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
EMOTIONAL INTELLIGENCE (EQ) - 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://globalleadershipfoundation.com/geit/eitest.html)
- [https://www.ihhp.com/free-eq-quiz/](https://www.ihhp.com/free-eq-quiz/)
- [https://memorado.com/emotional_quotient](https://memorado.com/emotional_quotient)
- [https://testyourself.psychtests.com/testid/3979](https://testyourself.psychtests.com/testid/3979)
SELF AWARENESS

- Personal Competence
  - Self-Awareness
- Social Competence
  - Social Awareness

What I See

What I Do

Self-Management

Relationship Management
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.
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

- Personal Competence
  - Self-Awareness
  - Self-Management

- Social Competence
  - Social Awareness
  - Relationship 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

PERSONAL COMPETENCE

What I See

Self-Awareness

What I Do

Self-Management

Social Competence

Social Awareness

Relationship Management
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
Happiness
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

- PERSONAL COMPETENCE
  - Self-Awareness
  - Self-Management
- SOCIAL COMPETENCE
  - Social Awareness
  - 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
"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?”