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.
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?idRegTest=3978
- https://positivepsychology.com/emotional-intelligence-skills/