



# **Training Session on Emotional Intelligence**

*Instructor Evaldas Jankus*

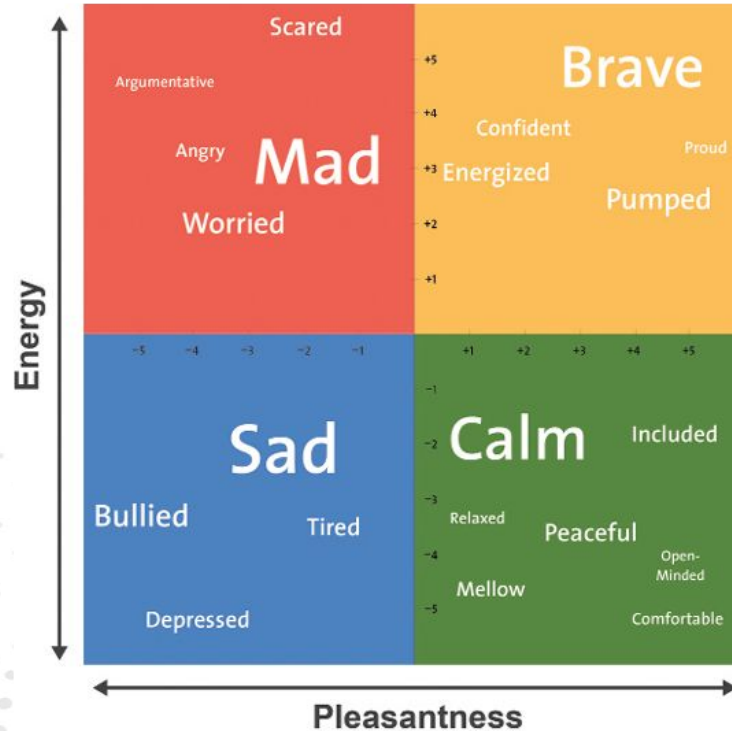
# Introduction

Hi. My name is Evaldas Jankus, I am 32 years old and I:



- am from Lithuania
- speak two languages
- graduated from Kaunas University of Technology
- work with Telus (previously known as CCC Riga) over 2 years (and 3 months)
- love to train at the gym, swim in summer, ride a bike/scooter, take random trips with the car

# Mood meter



# Emotions? Why do we care?

## Emotions influence:

- Attention, memory and learning
- Decision-making and judgment
- Relationship quality
- Physical and mental health
- Prosocial(or aggressive/bullying) behavior

# Triggers



- Comments for being late at work
- Disagreements regarding the ticket with colleagues
  - Winning in a lottery
  - Bad results at work
  - Over-persistent colleague
  - Untidy facilities
  - Forgetting to take mask to work
  - Not enough time to rest at work
  - Lack of sleep
  - and a lot more ...

# Rules of scales:

**R** - Recognizing

**U** - Understanding

**L** - Labeling

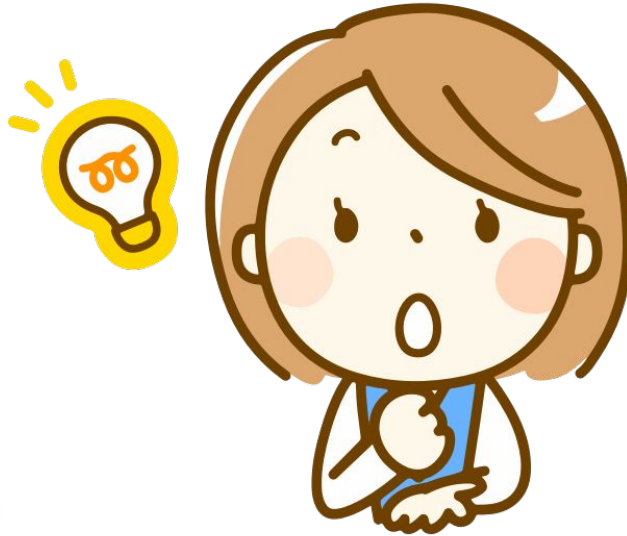
**E** - Expressing

**R** - Regulating

Emotions

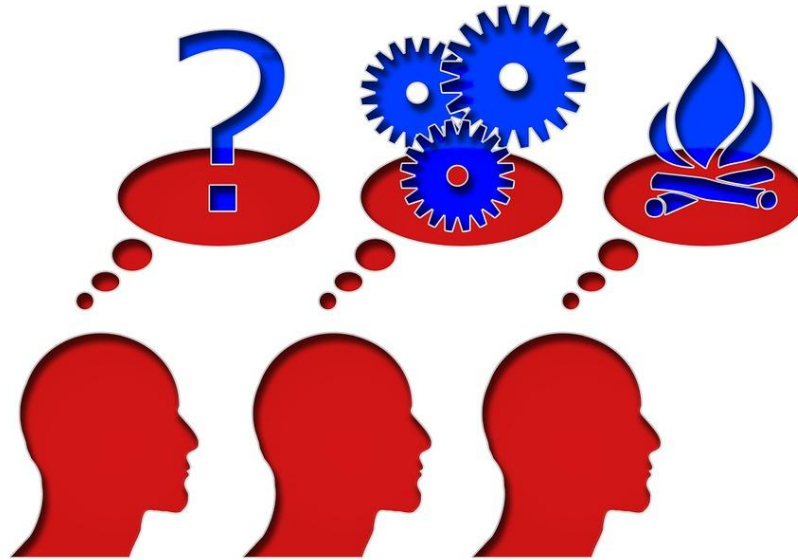
# R - Recognizing emotions

Identifying and interpreting emotions in faces, posture, gesture, voices and physiology



# U - Understanding emotions

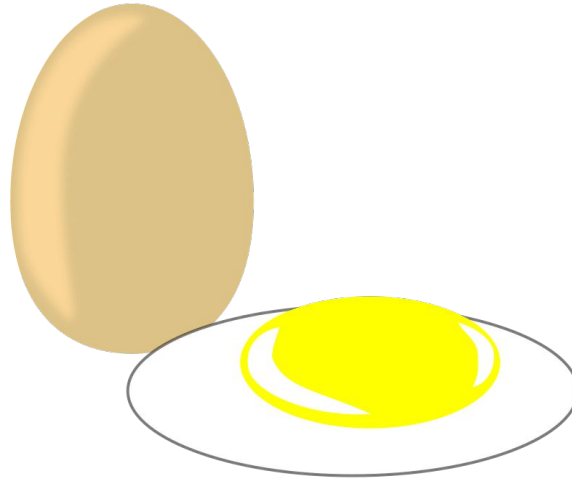
Knowing the causes and consequences of emotions and how emotions influence attention, thinking, decision and behavior





# L - Labeling emotions

Having a sophisticated vocabulary to describe the full range of emotions



*egg*

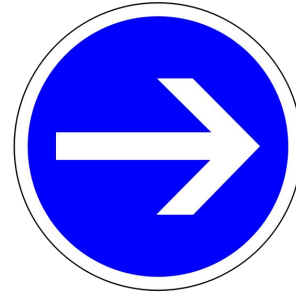
# **E** - Expressing emotions

Knowing how and when to express emotions appropriately with different people and in multiple contexts.



# R - Regulating emotions

Knowing and using effective strategies to prevent, reduce, initiate, maintain and enhance emotions



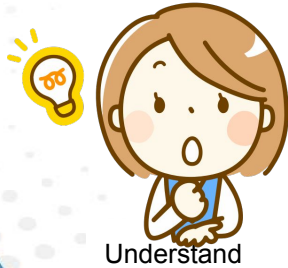
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# What is Emotional Intelligence

(otherwise known as emotional quotient or EQ)



## Emotions



# What is Emotional Intelligence

(otherwise known as emotional quotient or EQ)



Relieve stress

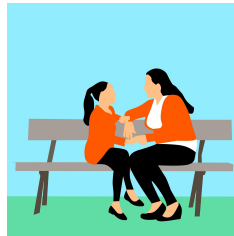


Overcome challenges



Communicate effectively

## Outcome



Empathy with others



Defuse conflict

# What is Emotional Intelligence

(otherwise known as emotional quotient or EQ)



Build stronger relationship



Succeed at school and work



Achieve career and personal goals

## Helps



Informed decisions about what matters to you



Connect with your feelings

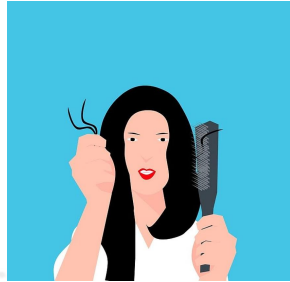


Intention into action

# Why is it important to be emotionally intelligent at work?



Depression



Stress



Helping colleagues



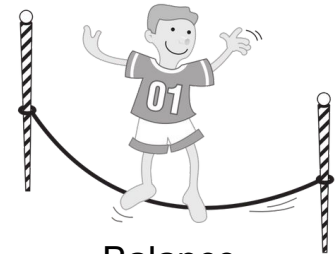
Toxic working environment



Critical thinking



Irrational or rushed decisions



Balance



# Thank you!

“Feel it to heal it”

