

#### Daniel Goleman's Model (2 of 4)

What I See

**Self-awareness** 

What I Do

Personal Competence Ability to accurately identify emotions of one's self

**Self-management** 

Ability to manage emotions and behavior to make a positive outcome

Social Competence **Social Awareness** 

Ability to identify emotions and tendencies as interaction occurs

Relationship Management

Ability to manage interaction constructively to make a positive outcome

Adapted From: "Emotional Intelligence" by Dr. Neil Katz

### Program Objectives (1 of 3)

- Understand what emotional intelligence is, and know its major components.
- Explore emotional intelligence's place in your company and why it is important for workplace success.



### Program Objectives (2 of 3)

- Build your ability to acknowledge, understand, and control your own emotions.
- Sharpen your listening and communication skills.
- Become better leaders, mentors, negotiators, decision-makers and sale representatives.

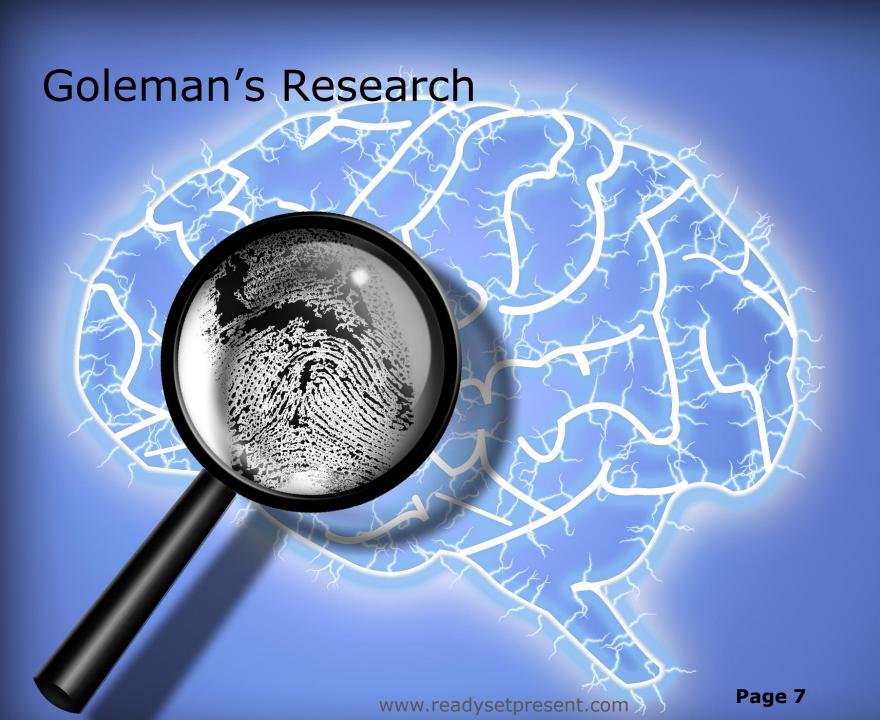


## Program Objectives (3 of 3)

- Learn how to become effective group members in order to boost your team's productivity, cooperation, and creativity.
- Understand the future implications of emotional intelligence, and get motivated to start developing your skills now.

#### **Definitions**

- Emotional intelligence is the ability to perceive, understand, and manage the emotions of one's self, of others, and of groups.
- Emotional intelligence means exploring, embracing, and ultimately relying on emotions to determine how we behave.



# How is Emotional Intelligence Relevant to Your Company?



# Importance of Emotional Intelligence (1 of 3)

- Emotional intelligence has been proven to:
  - Increase workplace productivity.
  - Reduce stress.
  - Moderate conflict.
  - Promote understanding and relationships.
  - Foster stability and continuity.
  - Heighten self-awareness.





5 Major Emotional Intelligence Abilities That Matter Most in the Workplace

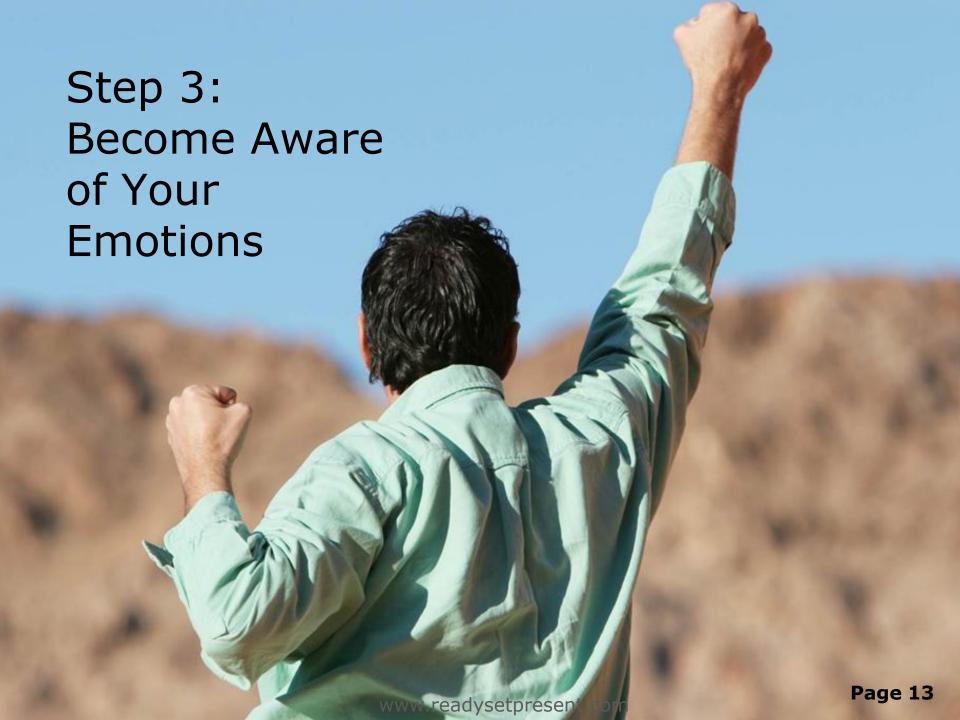


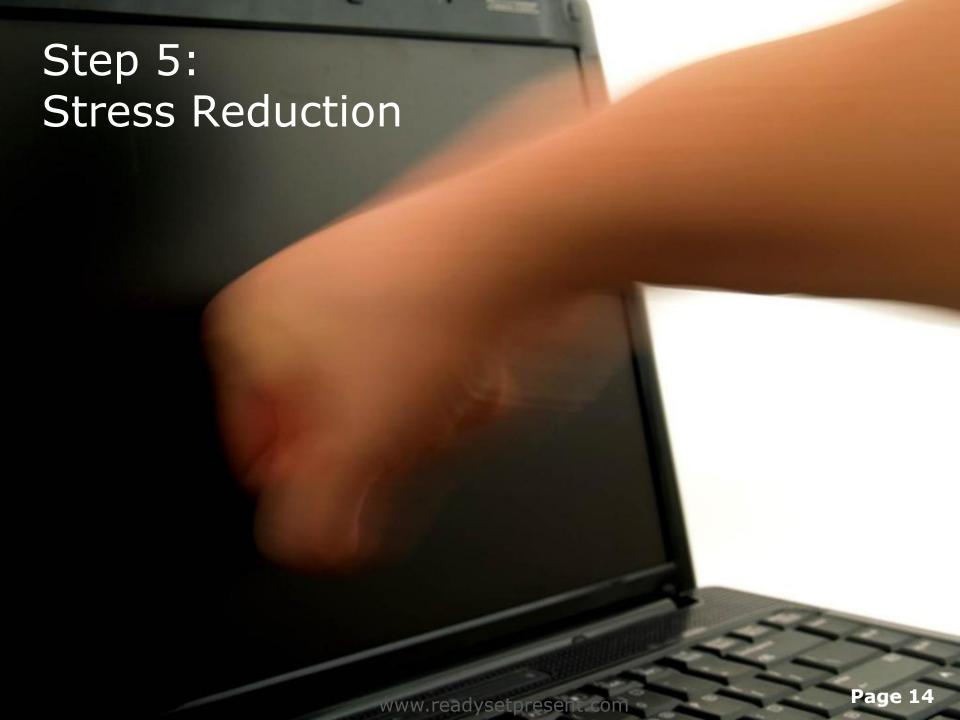
# Major Emotional Intelligence Abilities (5 of 6)

#### 5. Social Skills:

- Influence: Using effective tactics for persuasion
- Communication: Sending clear and convincing messages
- Leadership: Inspiring and guiding groups and people
- Change catalyst: Initiating or managing change
- Conflict management: Negotiating and resolving disagreements







# Emotional Intelligence Helps People Deal with Change (2 of 6)

- An organization's ability to deal with change is important in providing a competitive advantage and creating a smooth transition.
  - It is essential to understand that change is inherently emotional.
- Therefore, emotional intelligence is necessary in coping with and managing emotions in the midst of organizational change.





# Download "Emotional Intelligence" PowerPoint presentation at ReadySetPresent.com

150 slides include: 4 slides on Goleman's research, 4 slides on Goleman's model, 9 points on the importance of Emotional Intelligence in the workplace, 6 points on the difference between Emotional Intelligence and IQ, 4 points on acquiring emotional intelligence, 3 points on emotions in the workplace, 5 Major categories of EI, 9 tips to improve your emotional intelligence, 13 points on the relationship between EI, Leadership, & Retention, 12 points on EI and Hiring Decisions, 5 slides on the Sales Implications of EI, 5 points on EI and Negotiation, 8 points on EI and Organizational change, 7 points on EI and Decision making, 7 points on EI and mentorships, 11 points on group emotional intelligence, 4 points on the future of EI, 5 slides for final action steps, and much more.

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\*Updated & Expanded 2013\*

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