



EMOTIONAL INTELLIGENCE

Daniel Goleman's Model (2 of 4)

	What I See	What I Do
Personal Competence	<u>Self-awareness</u> <i>Ability to accurately identify emotions of one's self</i>	<u>Self-management</u> <i>Ability to manage emotions and behavior to make a positive outcome</i>
Social Competence	<u>Social Awareness</u> <i>Ability to identify emotions and tendencies as interaction occurs</i>	<u>Relationship Management</u> <i>Ability to manage interaction constructively to make a positive outcome</i>

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.

Goleman's Research



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.



Emotions in the Workplace?

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

Step 3: Become Aware of Your Emotions



Step 5: Stress Reduction

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.

Development of Talent & Mentorships



A gravel path leads into the distance, flanked by lush greenery and trees. On the right, a black metal fence with pointed tops runs along the path. The scene is bathed in warm, golden light, suggesting late afternoon or early morning. The sky is a pale, hazy blue.

**What is
your next
step?**

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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