
Emotional Intelligence

Emotional Intelligence (EI)

- * We all have different personalities, different wants & needs, and different ways of showing our emotions.
- * If we hope to succeed in life we need to navigate through this and all it takes tact and cleverness.
- * This is where EI becomes important.

Emotional Intelligence (EI)

- * Emotional Intelligence, or EI, is the ability to identify, assess, and manage the emotions of one's self, and of others.
- * In other words, it is a distinct combination of emotional and social skills and competencies that influence our overall capability to cope effectively with demands and pressures of work and life.
- * EQ, or Emotional Quotient, is how one measures Emotional Intelligence

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Emotional Intelligence (EI)

You need to understand the emotions to :

- * relate better to other people,
- * form healthier relationships,
- * achieve greater success at work, and
- * lead a more fulfilling life.

Emotional Intelligence (EI)

- * The ability to express and control our own emotions is important. At the same time our ability to understand, interpret, and respond to the emotions of others, is equally important.
- * You can identify /realise when your friend is feeling sad or when a co-worker is angry , right?
- * Psychologists refer to this ability as Emotional Intelligence.

Emotional Intelligence (EI)

- * Some researchers suggest that emotional intelligence can be learned and strengthened, while other claim it is an inborn characteristic.

Emotional Intelligence (EI)

- * Emotional intelligence (EI) is important to communicate effectively, empathize with others, overcome challenges, and defuse conflict.
- * Emotional intelligence impacts many different aspects of your daily life, such as the way you behave and the way you interact with others.

Emotional Intelligence (EI)

- * Emotional intelligence has four components.

- * Self awareness
- * Self-management
- * Social awareness
- * Relationship management



Emotional Intelligence (EI)

Self awareness:

- * Your understanding of your strengths and weaknesses, your motivation factors, and how & why you respond to situations in a particular way.
- * Self-awareness lies at the heart of the EI model and, to a great extent, influences our ability to develop the other competencies.
- * It enables us to sustain our behaviour over time, despite setbacks.
- * In short – Self awareness is understanding own moods & emotions

Emotional Intelligence (EI)

Social awareness:

Under this context, EI is the ability to hear and understand others' thoughts, feelings and concerns, even when partly expressed or unspoken.

It's being aware of others needs.

It covers how we manage the emotions of others.

Emotional Intelligence (EI)

Self-management:

- * It is how effectively we manage our own emotions, and how well we control our responses to new or challenging situations.
- * Emotional self-control is the ability to keep impulsive feelings and emotions under control.

i.e. Think before act!

Emotional Intelligence (EI)

Relationship management: (social skill) is our ability to apply emotional understanding in our dealings with others.

This is where emotional intelligence becomes most visible to the people we deal with (putting EI to work).

It includes the ability to develop relationships, build rapport (trust).

It's the culmination of the other 3 dimensions of EI.

Emotional Intelligence (EI)

- * Why is emotional intelligence (EI) so important?

Why is emotional intelligence so important?

Your performance at work.

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

Why is emotional intelligence so important?

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 stroke, contribute to infertility, and speed up the aging process.
- * The first step to improving emotional intelligence is to learn how to relieve stress.

Why is emotional intelligence so important?

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,
- * An inability to form strong relationships can leave you feeling lonely and isolated.

Why is emotional intelligence so important?

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 forge stronger relationships, both at work and in your personal life.

How to raise your emotional intelligence?

- * All information to the brain comes through our senses, and when this information is overwhelmingly stressful or emotional, instinct will take over and our **ability to act** will be limited to the flight, fight, or freeze response.
- * Therefore, to have access to the wide range of choices and the ability to make good decisions, we need to be able to bring our emotions into balance **at will**.

How to raise your emotional intelligence?

- * To improve your emotional intelligence—and your decision-making abilities—you need to understand and manage your emotions.
- * This is accomplished by developing key skills for controlling and managing overwhelming stress.

How to raise your emotional intelligence?

Developing emotional intelligence through a few key skills:

- * Emotional Intelligence is built by reducing stress, remaining focused, and staying connected to yourself and others.
- * You can do this by learning 5 key skills. The first two skills are essential for controlling and managing overwhelming stress and the last three skills greatly improve communication.

How to raise your emotional intelligence?

- * Each skill builds on the lessons learned in practicing the earlier skills and include:
 1. The ability to quickly reduce stress in the moment in a variety of settings
 2. The ability to recognize your emotions and keep them from overwhelming you
 3. The ability to connect emotionally with others by using nonverbal communication
 4. The ability to use humour and play to stay connected in challenging situations
 5. The ability to resolve conflicts positively and with confidence

How to raise your emotional intelligence?

- * In order to permanently change behaviour in ways that stand up under pressure, you need to learn how to overcome stress in the moment and stress in your relationships by remaining emotionally aware.
- * This means that you can't simply read about emotional intelligence in order to master it.
- * You have to experience and practice the skills in your everyday life.

How to raise your emotional intelligence?

- * Humor, laughter, and play are natural antidotes to life's difficulties; they lighten your burdens and help you keep things in perspective.
- * A good hearty laugh reduces stress, elevates mood, and brings your nervous system back into balance.



Traditional Intelligence versus Emotional Intelligence

IQ, or intelligence quotient

EQ or emotional intelligence quotient

IQ & EQ

IQ

- * It is the standard measures of intelligence (i.e. IQ scores)
- * Some argument is that it is too narrow and do not encompass the full range of human intelligence, human abilities and knowledge.
- * Some critics began to realize that high intelligence no guarantee for success in life.

IQ & EQ

- * IQ is still recognized as an important element of success, particularly when it comes to academic achievement.
- * People with high IQs typically do well in school, often earn more money, and tend to be healthier in general.

IQ & EQ

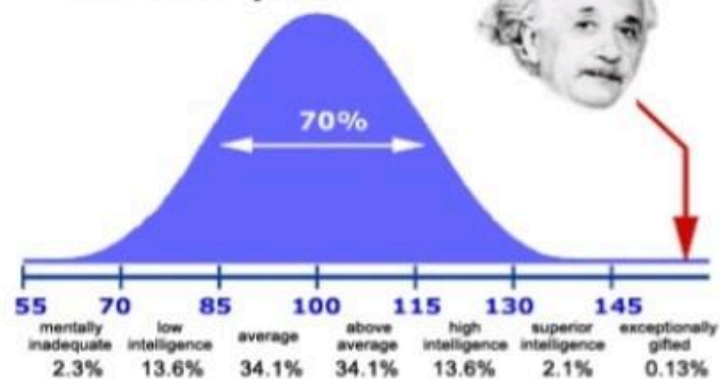
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- * Today, scores on most IQ tests are calculated by comparing the test taker's score to the scores of other people in the same age group.

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IQ & EQ

Einstein's IQ = 160+
What about yours ?



Intelligence Interval

40 - 54
55 - 69
70 - 84
85 - 114
115 - 129
130 - 144
145 - 159
160 - 175

Cognitive Designation

Severely challenged (Less than 1% of test takers)
Challenged (2.3% of test takers)
Below average
Average (68% of test takers)
Above average
Gifted (2.3% of test takers)
Genius (Less than 1% of test takers)
Extraordinary genius

Take our [Free IQ Test](#) and find out what your IQ is

IQ & EQ

- * EQ, or Emotional Quotient, on the other hand, is a measure of a person's level of Emotional Intelligence (EI).

Differences between EQ and IQ

IQ	EQ
Helps you get in the door	Helps you succeed at job
Measure of ability to learn or understand	Measure of ability to use your emotions and logical skills
Trying to convince someone by facts	Trying to convince someone by reasoning
Being at the mercy of emotions because you don't understand them	Understanding and managing emotions and using them for good reasons
Book smart	Heart smart
Gets you through school	Gets you through life

Emotional Intelligence

- * The concept of emotional intelligence (EI) has had a strong impact in a number of areas, including the business world.
- * It is important to monitor one's own and others' feelings and emotions, to discriminate among them and to use this information to guide one's thinking and actions.

Emotional Intelligence

- * A high EQ is an important quality for business leaders and managers to have.
- * The Harvard Business Review has hailed emotional intelligence as “a ground-breaking, paradigm-shattering idea,” one of the most influential business ideas of the decade.

Emotional Intelligence (EI)

- * "Research carried out by the Carnegie Institute of Technology shows that 85 percent of your financial success is due to skills in “human engineering,” your personality and ability to communicate, negotiate, and lead.
- * Shockingly, only 15 percent is due to technical knowledge.

Emotional Intelligence (EI)

- * That means :

"IQ alone is not enough; EQ also matters.

- * In fact, psychologists generally agree that among the ingredients for success, IQ counts for roughly 10% (at best 25%); the rest depends on everything else—including EQ.“
- * i.e. people with average IQs outperform others with considerably high IQs, almost 75 per cent of the time.

Emotional Intelligence (EI)

- * Additionally, Nobel Prize winning Israeli-American psychologist, Daniel Kahneman, found that :
 - * people would rather do business with a person they like and trust rather than someone they don't, even if the likeable person is offering a lower quality product or service at a higher price.“

Emotional Intelligence (EI)

Impact :

- * Because of low EI people may suffer alienation or Sense of estrangement , especially at work place, as they could not relate to their fellow colleagues and co-workers.
- * This alienation will be reflected in their lack of warmth towards the organization leading to lower productivity, directly affecting the performance of the organisation.

Emotional Intelligence (EI)

- * Emotional intelligence helps you build stronger relationships, succeed at work, and achieve your career and personal goals, communicate clearly, inspire and influence others, work well in a team, and manage conflict.
- * So, you know now what to do... ..right?
- * OK, That's fine, Good Luck.

