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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<thead>
<tr>
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<th>IQ</th>
<th>EQ</th>
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<tbody>
<tr>
<td>Cognitive, intellectual, logical, analytical, and rational abilities</td>
<td>Emotional, social, communicative, and relational abilities</td>
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<tr>
<td>Personal information bank-memory, vocabulary, etc.</td>
<td>Grasping own as well as others' wants and needs</td>
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<tr>
<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>
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<th>PERSONAL COMPETENCE</th>
<th>SOCIAL COMPETENCE</th>
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<tr>
<td>Recognition What I See</td>
<td>Self Awareness</td>
<td>Social Awareness</td>
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<tr>
<td>Regulation What I Do</td>
<td>Self Management</td>
<td>Relationship Management</td>
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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.
### 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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<tr>
<td>Emotional Awareness</td>
<td>Understanding Other/Empathy</td>
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<tr>
<td>Accurate Self-assessment</td>
<td>Developing Others</td>
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<td>Self-confidence</td>
<td>Service Orientation</td>
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<td>Leveraging Diversity</td>
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<td>Organizational Awareness</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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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

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

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

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