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Emotional Intelligence


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Emotional Intelligence

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



Emotional Intelligence (EI) is a concept that relates to how we understand and manage ourselves and how we relate to others.




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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)



Emotional Intelligence - AKA

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




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

Four EQ Skills

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



Model: The Emotional Intelligence Competencies of High Achievers – 1998 - 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

Four EQ Skills

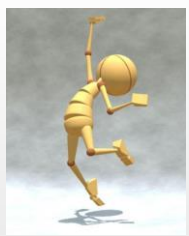

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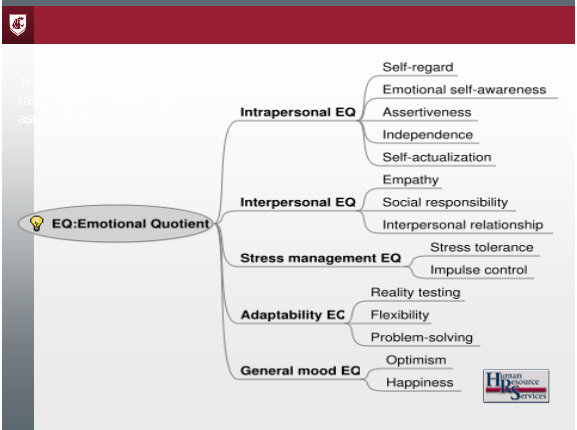
Model: The Emotional Intelligence Competencies of High Achievers – 1998 - Daniel Goleman



Impacts and Success



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




Exercising your EI


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

NOT Exercising EI



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



Developing E


- 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




The Bottom Line
(Ospina and Yaroni)

Moving from Mandated to Genuine Cooperation

- The new line manager must be more people oriented
- Coaching and teamwork are the predominant functions



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

- Bill Gates



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