

# **Emotional Intelligence In the Workplace**

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## **Emotional Intelligence:**

Although IQ is often equated with success, common sense, as well as research, now tells us that being able to make your way in a complex world by successfully dealing with people and your environment is the most important element of intelligence.

In the current workplace, there are constant interactions which are occurring among the people who work there, both positive and negative, that will impact the overall operations of the organization. Skills that managers and employees need to thrive in this environment include clearly communicating with each other and discussing topics openly, listening to the issues that are expressed by other parties, being able to effectively manage conflict, and inspiring each other to operate at a higher level. Possessing emotional intelligence (EI) and engaging in intentional efforts to raise your EQ will make you more efficient, productive, and successful in the workplace.

Emotional intelligence is about understanding your emotions and the emotions of those around you. It is about knowing yourself and your feelings so well you are able to manage them effectively at any moment in any given situation.

Emotional intelligence is often defined by the way you can manage your emotions to better yourself in the workplace. This can include working well under stress and handling the relationships you create with co-workers, employers, and employees in a personal, yet professional manner. To be able to keep a level head and realize the emotional needs of both yourself and others -- skills invaluable in the workplace.

There are four main skills you will need to develop to harness your emotional intelligence in the workplace:

**Self-Awareness:** The ability to be conscious and understanding of your emotions and recognize their impact while using gut feelings to guide your decisions.

**Self-Management:** The ability to control impulsive feelings and behaviors; manage your emotions in healthy ways (self-control); take initiatives and adapt to changing circumstances and environments.

**Social Awareness:** The ability to understand the emotions, needs, and concerns of other people; pick up on emotional cues; feel comfortable socially; and recognize the power dynamics in a group or organization.

**Relationship Management:** The ability to inspire, influence, and connect to others (leadership); work well in teams and manage conflict.



### Some Benefits of Emotional Intelligence include...

- ✓ Effective Leadership Skills
- ✓ Improved Communication
- ✓ Less Workplace Conflict
- ✓ Better Problem Solving Skills

**Self-Awareness:** The ability to be conscious and understanding of your emotions and recognize their impact while using gut feelings to guide your decisions.

**Emotional self-awareness.** Recognizing your own emotions and their effects, and recognizing how you react to cues in the environment and how your emotions affect your performance. Using your “gut-sense” to guide decisions.

**Accurate self-assessment.** Knowing your inner resources, abilities and limits, and being aware of your strengths and limitations. Wanting to receive feedback and new perspectives. Motivated by continuous learning and self- development.

**Self-confidence.** Believing you can accomplish a task and acknowledging that you are the best for the job. Conveying your ideas and opinions in an assured manner and having a positive impact on others.

**Self-Management:** The ability to control impulsive feelings and behaviors; manage your emotions in healthy ways (self-control); take initiatives and adapt to changing circumstances and environments.

**Emotional Self-control.** Keeping your impulsive feelings and emotions under control and restraining negative actions when provoked, faced with opposition or hostility from others, or working under pressure.

**Initiative.** Identifying a problem, obstacle, or opportunity and taking action on it. Showing initiative and consistently striving to do better, to experience new challenges and opportunities. Being accountable for your actions and ideas.

**Achievement.** Having the drive to improve performance to meet inner standards of excellence. Being motivated to act and seize opportunities to improve.

**Adaptability.** Flexibility to work effectively within a variety of changing situations and with various individuals and groups. Willing to change ideas or perceptions on the basis of new information or evidence. Able to alter standard procedures when necessary and juggle multiple demands as required.

**Social Awareness:** The ability to understand the emotions, needs, and concerns of other people; pick up on emotional cues; feel comfortable socially; and recognize the power dynamics in a group or organization.

**Empathy.** Understanding other people. Hearing and accurately understanding unspoken or partly expressed thoughts, feelings, and concerns of others. Constantly picking up emotional cues. Appreciating what people are saying and why they are saying it.

**Organizational Awareness.** Understanding the “power” relationship in one’s own group or organization. Identifying the real decision makers and who can influence them. Recognizing the values and cultures of organizations and how they affect the way people behave.

**Service Orientation.** Helping or serving others in order to meet their needs. Focusing efforts on others. Not just reacting to the requests of others, but being proactive in knowing what others’ needs are before they are articulated.

**Relationship Management:** The ability to inspire, influence, and connect to others (leadership); work well in teams and manage conflict.

**Inspirational Leadership.** Taking on the role as leader of a team or group. Bringing people together to get the job done. Building a strong sense of belonging within the group and leading others to feel they are part of something larger than themselves.

**Influence.** Persuading, convincing, or impacting others in order to get them to go along with or support your agenda. Knowing how to make others stand up and listen. Using a range of tactics for persuasion.

**Teamwork and Collaboration.** Working cooperatively with others, being part of a team, and working together as opposed to working separately or competitively. Enjoying shared responsibility and rewards for accomplishments and actively participating and enjoying building the capability of the team.

**Conflict Management.** Handling difficult individuals, groups of people, or tense situations with diplomacy. Focusing on the issues rather than the people and working to de-escalate the bad feelings.

How we succeed in life is determined by both our thinking and our feeling parts of our brain. Intellectual process cannot work at peak efficiency without the emotional input for influence to get you into the FLOW. To do well in our lives means embracing the connection between thinking and feeling and using that connection to more fully experience life.

Emotional intelligence is not about being nice all the time.  
**It is about being honest.**

Emotional intelligence is not about being “touchy-feely.”  
**It is about being aware of your feelings,  
and the feelings of others.**

Emotional intelligence is not about being emotional.  
**It is about being smart with your emotions.**

**Here are 5 skills to improve your emotional intelligence TODAY!**

1. Rapidly reduce stress in the moment.
2. Beat relationship stress with emotional awareness.
3. Practice nonverbal communications.
4. Use humor and play to deal with challenges.
5. Resolve conflict positively.



## **FINAL thoughts...**

“We are being judged by a new yardstick; not just how smart we are, or by our training and expertise, but also how well we handle ourselves and each other.”

Daniel Goleman, Ph.D.  
*Working with Emotional Intelligence*

## **REMEMBER:**

- Distinguish between thoughts and feelings.
- Use your feelings to help guide decision-making.
- Take more responsibility for your feelings.
- Show respect for and validate other people’s feelings.
- Show you care, and build trust by displaying sensitivity and concern.
- Listen twice as much as you speak.
- Feel energized, not angry.
- Use your energy and enthusiasm to motivate others.

With improved emotional intelligence, you will achieve greater career success and satisfaction; stronger personal relationships with your co-workers; increased optimism and confidence in your work; and overall better health.