



Emotional Intelligence

Techno Functional Soft Skills

What you will learn

At the core of the lesson

You will learn how to do the following:

- Describe key aspects of emotional intelligence.
- Recognize the importance of having a positive attitude.
- Discuss effective ways to handle failure.

Key term

- Empathy: The ability to be aware of and understand the feelings, thoughts, and experiences of other people



In this lesson, you will learn about key aspects of emotional intelligence.

What is emotional intelligence?

Emotional intelligence is the ability to understand, control, and express your own emotions in a positive way to do the following:

- Handle rejection.
- Handle stress.
- Be aware and considerate of others.
- Relieve stress.
- Communicate effectively.
- Empathize with others.
- Overcome challenges and defuse conflict.

Discussion: Aspects of emotional intelligence

Ask yourself these questions:

- What are you feeling?
- Do you listen?
- Do you control your thoughts?
- How do you handle criticism?
- Do you show empathy?
- How do you treat others?

Discussion: Emotional intelligence in the workplace

How do you show emotional intelligence at work?

- Having a positive attitude in the workplace can help with potential promotions.
 - Employers tend to endorse employees who are both productive and also encourage their coworkers and teammates.
- Ask yourself the following questions:
 - While you are at work, how is your attitude?
 - Is your attitude positive or negative?
 - What does your attitude reflect about who you are?



Enthusiasm and attitude video activity

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Use case 1: Soft Skills #2: Enthusiasm & Attitude

Video Part 1: Travis version 1

- Go to the webpage for [Soft Skills to Pay the Bills](#) from the U.S. Department of Labor Office of Disability Employment Policy (ODEP).
- On the webpage, view the Soft Skills #2: Enthusiasm & Attitude video.
- Watch the video until 1:37.

For this case study, follow these steps:

1. Go to the following webpage: <https://www.dol.gov/agencies/odep/program-areas/individuals/youth/transition/soft-skills/videos>
2. Take a moment to review the Soft Skills #2 Enthusiasm & Attitude video. Review the video from the beginning to 1:37.
3. Stop at this point, and move on to the next slide.

Video credit: U.S. Department of Labor (<https://www.dol.gov>)



Discussion: Travis version 1

Does this example show a positive attitude?

What specific behaviors support your answer?

Use case 1 (continued): Soft Skills #2: Enthusiasm & Attitude

Video Part 2: Travis version 2

- Go to the webpage for [Soft Skills to Pay the Bills](#) from the U.S. Department of Labor Office of Disability Employment Policy (ODEP).
- On the webpage, view the Soft Skills #2: Enthusiasm & Attitude video.
- Watch the video from 1:37–3:00.

For this case study, follow these steps:

1. Go to the following webpage: <https://www.dol.gov/agencies/odep/program-areas/individuals/youth/transition/soft-skills/videos>
2. Take a moment to review the Soft Skills #2 Enthusiasm & Attitude video. Review the video from 1:37–3:00.
3. Stop at this point, and move on to the next slide.



Discussion: Travis version 2

Does this example show a positive attitude?

What specific behaviors support your answer?

Enthusiasm and attitude

Group discussion

Use case group discussion:

- In small groups, discuss the following questions, and write down your group's answers.
 - What is a positive attitude?
 - If someone has a positive attitude, what types of actions would you observe?
 - How would other people regard someone with a positive attitude?
 - What is a negative attitude?
 - If someone has a negative attitude, what types of actions would you observe?
 - How would other people regard someone with a negative attitude?
- Be prepared to share your group's findings with the class.

Handling failure use case discussion

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Use case 2: Handling failure

Group discussion


Amazon Fire phone

The road to success can have curves.

Do curves always lead to failure?



It's OK to fail. Failure is often a necessary step to achieve success.



“As a company grows, everything needs to scale, including the size of your failed experiments. If the size of your failures isn’t growing, you’re not going to be inventing at a size that can actually move the needle.”

“Of course, we won’t undertake such experiments cavalierly. We will work hard to make them good bets, but not all good bets will ultimately pay out.”

- Jeff Bezos

Handling failure (continued)

Amazon Echo

"The development of the Fire phone and Echo was started around the same time. While the Fire phone was a failure, we were able to take our learnings (as well as the developers) and accelerate our efforts building Echo and Alexa."

- Jeff Bezos



It's OK to fail. Failure is often a necessary step to achieve success.



Discussion: Handling failure

Failure often leads to change either in your life or in your career path.

How do you handle failure?

The key is to be persistent. If you fail, learn from those mistakes, and try not to repeat those steps. Use your experience as a guide to take you in the right direction or path.



Thank you



© 2022 Amazon Web Services, Inc. or its affiliates. All rights reserved. This work may not be reproduced or redistributed, in whole or in part, without prior written permission from Amazon Web Services, Inc. Commercial copying, lending, or selling is prohibited. Corrections, feedback, or other questions? Contact us at <https://support.aws.amazon.com/#/contacts/aws-training>. All trademarks are the property of their owners.

Thank you for completing this module.