

**EI**

**Emotional Intelligence**

# PLAN FOR TODAY

- What is Emotional Intelligence/EQ?
- Why it Matters
- An Overview of the EQ Model
- Lots of ideas for improving your EQ

# EMOTIONAL INTELLIGENCE IS NOT...



- Being Emotional
- Always Agreeable
- Optimistic
- Being Happy
- Staying Calm



A decorative graphic on the left side of the slide, consisting of a network of light blue lines and circles that resemble a circuit board or a neural network. The lines are vertical and horizontal, with small circles at various points, creating a complex, branching pattern.

EMOTIONAL INTELLIGENCE (EQ)

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THE ABILITY TO  
**PERCEIVE, CONTROL  
AND EVALUATE**  
EMOTIONS.

# “AMYGDALA HIJACK”

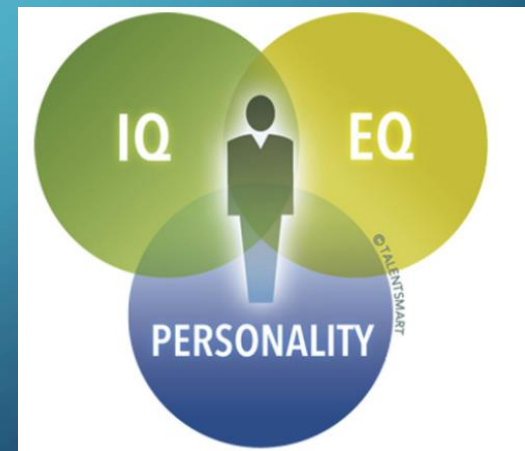
An emotional response which is immediate, overwhelming, and out of measure with actual stimulus.

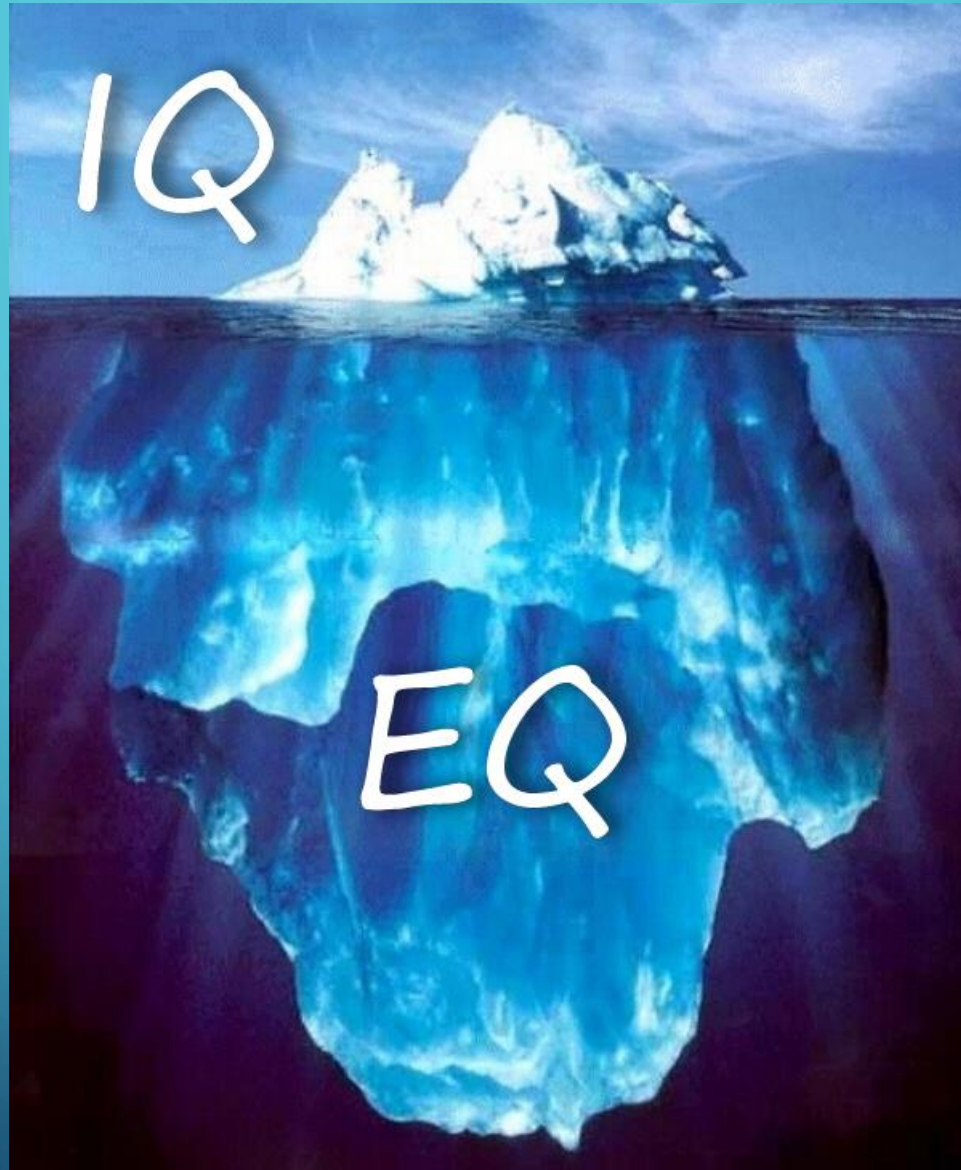
- Can you recall an occasion when you had a sudden and strong emotional reaction – to a situation or to something someone did/said/wrote?



# EQ – SUCCESS FACTOR

- Personality – fixed somewhere between the ages of 5-8
- IQ – our capacity to learn is set at 17 years old
- EQ – can be developed continually





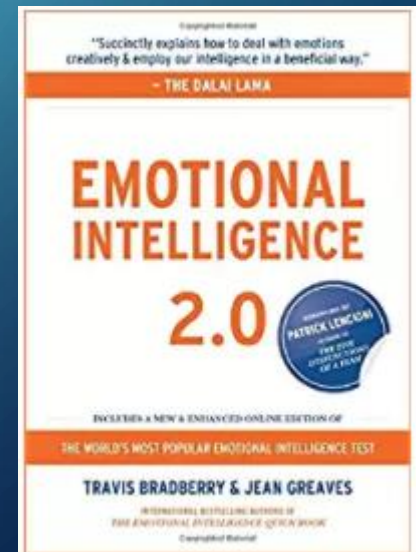
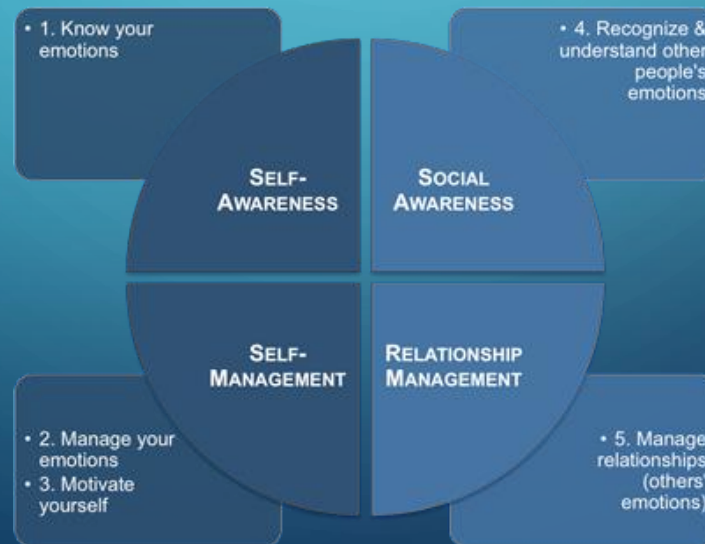
# PROFESSIONAL SUCCESS

- EQ = Strongest Predictor of Job Performance (Journal of Organizational Behavior, 2014)
- 90% of top performers were high in EQ; Only 20% of bottom performers were high in EQ. (Bradberry, 2015)
- Primary cause of executive derailment involves deficits in emotional competence (Center for Creative Leadership)

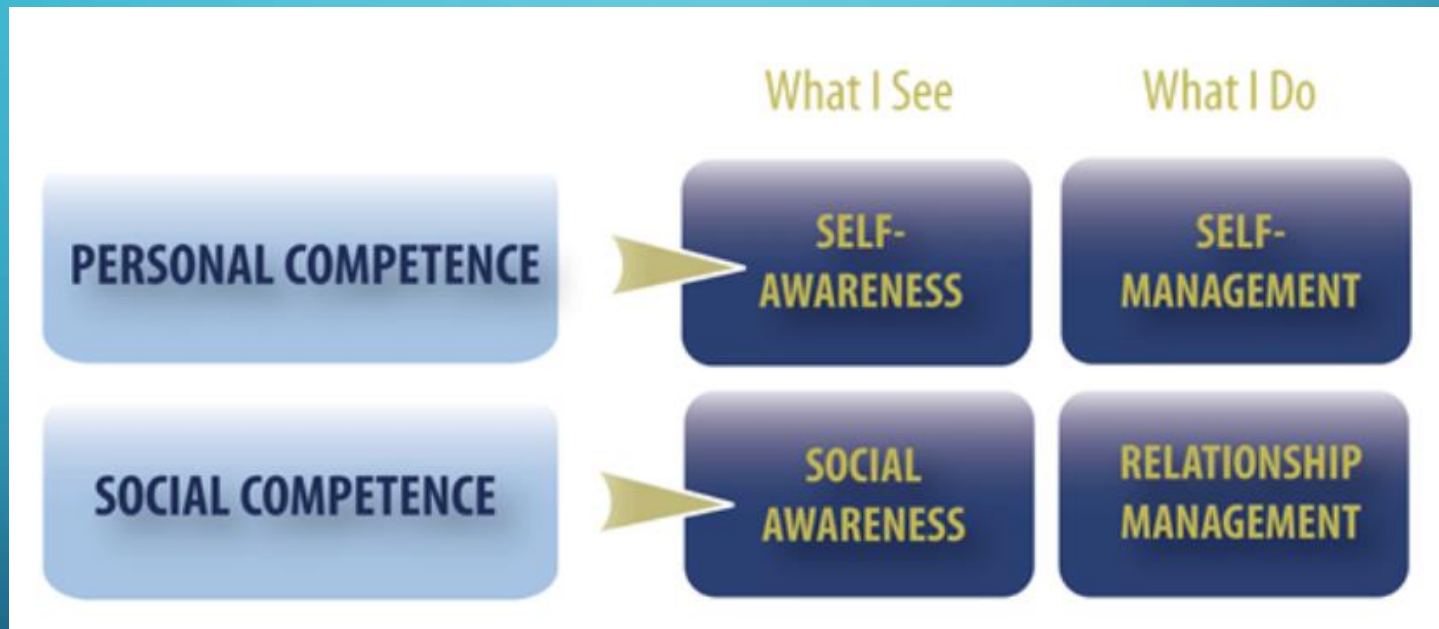


# GETTING STARTED...TAKE A TEST

- <https://globalleadershipfoundation.com/geit/eitest.html>
- <https://www.ihhp.com/free-eq-quiz/>
- [https://memorado.com/emotional\\_quotient](https://memorado.com/emotional_quotient)
- <https://testyourself.psychtests.com/testid/3979>



# SELF AWARENESS



# SELF-AWARENESS

- Having the skill to focus your attention on your emotional state – being aware, in-the-moment, of what you’re feeling. Are you happy, excited, worried, angry, frustrated?
- Comes from developing a straightforward and honest understanding of what makes you tick.
- Not afraid of “emotional mistakes” as they provide you with cues for what you should be doing differently.

A 3D rendered graphic of the number '36%' in a bold, blue, sans-serif font. The characters have a slight shadow and depth, giving them a three-dimensional appearance. The percentage sign is also rendered in the same style. The graphic is set against a white rectangular background.

The background is a teal-to-blue gradient. In the corners, there are white line-art patterns resembling circuit boards or neural networks, with lines connecting to small circles.

2 MINUTES

# Feeling Words





# SELF-AWARENESS

- Listen to what others say



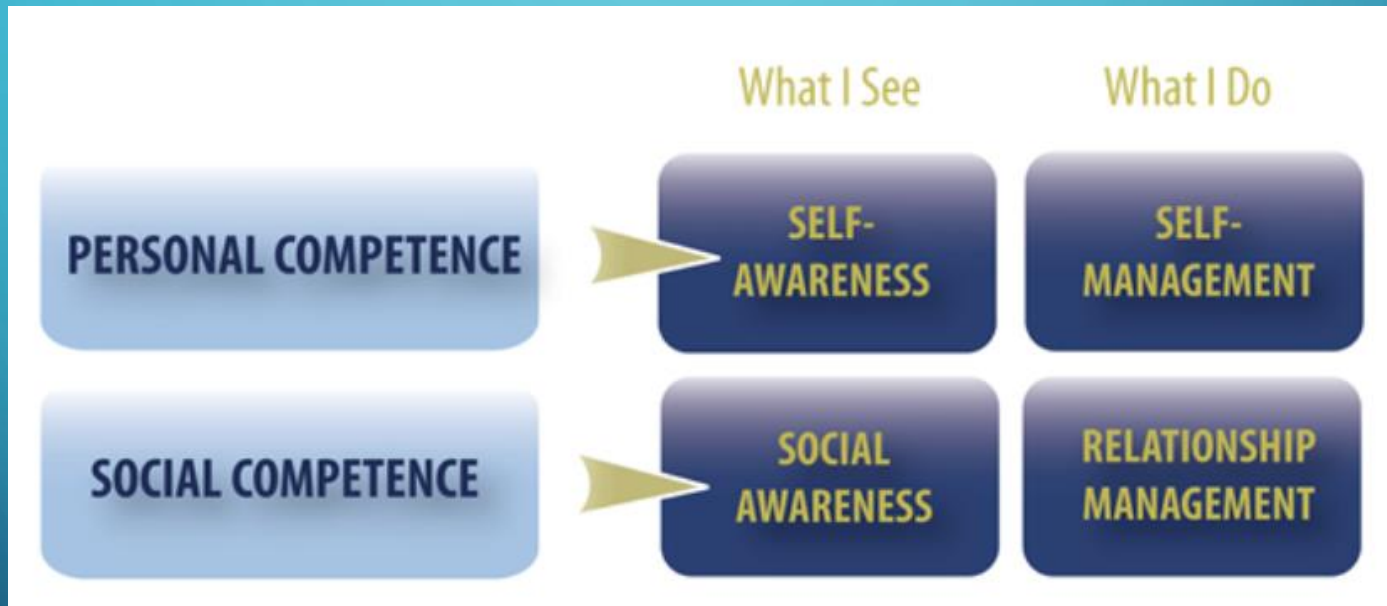
# IMPROVE SELF-AWARENESS

- Keep a journal of your feelings.
- Make a list of your roles
- Predict how you will feel
- The three why's
- Ask for feedback, regularly
- Meditation
- What fills and drains your tank?

*Emotionally intelligent people plan to put time aside  
to build self awareness*



# SELF MANAGEMENT



# SELF MANAGEMENT

It is the ability to use the awareness of your emotions to stay flexible and direct your behavior positively.

- Choose the emotions you want to experience
- Not letting others “push your buttons
- It is dependent on your self-awareness
- The management of emotional reactions to situations and people

# SELF MANAGEMENT

- Is not biting your tongue
- Is not being a pushover



# SELF MANAGEMENT

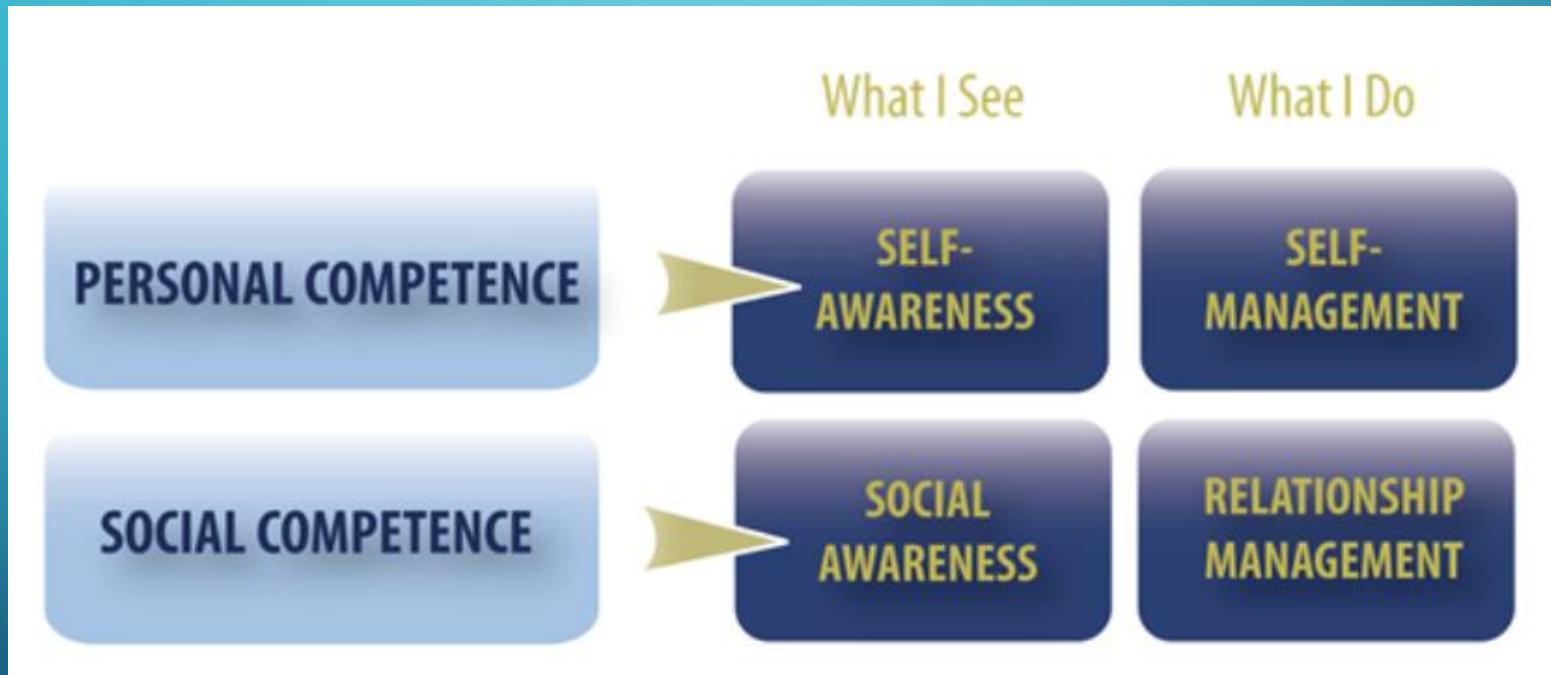
- Testing your patience
- Managing emotions when an outburst seems justified
- It doesn't matter what you believe the receiving party "deserves"



# IMPROVE SELF MANAGEMENT

- Become more aware of your emotions and how you react to them.
- If people are critical, work out how what they say can be constructive and helpful to you.
- Take time out: get away from a difficult situation for a short time and get some exercise, drink water, or breathe deeply.
- Make time to think about situations and your emotions.
- Plant new thoughts: when you've identified emotions and reactions that are not useful replace them with new ones that are more positive.

# SOCIAL AWARENESS



# SOCIAL AWARENESS

The ability to accurately pick up on emotions in other people and understand what is really going on with them.

- Perceive what others are thinking and feeling
- See situations from another's perspective
- Staying focused and absorbing critical information
- Listening and observing are critical skills which includes stop talking and stop the monologue in your head



Anger





Sadness



Happiness



Disgust



Surprise

# SOCIAL AWARENESS

- Hearing more than words
  - Watching body language, facial expression, and tone of voice
  - Speaking in a language they will understand
  - Stepping into their shoes
  - First let people speak their minds
  - Address concerns directly



**“MOST PEOPLE DO NOT LISTEN  
WITH THE INTENT TO  
UNDERSTAND; THEY LISTEN WITH  
THE INTENT TO REPLY.” —  
STEPHEN R. COVEY**



# SOCIAL AWARENESS – POOR EXAMPLES

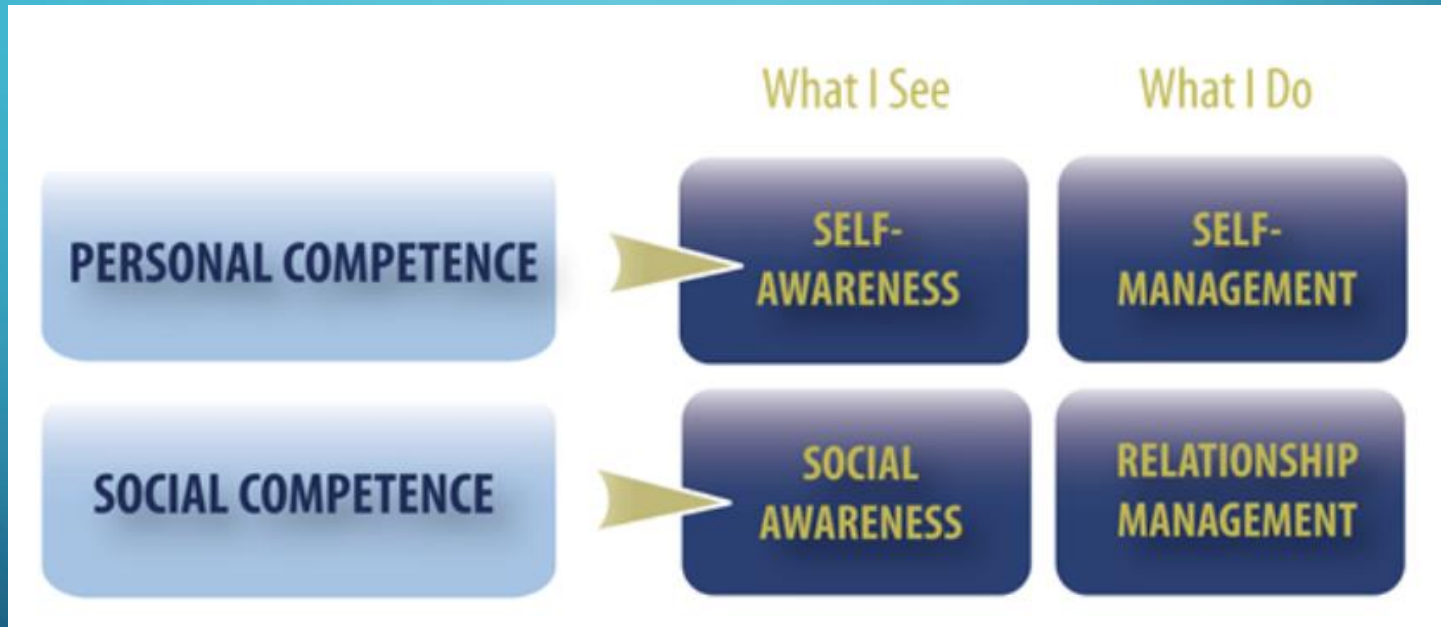
- The colleague who talks over you when you are trying to make a point.
- Not recognizing the need to validate the other person's perspective before sharing your point of view.
- When someone is reaching out for help and the other party responds by sharing all of the things they have going on.
- Prolonged avoidance of people with whom you have conflict or tension in the relationship.

# IMPROVE SOCIAL AWARENESS

- Improve your listening skills. Take a course in communication.
- Pay close attention to interactions with other people. Be aware of what they say, how they say it and what they do.
- Identify other people's emotional states. Listen carefully to what they're saying and notice how they respond to external events, such as someone greeting them or asking them to do something.
- Think about your feelings. How does the other person's emotion make you feel?
- Think before you answer and give clear answers.



# RELATIONSHIP MANAGEMENT



# RELATIONSHIP MANAGEMENT

Ability to use your awareness of your own emotions and those of others to manage interactions successfully.

Managing relationships is much more than being friendly. It takes effort and intention (and some strategy) to get the best from a situation and manage the way people respond.

# RELATIONSHIP MANAGEMENT

- Bringing the skills together
- Recognize mistakes
- Make a repair
- Show people they're important to you
- Emotions play a role in every interaction



What happens when these opportunities are missed?

# IMPROVE RELATIONSHIP MANAGEMENT

- Not an overnight process
- Most important is building skills in the first three domains of emotional intelligence.
  - Awareness of your emotions (self awareness)
  - Being able to manage these emotions (self management)
  - Awareness of what other groups or individuals are feeling, and what's led to this (social awareness)

# WHAT'S NEXT?

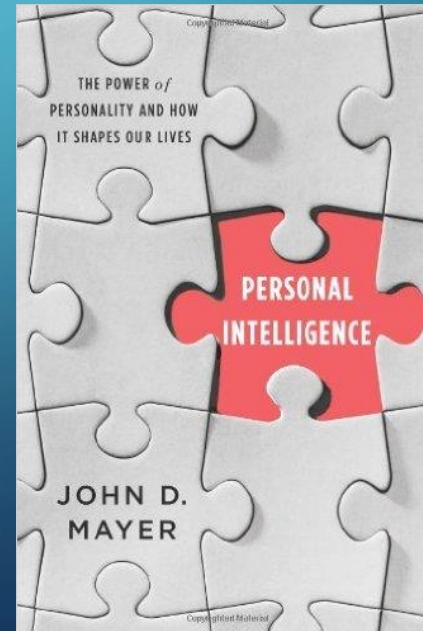
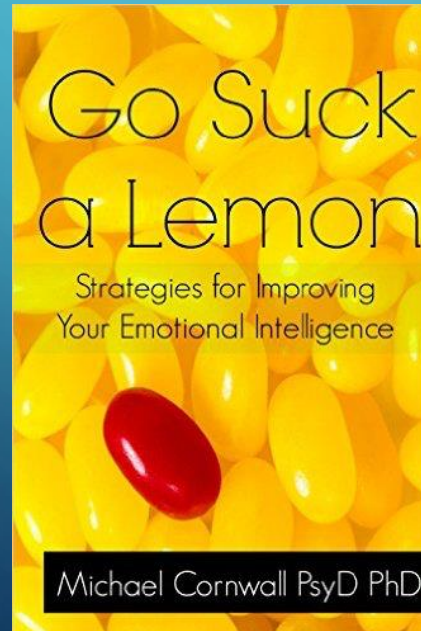
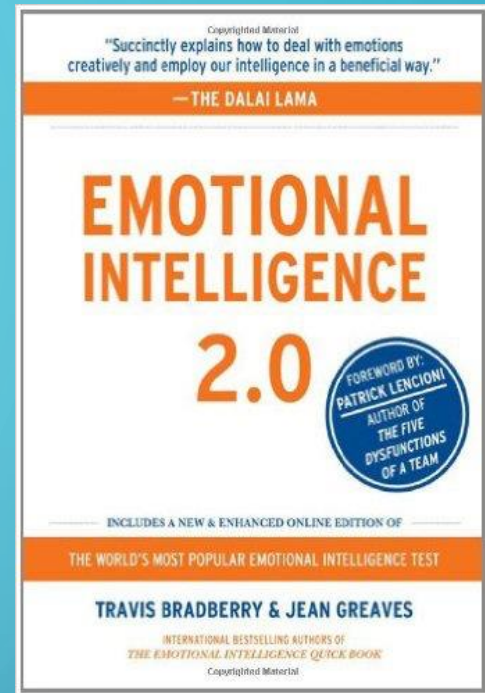
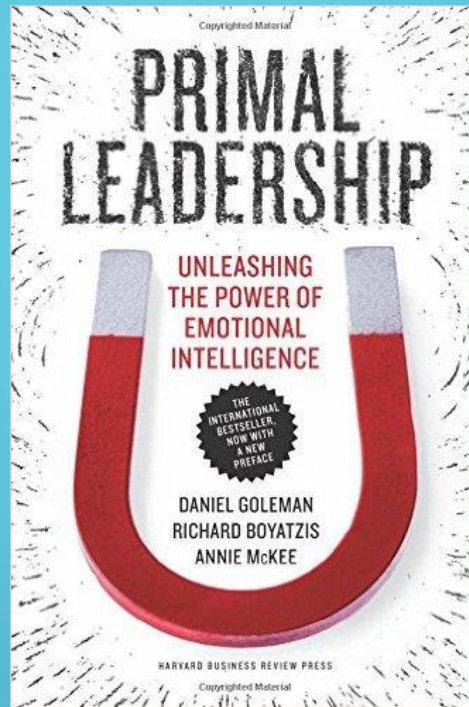
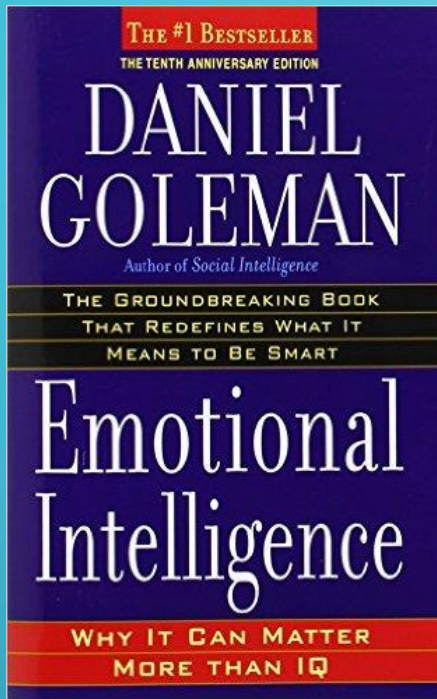
- Take an EQ assessment
- Pick an EQ skill to work on
- Pick three strategies to begin using for your chosen skill
- Keep the following in mind as you apply your chosen skill:
  - Expect success, not perfection
  - Practice, practice, practice
  - Be patient
- Measure your progress

# WAYS TO IMPROVE YOUR EQ



feedback





"IT IS VERY IMPORTANT TO UNDERSTAND THAT EMOTIONAL INTELLIGENCE IS NOT THE OPPOSITE OF INTELLIGENCE, IT IS NOT THE TRIUMPH OF HEART OVER HEAD – IT IS THE UNIQUE INTERSECTION OF BOTH."

DAVID CARUSO, "EMOTIONAL WHAT?"

