

Emotional Intelligence: The Hidden Key to Establishing Effective Workplace and Personal Relationships

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What is Emotional Intelligence?

Emotional intelligence (EI; EQ) is essentially ability to effectively recognize, understand, and manage the emotions and motivations of yourself and your colleagues.

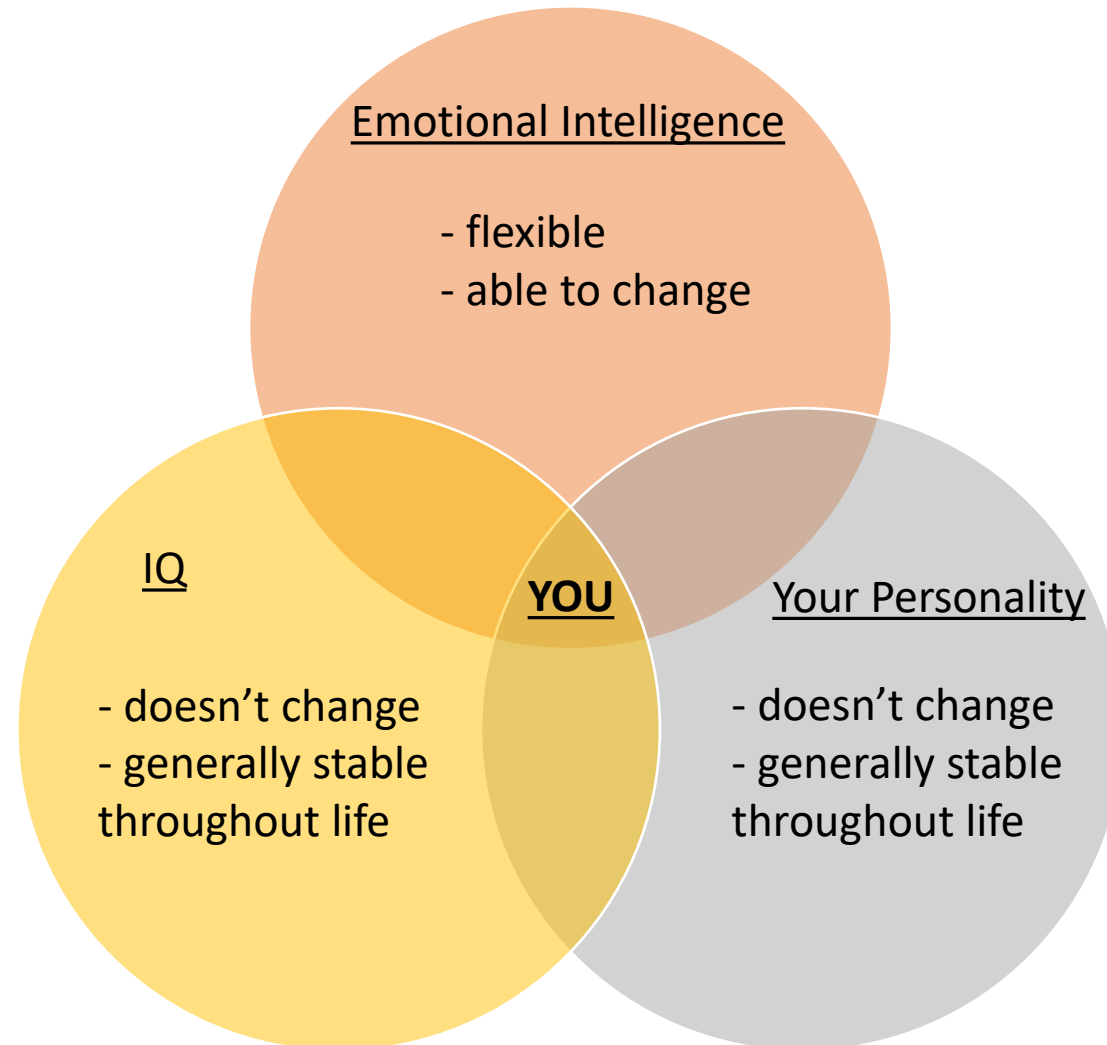
High EQ allows for effective navigation through social situations and critical choices and allows for effective management of interpersonal relationships.



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Emotional Intelligence, Intelligence Quotient, and Your Personality



Why Cultivate Your EQ?



One's IQ generally refers to the ability to understand, translate and apply knowledge and skills.

Your EQ reflects the ability to understand and manage the emotions of oneself and others, and to use this understanding to work more cohesively as a group.



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What Skills Contribute to Emotional Intelligence?

- *Personal Competence*
 - Self Awareness
 - Self Management
- *Social Competence*
 - Social Awareness
 - Relationship Management



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Personal Competence

- *Self Awareness*
 - Being conscious of how you present yourself.
 - Understanding your actions/reactions, habits and behaviors.
 - Being able to self reflect.
- *Self Management*
 - Managing your emotions.
 - Understanding what upsets you and how to process it.
 - Remembering the big picture in every situation.
 - Having the ability to manage oneself in any situation.



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Social Competence

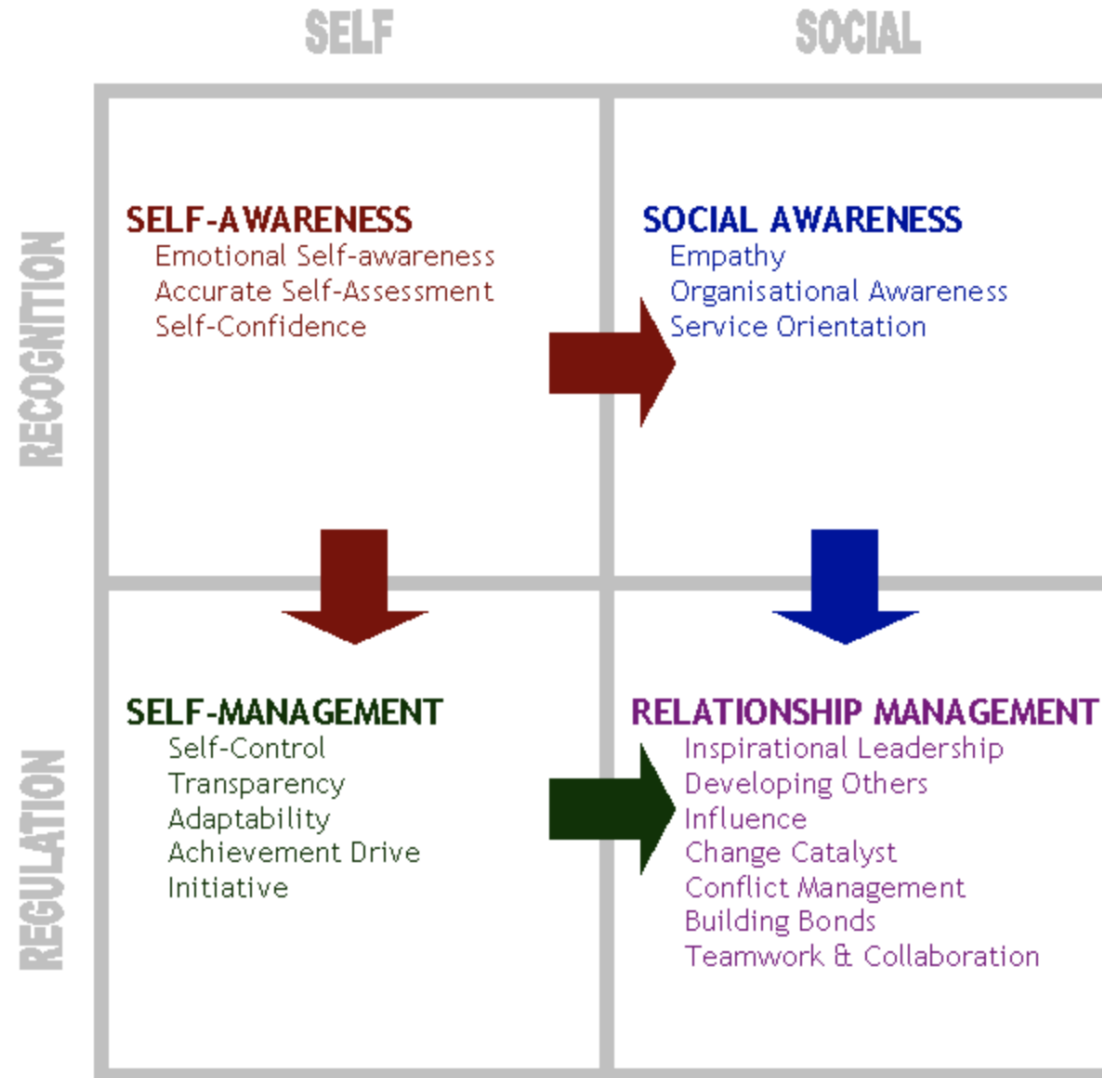
- *Social Awareness*
 - Understand the emotions of those around you.
 - Deep listening and empathy for the other person.
 - Putting your own agenda aside and focus your attention on the other person.
- *Relationship Management*
 - Building relationships with others.
 - Communicating with a variety of personality types.
 - Building effective relationships throughout life.
 - Understanding every relationship can provide significant experience.



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Let's Bring These Concepts Together...



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How Do I Improve My EQ?

- To Improve your *Relationship Management*:
 - Be open about yourself and be curious about others.
 - Live within your value system of honesty, respect and integrity.
 - Enhance your natural communication style
 - Learn how to receive feedback positively.
 - Build trust.
 - Acknowledge the other person's feelings.
 - Take responsibility for your part in the relationship.
 - Explain your decisions, don't just make them.
 - Make your feedback direct and constructive.



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How Do I Improve My EQ?

- To Improve your *Self Awareness*:
 - Don't judge your feelings.
 - Understand your feelings: happiness, sadness, anger, fear or shame.
 - Some suggest journaling your feeling or emotions.
 - Know and practice your core values.
 - Self care is important.
 - Have a support system who gives you honest feedback.



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How Do I Improve My EQ?

- To Improve your *Self Management*:
 - Write your goals down and share them with others.
 - Wait before responding to something that may negatively trigger you.
 - Talk to a skilled self-manager.
 - Do a joy filled activity at least once a day.
 - Create a journal to track things that upset you and give you joy.
 - Accept every situation as an opportunity to learn a life lesson.



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How Do I Improve My EQ?

- To Improve your *Social Awareness*:
 - Greet people by name.
 - Practice reflective listening in your conversations and focus on the other person.
 - Ask open ended questions to create a greater dialog.
 - Look for opportunities to praise someone. Catch them doing something right.
 - Watch body language of others.
 - Be present with whomever you are with. Give them your attention.
 - Pay attention to the EQ of others around you.
 - Use your intuition to sense the social culture around you.



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