

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

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Read each statement and decide how much it applies to you with a rating between 1 and 5. 1 being does NOT apply at all, 3 being applies about half the time and 5 being always applies to you.		Your 1 - 5 Response
1	I realize immediately when I lose my temper	
2	I can adjust my view of "bad" situations quickly	
3	I am able to see things from other people's point of view	
4	I am an excellent listener	
5	I know when I am happy	
6	I do not wear my 'heart on my sleeve'	
7	I am excellent at empathizing with someone else's problem(s)	
8	I never interrupt other people's conversations	
9	I usually recognize when I am stressed	
10	Others can rarely tell what kind of mood I am in	
11	I can tell if someone is not happy with me	
12	I am good at mingling and mixing with a variety of people	
13	When I am being "emotional" I am aware of this	
14	I rarely "fly off the handle" at other people	
15	I can tell if a team of people are not getting along with each other	
16	People are the most interesting thing in life for me	
17	When I feel anxious I usually can account for the reason(s)	
18	Difficult people do not annoy me	
19	I can usually understand why people are being difficult towards me	
20	I love to meet new people and get to know what makes them "tick"	
21	I know when I'm being unreasonable	
22	I can consciously alter my frame of mind or mood	
23	Other individuals are not "difficult" just "different"	
24	I need a variety of work colleagues to make my job interesting	
25	Awareness of my own emotions is very important to me	
26	I do not let stressful situations or people affect me once I have left work	
27	I can understand if I am being unreasonable	
28	I like to ask questions to find out what it is important to people	
29	I can tell if someone has upset me	
30	I rarely worry about work or life in general	

31	I can understand why my actions sometimes offend others	
32	I see working with difficult people as simply a challenge to win them over	
33	I can "let go of anger" quickly so that it no longer affects me	
34	I can suppress my emotions when I need to	
35	I can sometimes see things from other people's point of view	
36	I am good at reconciling differences with other people	
37	I know what makes me happy	
38	Others often do not know how I am feeling about things	
39	Reasons for disagreements are usually clear to me	
40	I generally build solid relationships with those I work with	

Self-Awareness		Self-Management		Social Awareness		Relationship Management	
Assessment Question	Your Response	Assessment Question	Your Response	Assessment Question	Your Response	Assessment Question	Your Response
1		2		3		4	
5		6		7		8	
9		10		11		12	
13		14		15		16	
17		18		19		20	
21		22		23		24	
25		26		27		28	
29		30		31		32	
33		34		35		36	
37		38		39		40	
Total Self-Awareness		Total Self-Management		Total Social Awareness		Total Relationship Management	