Emotional Intelligence

A Scientifically Proven Method for Developing the Skills of Success
Course Objectives

This course will increase your ability to:

- Know the difference between IQ and EQ.
- Manage your emotions by recognizing how thoughts and emotions are connected.
- Improve your self-control by identifying physical cues that indicate your emotions may be taking over.
- Discover how emotional intelligence can help you develop more positive relationships at work and a more optimistic outlook.
Course Objectives (cont.)

This course will increase your ability to:

- Learn how to use assertive communication to express your needs and feelings appropriately.
- Explore how to use emotional intelligence to bounce back from setbacks.
Definition of Intellectual Intelligence

- Adaptability to a new or changing environment
- Capacity for knowledge and the ability to acquire it
- Capacity for reason and abstract thought
- Ability to comprehend relationships
- Ability to evaluate and judge
- Capacity for original and productive thought
Intellectual Intelligence

Ability to:

• Learn about
• Learn from
• Understand
• Interact
I think rationally here

I “feel” here

Information enters here
Emotional Intelligence

Ability to recognize and understand emotions in yourself and others AND your ability to use this awareness to manage your behavior and relationships.
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, Ph.D.
“Emotional What”
Practical Exercise – Lower vs. Higher EI

- Unaware of emotions ✓ Lower
- Shows little empathy ✓ Lower
- Able to resolve conflict productively ✓ Higher
- Has trouble recovering from setbacks ✓ Lower
- Adapts to changing circumstances ✓ Higher
- High degree of self-awareness and self-control ✓ Higher
Aspects of Emotional Intelligence

- Intrapersonal Skills
  - Self Awareness
  - Adaptability

- Interpersonal Skills
  - Interpersonal Skills
  - Resilience

- Social Awareness

Intrapersonal Skills
Self-Awareness is the ability to perceive your emotions at the moment and understand your tendencies across situations – it is good to understand yourself, the good and the bad.

Ask yourself.....

What am I feeling? Why am I feeling it?
Reflect on your behaviors. Know your triggers.
Self-Awareness is not about discovering deep dark secrets or unconscious motivations, but developing a straightforward and honest understanding of what makes you tick.
Recognize Your Physical Cues

- Increased heart rate
- Butterflies
- Flushed skin
- Tense muscles
- Sweating
- Voice rising, getting louder
Interpersonal Skills
Social-Awareness is the ability to recognize others’ emotions. Showing empathy enables you to have more positive relationships and minimize unproductive conflict.

Ask yourself.....

Am I listening? Did I ask questions?
Did I adjust my body language, facial expressions, tone of voice to meet their needs?
Demonstrate Empathy

- **Do**: be understanding without necessarily agreeing
- **Do**: use words and gestures to show you care
- **Don’t**: offer advice, judge, tell them how to feel
Connecting and Communicating

- Meet them where they are.
- Watch for non-verbal cues.
- Prepare them for negative information.
Assertive Communication

- Use the Assertive Communication Process
- Employ Assertive Communication Techniques
- What do you do when you don’t get the response you’re looking for?
Conflict Management
Conflict Resolution

- Be aware of your emotions while remaining composed.

- Be aware of others’ emotions.

- Communicate your needs clearly and respectfully.

- Make your priority getting your needs and the other person’s needs met.
Emotionally Intelligent “Fighting”

- Leave unrelated issues out.
- Deal in reality.
- Listen without getting defensive.
- No “jabs!”
Anyone can become angry—that’s easy. But to be angry with the right person, to the right degree, at the right time, for the right purpose, and in the right way, that is not easy.

Greek Philosopher, Aristotle
Adaptability
Flexibility is the ability to adjust your thoughts, feelings, and behavior to unfamiliar, unpredictable, or changing conditions.

Ask yourself.....

Are you being open-minded? Am I focused on outcomes? Am I willing to put aside the need to be “right?” Am I unwilling to compromise principles or values?
Cultivating Different Perspectives

- Listen to people who disagree with you.
- Eliminate “either/or” thinking.
- Question yourself.
- Play devil’s advocate.
- Look from different altitudes.
- Use intuition and logic.
Choose the Opposite

Soothing Activities
Problem-Solving Process

- Define the problem.
- Gather information.
- Brainstorm options.
- Evaluate potential solutions.
- Choose and implement the best option.
Resilience
Resilience is the ability to bounce back from setbacks and failure, to find a silver lining and see a hopeful future. The first aspect of resilience that we’ll look at is gaining an accurate perspective.

Ask yourself.....
What am I feeling? What do I want to feel? What do I need to feel that way? Why do I need to feel this way?
Reframe Your Thinking

● Change your perspective

● Translate your negative thoughts into neutral or positive statements.
  ◦ Change “We’re never going to find a way to pay for this.”
  ◦ To this: “I have dealt with budget shortfalls before and will use my experience to find a solution to this challenge.”
Optimist's Explanatory Style

- **Permanence**: Setbacks are temporary and positive events are permanent.

- **Pervasiveness**: Setbacks are compartmentalized.

- **Personalization**: Positive events due to personal ability; negative events due to external circumstances.
How to Develop an Optimistic Outlook

● Use healthy self-talk.
● Keep a gratitude journal.
● Minimize negative influences.
● Act “as if.”
● Exercise your sense of humor.
Test Your Knowledge
Emotional Intelligence

- Increased Leadership Ability
- Increased Team Performance
- Improved Decision Making
- Decreased Occupational Stress
- Reduced Staff Turnover
- Increased Personal Well-being
IQ + EQ = Success
THANK YOU!