

# Emotional Intelligence



# Emotional Intelligence

- ▶ Emotional intelligence (EI) or Emotional Quotient (EQ) is the ability to understand, effectively use and explain your emotions, AND use them to properly guide your thinking and actions.
- ▶ E.I. can be measured
- ▶ E.I. can be learned & improved
- ▶ E.I. is related to psychological health, effectiveness at work and fulfilling social relationships.
- ▶ E.I. empowers you to get a hold of your emotions, instead of letting them getting a hold of you.



# Emotional Intelligence

- Generally speaking, from our 20s on, as we age our emotional intelligence will increase. Some people call this “**maturing**” or “**getting older, but wiser.**”
- Some analysis concludes that we peak in our 50s, and may even decline a bit thereafter.

I'll show you some  
“analysis” young  
whippersnapper !!



# Different from I.Q.

**IQ (Intelligence Quotient)** is a score derived from one of several different standardized tests designed to assess intelligence or to measure your “cognitive” (thought process) ability.

I.Q. can be used as predictors of educational achievement or special needs and basically focuses on the ability to act purposefully, think rationally, and deal effectively with your environment.

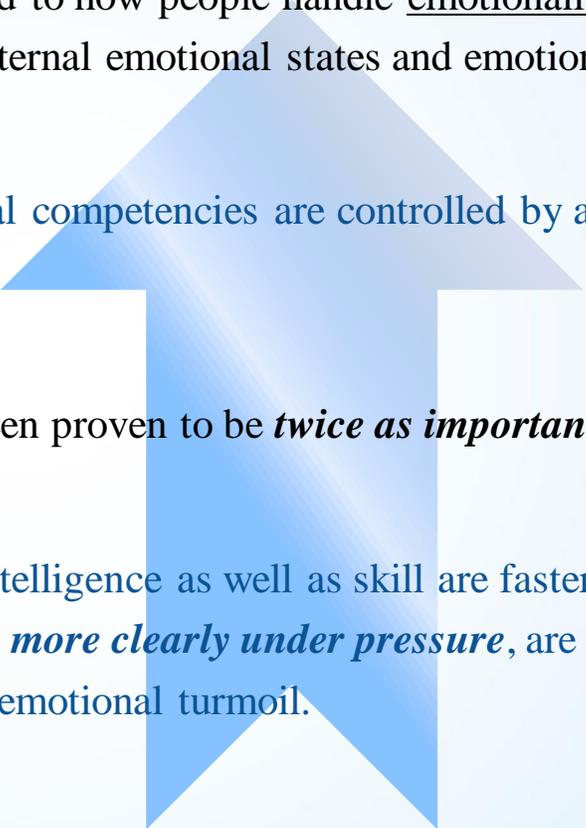
**IQ cannot be trained, EQ can**

**EQ (Emotional Quotient)** is the ability to be aware of, understand and manage both your own and other people's emotions to adapt to demands in your life and work.

Unlike IQ which is fairly stable and is proven to have a very low correlation with success in life, **EQ can be enhanced or developed** through targeted coaching and development programs.

Moreover, EQ has been proven to have a high correlation with success in work and life and is key to differentiating between average and high performing managers and leaders.

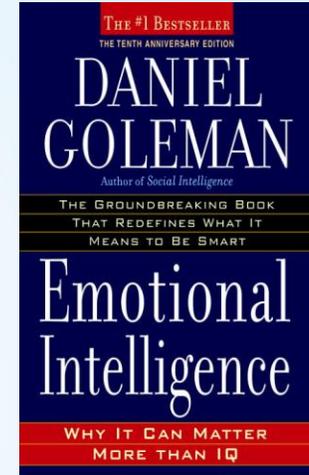
# The Value of E.I.

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- ▶ Success today is closely linked to how people handle emotionally charged situations. Leaders today need to manage their internal emotional states and emotional tensions effectively.
  - ▶ Research shows that emotional competencies are controlled by a different part of the brain than technical and cognitive skills.
  - ▶ Emotional Intelligence has been proven to be *twice as important as IQ* for job performance.
  - ▶ Teams with high emotional intelligence as well as skill are faster, more productive and more innovative because they think *more clearly under pressure*, are calmer, have less stress as they spend less energy on internal emotional turmoil.
  - ▶ Leaders with high emotional intelligence have been rated the best bosses that talented people want to work for.

# E.I. Overview

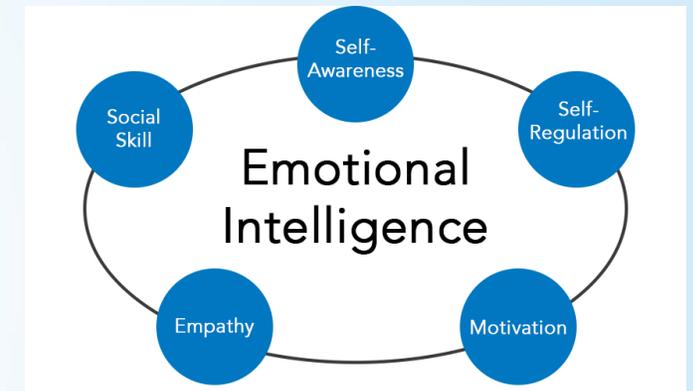
In his best selling book Emotional Intelligence (Bantam, 1995) Goleman highlights five domains of EQ, each impacts how we feel inside and how we behave.

- 1. Emotional Self-Awareness** - Know what you are feeling and what your emotional state is, and then using that information to help you make effective decisions for better outcomes, for yourself and others.
- 2. Emotional Self-Regulation** - Possessing the ability to manage your emotional state and control ones interpretations of external events. The ability to choose how you feel and to be able to alter stress states.

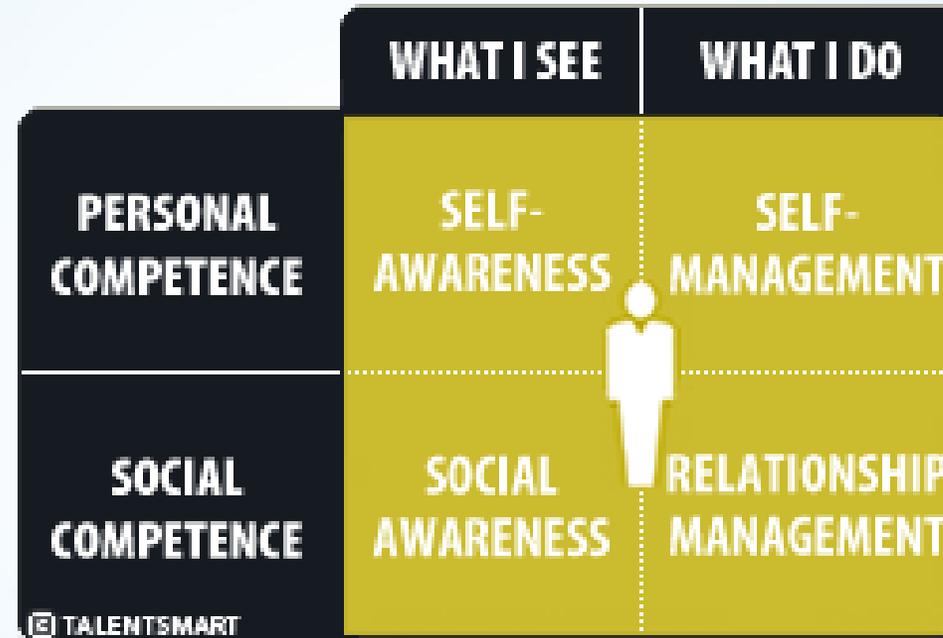


# E.I. Overview

- 3. Emotional Self-Motivation** - The ability to use your emotions to create self action. Ones ability to work through resistance, to commit and to persist. Using your emotions to be positive, optimistic and confident.
- 4. Empathy** - The ability to listen effectively and accurately enough to put yourself in the other person's shoes. The ability to have perspective. Understanding that you may not necessarily agree with them, but you can understand the situation from their point of view in order to improve communication, problem-solving and trust.
- 5. Managing Relationships** - The ability to cooperate, consider and show care for others, appreciate difference and create win-win outcomes.



# 4 Core Skills



*Emotional intelligence is made up of four core skills.*

# About the E.I. Self Assessment

- 50 questions
- Uses a 5 point scale:
  - 1= *Very seldom or not true of me*
  - 2= *Seldom true of me*
  - 3= *Sometimes true of me*
  - 4= *Often true of me*
  - 5= *Very often true of me or true of me*
- Page 5 – Scoring – may need to use a calculator
- Page 6 - Graphing and comparison to EISA norms
- Pages 8-12 – detailed definition of each emotional factor element

For a **FREE assessment** visit

<http://globalleadershipfoundation.com/geit/eitest.html>

- Not a test! No right or wrong answers *and* not what you think others think of you
- Be honest

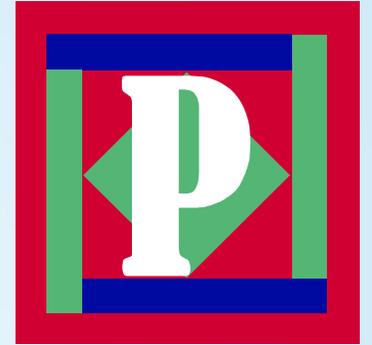
**To purchase EISA (\$24)**

<https://www.amazon.com/Emotional-Intelligence-Skills-Assessment-EISA/dp/0470248653>



# Perceiving

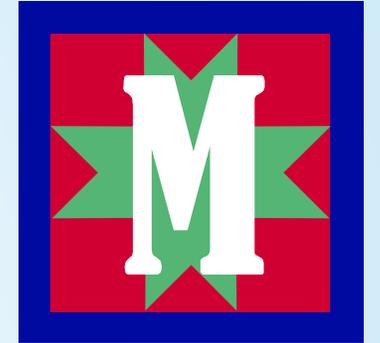
***The ability to accurately recognize, attend to, and understand emotion.***



- Awareness, understanding and attending to emotions, or choosing not to, whether consciously or sub-consciously.
- The better you are at reading and understanding emotions, the better you can respond.
- This includes emotional signals and information from other people, relationships, and our surroundings
- This starts with being aware of emotional signals, accurately identifying what they mean and responding appropriately.

# Managing

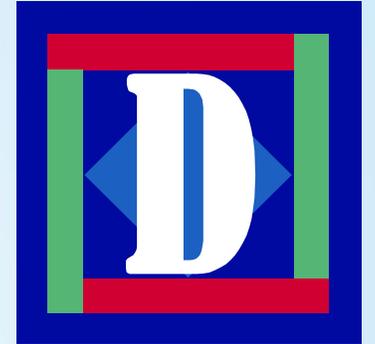
*The ability to effectively manage, control, and express emotions.*



- Willingness and ability to control (manage) your emotions for effective functioning.
- Includes the ability to properly appraise emotions of self and others
- Determining what actions are needed in the situation requires proper interpretation and translation
- Not letting an emotional situation affect your thoughts, reactions, decisions, productivity, etc.

# Decision Making

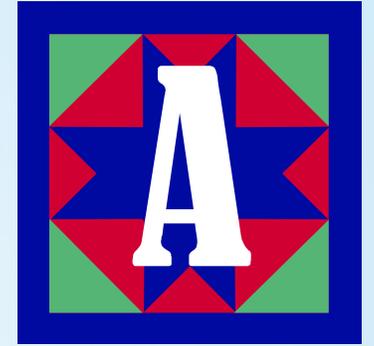
*The application of emotion to manage change and solve problems.*



- ▶ Processing relevant information to make a proper decision
- ▶ Affects of “mood” on a given situation
- ▶ Ability to recognize and use (or misuse) emotion to lead to a particular outcome, decision or change.
- ▶ Understanding and awareness of a problem or situation, and the ability to pair it with the appropriate emotional state.

# Achieving

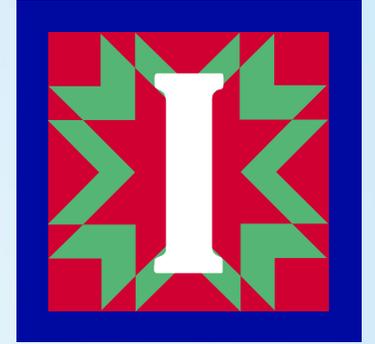
*The ability to generate the necessary emotions for self-motivation in the pursuit of realistic and meaningful objectives.*



- Being able to motivate yourself and work through emotional discomfort
- Take more responsibility for the outcome of their own actions
- Achieving results and enjoying the experience of success
- Getting, and even asking for, feedback in their tasks so they can correct problems
- Having a sense of increased optimism and accomplishment

# Influencing

*The ability to recognize, manage and evoke emotion within oneself and others to promote change.*



- Attending to social relationships
- Helps shape the behaviors, thoughts and emotions of others, good or bad.
- Influence through expression, posture and verbal information and it's type, frequency and intensity.
- Affects power, competence, credibility, future relationships and interactions, approachability, social capability, etc.

# Emotion at Work

Q: What types of emotions could impair someone's performance at work?

Q: What types of emotions could enhance someone's performance at work?



# The Value of E.I.

## The benefits of a higher emotional intelligence:

- ▶ Better at managing stress
- ▶ Improving your relationships with co-workers
- ▶ Dealing more effectively with your superiors
- ▶ Becoming more productive
- ▶ Becoming a better manager or leader, and team player
- ▶ Managing your work priorities more effectively
- ▶ Less customer complaints and increased customer trust and loyalty.
- ▶ Less turnover, adapt to change quicker and more innovative.
- ▶ The importance of emotional intelligence increases as one climbs the career ladder.

**"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."**

**~ Maya Angelou**

# Finally ...

Always be aware of the situation you are in at any given moment, emotion can bring out the best and the worst in people.

- Is the emotion positive or negative
- Level of intensity (low, moderate, high, extremely high)
- What is (was) the trigger, what initiated the emotional reaction
- What's the frequency (how many times have you seen this happen)
- What is (was) the response

- ❖ You cannot control other peoples emotions, you can only control your own.
- ❖ Some people may have an emotional condition (disease, etc.) which you cannot do anything about.
- ❖
- ❖ If a situation gets violent or abusive, (even verbally) remove yourself, call the appropriate authorities if necessary.
- ❖ Notify the offending person / people what it will take to resume interaction.

Questions ?