



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.

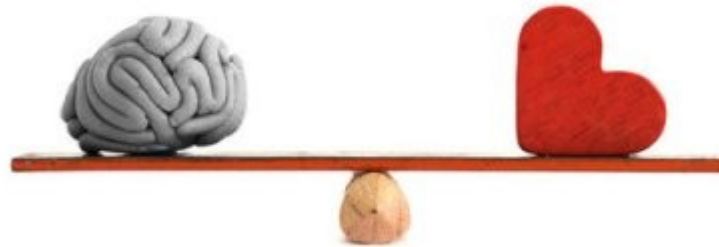
	<u>Own</u>	<u>Others'</u>
<u>Knowing</u>	Self-Awareness	Social Awareness
<u>Managing</u>	Self-Management	Relationship Management



Benefits of EQ



The Balance of Brain and Heart



Foundational Skills at Work

- Decision-making
- Empathy
- Change tolerance
- Communication
- Stress tolerance
- Accountability
- Flexibility
- Time management
- Social skills



Self-Awareness

Questions to Help You Know Yourself

- Who matters most to me?
- What are my values?
- What do I believe in?
- What is my biggest success?
- What is my biggest failure?
- Where do I feel safest?
- What criticisms rattle me?
- What do I do when I'm feeling down?



Goleman's Categories of Emotions

Love

Anger

Sadness

Enjoyment

Fear

Surprise

Disgust

Shame



Ways to Feel Your Feelings

- Express gratitude
- Find time to play
- Journal
- Meditate
- Talk...



Tips for Feeling Them

- Never let your feelings build up like pressure in a teapot.
- Never act when in amygdala hijack.
- Learn how to talk about what you're feeling and what you need.



How Others Perceive You

- Make a list of your strengths
 - Do they match what others see as your strengths?
 - How can you find out?
 - Consider what you're good at or get compliments on.
 - Review your performance feedback or other work feedback. What can you learn from it?

Self-Management

Self-Management

- Self-Regulation
 - Self-Control Over Emotions
 - Trustworthiness
 - Conscientiousness
 - Adaptability
- Self-Motivation
 - Achievement Orientation
 - Initiative

Self-Management Strategies

- Self-Control
- Delayed Gratification
- Expressing What You Don't Like
- Integrity
 - Act according to your values
 - Take responsibility
- Productive Use of Self-Talk
- Goal Setting



Self-Management Strategies

- Let's practice.
 - Think of a time when you were angry.
 - How did you handle it? Describe your emotional reaction and behaviors.
 - Now think of healthy management skills you can use.

Adapted from PositivePsychology.com



Self-Management Strategies

- Let's practice.
 - Productive use of self-talk
 - Think of something critical you've said to yourself in the last week.
 - How can you reframe that talk?



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?idRegT_est=3978
- <https://positivepsychology.com/emotional-intelligence-skills/>

