

**AN INTRODUCTION TO
EMOTIONAL
INTELLIGENCE (EQ):
NEED TO TRANSFORM
ONESELF**

IQ (Intellectual Quotient)

- A weak predictor for
 - achievement
 - job performance success
 - overall success, wealth, & happiness
- Accounts for a major component of employment success according to numbers of studies covering career success; maybe as much as 20-25%.

More potent predictors of career success were

- Ability to handle frustrations
- manage own emotions
- manage own social skills

Do you know any highly intelligent people who aren't socially adept?

What is Emotional Intelligence?

“EI is the capacity to manage feelings so that they are expressed appropriately and effectively, enabling people to work together smoothly toward their common goals”

“We are being judged by a new yardstick; not just how smart we are, or by our training and expertise, but also how well we handle ourselves and each other.”

*Today's priorities:
team building and managing change*



Daniel Goleman, Ph.D.

Working with Emotional Intelligence

Emotional Intelligence

- Emotional Intelligence is the ability of an individual to deal successfully with other people, to manage one's self, motivate other people, understand one's own feelings and appropriately respond to the everyday environment



Who is an Introvert?

- A term introduced by the psychologist Carl Jung to describe a person whose motives and actions are directed inward. Introverts tend to be preoccupied with their own thoughts and feelings and minimize their contact with other people

Extrovert is....

- **A term used to describe a person whose motives and actions are directed outward. Extroverts are more prone to action than contemplation, make friends readily, adjust easily to social situations, and generally show warm interest in their surroundings.**

Most of us fall somewhere in the middle (between Introvert and Extrovert.

What isn't Emotional Intelligence?

Emotional intelligence is not about being nice all the time.

- It is about being honest.

Emotional intelligence is not about being “touchy-feely.”

- It is about being aware of your feelings, and those of others.

Emotional intelligence is not about being emotional.

- It is about being smart with your emotions.

Emotional Intelligence:

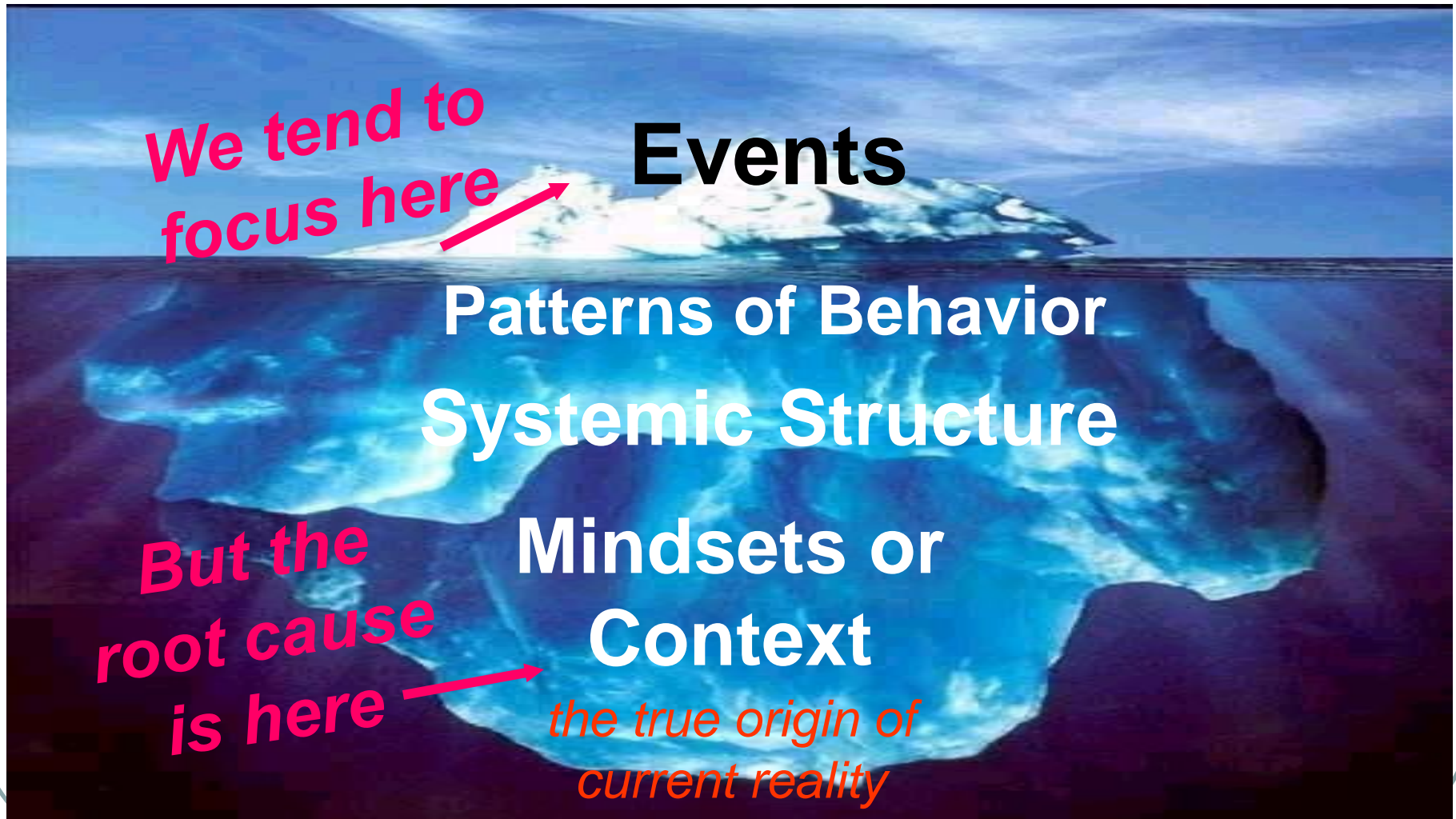
A different way of being smart

research has demonstrated that EI beats IQ in explaining star performance

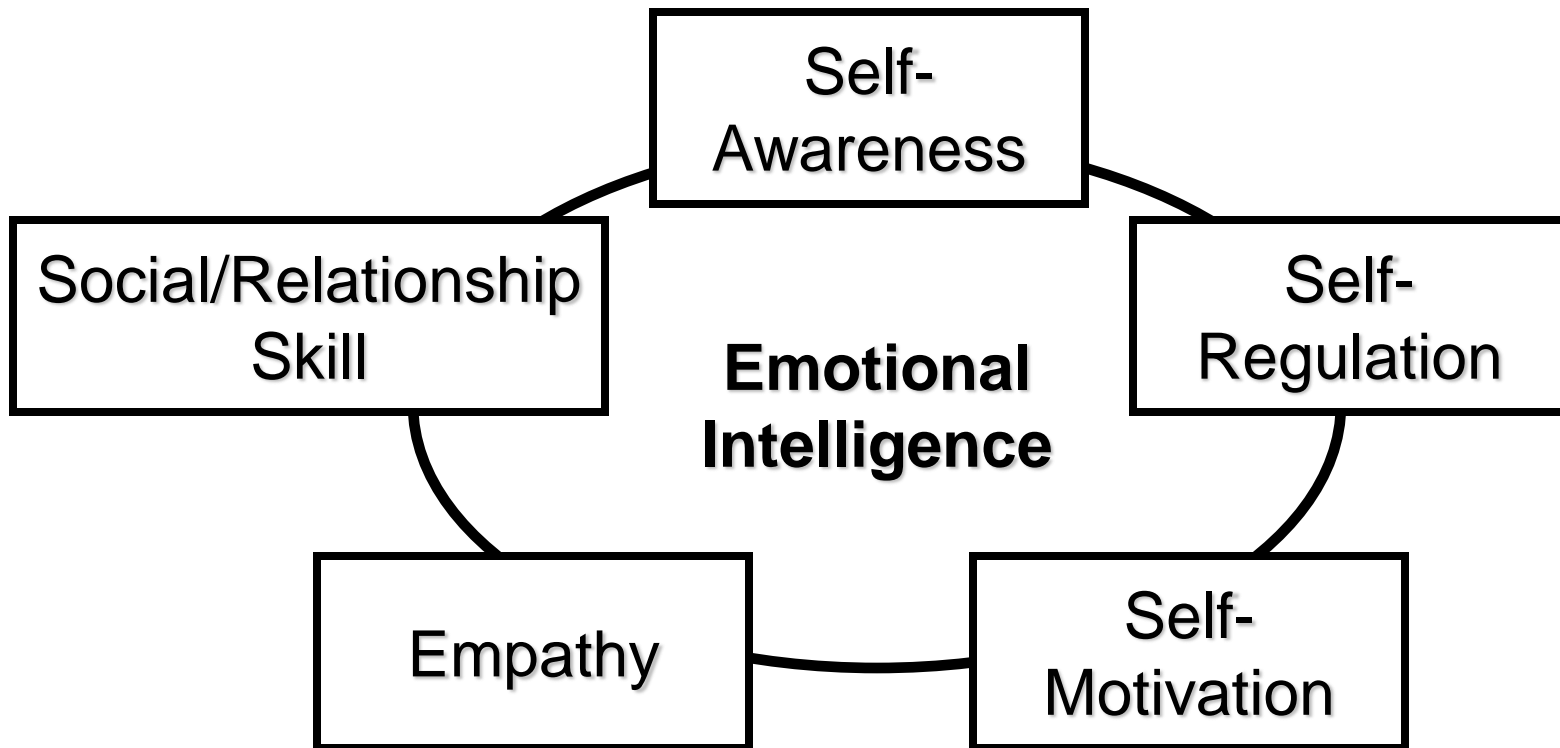
(this helps to explain how smart people regularly fail -- particularly as managers and team members)

Anger Emotion in EQ concept is 'being angry with the right person, at the right time, at the right place, at the right degree and for the right reason'.

Iceberg Model



Emotional Intelligence Dimensions



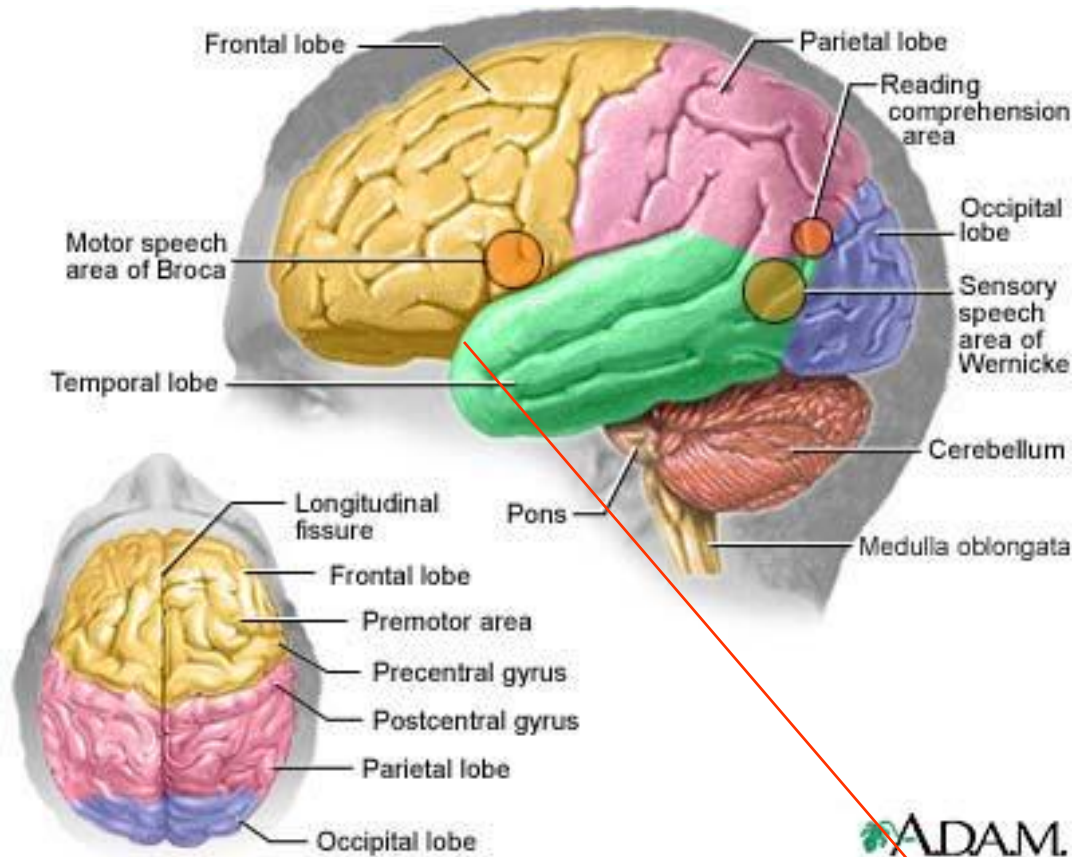
PRINCIPLES IN UNDERSTANDING EMOTIONS (SELF AWARENESS)

UNDERSTANDING EMOTIONS

Professional Benefits of Emotional Intelligence

- Effective leadership skills
- Improved communication
- Less workplace conflict
- Better problem solving skills
- Increased likelihood of promotion
- Increased optimism and confidence





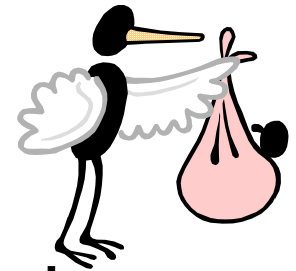
To Get at Emotion, Go Deep...

ADAM.

Amygdala is
deep within the most elemental parts
of the brain.

The main purpose of the innermost
part of the brain is survival.

There is a Biological Purpose for Emotion



- Signaling function (that we might take action)
- Promote unique, stereotypical patterns of physiological change
- Provide strong impulse to take action

Self-Awareness

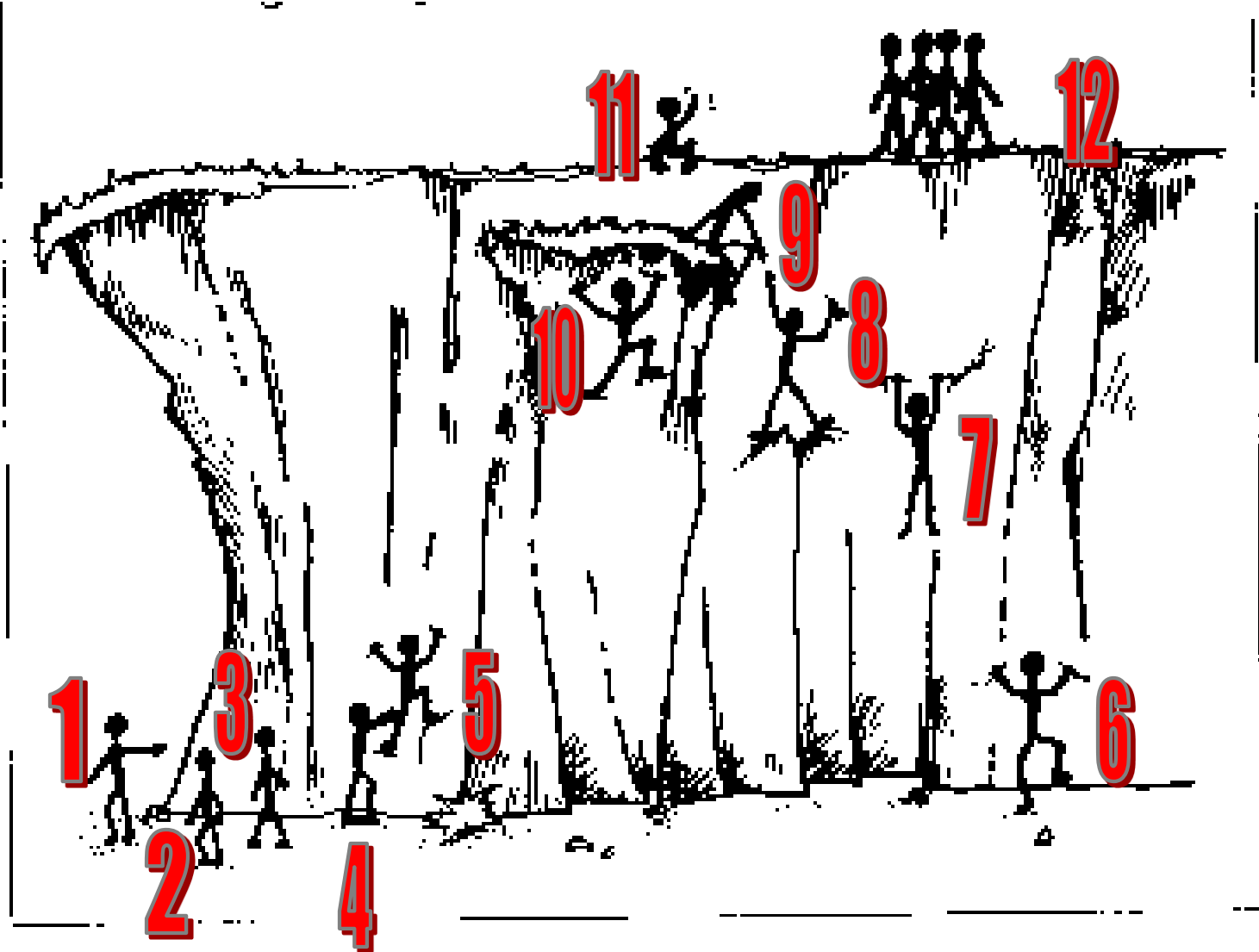
- Those with high self-awareness recognize and understand their moods, emotions, and needs.
- Perceive and anticipate how their actions affect others
- Comfortable talking about limitations – know when to ask for help



Who Is That In The Mirror?



Which one identifies best with you?



Identifying your Strengths & Weaknesses

- 1
- 2
- 3
- 4
- 5
- 6

- 1
- 2
- 3
- 4
- 5
- 6

**SELF REGULATION:
GOING BEYOND SELF
AWARENESS & SELF
MOTIVATION**

HOW TO CARE FOR INTROVERTS

1 RESPECT
THEIR NEED FOR PRIVACY

2 NEVER EMBARRASS
THEM IN PUBLIC

3 LET THEM OBSERVE
FIRST IN NEW SITUATIONS

4 GIVE THEM TIME TO THINK
DON'T DEMAND INSTANT ANSWERS

5 DON'T INTERRUPT THEM

6 GIVE THEM ADVANCE NOTICE
OF EXPECTED CHANGES IN THEIR LIVES

7 GIVE THEM 15 MINUTE WARNINGS
TO FINISH WHATEVER THEY ARE DOING

8 REPRIMAND THEM PRIVATELY

9 TEACH THEM NEW SKILLS PRIVATELY

10 ENABLE THEM TO FIND ONE BEST FRIEND
WHO HAS SIMILAR INTERESTS & ABILITIES

11 DON'T PUSH THEM TO MAKE LOTS OF FRIENDS

12 RESPECT THEIR INTROVERSION
DON'T TRY TO REMAKE THEM INTO EXTROVERTS

HOW TO CARE FOR EXTROVERTS

- 1 RESPECT** THEIR INDEPENDENCE
- 2 COMPLIMENT THEM** IN THE COMPANY OF OTHERS
- 3 ACCEPT AND ENCOURAGE** THEIR ENTHUSIASM
- 4 ALLOW THEM TO EXPLORE** AND TALK THINGS OUT
- 5 THOUGHTFULLY SURPRISE THEM**
- 6 UNDERSTAND** WHEN THEY ARE BUSY
- 7 LET THEM DIVE RIGHT IN**
- 8 OFFER THEM OPTIONS**
- 9 MAKE PHYSICAL AND VERBAL GESTURES OF AFFECTION**
- 10 LET THEM SHINE**

Self-Regulation

managing one's internal states, impulses, resources

- **Self-Control:** keeping disruptive emotions and impulses in check
- **Trustworthiness:** maintaining standards of honesty and integrity
- **Conscientiousness:** taking responsibility for personal performance
- **Adaptability:** flexibility in handling change
- **Innovation:** being comfortable with novel ideas, new info

*Outcomes of limited self-regulation:
impulsive behavior, rigidity of behavior
and thought, lack of trust, poor follow-up/
completion, avoidance of others*

Practicing Self-Regulation:

- Accept responsibility for choosing your own emotional responses.
- Learn to “reframe” stressful situations into ones that are challenging.
- Be aware of, and learn to manage, your own emotional “triggers.”

HUMAN BEINGS ARE 'MEANING MAKERS'

**Change the Story in your
Head And you change the
Reality**

Technique: 'REFRAMING'

- It is the act of taking a situation, event, interaction etc you feel negatively about and changing how you view, and thus, feel about it.



Empathy

awareness of others' feelings, needs, and concerns

- **Understanding Others:** sensing others' feelings and perspectives, and taking an active interest in their concerns
- **Developing Others:** sensing others' development needs and bolstering their abilities
- **Service Orientation:** anticipating, recognizing, and meeting customers' needs
- **Leveraging Diversity:** cultivating opportunities through different kinds of people
- **Political Awareness:** reading a group's emotional currents and power relationships

*Outcomes of limited empathy:
misunderstanding, frustration, lack of trust,
dissatisfaction, lack of commitment, poor
service reputation*

Social Skill

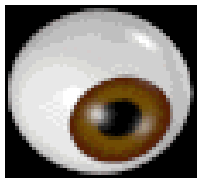
- Build networks of relationships
- Build rapport with others
- Find common interests
- Requires empathy and self-regulation

Ways to build Rapport

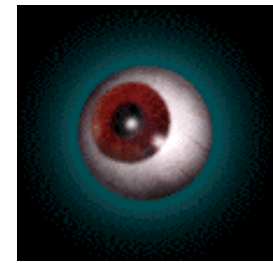
- Introduce yourself, shake hands
- Look at the person while you talk,
- Ask them a question about themselves
- Listen carefully
- Tell them about yourself

Practice





Eye Pattern Chart
Looking at the Other Person



V^C

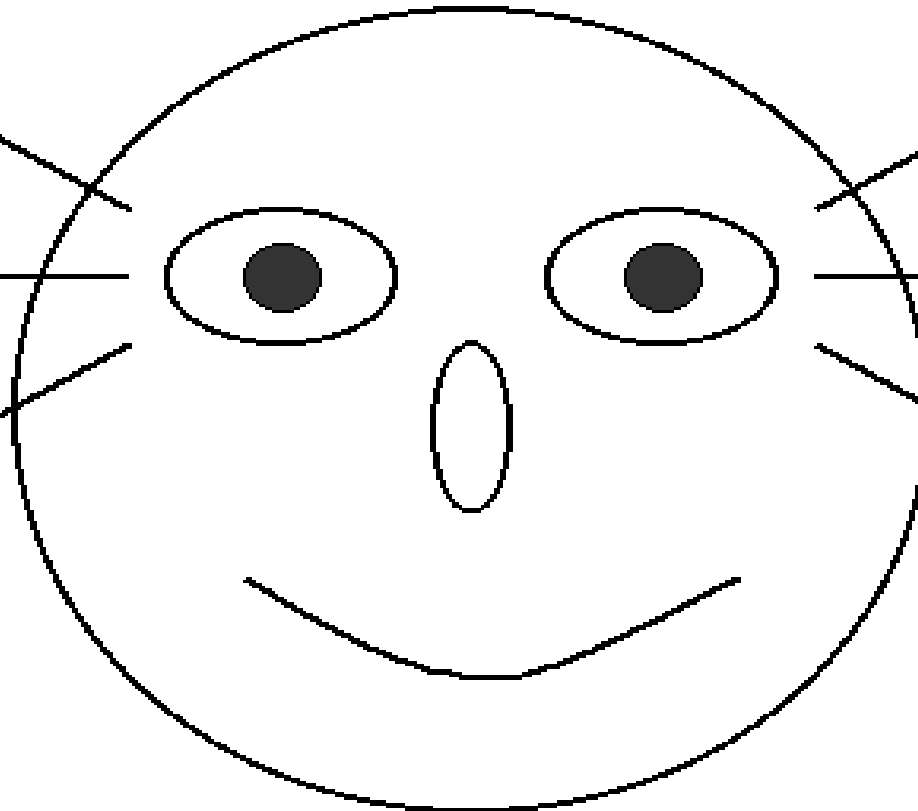
V^R

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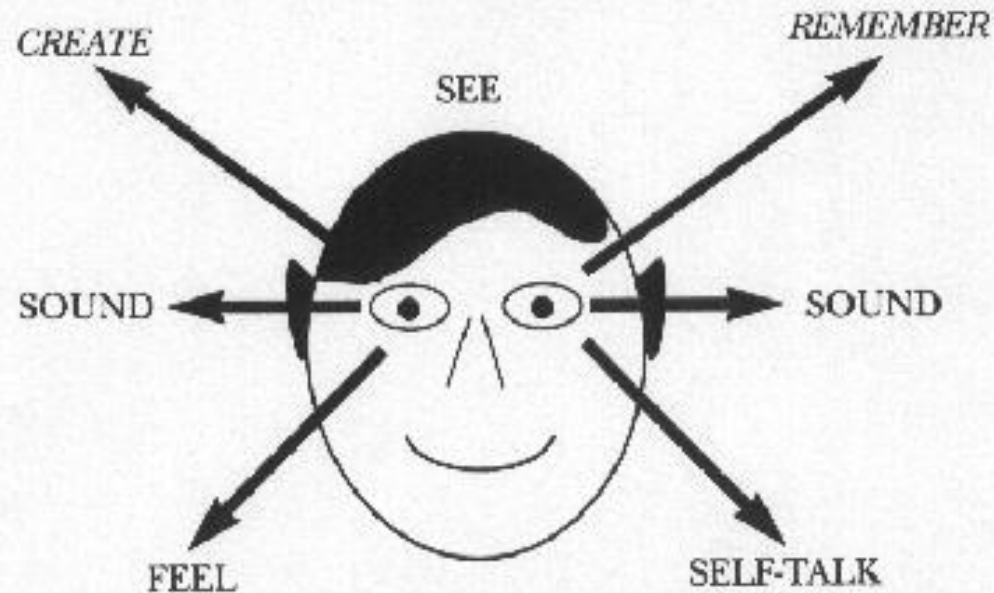
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THE ACTIVE EYE

EYE-SCAN PATTERNS CHARACTERISTIC OF RIGHT-HANDED PEOPLE

Making sense of eye movements



Head and Heart Combined

Emotional Intelligence is not the opposite of intelligence, it is not the triumph of head over heart – it is the unique intersection of both.

Emotional Intelligence combines emotion with intelligence.

How we communicate

- Words 7% of what influences human behaviour.
- Voice quality ...38 % of what influences other people. The way we use our voice can cause a greater effect than what has been said..





.. Physiology55% .

The way we use our body has the greatest effect in influencing other people when we communicate.

So, give greater focus to your physiology..

Limiting Beliefs

“ I could never”

“I don’t deserve”

“ I shouldn’t”

“ I don’t have what it takes .”