


WASHINGTON STATE UNIVERSITY



## Emotional Intelligence

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Human Resource Services

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## Emotional Intelligence

- What is it?
- Why does it matter to me?
- What can I do with it?



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## Defined

The ability to perceive and express emotion,  
Assimilate emotion in thought,  
Understand and reason with emotion, and  
Regulate emotion in self and others...

(Mayer, Salovey and Caruso)



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**Emotional Intelligence - AKA**

- Executive Competencies
- Interpersonal Communication
- Relationship Management
- Social Intelligence
- Leadership Development




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**IQ vs EQ**

IQ	EQ
Cognitive, intellectual, logical, analytical, and rational abilities	Emotional, social, communicative, and relational abilities
Personal information bank-memory, vocabulary, etc.	Grasping own as well as others' wants and needs
Gauges how well one acquires and organizes new knowledge	Gauges how well one copes with environmental demands and pressures

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**Four EQ Attributes**

	PERSONAL COMPETENCE	SOCIAL COMPETENCE
Recognition What I See	Self Awareness	Social Awareness
Regulation What I Do	Self Management	Relationship Management



Model: The Emotional Intelligence Competencies of High Achievers – Daniel Goleman

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**Personal Competence**

- Self Awareness
- What I See



Ability to recognize your emotions as they happen and understand your general tendencies for responding to different people and situations

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**Personal Competence**

- Self Management
- What I Do



Using awareness of your emotions to choose what you say and do in order to positively direct your behavior

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**Social Competence**

- Social Awareness
- What I See



Understanding where the other person is coming from, whether you agree or not

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**Social Competence**

- Relationship Management
- What I do



Using awareness of others emotions to choose what you say and do in order to positively direct behavior

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	PERSONAL COMPETENCE	SOCIAL COMPETENCE
Recognition	<p><b>Self Awareness</b> Emotional Awareness Accurate Self-assessment Self-confidence</p>	<p><b>Social Awareness</b> Understanding Other/Empathy Developing Others Service Orientation Leveraging Diversity Organizational Awareness</p>
Regulation	<p><b>Self Management</b> Self-Control Trustworthiness Conscientiousness Adaptability Innovation</p>	<p><b>Relationship Management</b> Communication Conflict Management Change Catalyst Building Bonds Collaboration and Co-operation Team Capabilities Influence Leadership</p>

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**EMOTIONAL INTELLIGENCE IS...**



LEARNING TO DEAL WITH EMOTIONS LOGICALLY

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### Impacts and Success

Helps individuals in their strive for success in living, working, learning, and social interactions with self and others.

A 3D rendered yellow stick figure is shown in a dynamic, running or jumping pose. The figure is simple, with a round head and thin limbs. The background is a plain, light grey surface.

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### Exercising EI

- Enhance better communication
- Improve personal relations
- Coach others
- Manage change
- Deal with conflict
- Improve productivity
- Build teams
- Promote better work environment
- Retain employees

A vertical yellow bar with a slight gradient, positioned to the right of the list of bullet points.

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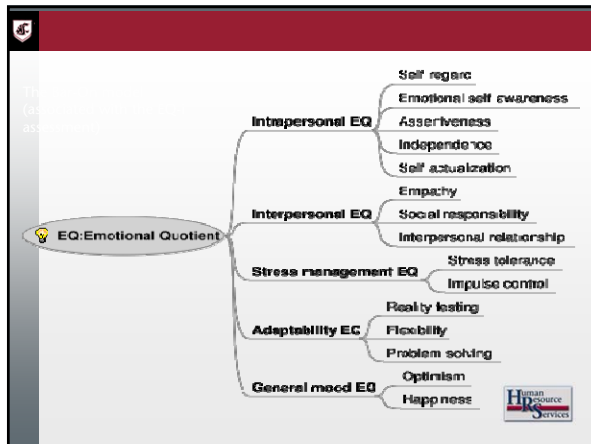
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### NOT Exercising EI

- Lack of leadership
- Conflict situations
- No team work
- Decreased personal productivity
- Unsatisfied workforce
- Higher labor turnover
- Unsatisfied customers

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### Practical Applications

- Hiring
- Performance management
- Career movement
- Overall business needs

Toss

"Ok, how about this motto: 'If you are unhappy for any reason, we will feel really bad'."

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**Developing EI**

- Listen to your self and your emotions
- Identify and classify emotions
- Note difference between having and acting on emotions
- Learn to distract
- Take the time to note your impact on others
- Set goals – internally or written  
Slow Down, Think, Act



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As we look ahead...leaders will be those who empower others.

- Bill Gates



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If you attended this live training session and wish to have your attendance documented in your training history, please notify Human Resource Services within 24 hours of today's date:

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