

Emotional Intelligence

How does Emotional Quotient (EQ) = Success in the Workplace?



*Brought to
you by:*
Leadership
Engagement
and
Development
(LEAD)

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Our time together today

Outcomes (What)

Understand what emotional intelligence is and is not
Describe the four key skills of emotional intelligence.
Identify the role of emotions in leadership.
Outline methods to increase emotional intelligence behaviors

Agenda (How)

Identify the components of emotional intelligence
Self-assessment of emotional intelligence
Discuss the importance of emotional intelligence in the workplace
Set future intentions around personal learning.



“Anyone can become angry - that is easy, but to be angry with the right person at the right time, and for the right purpose and in the right way - that is not within everyone’s power and that is not easy”

- Aristotle

Who's the BEST Boss?

Individually:

- Think about the best supervisor or manager for whom you have worked.
 - Why were they so great?
 - What personal characteristics did they possess?
 - Write down 3-5 traits

With your table:

- Using all the traits that you have individually written down, agree on a BEST Boss trait list for your table.
 - *Be prepared to share one trait with the whole group!

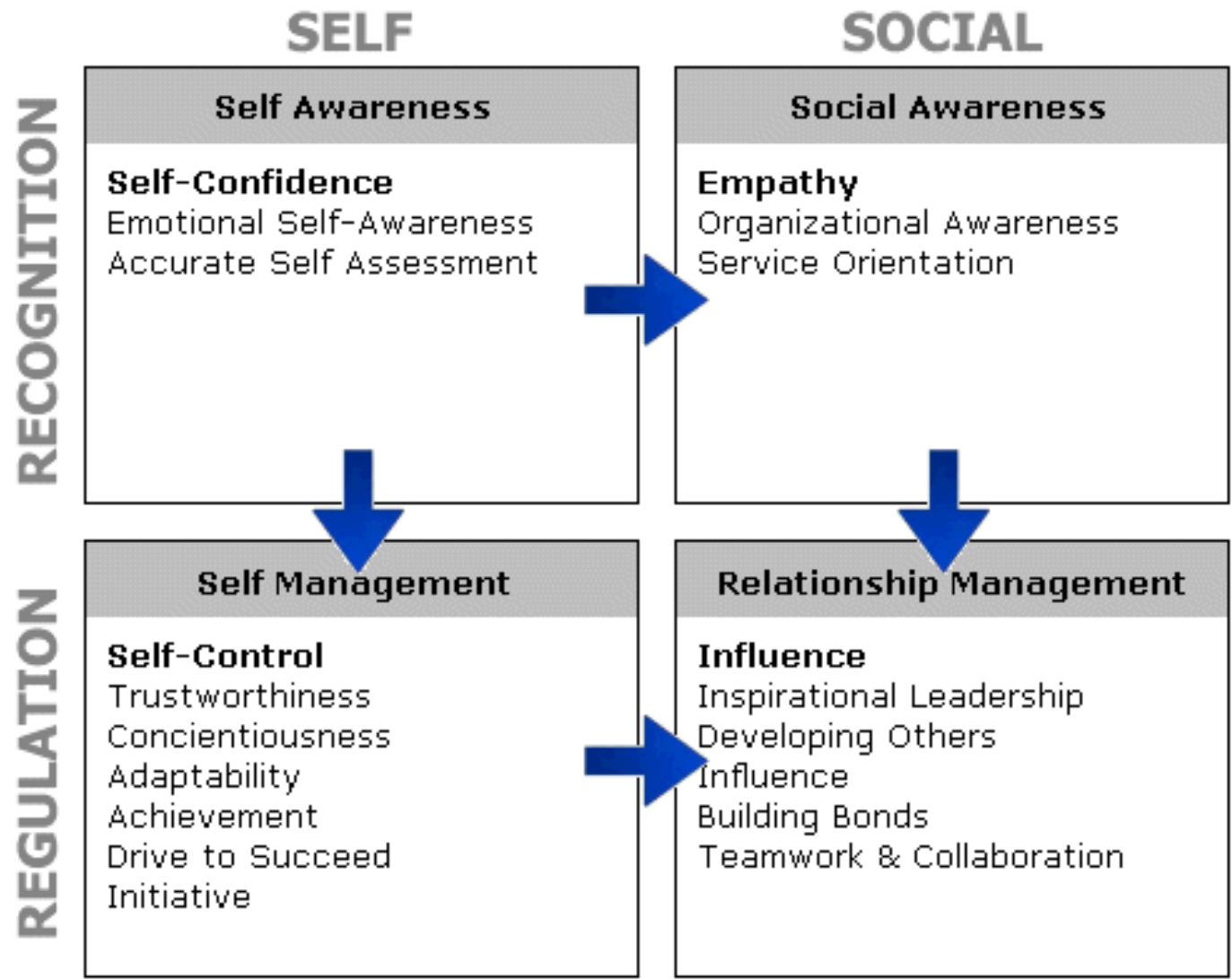




What is Emotional Intelligence?

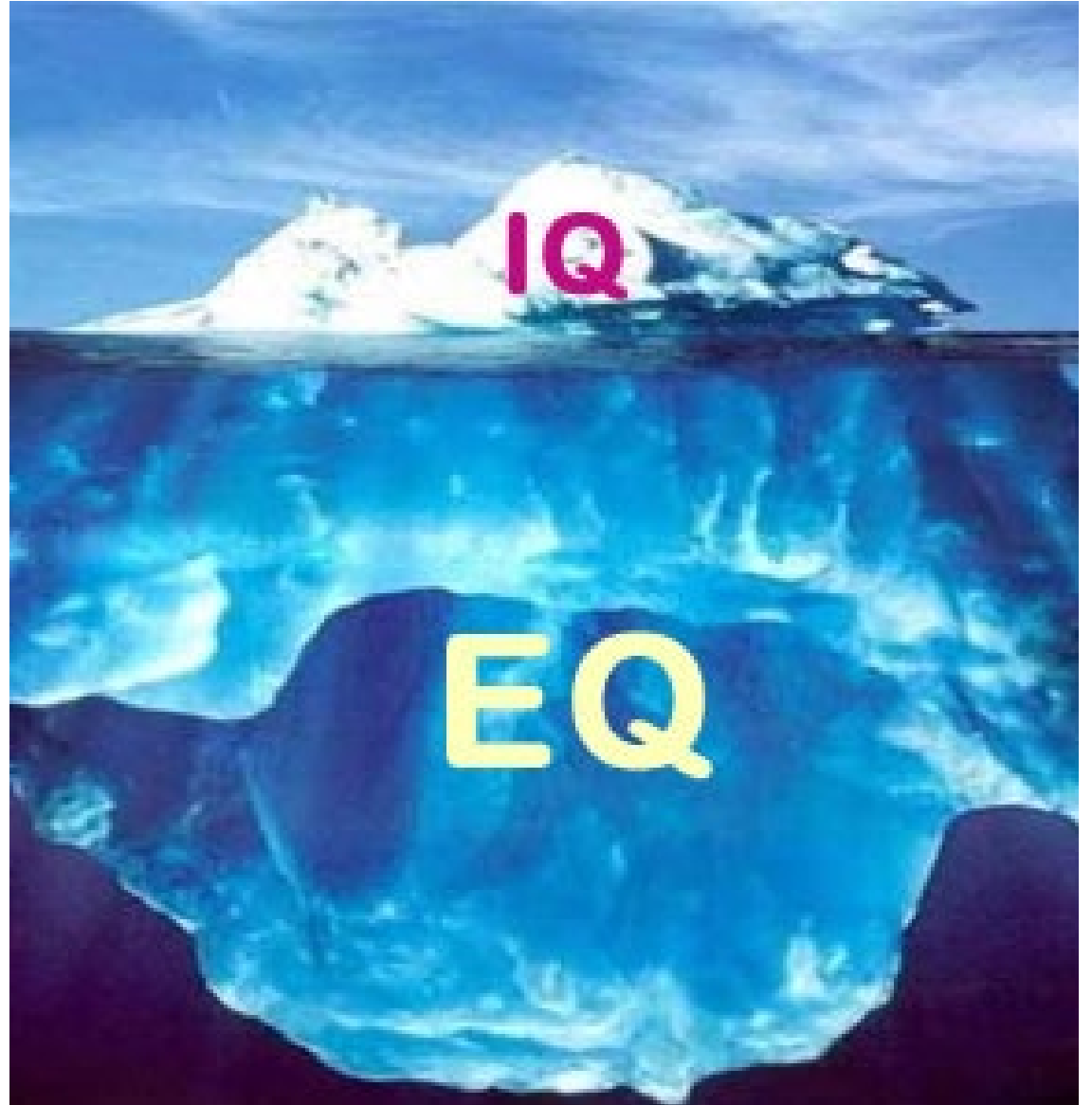
Emotional Intelligence

The ability to understand our own feelings and the feelings of others in order to help reach desired outcomes.



EQ vs. IQ

Research shows that IQ can help you be successful 10-20% of the time and the remaining 80-90% is dependent on your EQ.





Emotional Intelligence Self-Assessment

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- Review and assess each statement
 - Total and record your scores

Self-awareness

Self-awareness is:

- The ability to accurately sense and identify personal feelings
- A clear understanding of one's emotions, strengths, weaknesses, drives and capabilities.

Self-aware leaders:

- Are very thoughtful
- Understand what triggers their emotions and how values and feelings influence their conduct, their words, their work and their lives
- Present a calm and self-assured presence without arrogance or self-centeredness.
- Understand that self-reflection leads to a valuable awareness of strengths and limitations. ·
- Engage in life-long learning and self- improvement
- Are not defensive when they make errors
- Do not advance themselves by pushing others down.

Social Awareness

Social awareness is:

- An ability to understand the feelings and perspectives of others.
- Genuine concern for the well-being of others.
- Helping people based upon an understanding of their needs.

Socially aware leaders:

- Listen carefully and accurately
- Respect and relate well to people from varied backgrounds
- Detect crucial social networks and accurately read key power relationships
- Understand the factors that shape the views, needs and opinions of clients and customers and can respond helpfully to those needs
- Accurately assess the strengths and weaknesses of employees and:
 - Mentor them
 - Offer useful feedback
 - Identify areas of growth
 - Calm fears
 - Lessen Anger
 - Reward accomplishment

Self-management

Self-management is:

- Ability to suspend judgment and think before acting.
- Ability to control or redirect disruptive impulses and needs.
- Allows self-awareness to be put into action.

Self-management and Leadership

- Respond effectively in a wide range of circumstances.
- Do not become flustered, frozen or reactive in crises.
- Able to think strategically in the face of fear, anxiety or anger.
- Do not use anger, fear or intimidation to motivate their team.
- Authentic and genuinely caring.
- Optimistic, upbeat and enthusiastic
- Not cold, distant or aloof.
- Know emotions are literally contagious.

Relationship Management

Relationship Management is:

- Most visible of the EI competencies
- Skill in establishing and maintaining mutually beneficial relationships
- An ability to Inspire and guide groups
- Effective change management
- Conflict resolution skills
- An ability to motivate people
- “Friendliness with a purpose.”

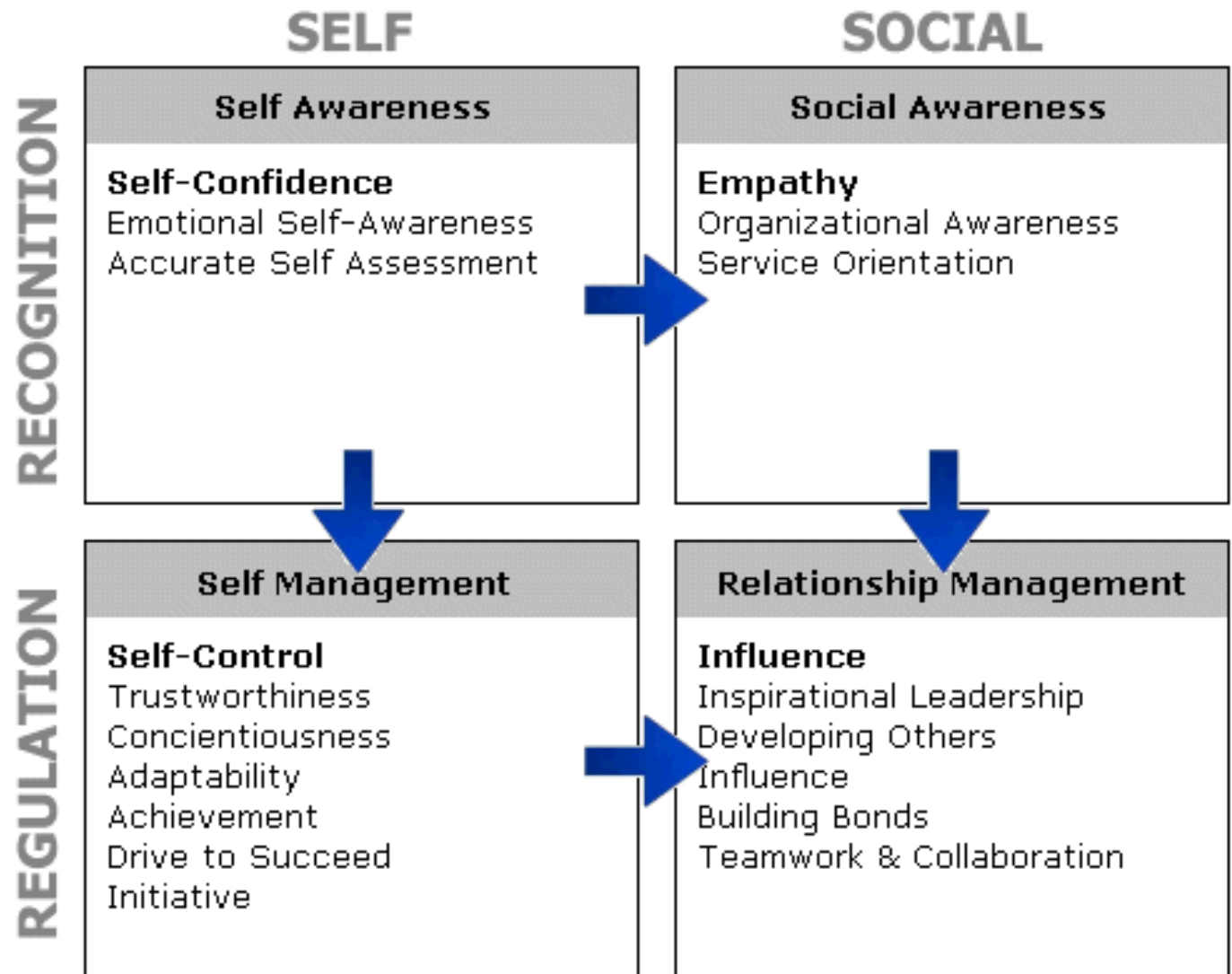
Leaders who are adept at relationship management:

- Are described by their team as charismatic and inspirational
- Draw all team members into active and enthusiastic participation
- Build team spirit and commitment
- Share credit for work well done with all who participated
- Encourage debate and open discussion
- Model respect, helpfulness and cooperation.
- Step forward to lead no matter what their position
- May wield influence far greater than that accorded to their position on the organizational chart

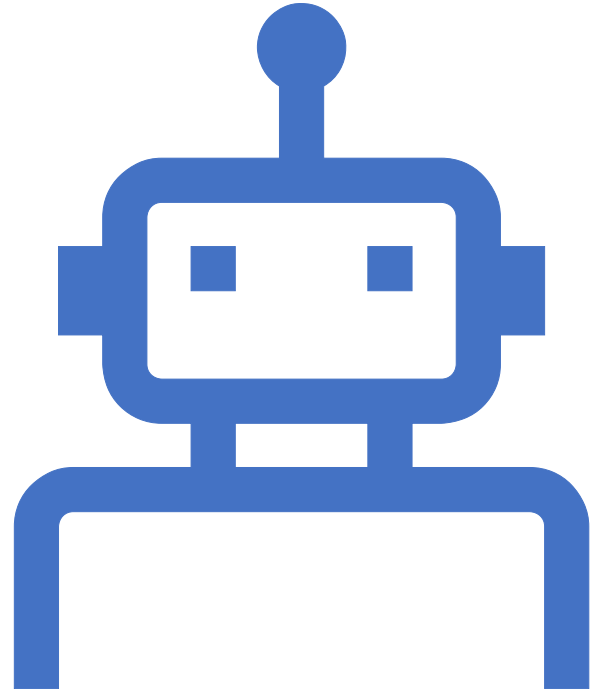
Emotional Intelligence

With your tablemates:

- Discuss the characteristics of your BEST Boss.
- Label each characteristic with one of the four components of emotional intelligence.
- What do you notice?



Emotional Intelligence at Work





The Benefits of Emotional Intelligence at Work

- On the job, people with higher emotional intelligence excel at:
 - Staying calm under pressure
 - Resolving conflict effectively
 - Behaving with empathy
 - Leading by example
- Those with high levels of Emotional Intelligence delegate more effectively and more emphatically
- Increasing our Emotional Intelligence makes us better employees, leaders, colleagues and teammates

Self-awareness

Tips for leaders:

- Ask yourself, “Am I fully self-aware?” If your answer is “yes,” you are not.
- Self-awareness is a process of discovery; a journey with a destination but no arrival.
- Involves regular, honest self-examination.
- Self-assessment identifies and takes responsibility for the less appealing aspects of oneself.
- Genuine curiosity about oneself.
 - “Why am I like this?”
 - “How did I get here?”
 - “Is this where I want to be?”
 - “If not, how do I get somewhere else?”

Growing self-awareness:

- Learn about yourself!
- Recognize your own emotions and how they affect your thoughts and behaviors
- Learn your strengths and weaknesses
- Control your reactions by developing an awareness of how you respond in various situations

Self-management

Tips for leaders:

- Insert a rational thought between a stimulus and angry response.
- Begin at the end. Visualize the outcome you want to achieve.
 - What alternatives do you have for reaching your goal?
 - What are the likely outcomes of each alternative?
 - What are the risks? Are the risks acceptable?
 - Select the most promising alternative
- Ask yourself why you are avoiding a particular person, situation or problem.
 - Identify the reasons for your inaction.
 - Choose and implement a course of action.
 - Do the jobs you dread first.
- Verify your facts.
 - It is possible to have a strong emotional reaction based on misinformation or partial information
 - Do not waste a perfectly good emotion based on incomplete data
 - Make sure you understand all perspectives on a situation, not just the view of the first person who comes to you.

Growing self-management skills:

Manage your emotions!

- Watch for impulsive feelings and behaviors
- Take the initiative
- Build relationships
- Examine your reputation -- Can people count on you to do what you said you would do? Follow through on commitments
- Adapt to changing circumstances
- Identify triggers and have a strategy
- Use relaxation
- Examine values – do behaviors match?
- Reflect -- Catch yourself when you think negatively and change your perspective!

Social Awareness

Tips for leaders

- Spend time with people who are different from yourself.
 - Get to know them.
 - Stretch your comfort level.
- Observe your own conduct, beliefs, and words.
 - How do you come across?
 - How do you look to others?
 - How can you improve?

Growing social awareness

Be aware of the emotions of others!

- Understand the emotions, needs and concerns of others
- Be friendly and polite; build rapport
- Watch body language
- Use open-ended questions
- Create emotional connections
- Practice empathy and compassion.
- Critical skills for Social Awareness are:
 - Empathy,
 - Reflective listening,
 - Ability to read non-verbal cues.
- Consider the feelings of those you interact with – do they feel heard?

Relationship Management

Tips for leaders

- Utilize a 360° evaluation for yourself
- Show interest in people. Ask them how they are doing. Engage them in social conversation.
- Listen more than you speak
- Reciprocate. Let no help or favor go unrewarded
- Tell people how much you appreciate them. Mean it
- Be visible
- Be reliable.
- Forgive.

Strategies for developing skills:

- Maintain good relationships!
- Ease into more productive / positive relationship behavior
- Manage conflict
- Develop team-building skills
- Talk with others about their dreams.
- Pay attention to non-verbal cues.
- Face conflict rather than avoid it.
- Look for win-win solutions.
- Help make everyone feel part of the team.

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- Create next steps based on the results from your Emotional Intelligence Self-Assessment.
 - **Consider** your results and identify two actions you can take immediately to strengthen your **emotional intelligence**.



*People may forget what you said
and forget what you did, but will
never forget how you made
them feel.” -Maya Angelou*

