



# Emotional Intelligence At Work

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Keys to Professional Prosperity

by Mike Burke



**Emotional and social skills are more than**

**4x**

**more important than IQ when it comes to  
professional success**

**More than**

**90%**

**of high performing employees have above  
average emotional intelligence**



**Harness the POWER!**

# 4 Aspects of Emotional Intelligence

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1. Self-Awareness
2. Self-Control
3. Social Awareness
4. Social Influence

Once we know ourselves, we  
may learn how to care for  
ourselves.

*Socrates*

# Importance of Self-Awareness

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- Appreciate and harness positive emotions
- Emotions are contagious - spread the good
- Understand physical manifestations
- Recognize toxic emotions like depression
- Don't let emotions control your behavior

# Developing Self-Awareness

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- Mindful meditation
- Reflection/introspection
- Notice your feelings without judgement
- Stay present
- Ask others for feedback



# Self-Awareness At Work

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- Achieve focus and mental clarity
- Minimize stress by staying present
- Understand what motivates you
- Use emotion to drive success
- Use feedback constructively

# Self-Awareness Tips

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- Be honest and non-judgemental
- Have a positive attitude
- Be proactive - do the work
- Understand negative emotions
- Practice makes perfect

**No man is free who cannot  
command himself.**

*Pythagoras*

# Importance of Self-Control

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- React appropriately to emotional events
- Change your emotional state at will
- Exhibit desired body language to others
- Overall emotional well-being
- Displays emotional maturity

# Developing Self-Control

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- Replicate body language
- Delay "lizard brain" reactions
- Reframe the situation
- Fuel the positive emotions, not the negative
- Keep negative emotions in their place

# Self-Control At Work

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- Achieve state of flow more quickly
- Remain calm in stressful situations
- Express your ideas with emotion
- Avoid emotional "hijacks"
- Your emotional state spreads to others

# Self-Control Tips

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- Target emotional responses to change
- Recognize & control your body language
- Fight the "lizard brain" - just for a few seconds
- Don't let emotions control your behavior
- Shift your focus from the emotional trigger

**Peace cannot be kept by  
force; it can only be achieved  
by understanding.**

*Albert Einstein*



# Importance of Social Awareness

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- Perceive the emotions of others (empathy)
- Recognize what motivates others
- Predict behavior of others
- Notice subtle reactions and what they mean
- Realize organizational politics and influence

# Developing Social Awareness

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- Learn and recognize microexpressions
- Practice reading body language
- Use active listening techniques
- Notice and seek understanding of behavior
- Communicate about emotions for feedback

# Social Awareness At Work

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- Empathize with colleagues and customers
- Recognize organizational relationships
- Build collaboration by mutual understanding
- Figure out how to influence people
- Communicate ideas more effectively

# Social Awareness Tips

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- Talk to people and practice active listening
- Be a social sponge - always pay attention
- Interactions should be genuine - don't be fake
- Consider your emotions during interaction
- Seek feedback - "You seem a bit down today"

**The sphere of external  
influence extends to infinite  
distance.**

*Nikola Tesla*

# Importance of Social Influence

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- Persuade people to your point of view
- Build rapport with your peers
- Inspire people to be their best
- Handle differences and resolve conflicts
- Come across as endearing and trustworthy

# Developing Social Influence

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- Speak with passion and sincerity
- Reframe the topic to their perspective
- Provide positive experiences
- Conjure emotion instead of logical arguments
- Seek out win-win scenarios

# Social Influence At Work

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- Motivate your peers to improve themselves
- Build support for a specific course of action
- Resolve conflicts without resentment
- Make a good impression on key people
- Become a leader people want to follow

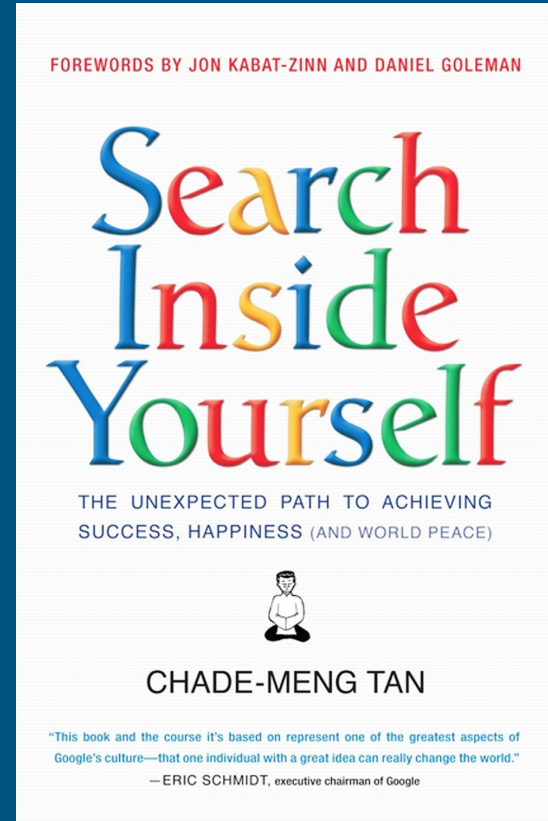
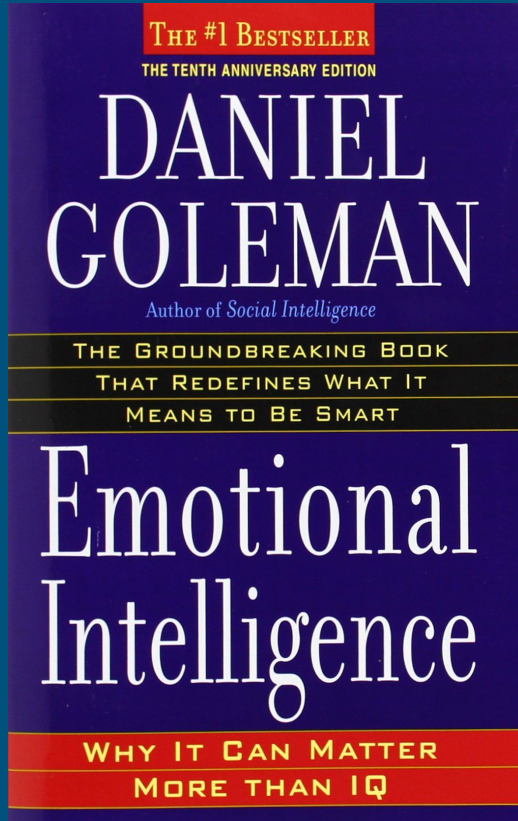


# Social Influence Tips

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- Compliment something that matters to them
- Focus on what **they** want, not what you want
- Make people feel good about who they are
- React to body language, microexpressions
- Express your emotions to others

# Further Reading



# Mindful Meditation Activity - [Link](#)

- Sit up straight in a comfortable position
- Close your eyes and breathe deeply
- Focus on nothing but your deep breaths in this present moment
- Pay attention to when your mind becomes distracted - thinking about the past, the future or something other than what you should be focused on - and then take control of your mind to re-establish your focus on breathing
- Practice enhancing your focus. Attempt to recognize distractions and re-establish your focus as quickly as possible

Regular meditation will help you identify distractions, keep control of your mind and maintain strong focus on the present moment during your daily life.