

From AI to EQ: 10 Simple and Impactful Techniques to Improve Your Professional Skills

IBM

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IBM Expert Labs



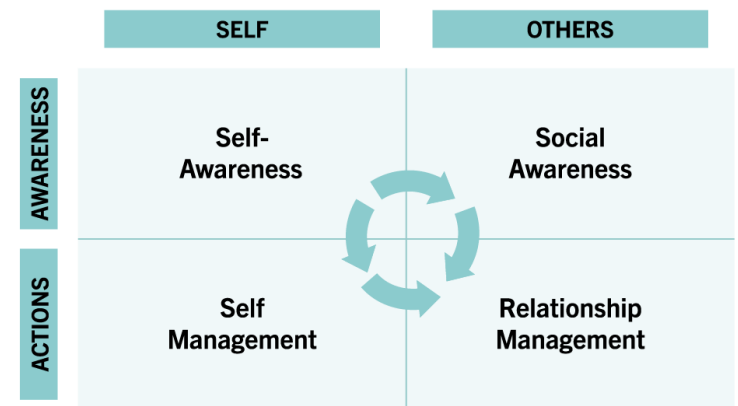
Professional Skills



Practice Emotional Intelligence (EQ)

Practice Emotional Intelligence (EQ)

- Self-awareness describes your ability to not only understand your strengths and weaknesses, but to recognize your emotions and their effect on your team.
- Self-management describes your ability to manage your emotions, particularly in stressful situations, and maintain a positive outlook despite setbacks.
- Social awareness describes your ability to recognize others' emotions and dynamics within your organization.
- Relationship management refers to your ability to influence, coach, and mentor others, and resolve conflict.

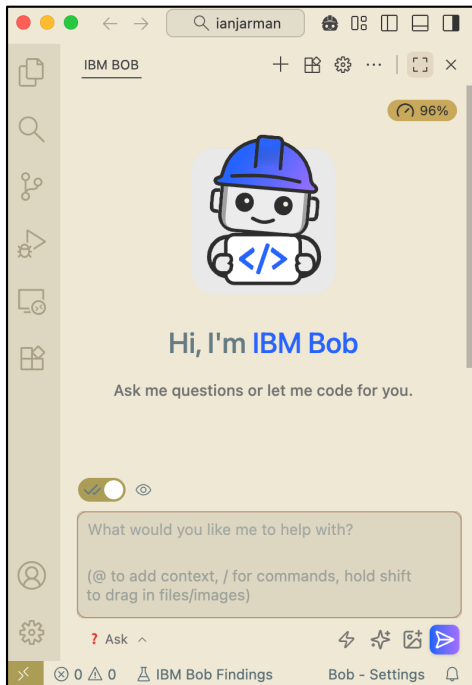


Source: Laren Landry **Why Emotional Intelligence Is Important in Leadership**, Harvard Business School Online 2019

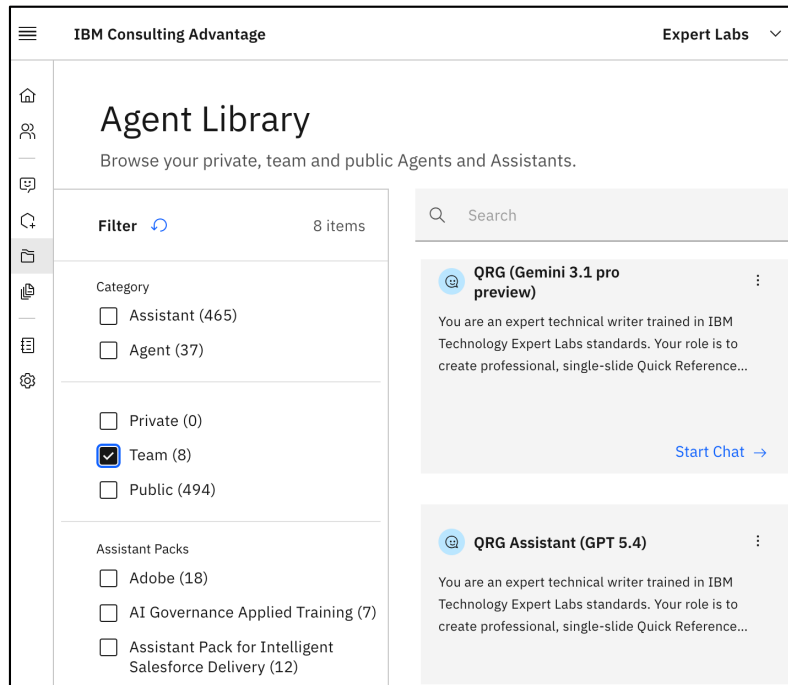
<https://online.hbs.edu/blog/post/emotional-intelligence-in-leadership>

Develop your
AI literacy

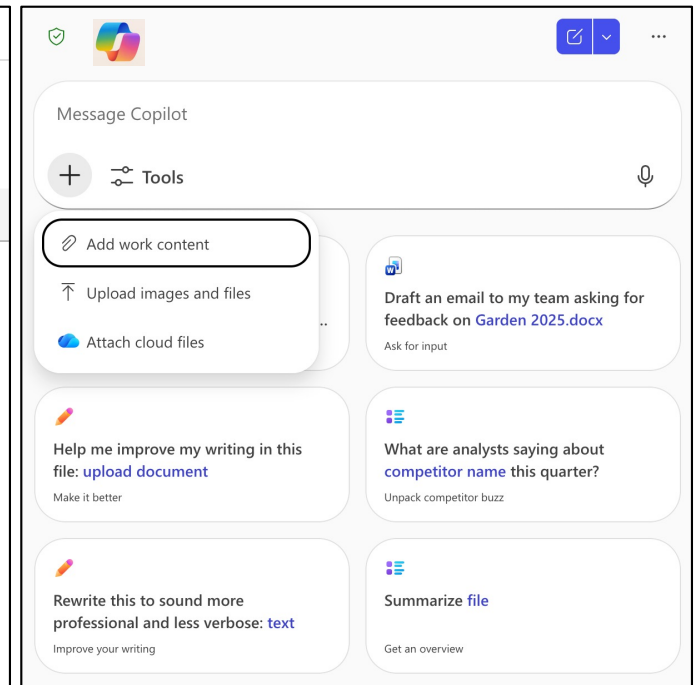
AI Platforms



AI Developer

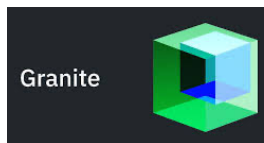


Team Sharing AI Agents



General AI Users

Compare Multiple Models



- ✳️ Claude 4.5 Sonnet [USA] ⓘ
 - ✳️ Claude 4.6 Opus [Global] ⓘ
 - ✳️ Claude 4.7 Opus [USA] ⓘ
 - ✳️ Claude 4.8 Opus [USA] ⓘ
 - ✳️ Claude Haiku 4.5 [USA] ⓘ
 - ✳️ Claude Sonnet 4.6 [USA] ⓘ
 - ✦ Gemini 3.1 Pro Preview [USA] ⓘ
 - ✦ Gemma 4 26B Preview [USA] ⓘ
 - 📦 Granite 4 Small [USA] ⓘ
 - ∞ Llama4 Maverick 17b Instruct [USA] ⓘ
 - 🌀 OpenAI GPT-5.1 [USA] ⓘ
 - 🌀 OpenAI GPT-5.4 [USA] ⓘ
 - 🌀 OpenAI GPT4o [USA] ⓘ
-

Using AI for Report Writing



You are chatting with the entire collection.
This model has assistants that are specific to chatting with document collections.

You 05/28

Using the document Consulting Masterclass GDC Case Study Handout create a report with the following sections:

Executive Summary with Business Priorities, Key Recommendations, and next Steps.

Data Collection Methodology and Selecting Capabilities

For each section listed below, add a short description of the IT domain, then provide a Headline (Insight written as complete thoughts), with Observations and Recommendations

Cyber Resilience

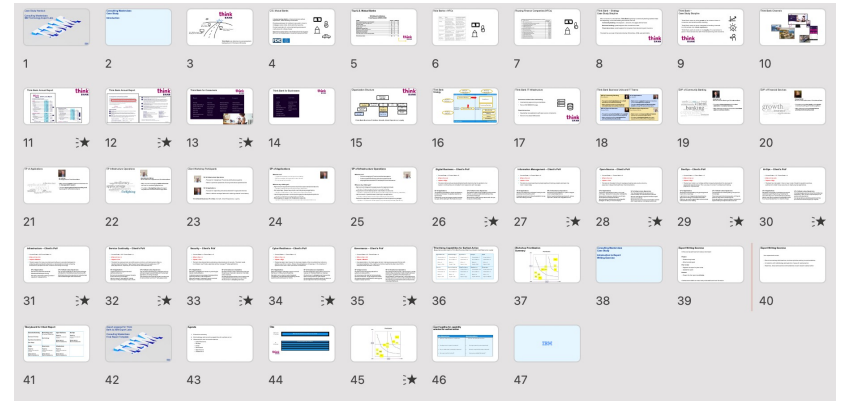
Dev/Ops

AI/Ops

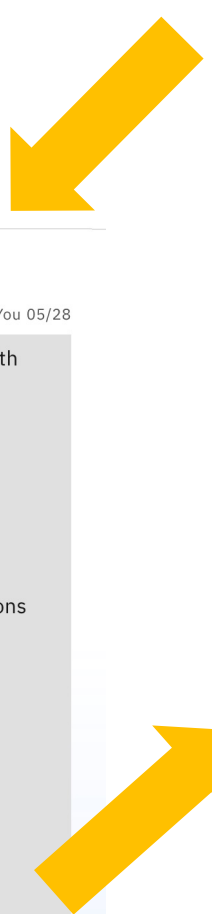
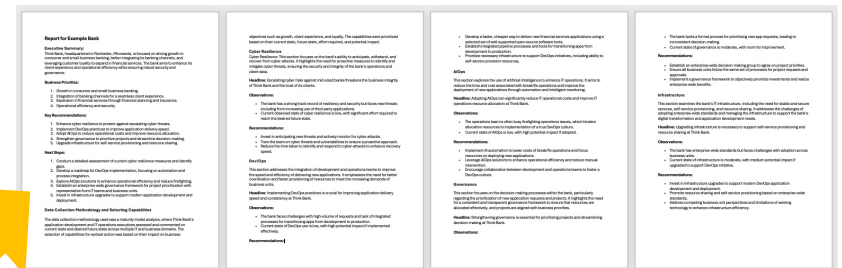
Governance

Infrastructure

From 47 pages of mixed text material



To a 4 page, clear and concise report



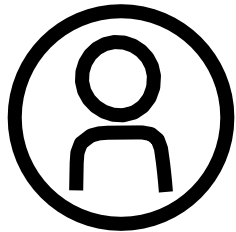
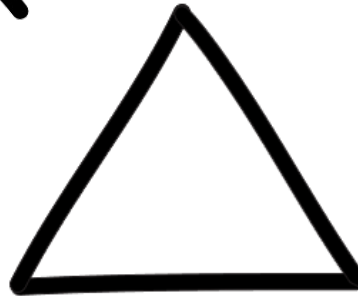
Listen actively

Listen actively



Global Listening

Focused on others,
interacting, showing
empathy



Internal Listening

Not paying attention
to others

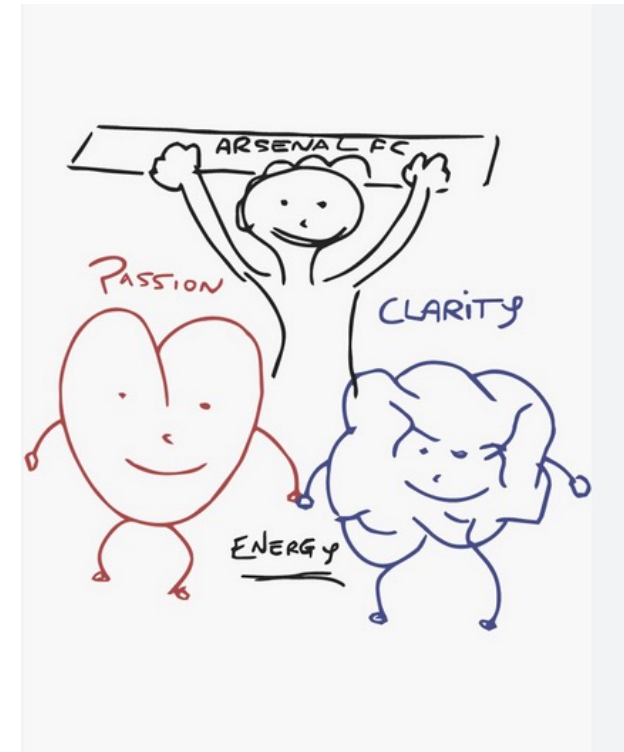
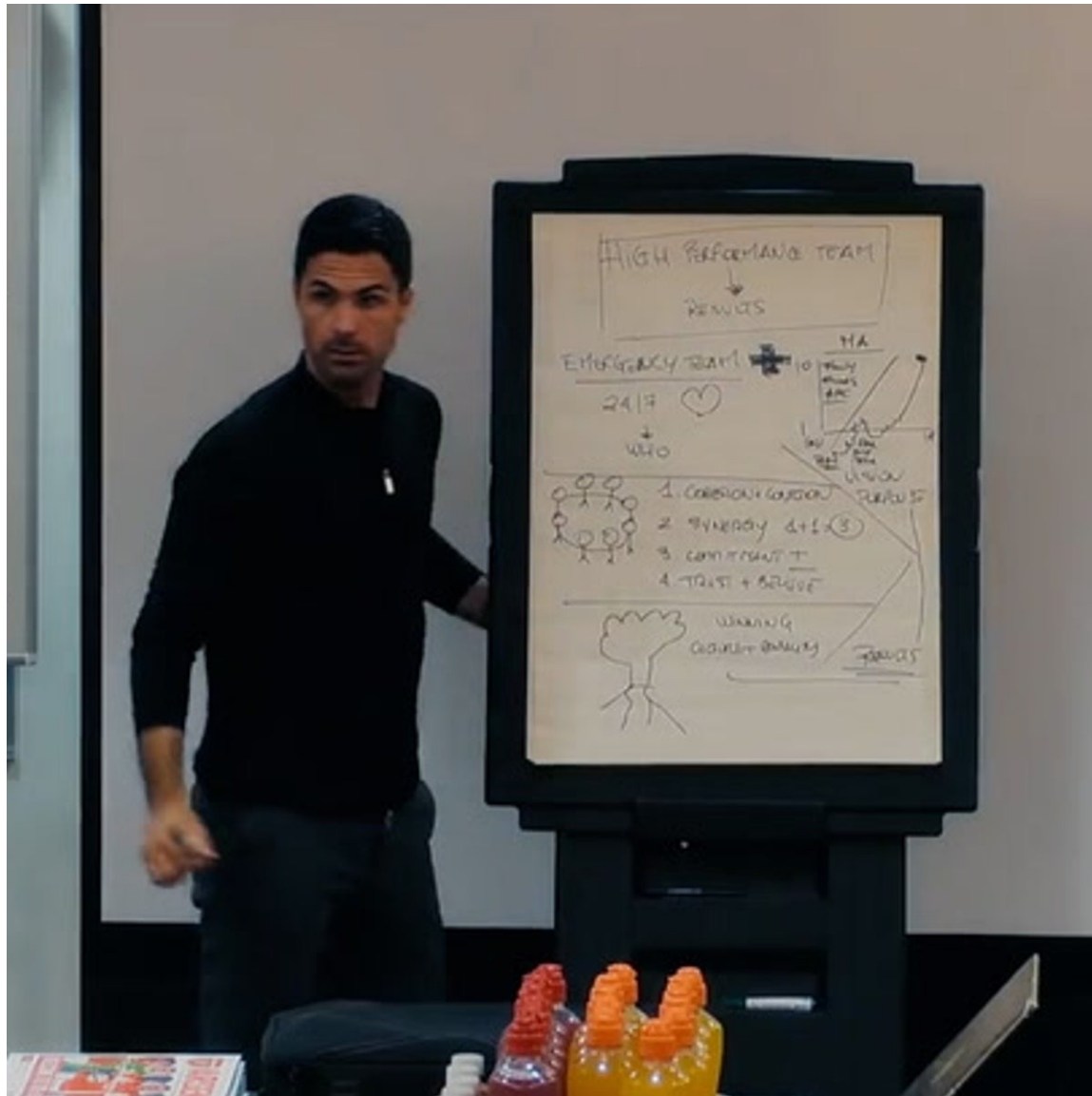
Focused Listening

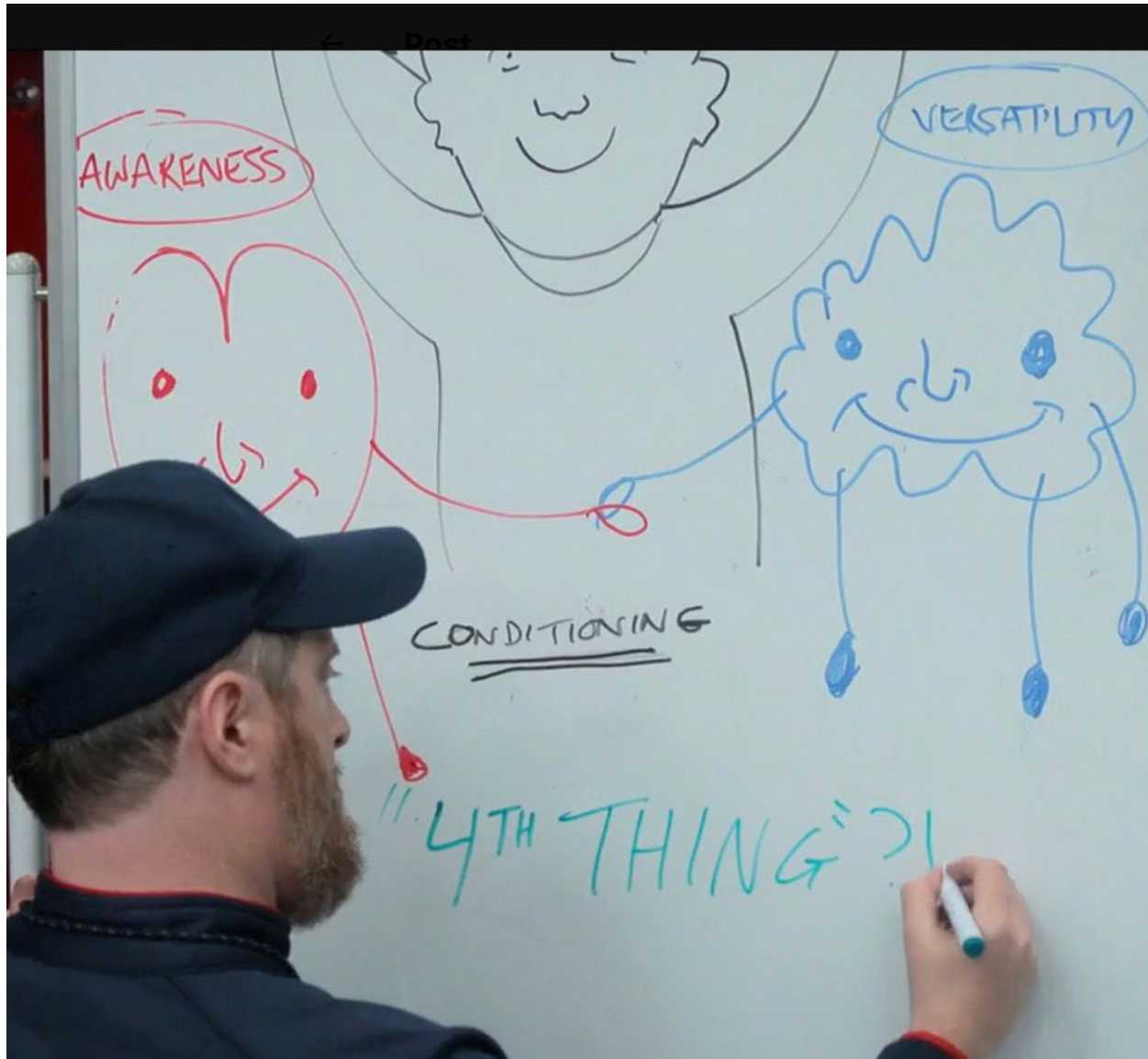
Focused on your own
thoughts and story



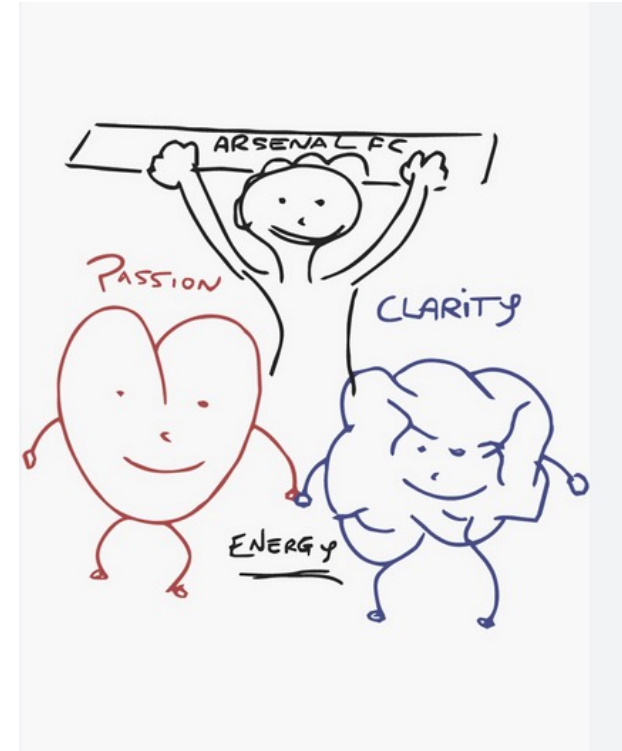
Use Whiteboarding

Whiteboarding in the Premier League....





Whiteboarding in Ted Lasso....



Whiteboarding

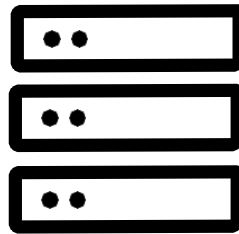
- ✓ Prepare whiteboard outline and practice
- ✓ Open with client theme or overarching priorities
- ✓ Address the business needs of your stakeholders
- ✓ Annotate with impact words or phrases
- ✓ Illustrate very simple graphics or icons
- ✓ Close with viable next step/s



Sketching and Annotating



OBJECTS



ACTIONS



OUTCOMES



Avoid Whiteboarding Pitfalls

- Avoid complex diagrams or drawings
- Avoid writing sentences
- Avoid 'whiteboard PowerPoints'
- Avoid talking to the whiteboard



Practice empathy mapping

Practice empathy mapping



em·pa·thy

/'empəTHē/

noun

the ability to understand and share the feelings of another.

"he has a total lack of empathy for anybody"



Create a IBM Enterprise Design Thinking empathy map for a typical attendee of the COMMON Europe Congress (held this year in Lyon)



Advantage Assist

Used claude-opus-4-6 with tools: Web Search, Time Tools

IBM Enterprise Design Thinking Empathy Map

Typical Attendee of COMMON Europe Congress 2026 – Lyon

User Profile

Who: Mid-career IT professional (typically IBM i / Power Systems administrator, developer, or IT manager) working at a mid-to-large European enterprise, age 35–55, deeply embedded in IBM midrange/Power ecosystem. Likely attending to stay current on IBM i, modernization strategies, and to network with peers facing similar legacy-to-modern transformation challenges.

Marc (Developer) – Summary Empathy Map

COMMON Europe Congress 2026

THINKS

1. Can IBM Bob actually help me write better, more modern code?
 2. Will my RPG expertise still be valuable in 5 years, or should I learn Python?
-

FEELS

1. Excited by AI tools but skeptical they understand IBM i nuances
 2. Anxious that younger developers will see RPG as "legacy" instead of "proven"
-

SAYS

1. "Show me IBM Bob working with real RPG code, not just slides"
 2. "I need hands-on labs I can take back and use on Monday"
-

DOES

1. Attends every technical deep-dive session and hands-on lab
2. Networks intensely with other developers to share real-world implementation stories

Vendor (Solutions Expo) – Summary Empathy Map

COMMON Europe Congress 2026

THINKS

1. How do I stand out from 20+ other vendors showing similar modernization tools?
 2. Will attendees actually visit my booth, or are they just collecting free t-shirts?
-

FEELS

1. Hopeful that real buying decisions happen at this event
 2. Frustrated that attendees often want free demos but have no budget or decision-making authority
-

SAYS

1. "We help companies modernize IBM i without rewriting from scratch"
 2. "Let me show you how our tool reduced development time by 40%"
-

DOES

1. Sets up an eye-catching booth with live demos and giveaways
2. Qualifies leads aggressively, asking about budget and timeline before diving into technical details

Facilitate positively

Practice Positive Facilitation

- Setting positive tone
- Encouraging participation
- Remaining neutral
- Recording information
- Providing clear guidance



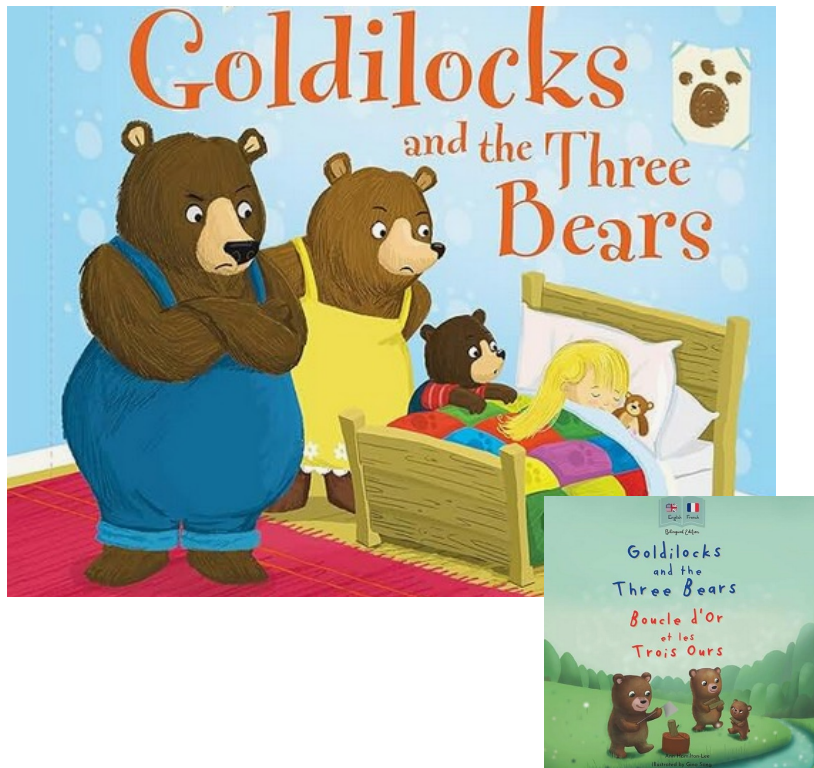
Avoid Negative Facilitation

- Trying to be smartest person in the room
- Dominating the conversation
- Lecturing to the group
- Judging or dismissing responses
- Calling people out for not participating



Apply the
Goldilocks principle

Apply the Goldilocks Principle When Giving Advice to Clients






In *Goldilocks and the Three Bears* a young girl named Goldilocks tastes three different bowls of porridge and finds she prefers porridge that is neither too hot nor too cold but has just the right temperature.

The **Goldilocks Principle of "just the right amount"** is applied to a wide range of disciplines, including developmental psychology, astronomy, economics and IBM Expert Labs consultants giving advice to clients.

Apply the Goldilocks Principle (Principe de Boucle d'or)

Goldilocks Principle in Report Writing

TOO HOT	TOO COLD	JUST RIGHT
		
Observation: The results were exceptionally, absolutely amazing beyond all expectations!	Observation: There were results.	Observation: The results were positive and exceeded initial projections.

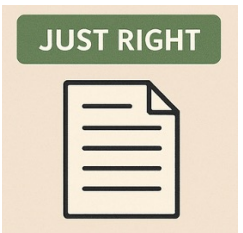
Writing Observations using the Goldilocks Principle



- Incoherent governance and constant infighting between teams prevents any useful application prioritization.



- There is no application prioritization.



- Inconsistent governance practices are causing challenges in application prioritization.

Conduct peer
reviews

Conduct Peer Review

Peer reviews used to **edit and enhance**

Perform the peer review **before** delivery

Choose reviewer for **constructive feedback**



Peer Review Checklist



Peer review questions:

- Did you insult your client?
- Did you compliment your client?
- How do recommendations benefit your client?
- Did you make unreasonable claims?
- Are your next steps credible?
- What are the client's top 3 likely questions?

Prepare Executive Presentations

Executive Presentations

- Assume you have 25% to 50% of the allocated time
- Assume your exec will be late

- Create a one-page summary
- State business outcomes
- List next steps with timelines and dates

- Review with your peers
- Don't read the chart/s
- Anticipate questions

Understand
leadership styles

Leadership Styles

Style	Focus	Behaviors	Effective Situations
Directive	Compliance	Detailed instructions or micro-manage May lead to motivating via fear	Crises or dealing with problems High risk if deviating from standard
Authoritative	Direction	Creates and expresses direction Solicits feedback and buy-in	New direction or business strategy Manager commands employee respect
Affiliative	Harmony	Positive feedback, let's get along May avoid performance issues	Team has routine tasks Giving personal assistance
Democratic	Innovation	Employees work independently Meetings to reach consensus	Employee expertise exceeds manager Building new approach or practice
Pacesetting	Excellence	Sets and expects high standards May not trust or delegate	Employees need little direction Quick responses needed
Coaching	Development	Helps identify goals and plan Balances short and long-term	Employee needs to build skills Employees take initiative to grow

The Authoritative Manager

Sets the vision of the business, makes it clear to the employees, and provides clear focus and direction towards achieving that vision

Gives employees freedom to innovate

Does not tell employees how to do things

Shares feedback and reiterates vision

Lifts employees' pride and self-esteem

Manager should have a high level of **credibility** and command **respect**

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