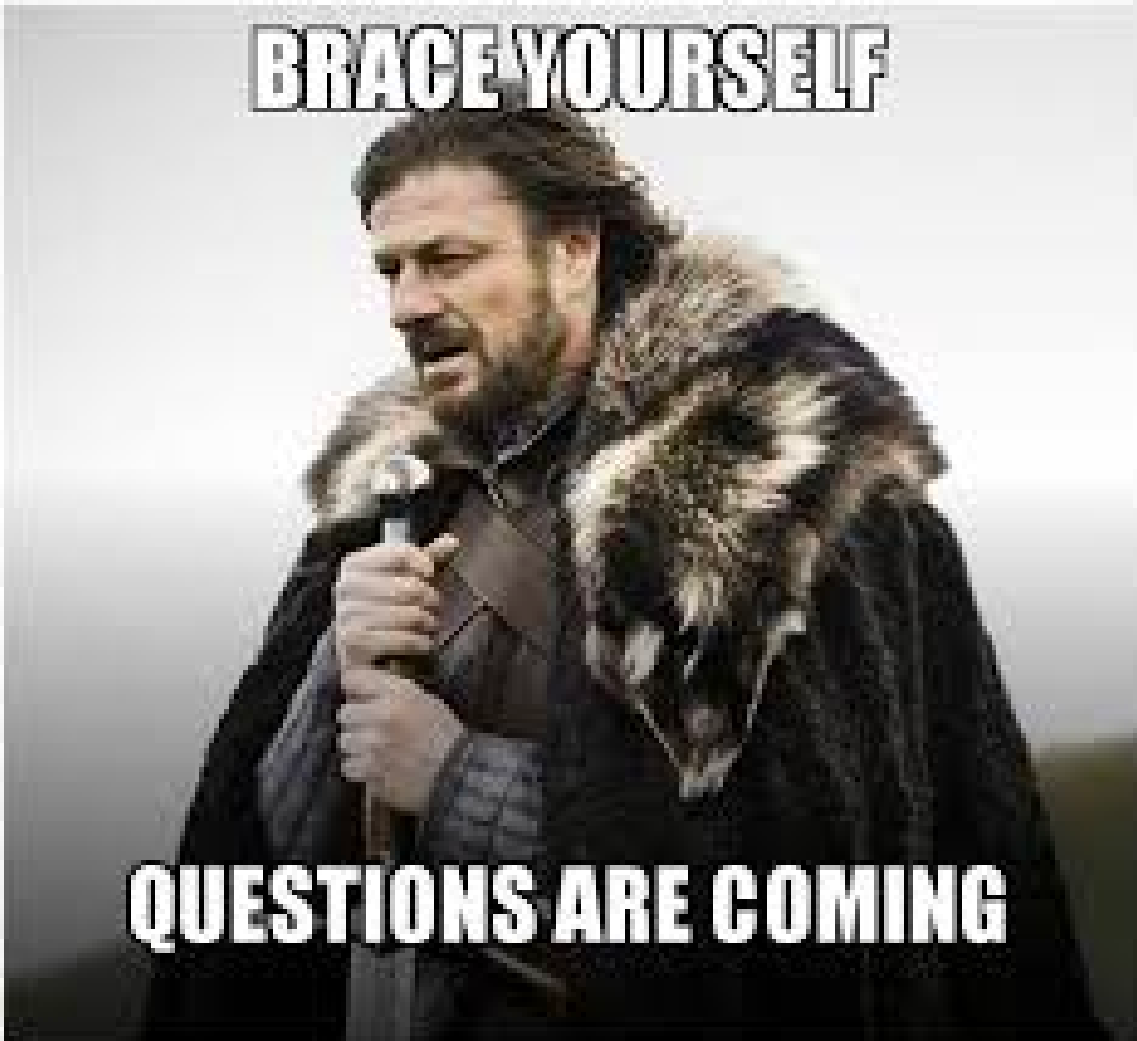


Recognition

*Be the change you wish  
to see in the world.*

*-Mahatma Gandhi*

**BRACE YOURSELF**

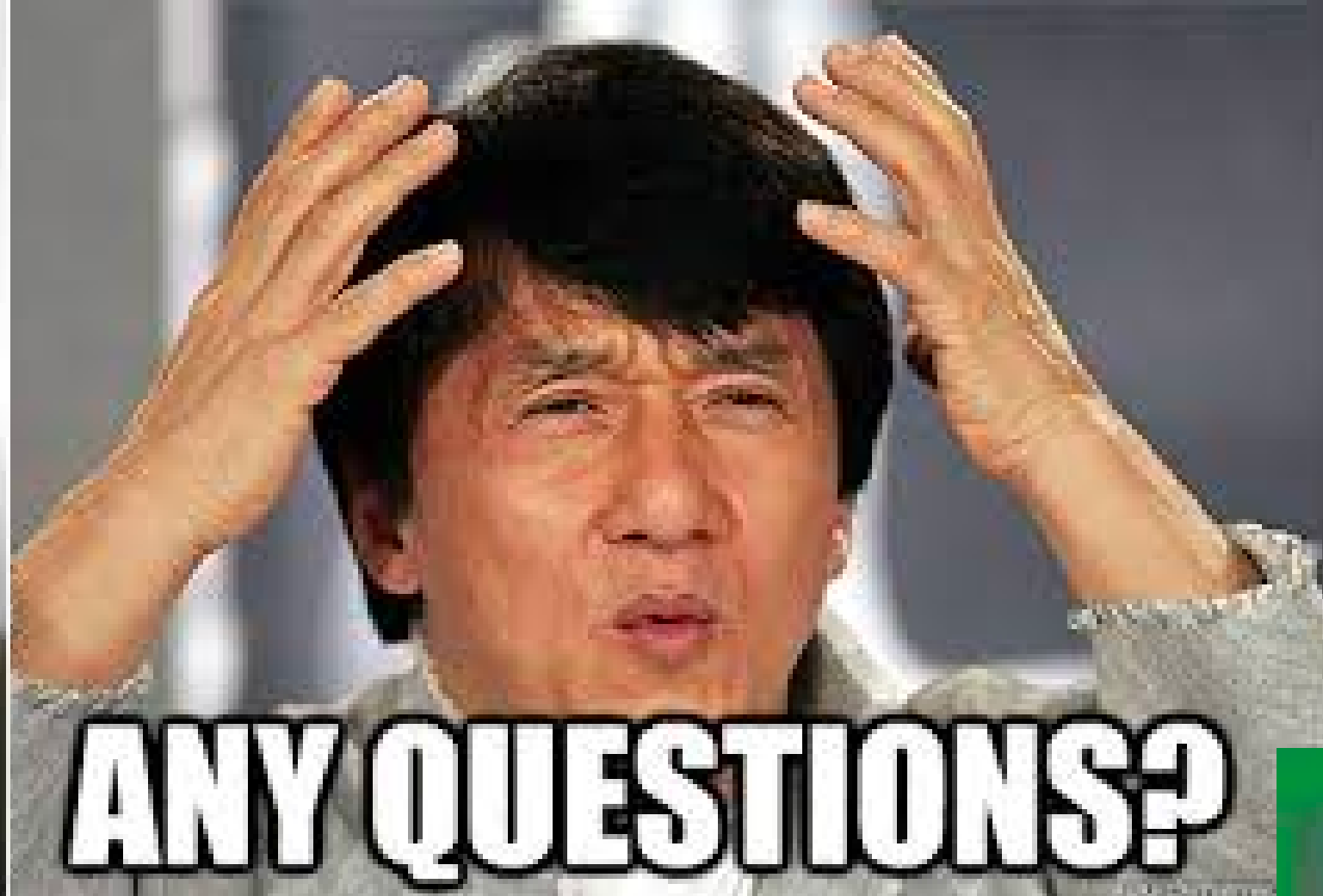


**QUESTIONS ARE COMING**

**YA'LL GOT ANY**

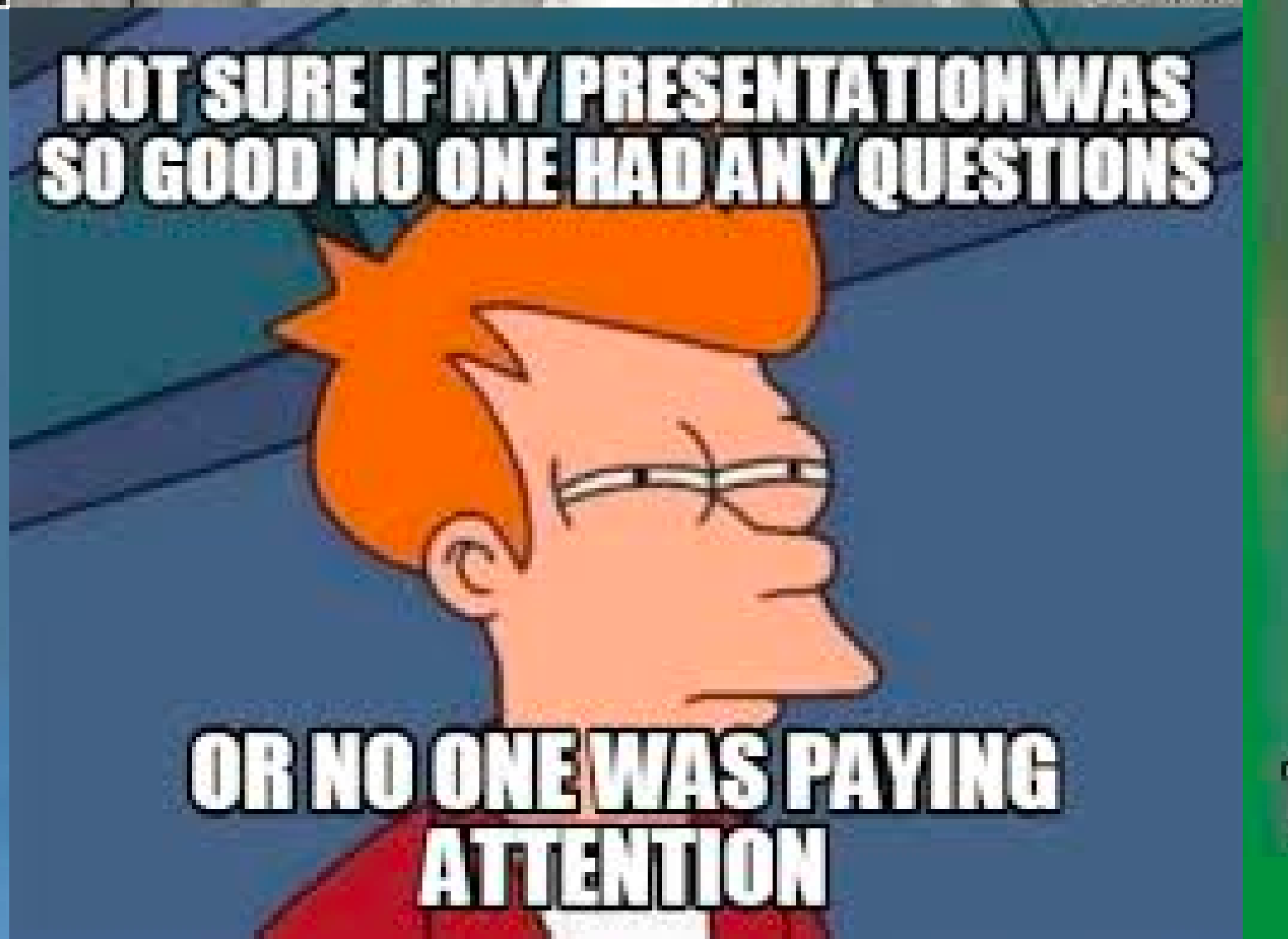


**QUESTIONS?**



**ANY QUESTIONS?**

**NOT SURE IF MY PRESENTATION WAS  
SO GOOD NO ONE HAD ANY QUESTIONS**



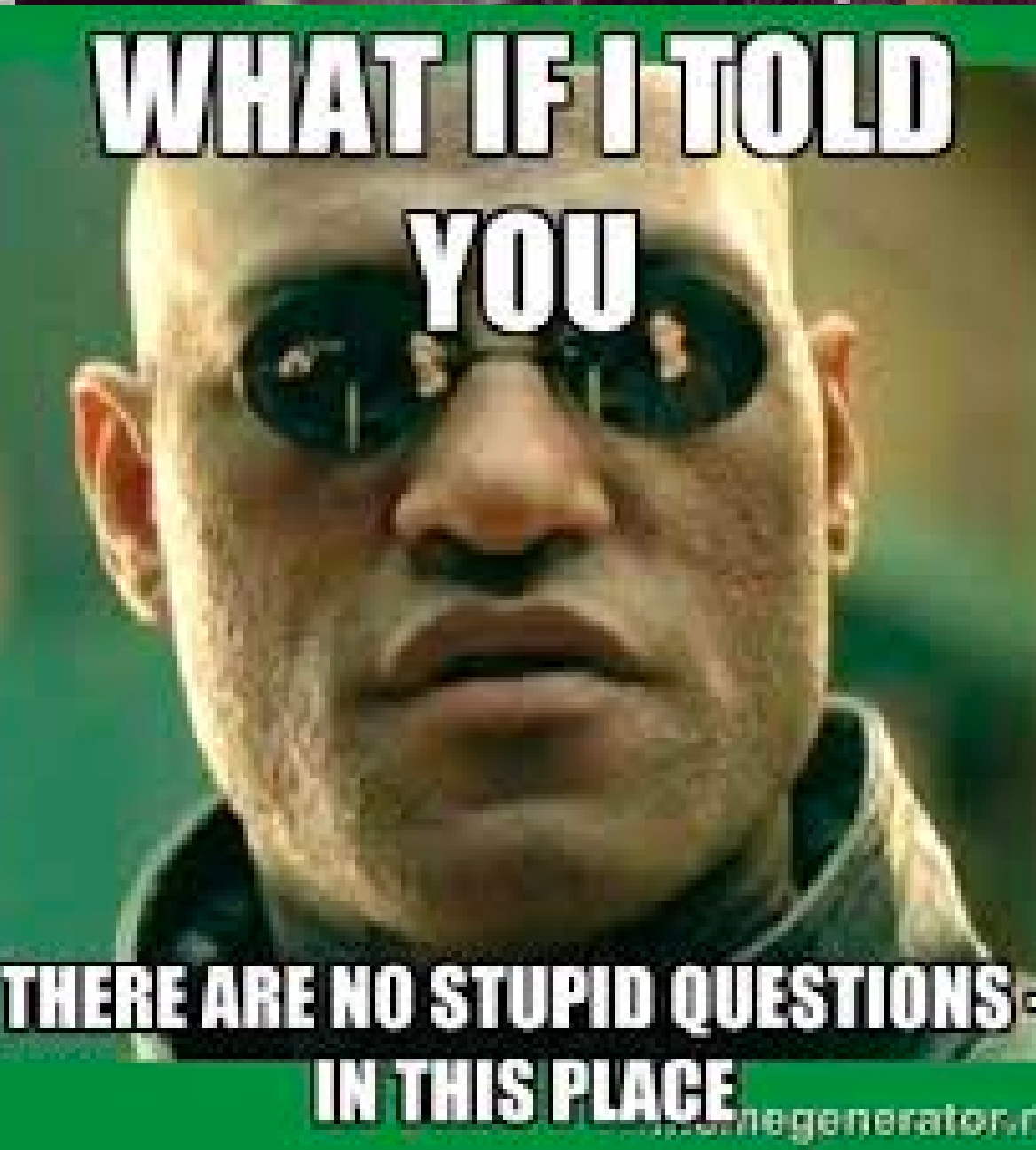
**OR NO ONE WAS PAYING  
ATTENTION**

**ANY QUESTIONS**



**DO YOU HAVE?**

**WHAT IF I TOLD  
YOU**



**THERE ARE NO STUPID QUESTIONS  
IN THIS PLACE**

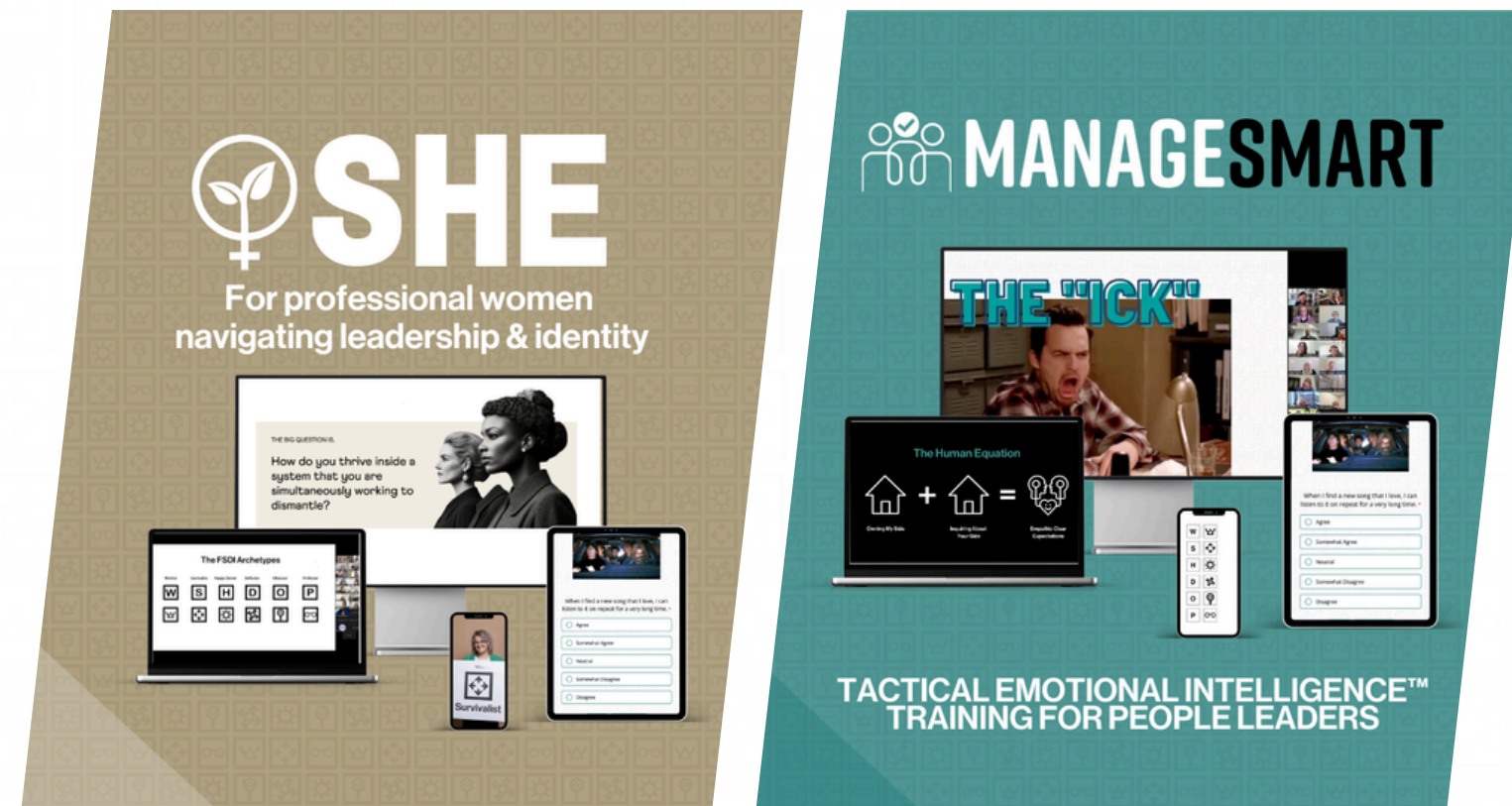
2026 SPRING

HUMAN SOLUTION

# LEADERSHIP COHORTS

NOW OPEN!

SIX WEEKS | 90-MINUTES | VIRTUAL COHORT



12-1:30 PM EST  
9-10:30 AM PST

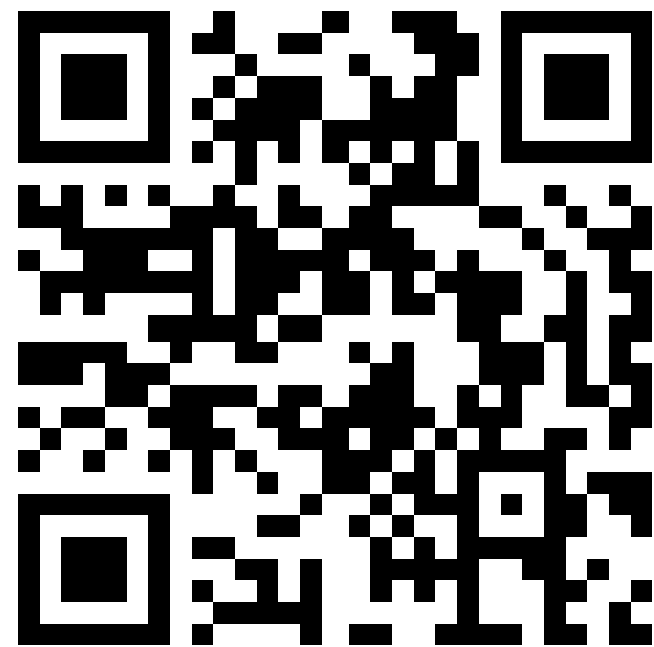
APRIL  
MAY  
2026

TUESDAYS  
&  
WEDNESDAYS

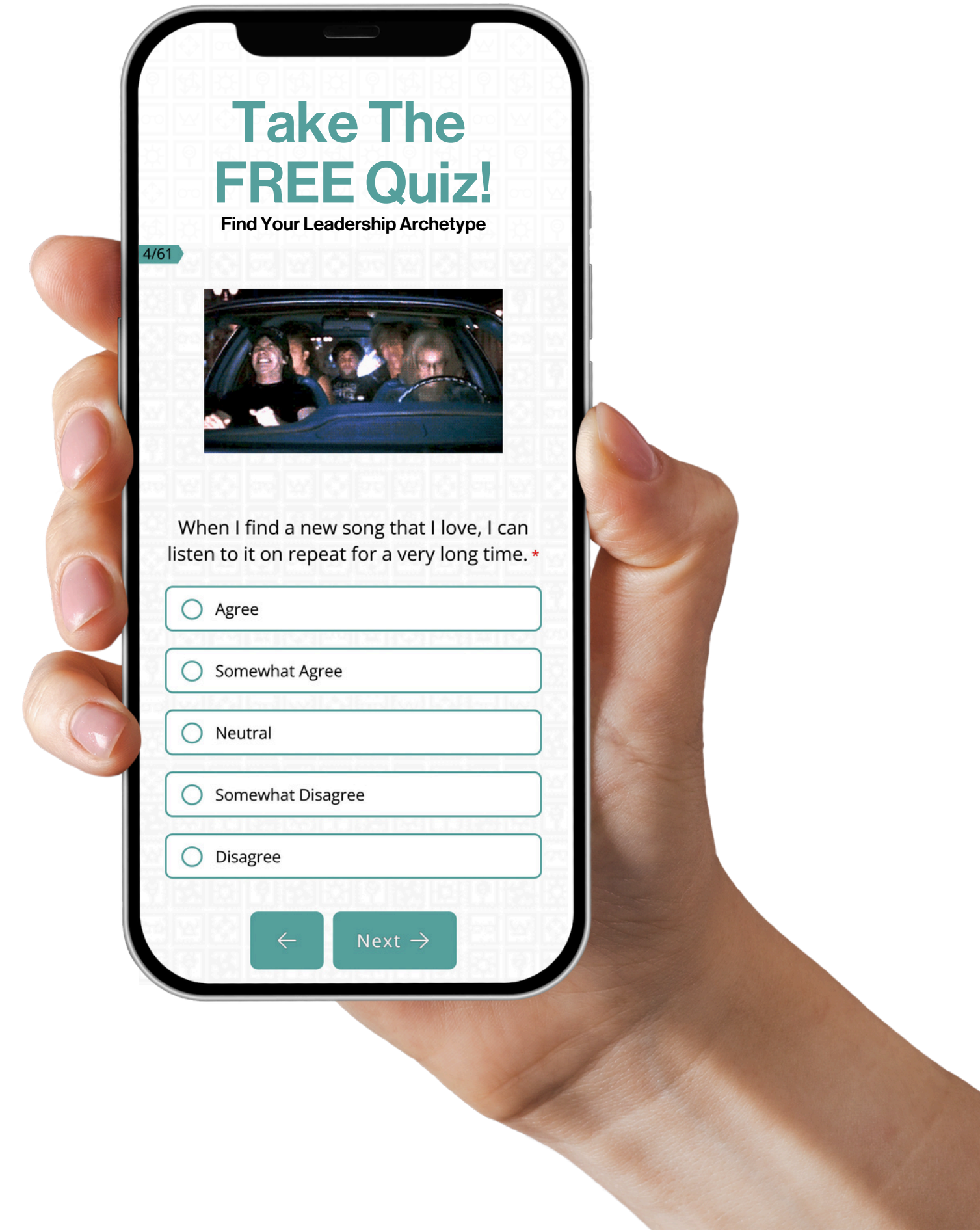
WWW.HUMANSOLUTIONGROUP.COM

# FSDI ASSESSMENT

*Link Active Until Friday!*



<https://www.su.vc/tb2026>





HR Certification Institute's® (www.HRCI.org) official seal confirms that Terryberry meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®.

This program has been approved for 1 (HR (General)) recertification credit hour toward aPHR™, aPHRi™, PHR®, PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through the HR Certification Institute.

**734033**



Terryberry is recognized by SHRM to offer Professional Development Credits (PDCs) for SHRM-CP® or SHRM-SCP® recertification activities. This program is valid for 1 PDC for the SHRM-CP® or SHRM-SCP®.

**26-RNKFM**