

Emotional Intelligence

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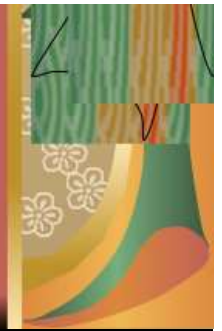
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Need

Emotional Intelligence is very important for managers as it is one of the important deciding factor for relationship management resulting in motivation, retention , self



management & managing others.



Emotional Intelligence

Emotional Intelligence is the ability of an individual to deal successfully with other people, to manage one's self, motivate other people, understand one's own feelings and appropriately respond to the everyday environment



Emotional Intelligence

- In Working with Emotional Intelligence, author Daniel Goleman defines EI in the



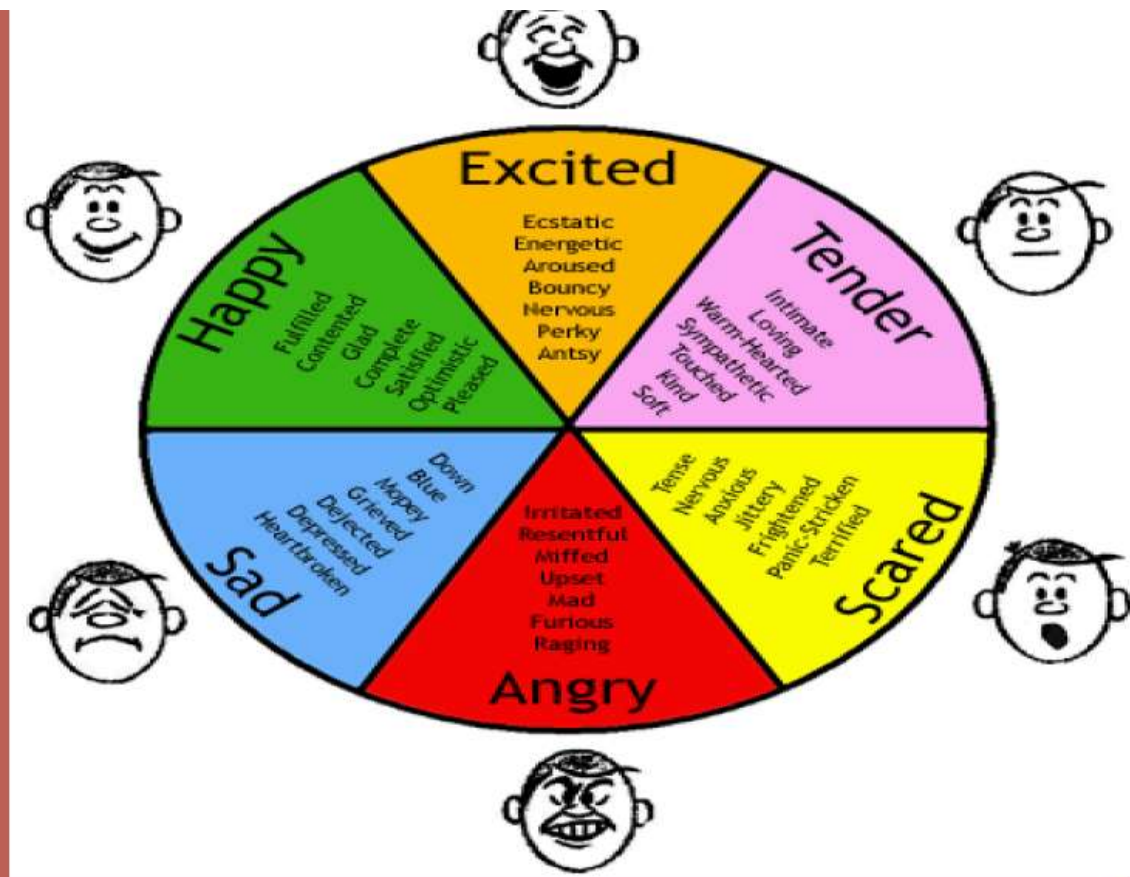


workplace as the ability of employees to recognize:

- Their own feelings❖
- The feelings of others❖
- What motivates them❖
- How to manage their emotions, both in themselves and in relationships with others

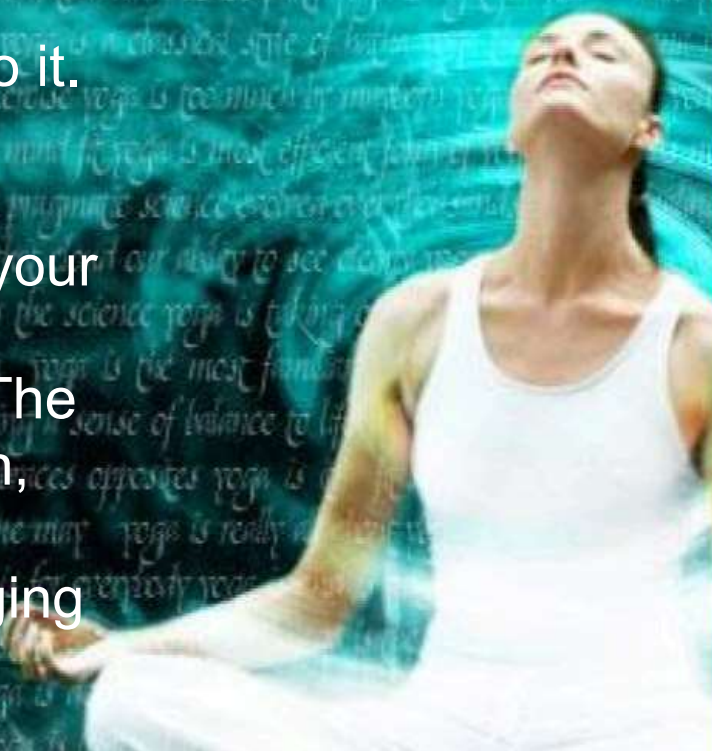
EMOTIONAL INTELLIGENCE

Emotional Intelligence doesn't mean being soft – it means being intelligent about emotions – a different way of being smart. Emotional intelligence is your ability to acquire and apply knowledge from your emotions and the emotions of others in order to be more successful and lead a more fulfilling life.

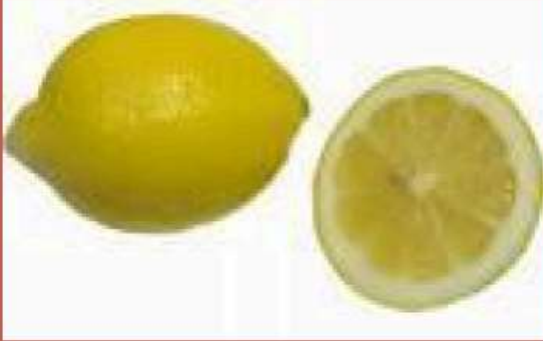


COMPONENTS OF EMOTIONAL INTELLIGENCE

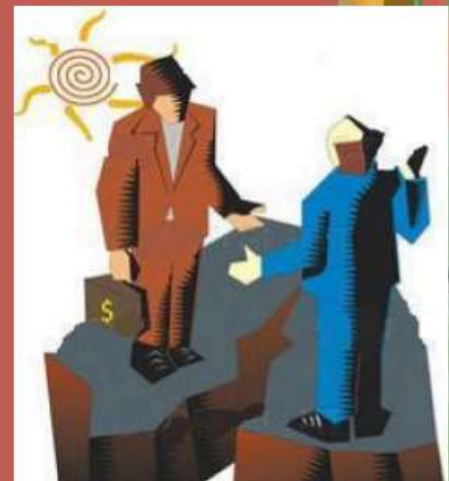
There are five parts to it. One is knowing what you're feeling. The second is managing your feelings, especially distressing feelings. The third is self-motivation, the fourth is empathy and the fifth is managing relationships



Why EQ

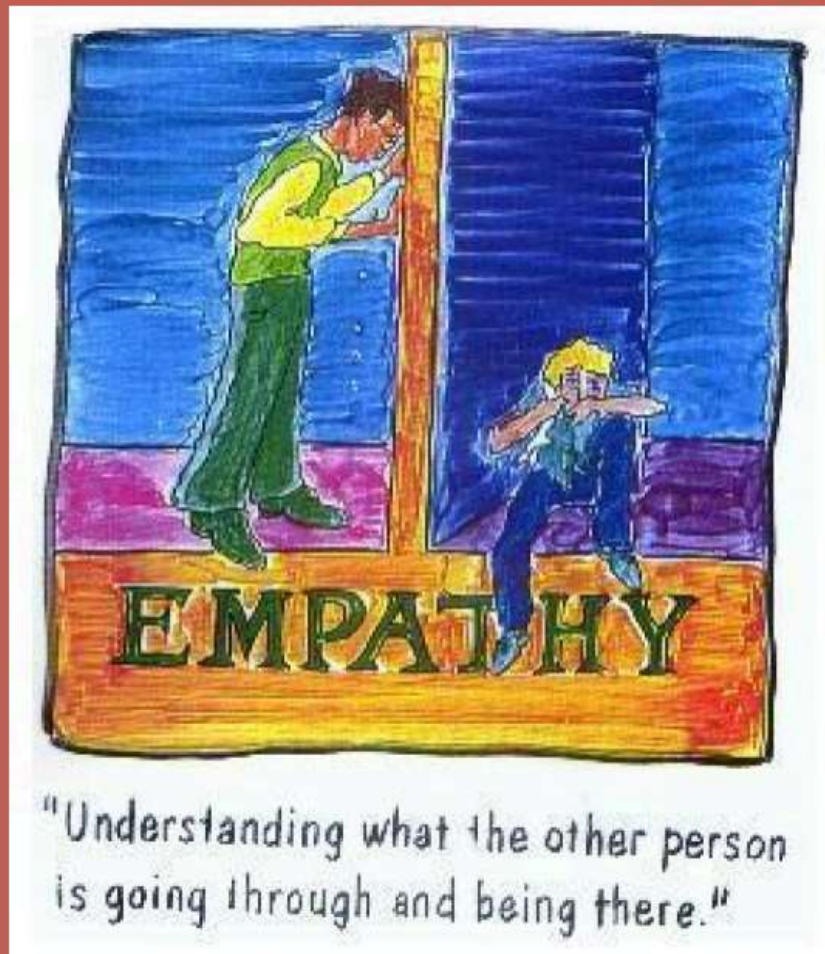


EQ is the distinguishing factor that determines if we make lemonade when life hands us lemons or spend our life stuck in bitterness



EQ is the distinguishing factor that help us to maintain a warm relationship or a distant contacts.

Empathy



**Don't run through life so fast..
that you forget not only where you've been**



but also where you are going.

magicworld-subscribe@google



Don't forget, a person's greatest emotional need is to feel appreciated.



JUST TO SHARE A MOMENT...

Recently, I had a discussion with a close friend about the tough time he was having dealing with difficult past experiences with family members. He said he was even more frustrated by the fact that they didn't even seem to realize that he was upset. When I pointed out that he seemed to be the one who was suffering over this past misgiving,

he admitted that he wanted to feel better about it but was having difficulty forgiving and letting it go.

I am amazed by how many times I have heard this, many of us carry around past hurts that weigh on us and can be extremely painful. Lack of forgiveness can be like a festering wound that never heals, often throbs and is easily opened. Issues that are left unresolved can manifest into other problems such as stress, anxiety, unresolved anger, and poor self-esteem.

In this case, we talked about how everyone, at one point or another, has made mistakes or done things they later wished they could

go back in time to alter. We also talked about how liberating it feels when the person you harmed is able to find forgiveness. By the end of our conversation, he said he was beginning to understand that forgiveness is a two-way street and that if he wanted to be forgiven of his mistakes, he needed to offer others the same courtesy

When we spoke later, he said had been giving a lot of thought to our conversation and had realized that the only person he was hurting with his lack of forgiveness was himself. Fortunately, once he realized that, he was able to forgive his family members for the past offense without even needing to drag everything up again. He sounded so relieved and it was great to hear such relief in his voice.

Forgiveness is a powerful tool for self-healing. When we can finally just let go and love people for who they are, even when they have hurt us, we free ourselves from any self-imposed bondage of angst and anger, and we also find it easier to forgive ourselves for our own mistakes. Friends, give this some thought to see if you are holding onto some past misgiving that has been weighing you. If so, it is time for a good emotional cleaning!



Have you come across these situations??...

Relationship Problems – when you fail to communicate what you need; when you lose the confidence of your team members; when you are acknowledged as – “never approachable”

Rage in the Workplace – Outburst of emotions

Failure to advance in career – losing track of the actual purpose!

Poor decision making capability – Pre-occupied with frustrated thoughts

High rate of attrition in your team (healthy or bad!)
– People start leaving you...not the job. Think! They start moving away from your vision

Lack of complete delegation – Lack of trust leading to micromanaging, when it actually can be avoided



This happens when we neglect to manage our emotions...

Components of Emotional Intelligence

	Definition	Hallmark
Self Awareness	The ability to recognize and understand your moods, emotions and drives as well as their effects on others	Self-confidence Realistic Self development Self-deprecating sense of humor
Self-Regulation	The ability to control or redirect disruptive impulses and moods. The propensity to suspend judgement to think before acting	Trustworthiness & integrity Comfort with ambiguity Openness to change
Motivation	A passion to work for reasons that go beyond money or status The propensity to suspend judgement –to think before acting	Strong drive to achieve Optimism, even in the face of failure Organizational commitment
Empathy	The ability to understand the emotional makeup of other people Skill in treating people according to their emotional reactions	Expertise in building and retaining talent Cross-cultural sensitivity Service to clients and customers
Social Skills	Proficiency in managing relationships and building networks An ability to find common group & build rapport	Effectiveness in leading change Persuasiveness Expertise in building & leading teams

How then can one improve emotional intelligence?

- **Pay attention to self and other's body language**
- **Listen more; speak less-** develops empathy
- **Get curious, not furious-** Watch what you say especially when frustrated or annoyed. Reframe

"Some people make the world more special just by being in it."

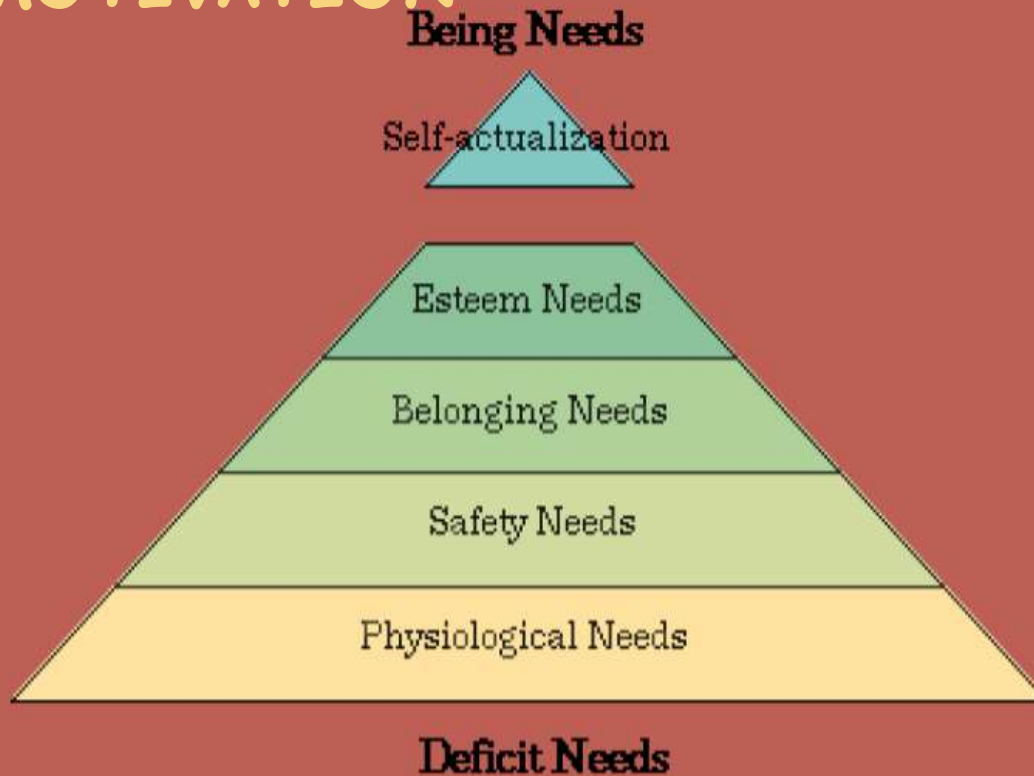
-Kelly Ann Rothaus

negative emotions into curiosity - " ... this makes absolutely no sense to me" can be replaced with, "Do you see something in this that I must be missing"

- **Elicit pride in others** – Reason for working together

- **Remember that emotions are contagious** - A dominant person's emotions (negative or positive)

MASLOW'S THEORY OF MOTIVATION



WELL, YOU HAVE GOT TO HAVE FRIENDS

Loneliness breaks the
spirit? -Jewish Proverb

THE POWER OF BELONGINGNESS

“If you could do just one thing that would lengthen your life, help you stay psychologically and physically healthy, and support your healing when you did become ill, you would maintain strong connections to other people. The effects of belongingness are so potent that if they could be bottled, they would need FDA approval.”??-- *Living A Connected Life*

BEING CONNECTED TO FAMILY AND FRIENDS

“We have all known the long loneliness and we have learned that the only solution is love and that love comes with community.”

TO KNOW THYSELF

- What do you bring into your relationships?
- How well do you know yourself?
- The Persona and The Shadow
- You can't have a better relationship with anyone else than the one you have with yourself
- Emotional Intelligence (EQ)

- “To know others is to be wise, to know oneself is to be enlightened”
- – Tao Te Ching

WHY EMOTIONS

- With out feeling and emotions we will be like robots.
- It is the feeling and emotions, our likes and dislikes that give our life meaning that make us happy or unhappy, fulfilled or dissatisfied and that to a large degree decide our course of action and even on our health

EMOTIONAL INTELLIGENCE

- It is different way of being smart
- It includes knowing what your feelings are and using your feelings

to make good decisions in life.

- And it's a social skill- getting along with other people, managing emotions in relationships, being able to persuade or lead others.

IT INVOLVES VARIOUS SKILLS

- Self awareness
- Managing emotions.
- Motivation
- Empathy
- Social skills

CAN IT BE LEARNT AT ANY

AGE

- The answer is yes
- You can upgrade your skill at any stage of your life
- In fact age and maturity are positively correlated with EQ
- Emotional intelligence skills are making us effective in life challenges and useful for everybody.
- Useful for everyone who want to be happy and effective in life.



