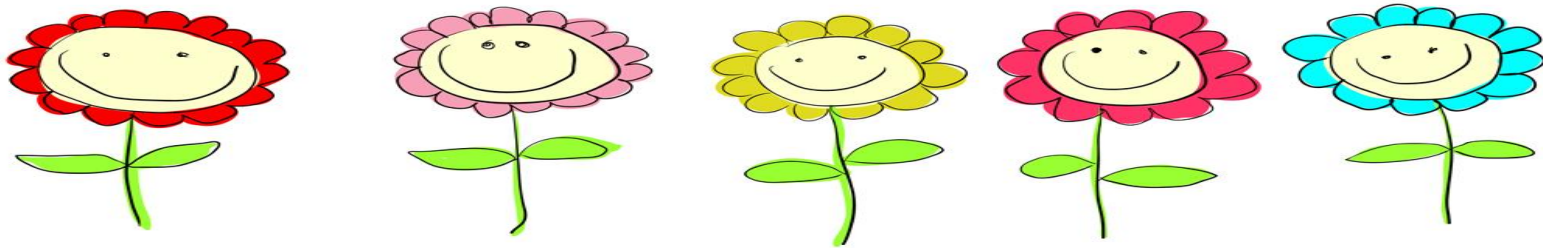


Emotional Intelligence

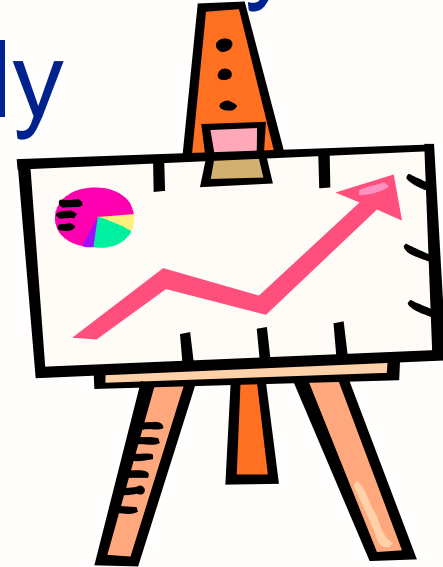
Put Your Emotions to Work for you!



Objectives for today:

- Explore definition and meaning of Emotional Intelligence
- Enhance your self-awareness and make emotions work for you to build more productive relationships both personally and professionally
- Develop insight into how your emotions guide your behavior and interactions with others
- Learn skills and behaviors to manage your emotions effectively

Emotional Intelligence – critical to our success both personally and professionally



??

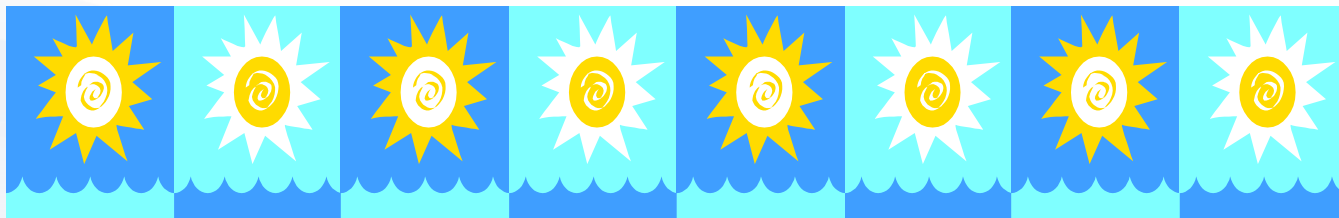
How do you think you would define
Emotional Intelligence?

Definitions

EI refers to the capacity for recognizing our **own** feelings and those of **others**, for motivating ourselves and for managing emotions well in ourselves and in our relationships – Daniel Goleman

EI refers to the array of personal-management and social skills that allows one to succeed in the workplace and life in general – Emily Sterrett

EI is the ability to be aware of one's own feelings, be aware of others feelings, to differentiate among them and to use the information to guide one's thinking and behavior – Peter Salovy and John Mayer



Interesting Thought: Most people think our success seems to hinge on our logical intelligence (IQ) and our job specific skills rather than anything we do with our emotions. Do you think that is true?

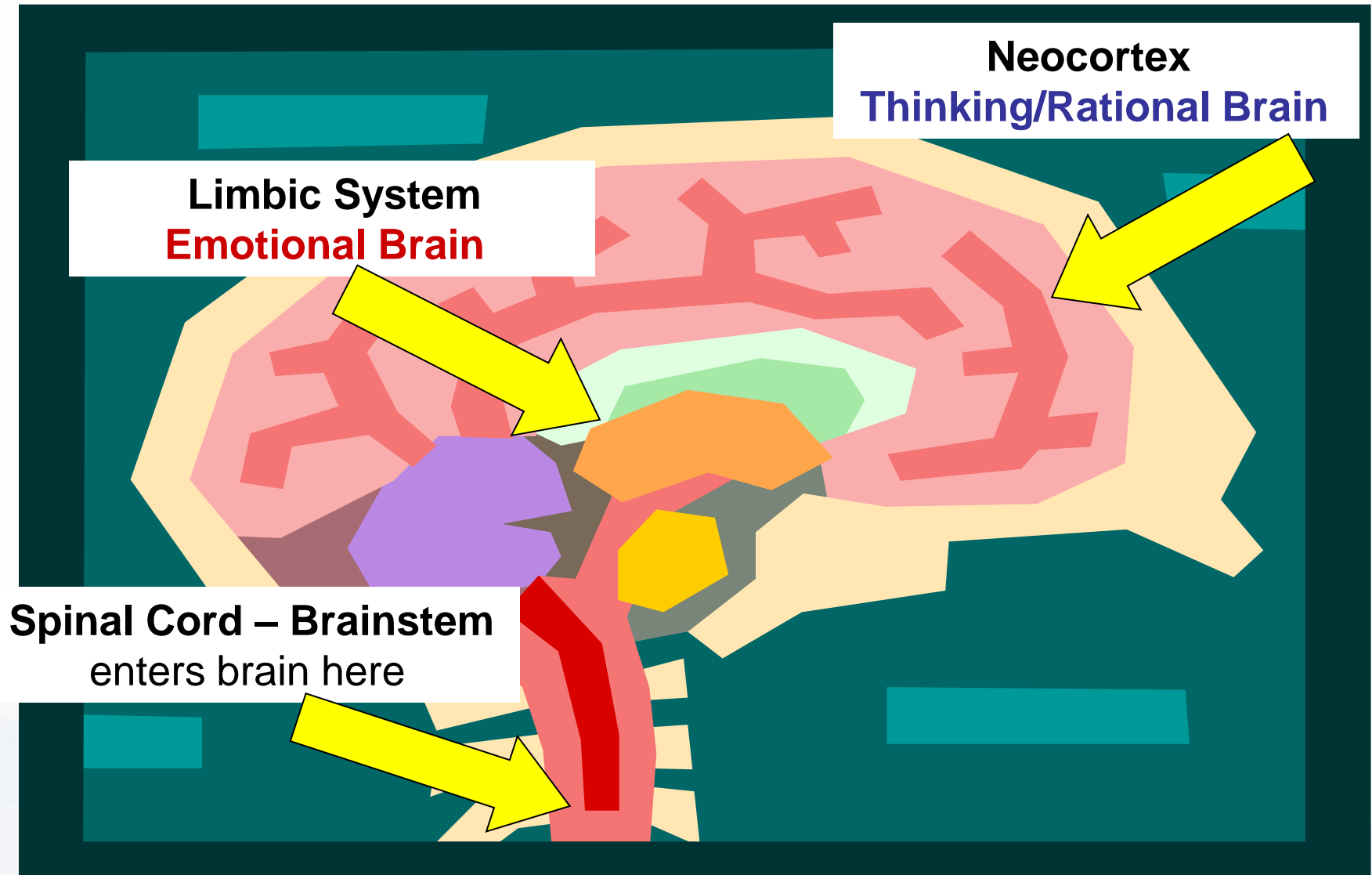
IQ vs. EQ



IQ can help you be successful to the extent
of about 25% - the remaining 75% rest
upon your Emotional Intelligence



Pathway for Emotional Intelligence



Our stream of emotions come from 5 core feelings

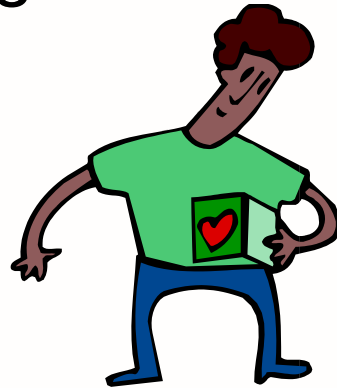


HAPPY
SAD
ANGRY
AFRAID
ASHAMED

Learn to spot tendencies and triggers –
avoid hijackings!

Emotional Intelligence is a product of your personal and social competence – 4 unique skills

Self Awareness



Self Management



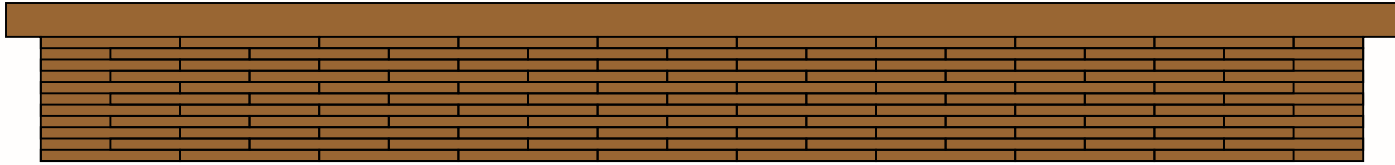
Social Awareness



Relationship Management



Self-Awareness – the foundation!



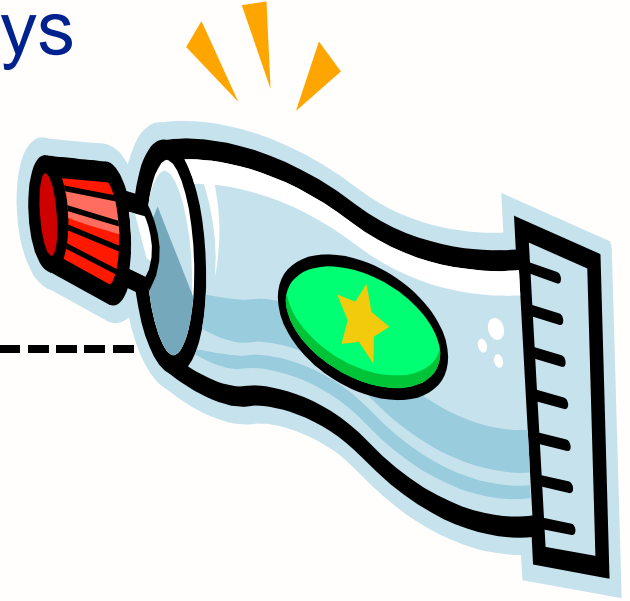
It has to do with you first!



Self-Management - Finding ways to manage your disturbing emotions and impulses and channel them in useful ways

YOU:

- Openly admitting mistakes
- Adapt to new challenges
- Juggle multiple demands
- Roll with the punches
- See others positively



Social Awareness

Sensing others' emotions, understanding their perspective and taking an active interest in their concerns.... it takes into account:

Empathy and Sympathy

Workplace environment, decision making process

Customer needs and expectations



FEATURE FILMS ARE THE RESULT OF YEARS OF SCIENTIFIC STUDY COMBINED WITH THE EXPERIENCE OF YEARS.

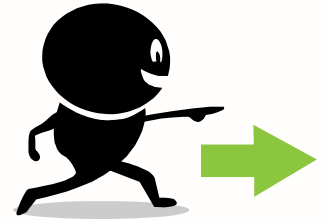


FEATURE FILMS ARE THE RESULT OF YEARS OF SCIENTIFIC STUDY COMBINED WITH THE EXPERIENCE OF YEARS.

Relationship Management

This is being able to handle other people's emotions and move people in the right direction.

YOU:



- Guide, motivate and influence others – ***notice the details***
- Overcome barriers to change – “**how so**” and “**what would it take**”
- Redirect energy toward a shared vision
- No longer tolerate - ***that is just how I am....***
- Seek feedback
- Think before you speak

How do I get better?

- Increase your overall emotional awareness
- Catch yourself and learn to manage your emotions – rise up and watch yourself – visit your values
- Step back – choose to respond rather than react (sleep on it or count to ten)
- Speak from the “I” perspective
- Tune into body language and practice listening
- Be curious and explain your actions – ask “how so” or “what would it take” – be open to feedback
- Think about toleration level
- Give detailed thanks

Takes effort

Takes practice

Takes doing it

Takes reflection

Practice, practice, practice!

To learn more, look for books by: Emily Sterrett, James Hunter, Daniel Goleman, Peter Salovy, John Mayer, Travis Bradberry and Jean Greaves

Questions?