Emotional Intelligence
Thank you for viewing the online curriculum brought to you by Arapahoe/Douglas Works!

- If you have questions and/or would like to follow-up with a Career Services Advisor please fill out a brief form for a virtual consultation.
Objectives

• What is Emotional Intelligence (EQ) and why should you care?
• How does EQ impact your job search and work performance?
• What is your EQ?
• How can you improve your EQ?
Getting to Know Your Emotional Intelligence
EQ is up to 2x as predictive as IQ for performance.

Someone with an average EQ outperforms someone with a high IQ 70% of the time.

Which is more important to workplace success?
What is Emotional Intelligence?

**Personal Capabilities**
- Self-Awareness
- Self-Management

**Social Capabilities**
- Social Awareness
- Relationship Management
Why Should We Care?

High EQ Increases:

• Social relationships
• Empathy
• Open-mindedness
• Self-worth
• Have increased mental and physical health

People with Low EQ:

• Have decreased self-worth
• Have poor conflict resolution skills
• Have a lack of empathy
• An inability to cope with emotions
• Have decreased mental and physical health
EQ is the strongest predictor of workplace performance, and strongest driver of leadership and personal excellence!
EMOTIONAL INTELLIGENCE STATISTIC

90% of top performers have high EQ.

EQ is responsible for 58% of your job performance.

People with high EQ make $29,000 more annually than their low EQ counterparts.

BY DR. TRAVIS BRADBERRY
Unlike IQ, Emotional Intelligence can be developed and enhanced.
The Best & Worst of Times

• Think back to a time when you had a boss or a team that brought out the BEST in you
• Remember a time when you had a boss or a team that brought out the WORST in you
Self-Awareness

Accurately perceiving your emotions and staying aware of them as they happen

Ask yourself these questions...

What am I feeling?
How did these feelings arise?
What information do they carry?
How to Improve Your Self-Awareness

• Know who and what pushes your buttons
• Watch yourself like a hawk
• Visit your values
• Seek feedback
• Observe the ripple effect from your emotions
Self-Management

Using self-awareness to stay flexible and to positively direct your behavior

Ask yourself these questions...

How do you want to feel?
What do you need to do in order to feel that way?
Trigger Model

Trigger Event

Emotional Reaction

Self Talk

Positive Results

Negative Results
How to Improve Your Self-Management

• Breathe and count to ten
• Focus your attention on your freedoms rather than your limitations
• Add a mental recharge to your schedule
• Take control of your self-talk
• Visualize yourself succeeding
Social Awareness

Ability to pick up on other people’s emotions and understand what is really going on with them

Ask yourself these questions…

What are others feeling?
How did those feelings arise?
How to Improve Your Social Awareness

• Pay attention to body language
• Practice the art of listening
• Step into their shoes
• Seek the whole picture
Relationship Management
Using awareness of your own and other’s emotions to manage interactions successfully

How do you want to feel?
How do you want others to feel?
What do you need to do in order for both of you to feel that way?
How to Improve Your Relationship Management

• Be open and curious
• Take feedback well
• Avoid giving mixed signals
• Explain your decisions
Emotions are what make us human. Make us real. The word ‘emotion’ stands for energy in motion. Be truthful about your emotions, and use your mind and emotions in your favor, not against yourself.

Robert T. Kiyosaki
Please take a moment to complete a workshop evaluation!

1 is a low score

5 is a high score