

EMOTIONAL INTELLIGENCE

Emotional Intelligence

The ability to be aware of your emotions and the emotions of others to effectively manage ourselves and our relationships

Personal Capabilities

~ Self-Awareness ~
 Being aware of your emotions

~ Self-Management ~
 Appropriately responding to your emotions

Social Capabilities

~ Social Awareness ~
 Being aware and accurate about the emotions of others

~ Relationship Management ~
 Strengthening interactions through self-management and social awareness

PEOPLE WITH HIGH EQ'S

- ◆ Have more quality relationships
- ◆ Have better mental & physical health
- ◆ Have higher self-esteem
- ◆ Are able to empathize with others
- ◆ Are more open-minded
- ◆ Have increased work performance

ESSENTIAL JOB SKILLS

- ❖ Enhanced Leadership
- ❖ Improved Conflict Management
- ❖ Effective Communication

It is very important to understand that emotional intelligence is not the opposite of intelligence, it is not the triumph of heart over head—it is the unique intersection of both.

~ David Carus



\$29K More \$\$\$ in your pocket each year

90% OF TOP PERFORMERS!

58% OF YOUR JOB PERFORMANCE!

STRATEGIES TO IMPROVE MY EQ!

- #### Self-Awareness
- ▶ Seek feedback
 - ▶ Know who and what pushes my buttons
 - ▶ Watch myself like a hawk

- #### Social Awareness
- ▶ Pay attention to body language
 - ▶ Practice the art of listening
 - ▶ Step into their shoes

- #### Self-Management
- ▶ Breathe and count to ten
 - ▶ Add a mental recharge to my schedule
 - ▶ Visualize myself succeeding

- #### Relationship Management
- ▶ Be open and curious
 - ▶ Take feedback well
 - ▶ Explain my decisions

