



Compassion Culture

Emotional Intelligence

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Emotional Intelligence

The capacity to understand your own and others' emotions and to motivate and develop yourself and others to result in improved work performance and enhanced organizational effectiveness.

	<u>Own</u>	<u>Others'</u>
<u>Knowing</u>	Self-Awareness	Social Awareness
<u>Managing</u>	Self-Management	Relationship Management



Benefits

- People with High EQ
 - Make better decisions and solve problems
 - Keep cool under pressure
 - Resolve conflicts
 - Build on constructive criticism

Benefits

- People with Low EQ
 - Play the role of the victim or avoid taking responsibility
 - Have passive or aggressive communication styles
 - Refuse to work as a team
 - Are overly critical or dismissive of others



Social Awareness

Social Awareness

- Empathy
- Organizational Awareness
- Service Orientation



Social Awareness

1. Mindfulness
2. Listening
3. Empathy



Social Awareness

- Detecting what people are feeling
- Understanding social norms and social networks
- Quickly assessing what behavior is most appropriate in a situation

It includes understanding repercussions.

So how can we increase our social awareness?

Social Awareness

- Paying attention to others
 - Mindfulness
 - Listening
 - Talking
 - Empathy
 - Cognitive
 - Emotional
 - Empathic Concern



Social Awareness Strategies—Reading Emotion

You'll do this exercise in pairs. Take turns going through the instructions below.

1. Think of a time when you were really angry, really happy, or really anxious. Recall this situation and remember the experience as vividly as possible.
2. Express this emotion through your face and body language; don't use words.
3. For observers, study your partner's face for the subtle changes that accompany their memories of the emotional experience.
4. Switch roles. Then reflect.
 - Could you tell what emotion your partner was recalling?
 - How could you tell?



Social Awareness

- Paying attention to how you respond to others
 - Do you let them share their ideas?
 - Do you acknowledge their contributions?
 - How do you handle yourself when you disagree with their points?



Relationship Management

Relationship Management

- The difference between an interaction and a relationship is... ***Frequency***
- Relationships are a product of ***quality, depth and time spent with another***
- Relationship Management requires ***skill in Self-Awareness, Self-Management and Social Awareness***
- ***Communication and Conflict Resolution***



Relationship Management

- Leadership Competencies
 - Developing Others
 - Influence
 - Communication
 - Change Catalyst
- Interpersonal Skills
 - Managing Conflict
 - Teamwork and Collaboration



Relationship Management Strategies

- Assume positive intent. Give the benefit of the doubt.
- Communicate well and often.
- Address conflict sooner rather than later.
- Find ways to help others grow. Provide opportunities for professional development.
- Focus on what motivates people on your team.
- Commit to trying new things.
- Spend more time thinking positively about the team and the work you do together.
- Make appreciation and recognition a regular experience.

Relationship Management Strategies

- What are some techniques you know for managing your relationships?



Emotionally Intelligent Individuals ...

- Know their values and emotions and use that knowledge to make decisions
- Constructively channel impulses
- Actively work to understand others' emotions and motivations
- Remain optimistic in the face of setbacks
- Confront problems appropriately and timely
- Challenge others constructively



“Other” Strategies—Commitment

What strategy or technique will you commit to going forward? What are you looking forward to working on?



Resources

- Daniel Goleman, *Emotional Intelligence*
- Daniel Goleman, *Working with Emotional Intelligence*
- Travis Bradberry and Jean Greaves, *Emotional Intelligence 2.0*
- Tom Rath, *StrengthsFinder 2.0*
- Anne Kreamer, *It's Always Personal*
- <http://www.6seconds.org/2013/08/07/integrity-intention-emotional-intelligence/>
- <https://www.skillsyouneed.com/>
- https://www.queendom.com/tests/access_page/index.htm?idRegTest=3978

thank you!

