Emotional Intelligence

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

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)
Emotional Intelligence - AKA

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

IQ vs EQ

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<th>IQ</th>
<th>EQ</th>
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<tbody>
<tr>
<td></td>
<td>Cognitive, intellectual, logical, analytical, and rational abilities</td>
<td>Emotional, social, communicative, and relational abilities</td>
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<td>Personal information bank-memory, vocabulary, etc.</td>
<td>Grasping own as well as others’ wants and needs</td>
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<td>Gauges how well one acquires and organizes new knowledge</td>
<td>Gauges how well one copes with environmental demands and pressures</td>
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Four EQ Attributes

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<tr>
<th>Recognition What I See</th>
<th>PERSONAL COMPETENCE</th>
<th>SOCIAL COMPETENCE</th>
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<td>Self Awareness</td>
<td>Social Awareness</td>
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<td>Regulation What I Do</td>
<td>Self Management</td>
<td>Relationship Management</td>
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Model: The Emotional Intelligence Competencies of High Achievers — Daniel Goleman
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.

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.

Social Competence

• Social Awareness

• What I See

Understanding where the other person is coming from, whether you agree or not.
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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<td>Understanding Oth/Empathy</td>
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<td>Developing Others</td>
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<td>Organizational Awareness</td>
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<td>Communication</td>
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<td>Conflict Management</td>
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<td>Change Catalyst</td>
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<td>Building Bonds</td>
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<td>Collaboration and Co-operation</td>
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<td>Team Capabilities</td>
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<td>Influence</td>
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EMOTIONAL INTELLIGENCE IS...

LEARNING TO DEAL WITH EMOTIONS LOGICALLY
Impacts and Success
Helps individuals in their strive for success in living, working, learning, and social interactions with self and others.

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
The Bar-On model (associated with the EQ-i assessment) NOT Exercising EI:

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

Practical Applications:

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

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

As we look ahead…leaders will be those who empower others.
- Bill Gates

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hrstraining@wsu.edu