Emotional Intelligence

Reasonable Accommodations Available Upon Request

Arapahoe/Douglas Works! Workforce Center
6964 S. Lima Street • Centennial, CO 80112
www.adworks.org
Thank you for choosing to attend our Emotional Intelligence workshop brought to you by the Arapahoe/Douglas Works! Facilitation team.

We facilitate all our workshops as if they are in a live classroom setting. Please be respectful and mindful of your camera if your video is on.
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
Which is more important to workplace success?

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

EQ is up to 2x as predictive as IQ for performance.
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!

**Work Performance**

- Improved Health
- Can Handle Pressure Better
- Enhanced Leadership Skills
- Accepting of Feedback (no matter how it's delivered)
- Able to Listen Effectively
- Ability to Cooperate
- Better at Conflict Resolution
- More Empathetic
- Improved Communication
- Set a Positive Example (which ripples out to others)
EMOTIONAL INTELLIGENCE STATISTIC

90% of top performers have high EQ.

EQ is responsible for 58% of your job performance.

$29,000 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
Thank you for attending our workshop today.

We’d appreciate your feedback. Please click on the link below to access our workshop evaluation. We especially enjoy your personal comments.

Workshop Evaluation, link

PowerPoint and Handout, link
https://www.adworks.org/index.php/job-seekers/online-powerpoint-workshops/

To reach a Career Services Advisor, link
https://www.adworks.org/job-seekers/