



PROFESSIONAL GUIDE: EMOTIONAL INTELLIGENCE



PROMASTERS

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What is Emotional Intelligence?

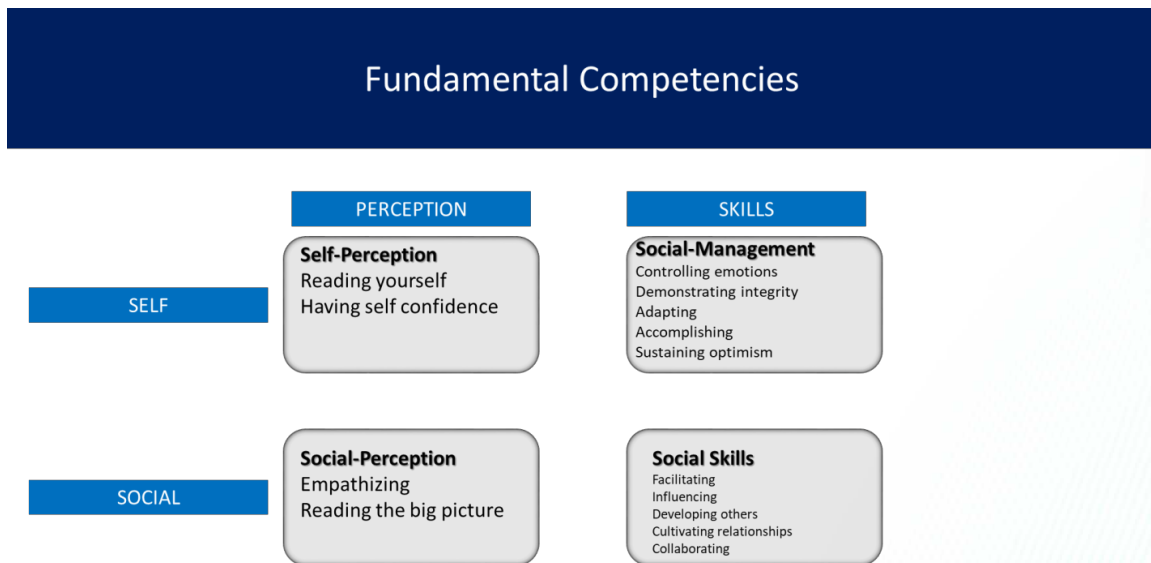
Emotional Intelligence (EQ):



- Requires reasoning about emotions
- Impacts intuition, integrity, and motivation
- Includes communication and relationship skills

Using Emotional Intelligence

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Improving your ability to reach yourself

- Solicit Feedback
- Identify strengths, weaknesses, triggers
- Interpret goals and feelings
- Self- Observe
- Record reactions and thoughts

Interpersonal Techniques for Controlling Emotions

- Letting other people explain themselves first
- Honestly expressing emotions
- Discussing the reasons for them
- Searching for solutions
- Taking responsibility for your actions and feelings

Attributes of Emotional Intelligence?

- Letting other people explain themselves first
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Self-Awareness

- People with high emotional intelligence are usually very self-aware.
- They understand their emotions, and because of this, they don't let their feelings rule them.
- They're confident – because they trust their intuition and don't let their emotions get out of control.
- They're also willing to take an honest look at themselves.
- They know their strengths and weaknesses.

Self-Management

- This is the ability to control emotions and impulses.
- People who self-regulate typically don't allow themselves to become too angry or jealous, and they don't make impulsive, careless decisions.
- They think before they act.
- Characteristics of self-regulation are thoughtfulness, comfort with change, integrity, and the ability to say no.

Social Awareness

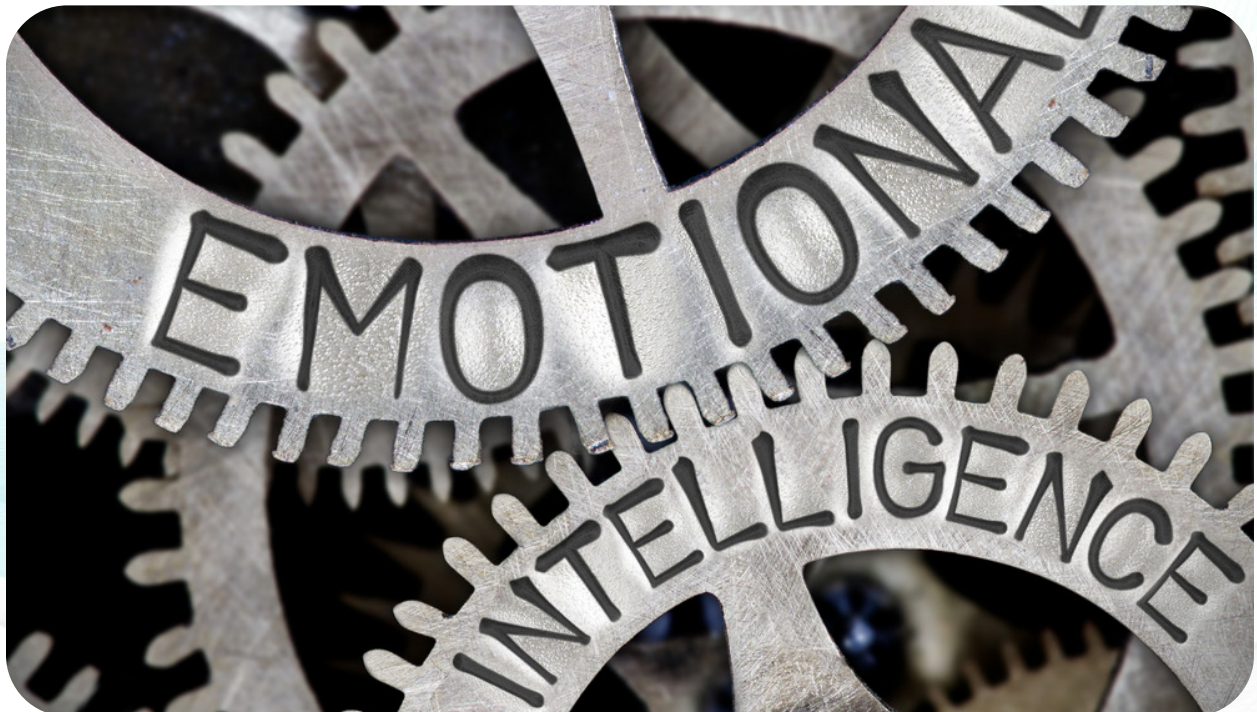
- You can understand the emotions, needs, and concerns of other people, pick up on emotional cues, feel comfortable socially, and recognize the power dynamics in a group or organization.

Empathy

- Second-most important element of emotional intelligence.
- Empathy is the ability to identify with and understand the wants, needs, and viewpoints of those around you.
- People with empathy are good at recognizing the feelings of others.
- Empathetic people are usually excellent at managing relationships, listening, and relating to others.

Motivation

- People with a high degree of emotional intelligence are usually motivated.
- They're willing to defer immediate results for long-term success.
- They're highly productive, love a challenge, and are very effective



Why is emotional intelligence so important?

It's not the smartest people that are most successful in life. There are many people who are academically brilliant and yet are socially unsuccessful at work or in their personal life. Intellectual intelligence or IQ isn't enough to be successful in life. IQ can help you get into college but it's EQ that will help you manage the stress and emotions

Emotional intelligence affects:

- Your performance at work
- Your physical health
- Your mental health
- Your relationships

Your work performance

- Emotional intelligence can help you navigate the social complexities of the workplace, lead and motivate others, and excel in your career.
- Many companies now view emotional intelligence as being as important as technical ability and require EQ testing before hiring.

Your physical health

- If you're unable to manage your stress levels, it can lead to serious health problems.
- Uncontrolled stress can raise blood pressure, suppress the immune system, increase the risk of heart attack and speed up the aging process.

Your mental health

- Uncontrolled stress can also impact your mental health, making you vulnerable to anxiety and depression.
- If you are unable to understand and manage your emotions, you'll also be open to mood swings, also leaving you feeling lonely and isolated.

Your relationships

- By understanding your emotions and how to control them, you're better able to express how you feel and understand how others are feeling.
- This allows you to communicate more effectively and building stronger relationships, both at work and in your personal life.

How to raise your emotional intelligence?

- To improve your emotional intelligence, you need to understand and control the emotional side of your brain.
- This will help prevent you from continually repeating earlier mistakes,
- Also enhances your decision-making ability & helps in expanding your range of choices when it comes to responding to a new event.

This is done by developing five key skills.

Developing emotional intelligence through five key skills :

- Skill 1: The ability to quickly reduce stress.
- Skill 2: The ability to recognize and manage your emotions.
- Skill 3: The ability to connect with others using nonverbal communication.
- Skill 4: The ability to use humor and play to deal with challenges.

Skill 1: Rapidly Reduce Stress

- High levels of stress can overwhelm the mind and body which disables you to be aware of your own feelings and needs, and communicate clearly.
- Being able to quickly calm yourself down and relieve stress helps you stay balanced, focused, and in control—no matter what challenges you face or how stressful a situation becomes.

Develop your stress busting skills by working through the following three steps :

- Realize when you're stressed
- Identify your stress response
- Discover the stress-busting techniques that work for you

Skill 2: Emotional Awareness

- Being aware of your emotions and how they influence your thoughts and actions—is the key of understanding yourself and others.
- Many people are disconnected from their emotions, they are in a habit of shutting them off.
- Without emotional awareness, we are unable to fully understand our own motivations and needs, or to communicate effectively with others.

Skill 3: Non-verbal Communication

Tips for improving nonverbal communication:

- Focus on the other person. If you are planning what you're going to say next, daydreaming, or thinking about something else, you are almost certain to miss nonverbal cues in the conversation.
- Make eye contact. Eye contact can communicate interest, maintain the flow of a conversation, and help gauge the other person's response.
- Pay attention to nonverbal cues you're sending and receiving, such as facial expressions, tone of voice, posture and gestures, touch, and the timing & pace of the conversation.

Skill 4: Use humor and play to deal with challenges

Playful communication broadens your emotional intelligence and helps you:

- Take hardships in stride- By allowing you to view your frustrations and disappointments from new perspectives, laughter and play, enable you to survive hard times and setbacks.
- Smooth over differences- Using gentle humor often helps you say things that might be otherwise difficult to express.
- Relax and energize yourself- Playful communication relieves fatigue and relaxes your body & mind, which allows you to recharge and accomplish more.

Skill 5: Resolve Conflicts Positively

Tips for resolving conflicts in a trust-building way:

- Stay focused in the present- When you are not holding on to old hurts and resentments, you can recognize the reality of a current situation and view it as a new opportunity for resolving old feelings about conflicts.
- Forgive- Other people's hurtful behavior is in the past. To resolve conflict, you need to give up the urge to punish or seek revenge.
- End conflicts that can't be resolved- It takes two people to keep an argument going. You can choose to disengage from a conflict,