

Program Objectives



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.

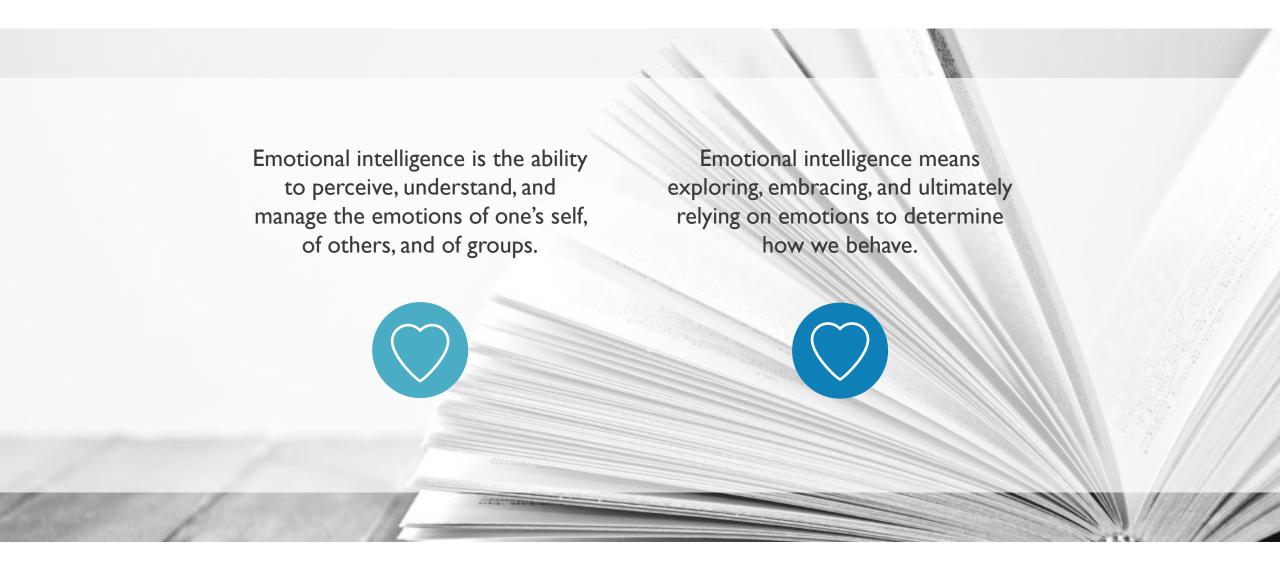


A CHALLENGE

Please Write A
One Sentence Definition For:

EMOTIONAL INTELLIGENCE

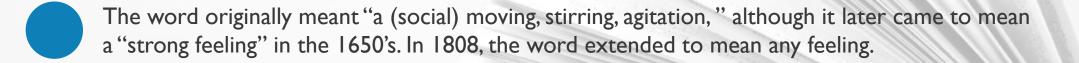
Definition



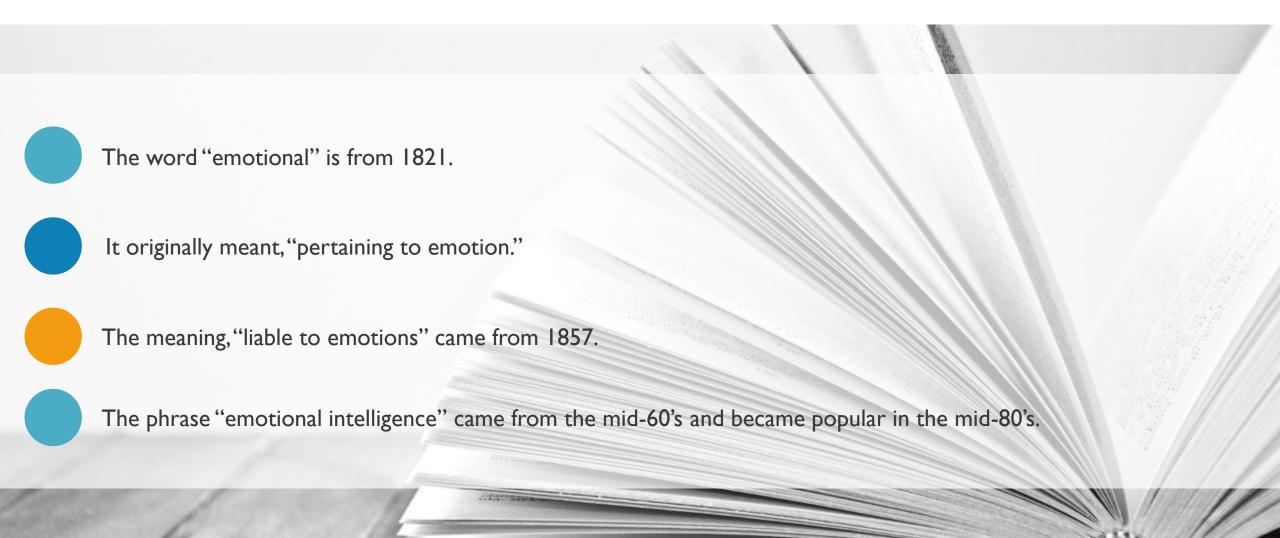




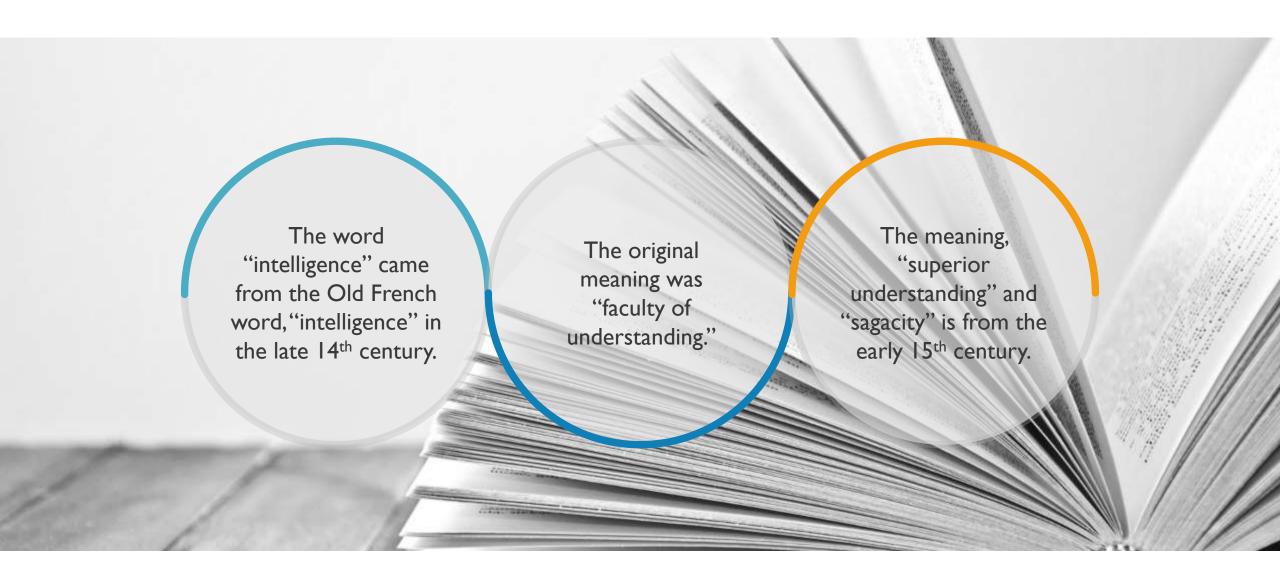




Etymology — Emotional (2 of 2)



Etymology – Intelligence







Goleman's Research

(I of 4)



Daniel Goleman and his colleagues have researched emotional intelligence at Rutgers since the 1990's.



Goleman's Research

(2 of 4)



Goleman identified "capabilities" that lead to outstanding performance:

- Technical Skills
- Cognitive Abilities
- Emotional Intelligence



Goleman's Research

(3 of 4)



Emotional intelligence was proven to be twice as important as the other capabilities for jobs.



Goleman's Research



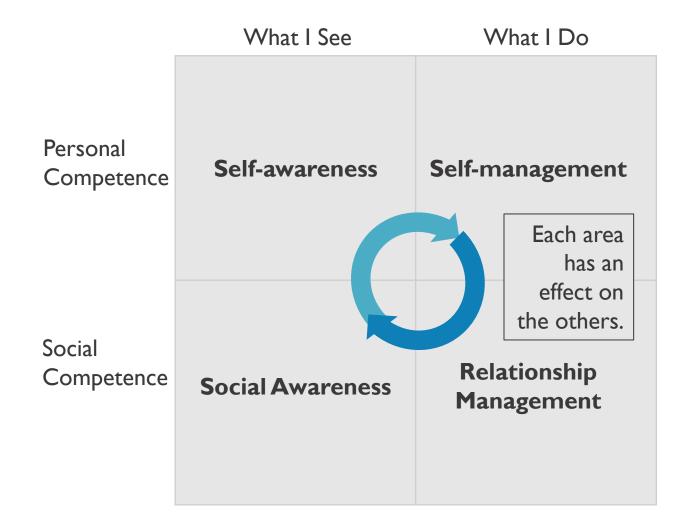
"The capacity for recognizing our own feelings and those of others, for motivating ourselves, for managing emotions well in ourselves and in our relationships."

-Daniel Goleman



Daniel Goleman's Model

(I of 4)



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



Daniel Goleman's Model

(3 of 4)

What I See

What I Do

Personal Competence

Self-awareness

- Emotional selfawareness
- Accurate selfassessment
- Self-confidence

Self-management

- Empathy
- Organizational awareness
- Service orientation

Social Competence

Social Awareness

- Emotional self-control
- Transparency
- Adaptability
- Achievement orientation
- Initiative
- Optimism

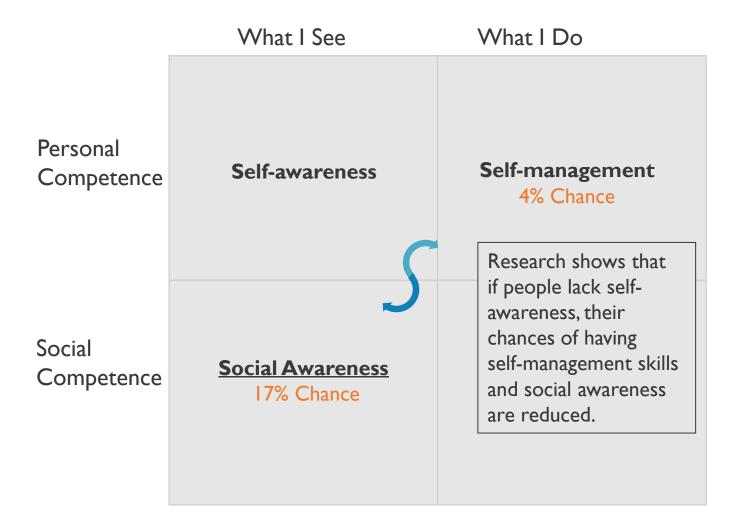
Relationship Management

- Developing others
- Inspirational Leadership
- Change catalyst
- Influence
- Conflict Management
- Teamwork and Collaboration



Daniel Goleman's Model

(4 of 4)







Emotional Intelligence & the Workplace





Emotional intelligence has been associated with a total of 25 major skill areas that can influence your career and improve your workplace value.



Emotional Intelligence & the Workplace



Some of these components include:

Accurate self-assessment.

Conscientiousness.

Self-confidence.

Self-control.

Adaptability.

Innovation.

Commitment.



Emotional Intelligence & the Workplace



Some of these components include:

Initiative.

Political awareness.

Optimism.

Understanding others.

Conflict management skills.

Team capabilities.

Communication.

Ability to initiate/manage change.



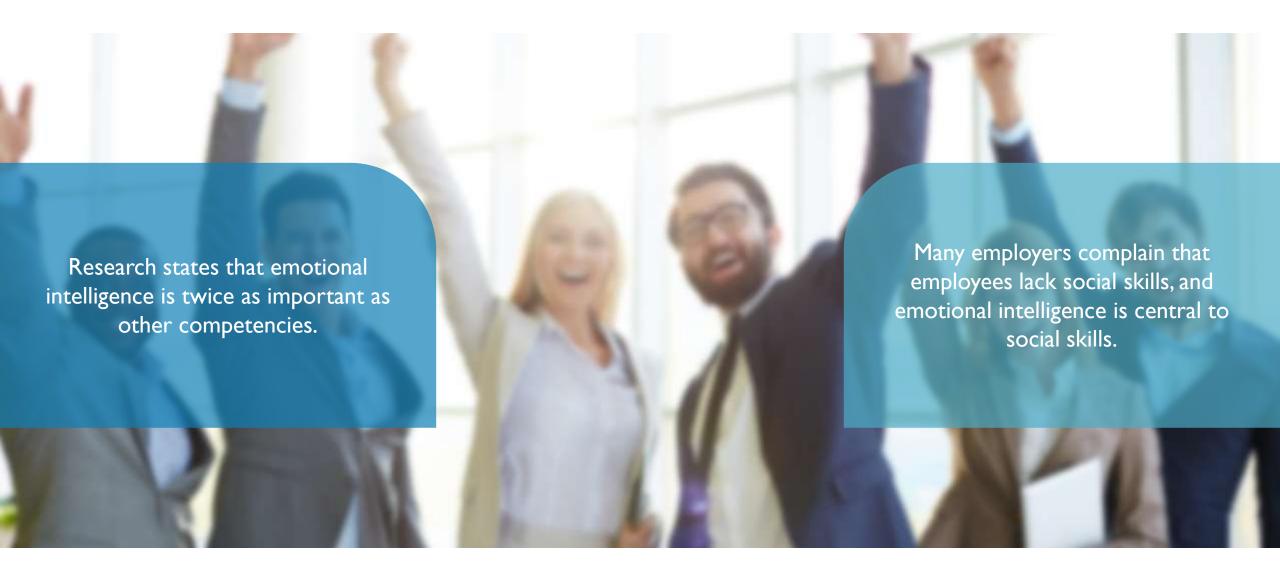
Emotional Intelligence & the Workplace

(4 of 6)





Emotional Intelligence & the Workplace





Emotional Intelligence & the Workplace







Emotional Intelligence vs. IQ

(I of 3)





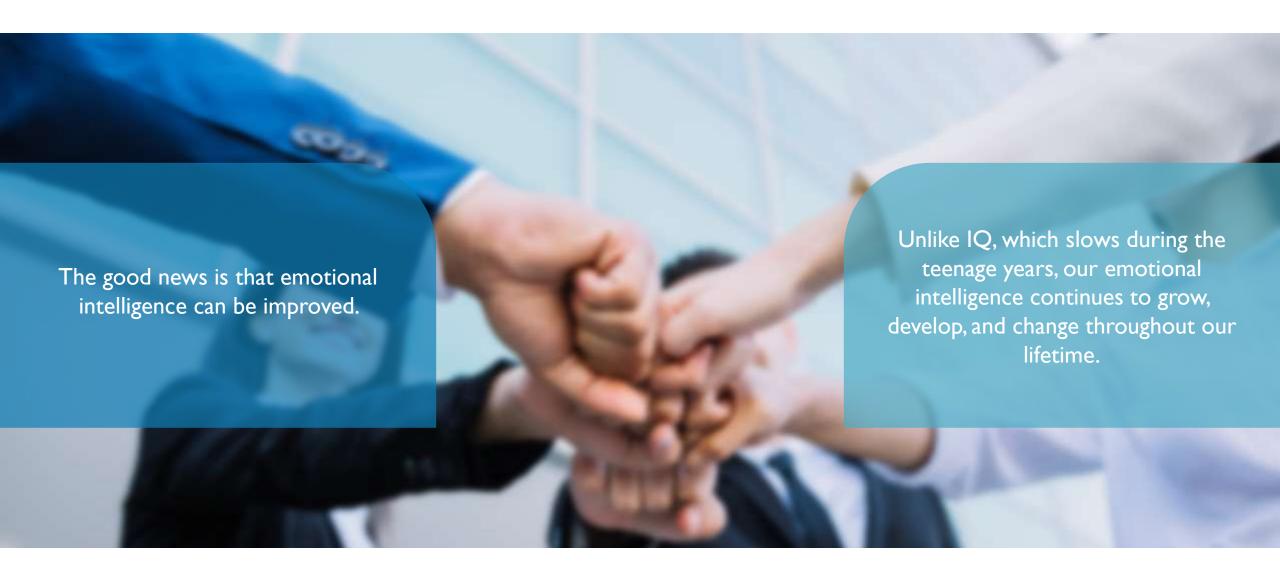
Emotional Intelligence vs. IQ

(2 of 3)





Emotional Intelligence vs. IQ





Can Emotional Intelligence Be Acquired?

Genetics are involved in emotional intelligence, yet it can also be learned and increased.

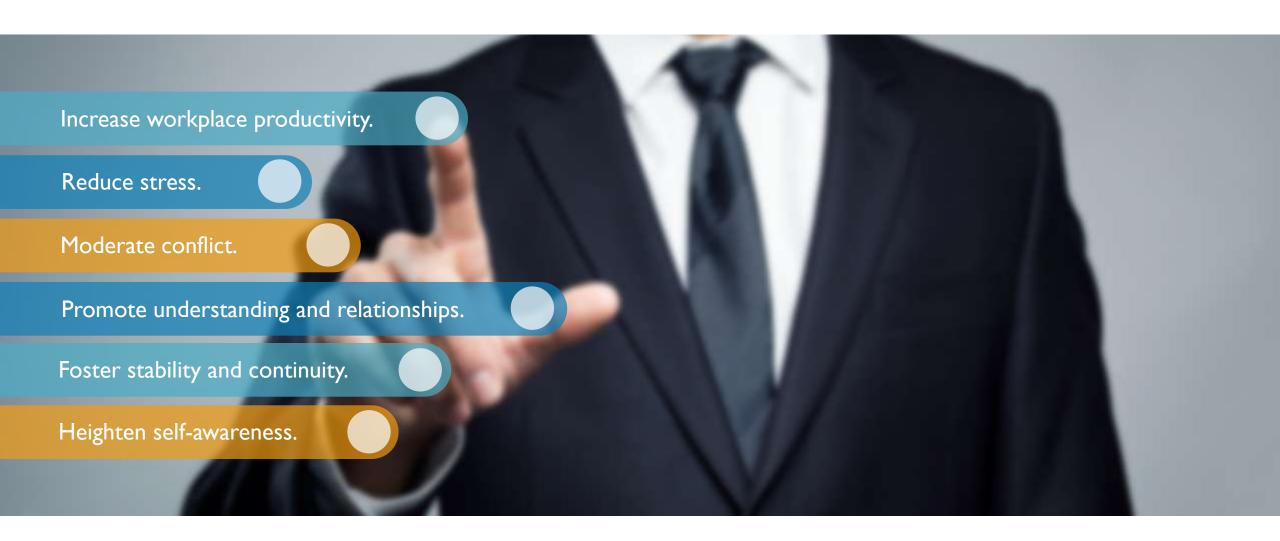






Importance of Emotional Intelligence

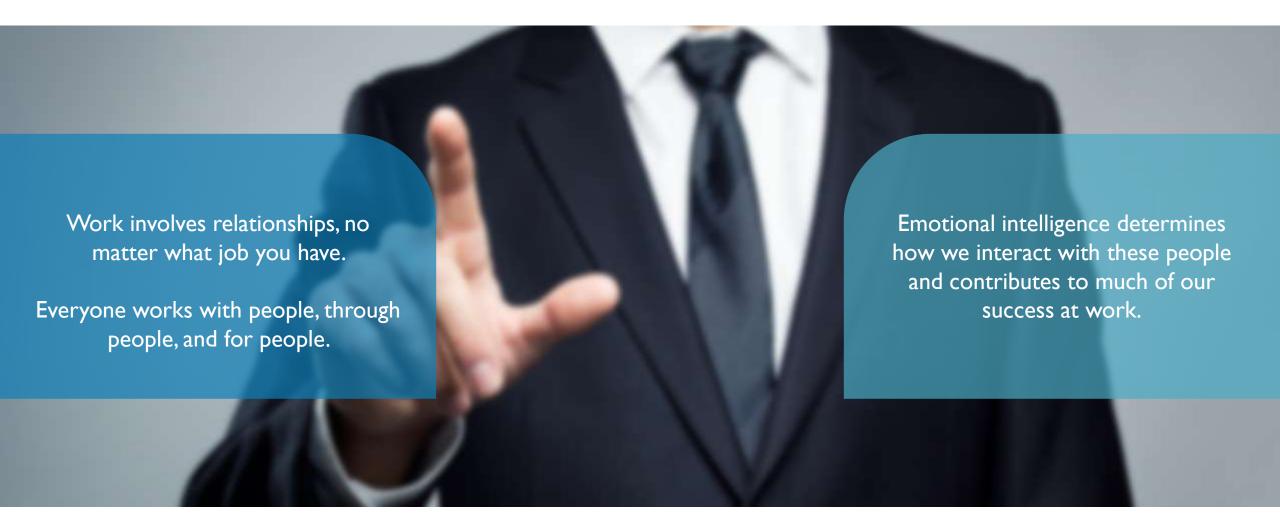
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Importance of Emotional Intelligence

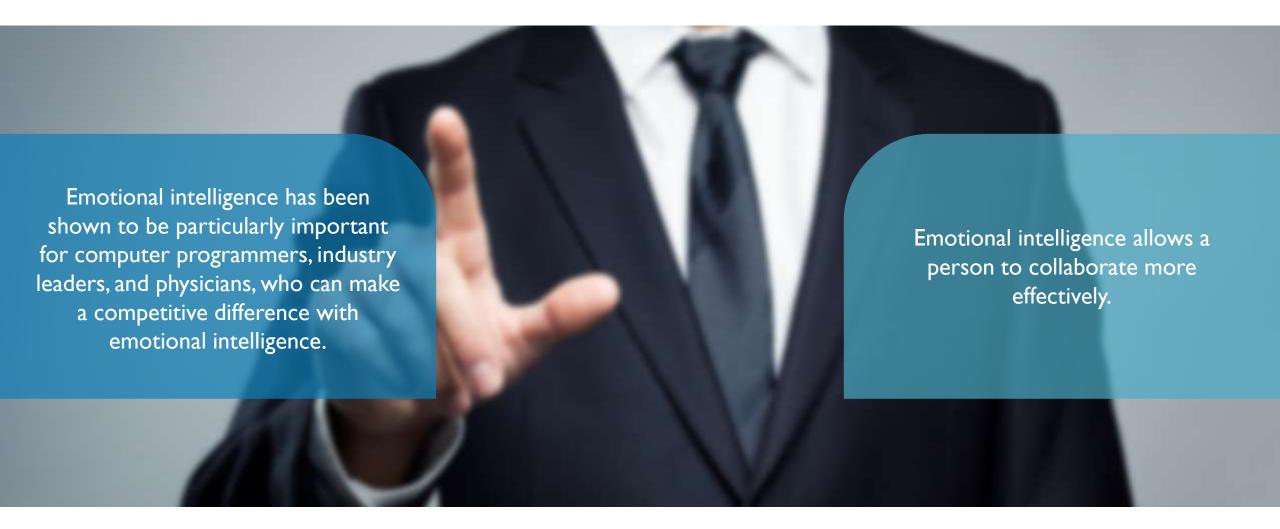
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Importance of Emotional Intelligence

(3 of 3)







Emotions in the Workplace?



Emotions in the workplace provide insight that help people contribute, yet emotions also need to be controlled.

Sympathy and empathy are useful in many jobs. However, outbursts are not.

Professionalism and emotions are often at odds, so it is important to keep both in check.



Companies That Use Emotional Intelligence

(I of 2)





Companies That Use Emotional Intelligence

(2 of 2)





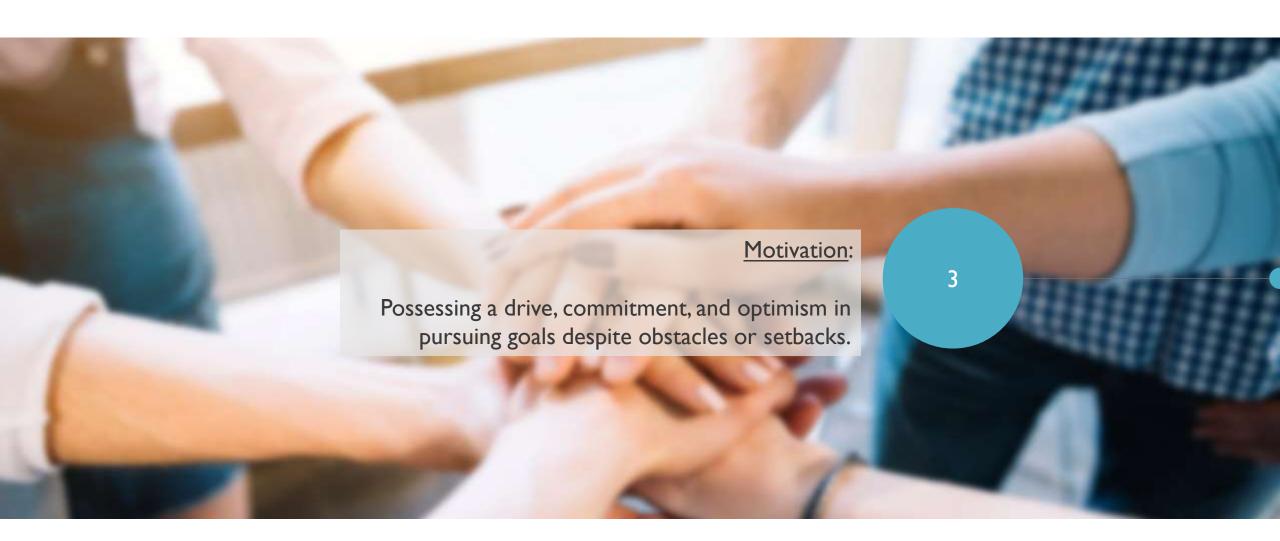




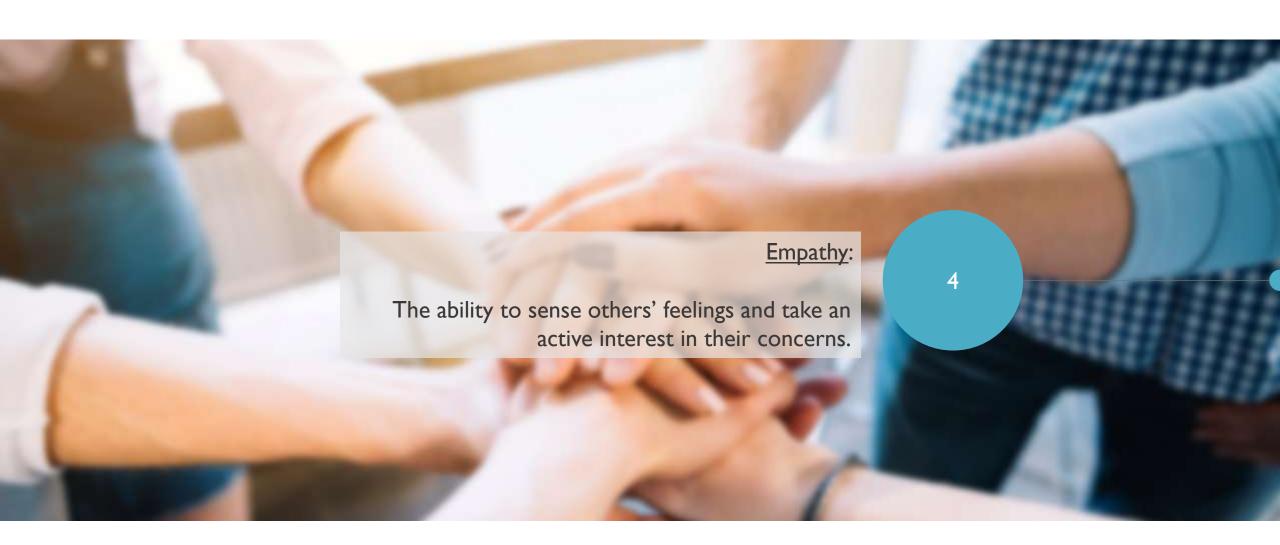


















Social Skills: Building bonds: Nurturing instrumental relationships. Collaboration and cooperation: Working with others toward shared goals.









(I of 8)





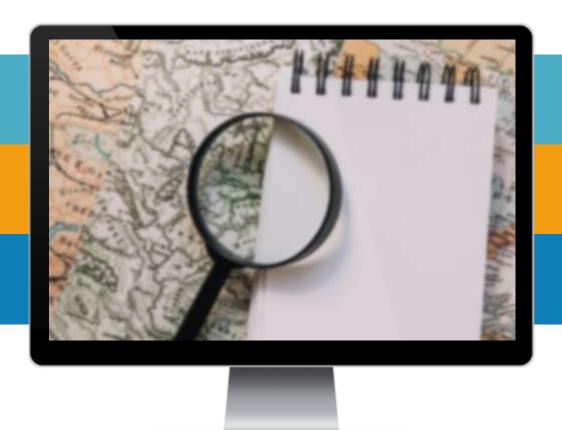
Step I: Use Emotional Intelligence Assessments

The MSCEIT Based on a series of emotion-centered problem-solving tasks that test four areas of emotional intelligence: perceiving emotions, facilitating thought, understanding emotions, and managing emotions. Tests emotional ability Contains 141 questions Takes 30 of 45 minutes to complete.



Step I: Use Emotional Intelligence Assessments

The drawback is that the MSCEIT is subjective.



It offers 3 types of scoring:

Target scoring asks the subject how the target who is depicted in a question was feeling at the time.

Consensus scoring pools the judgments of hundreds of people.

Expert scoring pools judgments of experts in emotions.



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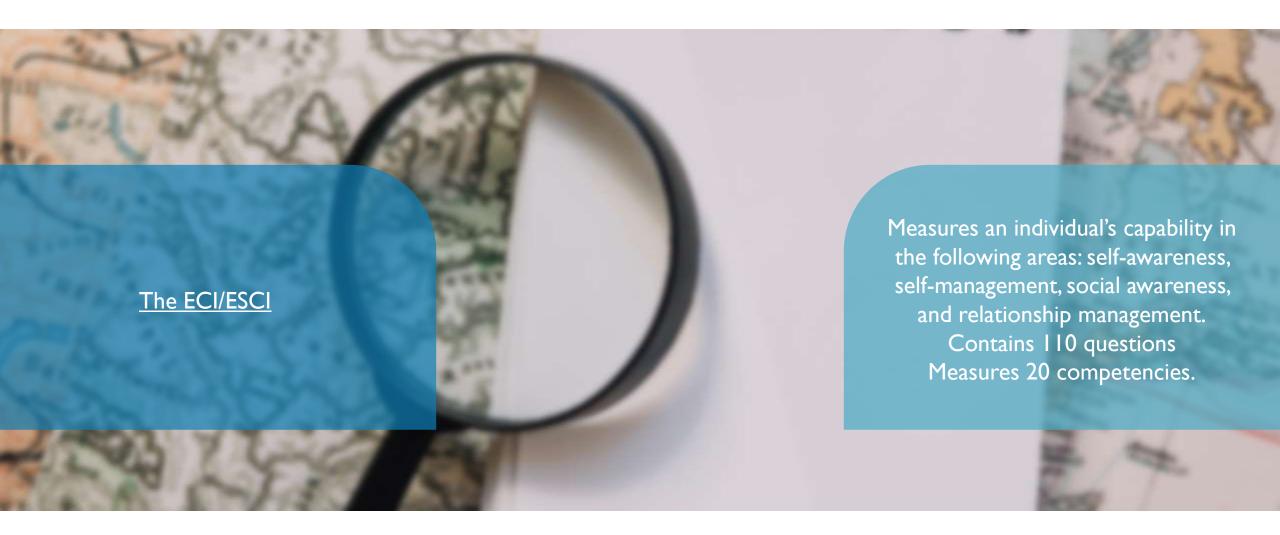








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(7 of 8)





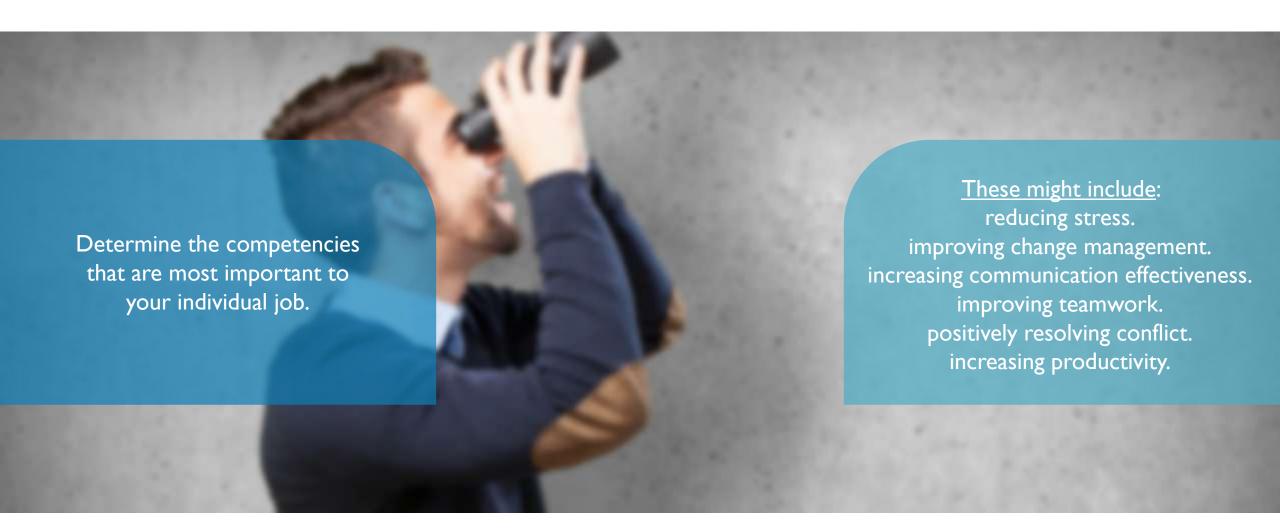
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Step 2: Identify Emotional Intelligence Abilities to Improve





Step 2: Identify Emotional Intelligence Abilities to Improve







Step 3: Emotional Awareness





STEP 4: LISTEN TO BUILD YOUR EMOTIONAL INTELLIGENCE



Step 3: Emotional Awareness

The ability to listen to others is one of the most important indicators of people with high emotional intelligence.



This will also increase your success in management and in controlling situations that you encounter.





Emotional Intelligence Step 5: Stress Reduction



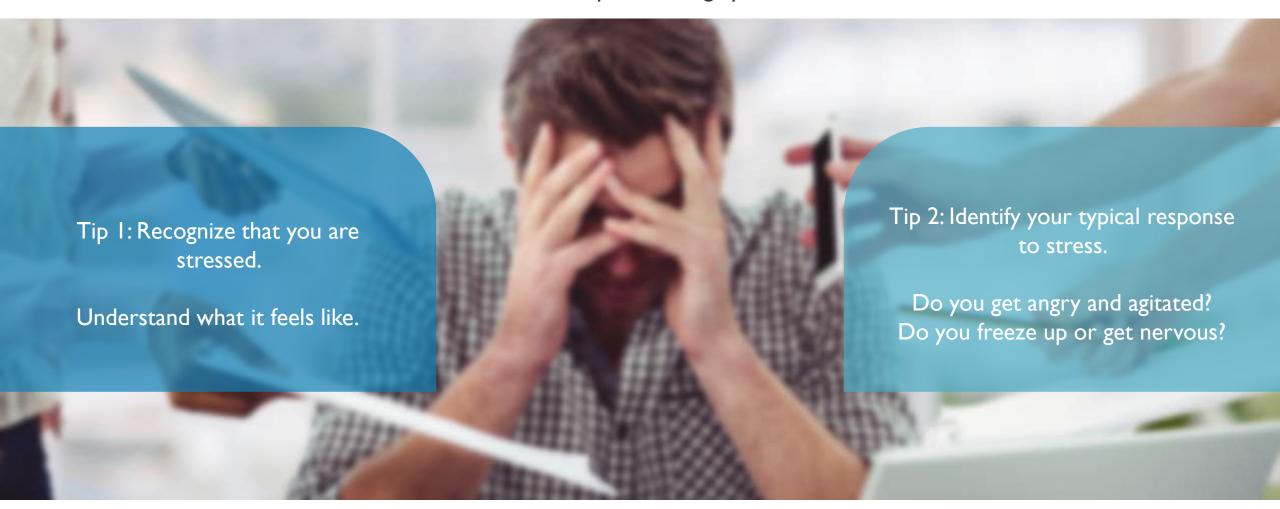
Being able to manage stress at a moment where it could inhibit your ability to listen and communicate with others is key.

This allows you to stay balanced, focused and in control, no matter the situation.



Step 5: Stress Reduction

Here are some tips to manage your stress.





Emotional Intelligence Step 5: Stress Reduction (3 of 3)



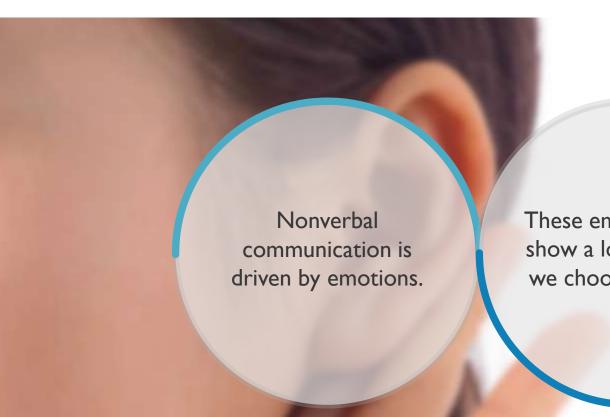


STEP 6: "HEAR" THE NONVERBALS



Step 6: "Hear" the Nonverbals

(I of 3)



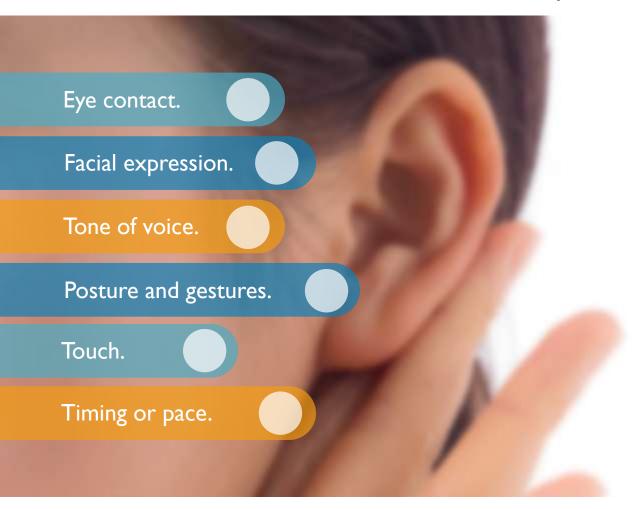
These emotions often show a lot more then we choose to display. It can provide information to others about whether you are listening, understanding and caring about what they are saying.



Step 6: "Hear" the Nonverbals

(2 of 3)

Pay attention to your:

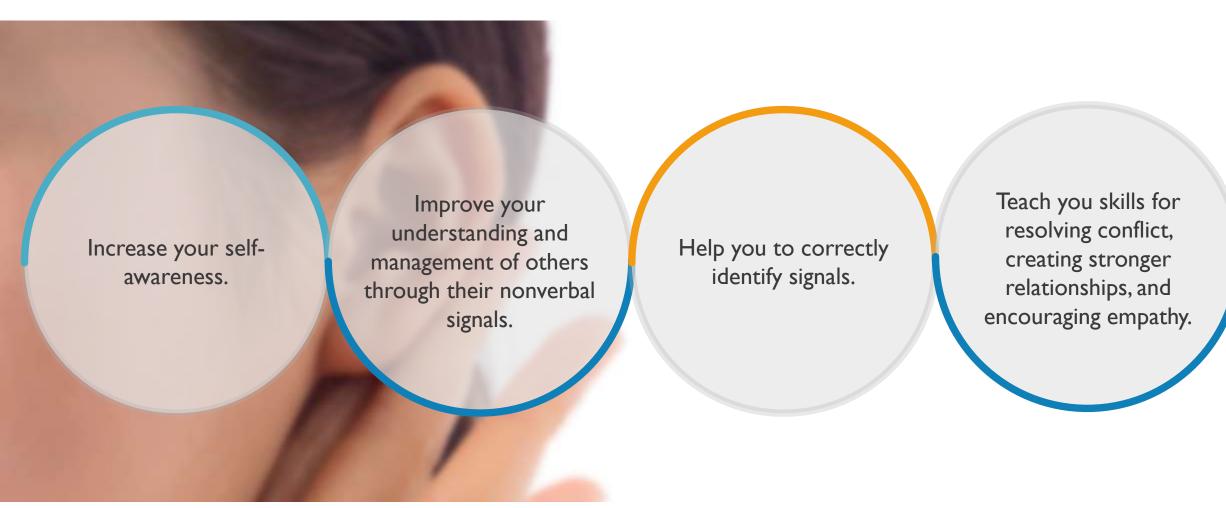




Step 6: "Hear" the Nonverbals

(3 of 3)

Learning to recognize your own nonverbal communication signs will:

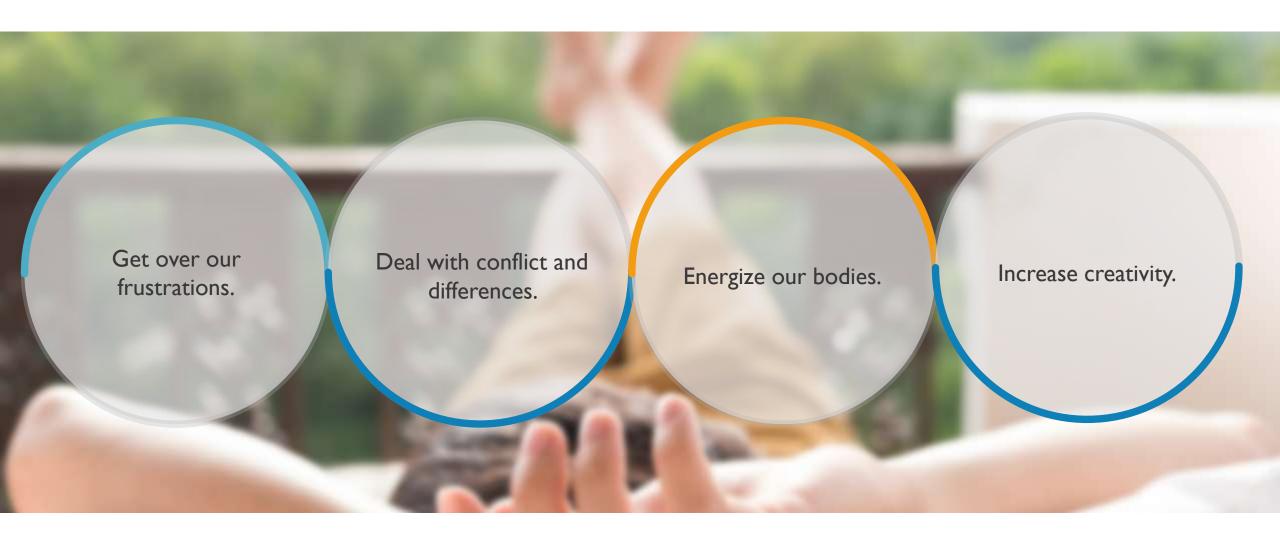






Step 7: Learn to Relax

Learn to use humor and laugh. These skills naturally relax us, allowing us to:







Step 8: Resolving Conflict





Step 8: Resolving Conflict





Step 8: Resolving Conflict

Arguing takes a lot of Conflict can only exist if Choose your most energy -decide what is Forgive and move on. multiple people have a important points. problem. worth it.





Step 9: Practice & Evaluate

(I of 2)



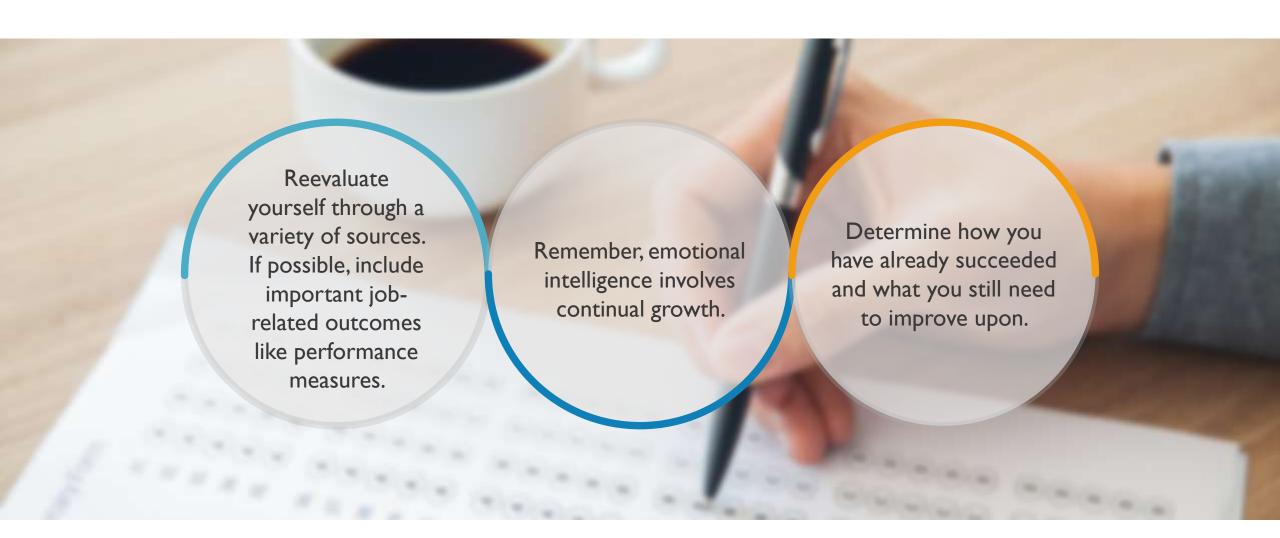
The only way to improve is to practice.

Successful implementation of an emotional intelligence training program must involve practicing within the workplace.

Outside training is okay so long as it is integrated back within your specific setting.

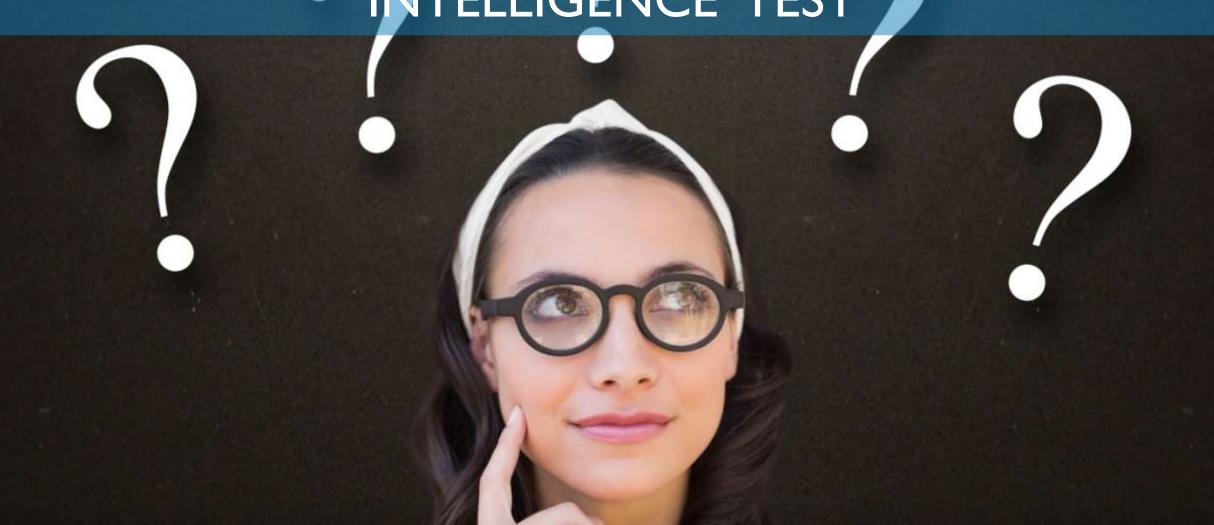


Step 9: Practice & Evaluate (2 of 2)





A BONUS: QUESTION EMOTIONAL INTELLIGENCE TEST



12 Question Emotional Intelligence Test

(I of 6)

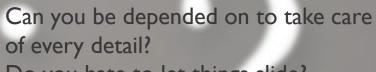




12 Question Emotional Intelligence Test

(2 of 6)

Do you understand both your strengths and weaknesses?



Do you hate to let things slide?

Are you comfortable with change and open to novel ideas?

3

readysetpresent.com



12 Question Emotional Intelligence Test

(3 of 6)

Are you motivated by the satisfaction of meeting your own standards of excellence?

4

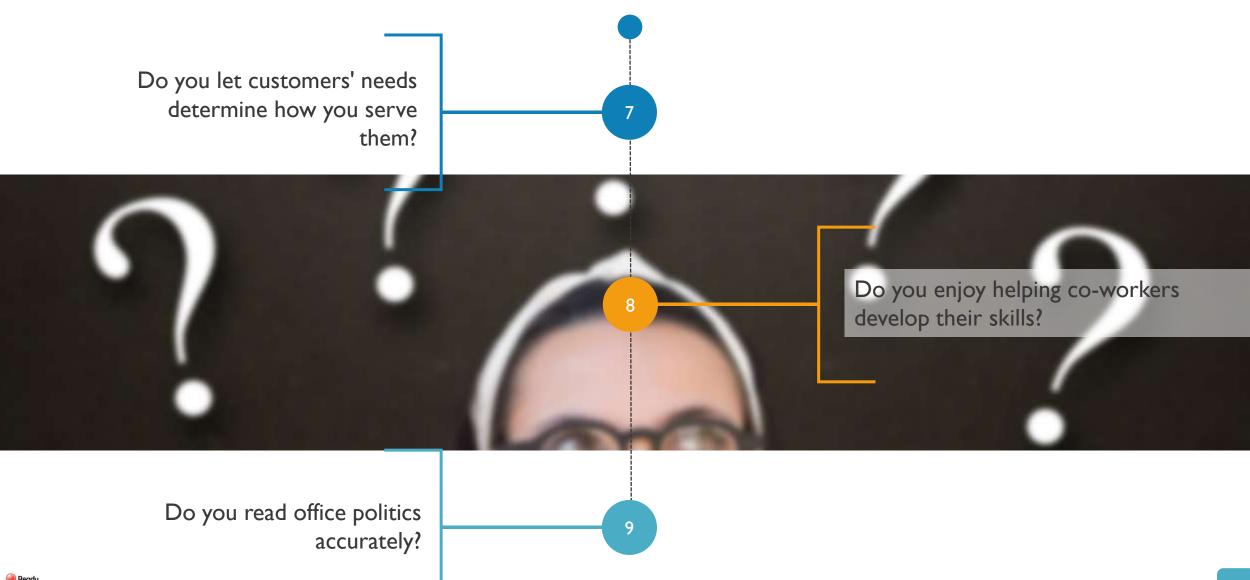
Do you stay optimistic when things go wrong?

Can you see things from another person's point of view and sense what matters most to that person?

6

12 Question Emotional Intelligence Test

(4 of 6)

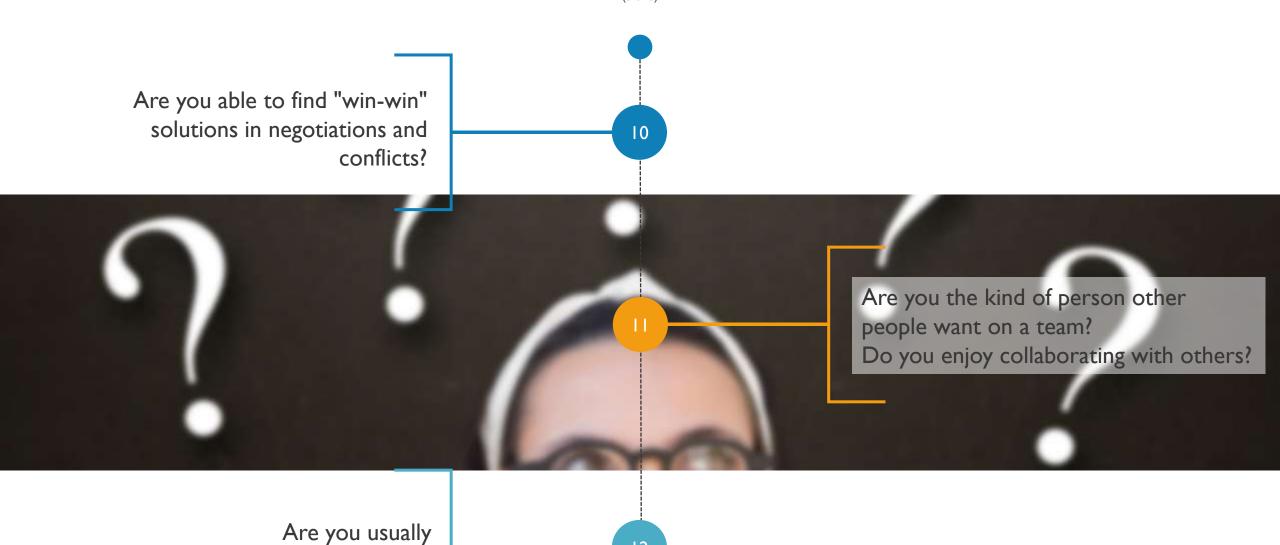


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12 Question Emotional Intelligence Test

(5 of 6)



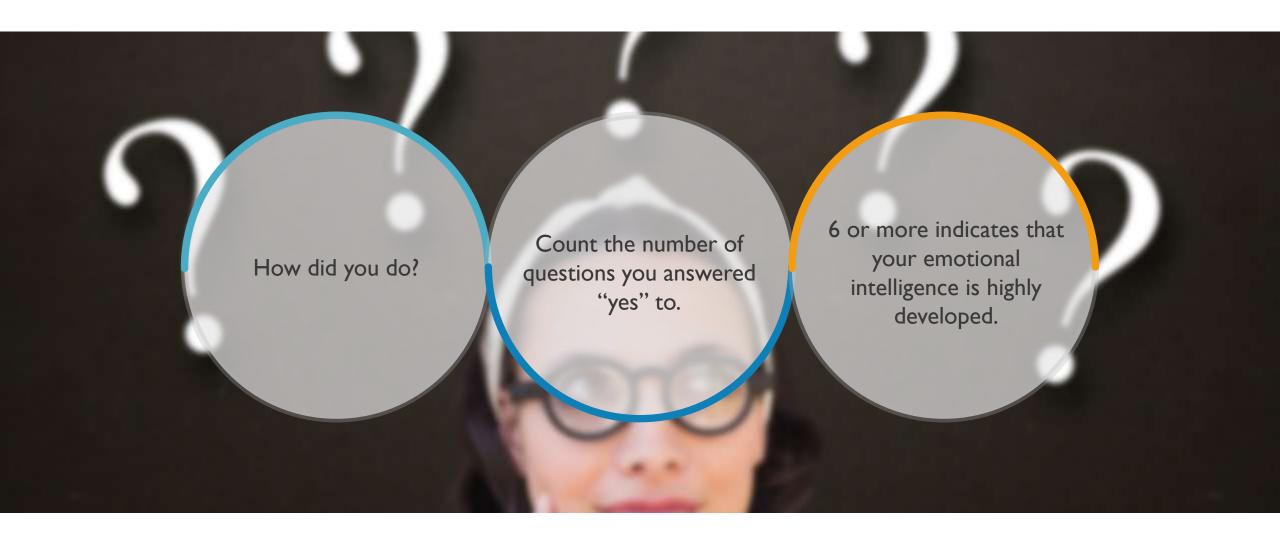


86

persuasive?

12 Question Emotional Intelligence Test

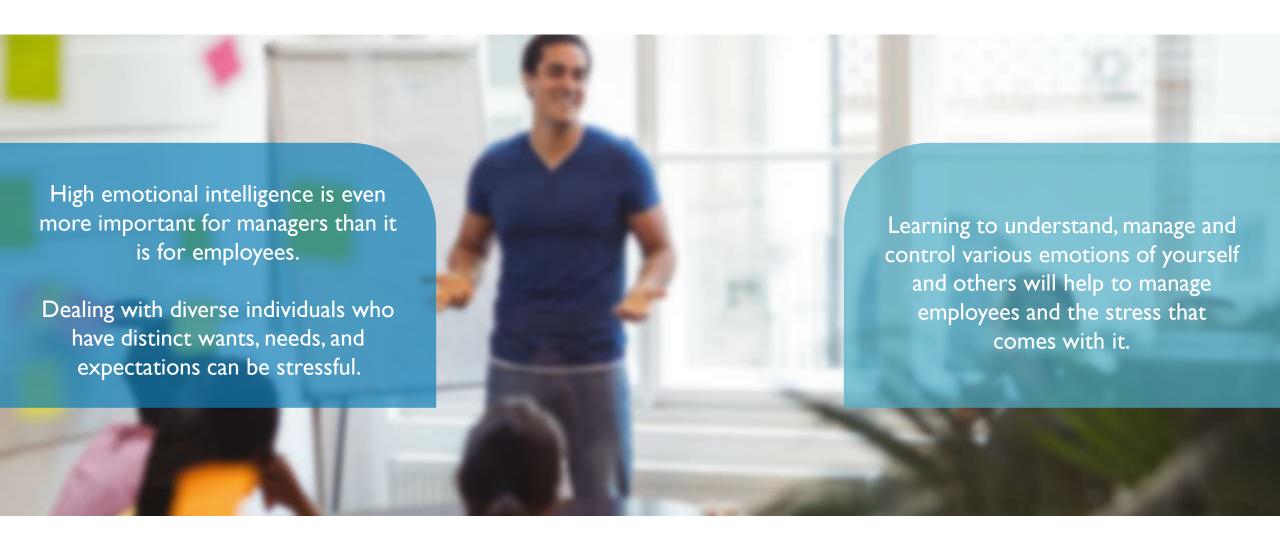
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Emotional Intelligence in Leadership





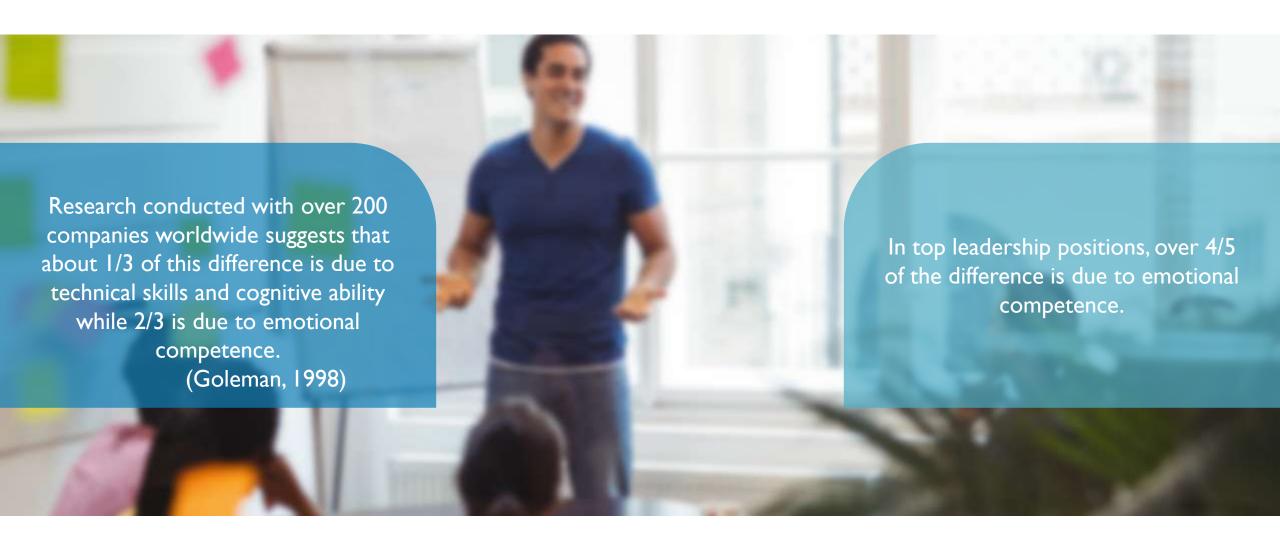
Emotional Intelligence in Leadership



Hunter, Schmidt, & Judiesch (1990) showed that in the most complex jobs, a top performer is 127% more productive than an average performer.



Emotional Intelligence in Leadership





Emotional Intelligence in Leadership







Emotional Intelligence & Retention

Based on multiple tests conducted over the past 50 years, the top three most important things employees want consistently are:



Full appreciation for work that has been completed.

Feeling "in" on things.

Sympathetic help on personal problems.



Emotional Intelligence & Retention

However, the top the things that managers think employees want are:



Good wages.

Job security.

Promotion/growth opportunities.



Emotional Intelligence & Retention



Understanding that employee satisfaction is often based on more than salary is key to retaining employees.



Emotional Intelligence & Retention

Research has shown a relationship When bosses have had high between employee retention and emotional intelligence scores, employees were four times <u>less</u> the likeability of their manager. likely to leave.



Emotional Intelligence & Retention

Furthermore, a study at American After one year, the first group had Express separated managers into less than half the employee turnover than the group of managers who did two groups - one group that not participate in the emotional received emotional intelligence training and the second that did not. intelligence training.



(I of 7)





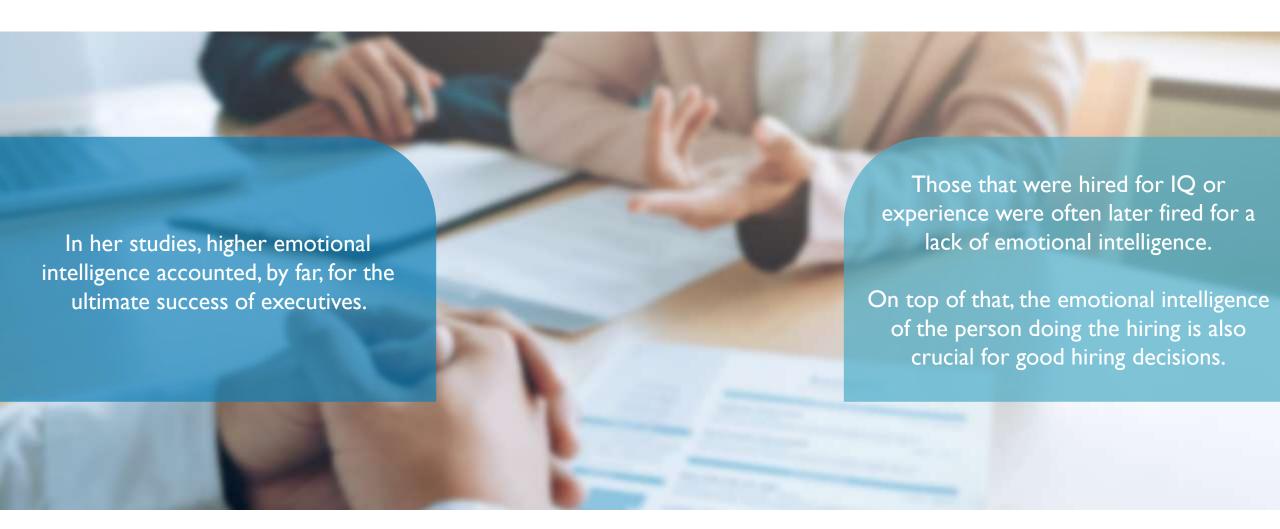
(2 of 7)







(3 of 7)





(4 of 7)





Emotional Intelligence & Hiring Decisions

5 of 7)

The US Air Force adopted this principle and saved \$2.76 million.

When hiring, look for whether the candidate:



Understands his/her needs and goals and how they affect their behavior.



Can identify and control their emotions.



Can read emotions and sense how their behavior affects others.



Can acknowledge, reflect on, and learn from their mistakes.



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Sales Implications (1 of 5)





Sales Implications (2 of 5)







Sales Implications (3 of 5)







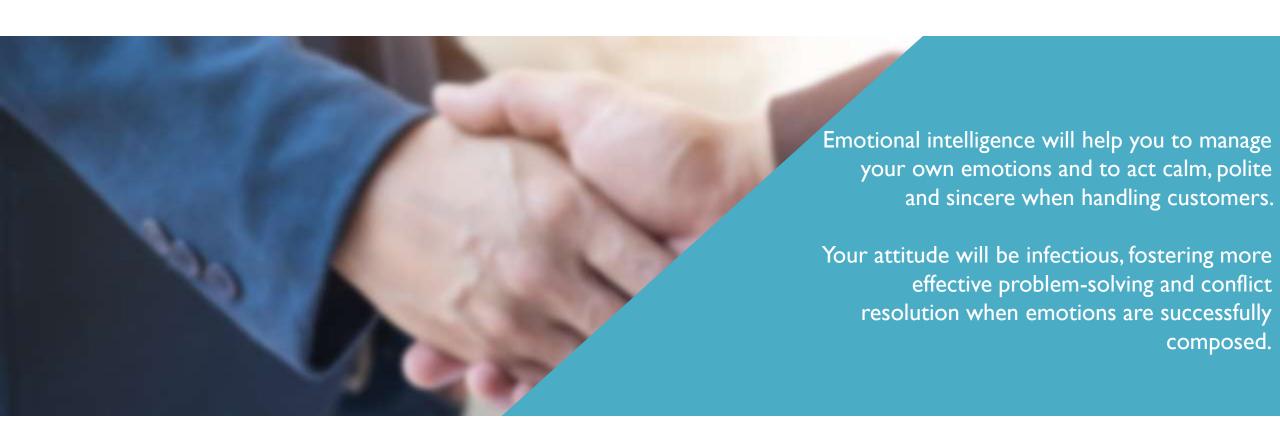
Sales Implications (4 of 5)







Sales Implications (5 of 5)







Negotiation & Emotional Intelligence

(I of 4)







Negotiation & Emotional Intelligence

(2 of 4)







Negotiation & Emotional Intelligence







Negotiation & Emotional Intelligence

(4 of 4)



























Emotional Intelligence Helps People Deal with Change

They found that many of the EQ-i subscales were key factors in successful change management, including:









Therefore, when going through any major organizational change, make Employees who have higher certain that you promote emotional emotional intelligence will be able intelligence. to more effectively adapt to changes with minimal Allow your employees to express disturbances. what they are feeling in response to change.



























Decision-making

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Mentorships & Emotional Intelligence

(I of 4)





Mentorships & Emotional Intelligence

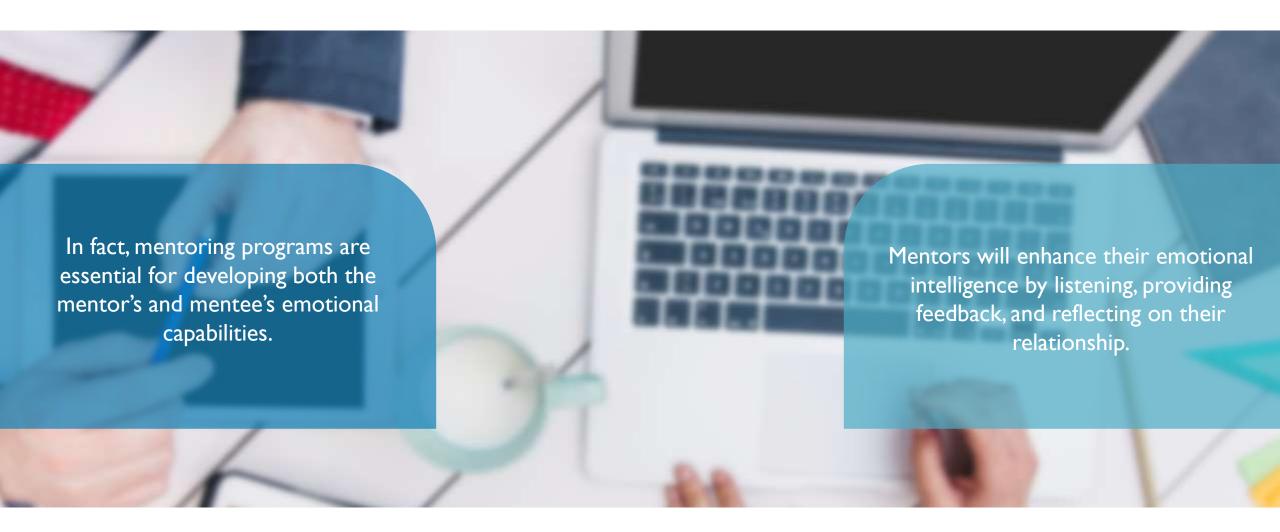
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Mentorships & Emotional Intelligence

(3 of 4)





Mentorships & Emotional Intelligence

(4 of 4)





Teamwork & Emotional Intelligence

(I of 2)





Teamwork & Emotional Intelligence

(2 of 2)



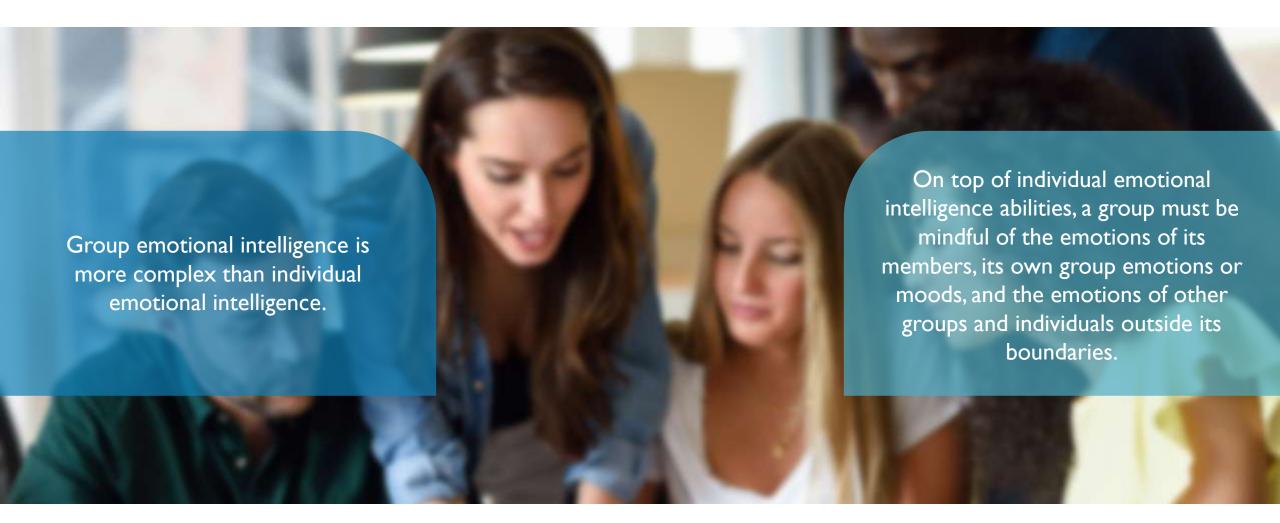


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(3 of 7)





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The three things that are necessary for any groups success are:



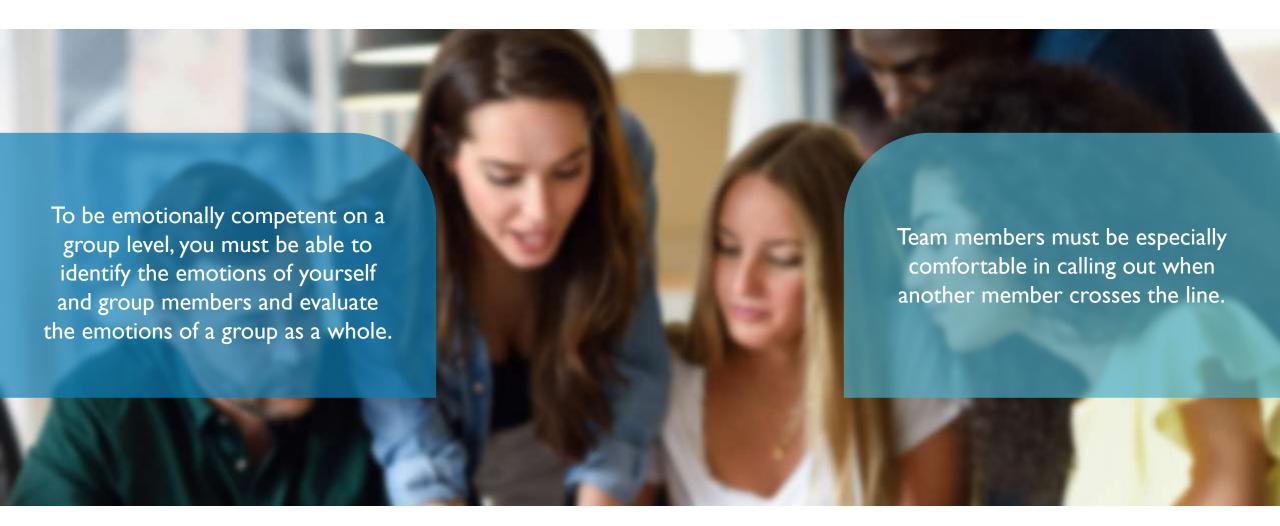


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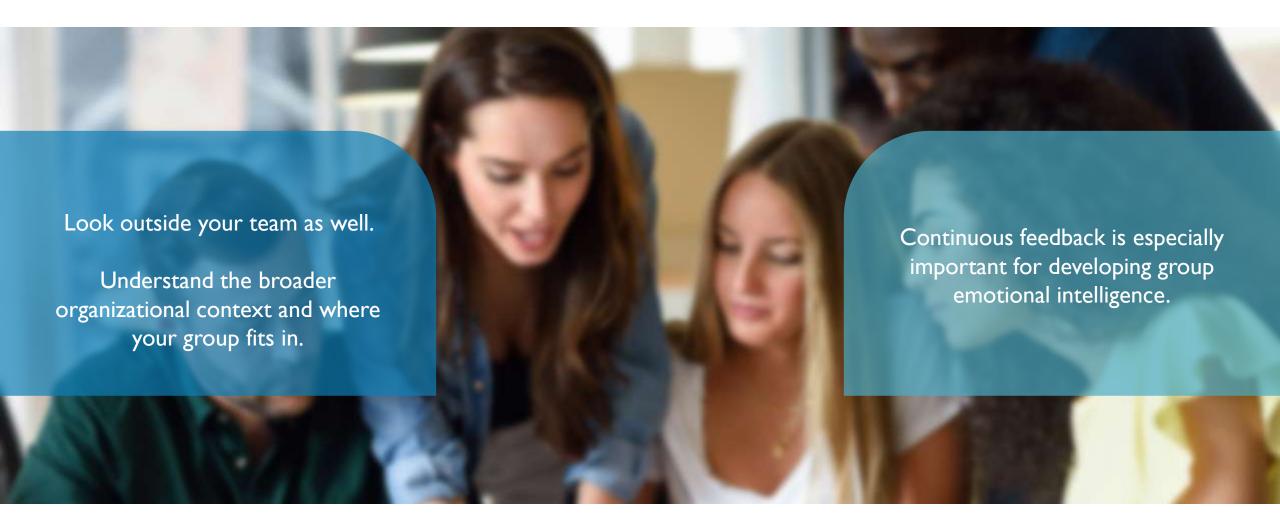


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Future Implications







Action Plan







