

Emotional Intelligence

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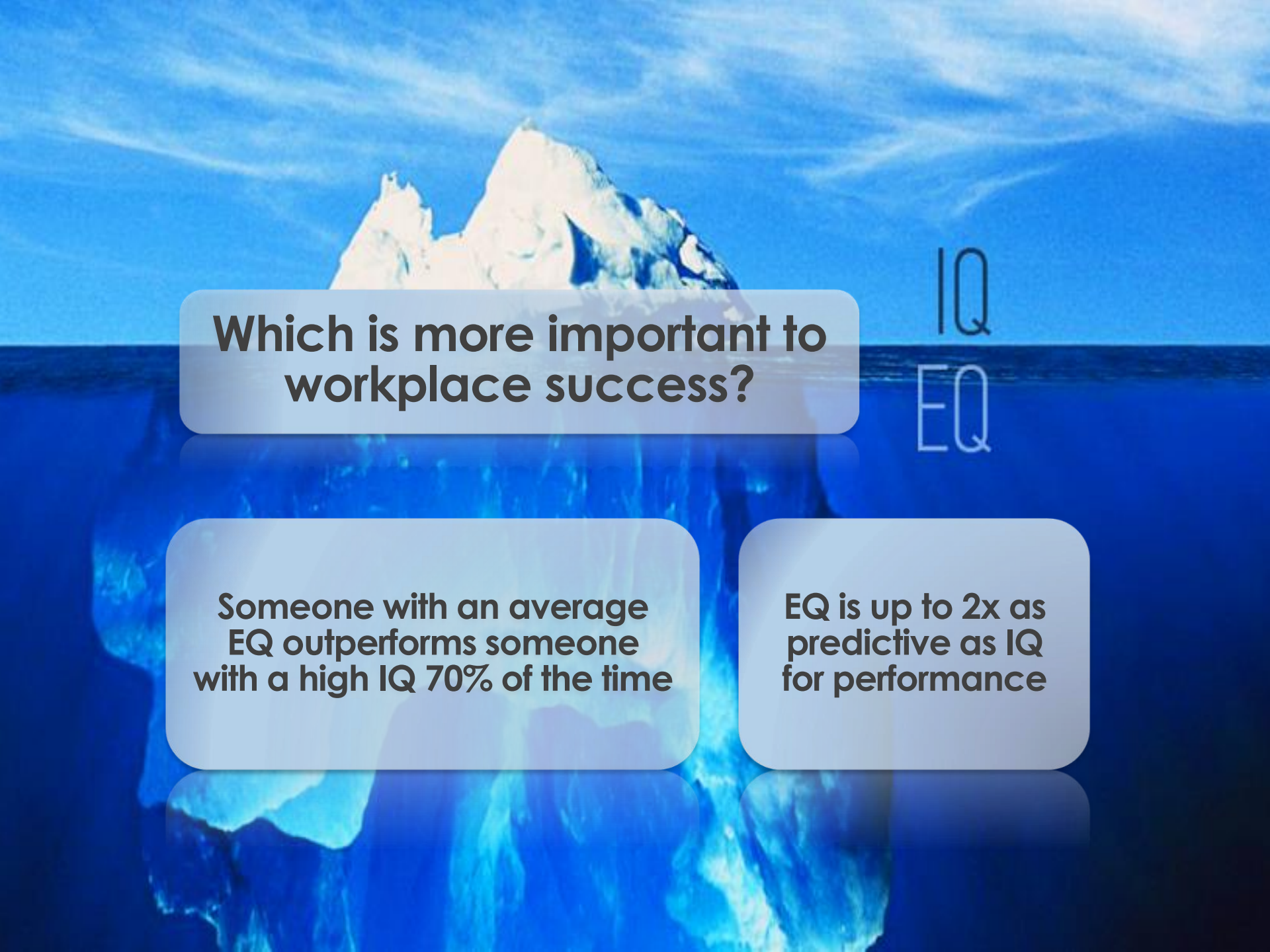
Thank you for viewing the online curriculum brought to you by Arapahoe/Douglas Works!

- 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.
 - <https://fs8.formsite.com/adworks/form52/index.html>

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

An iceberg floating in a blue ocean under a blue sky. The tip of the iceberg is above the water line, while the much larger base is submerged. The text and graphics are overlaid on this image.

**Which is more important to
workplace success?**

IQ
EQ

**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

Social Capabilities

Self-Awareness

Social Awareness

Self-Management

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

Work Performance

EQ is the strongest predictor of workplace performance, and strongest driver of leadership and personal excellence!

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

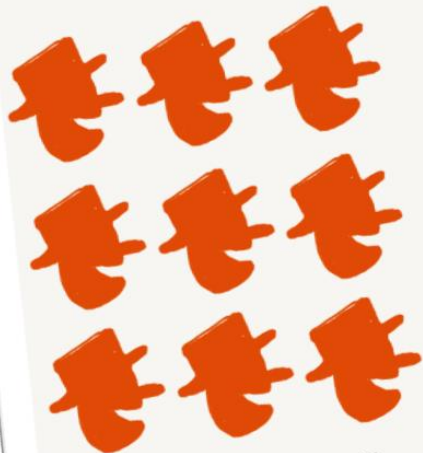
Better at Conflict Resolution

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

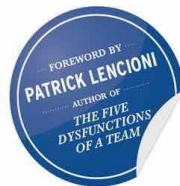
BY DR. TRAVIS BRADBERRY

"Succinctly explains how to deal with emotions
creatively & employ our intelligence in a beneficial way."

— THE DALAI LAMA

EMOTIONAL INTELLIGENCE

2.0



INCLUDES A NEW & ENHANCED ONLINE EDITION OF

THE WORLD'S MOST POPULAR EMOTIONAL INTELLIGENCE TEST

TRAVIS BRADBERRY & JEAN GREAVES

INTERNATIONAL BESTSELLING AUTHORS OF
THE EMOTIONAL INTELLIGENCE QUICK BOOK

**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

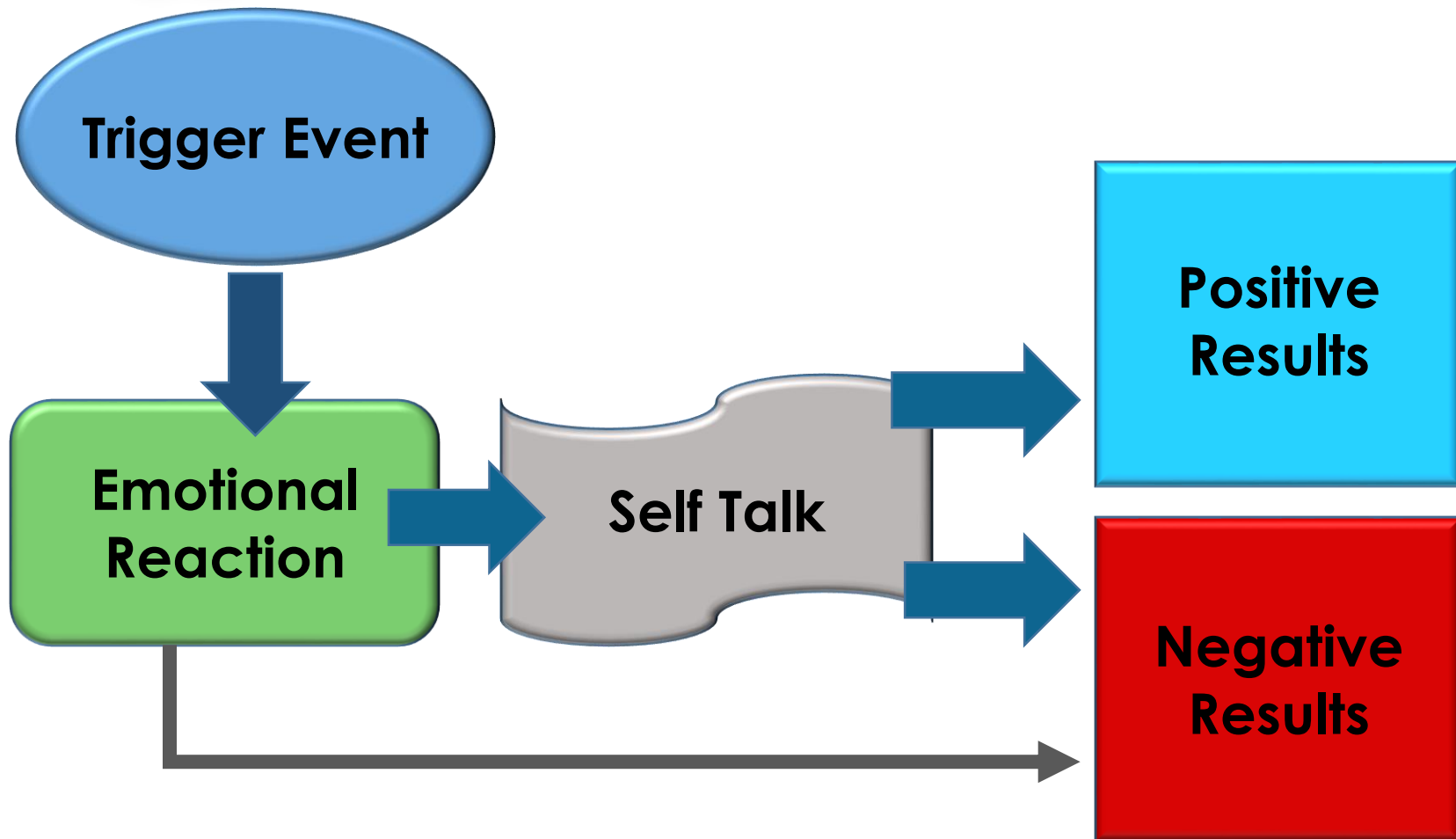
Using self-awareness to stay flexible and to positively direct your behavior

Ask yourself
these
questions...

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



Trigger Model



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

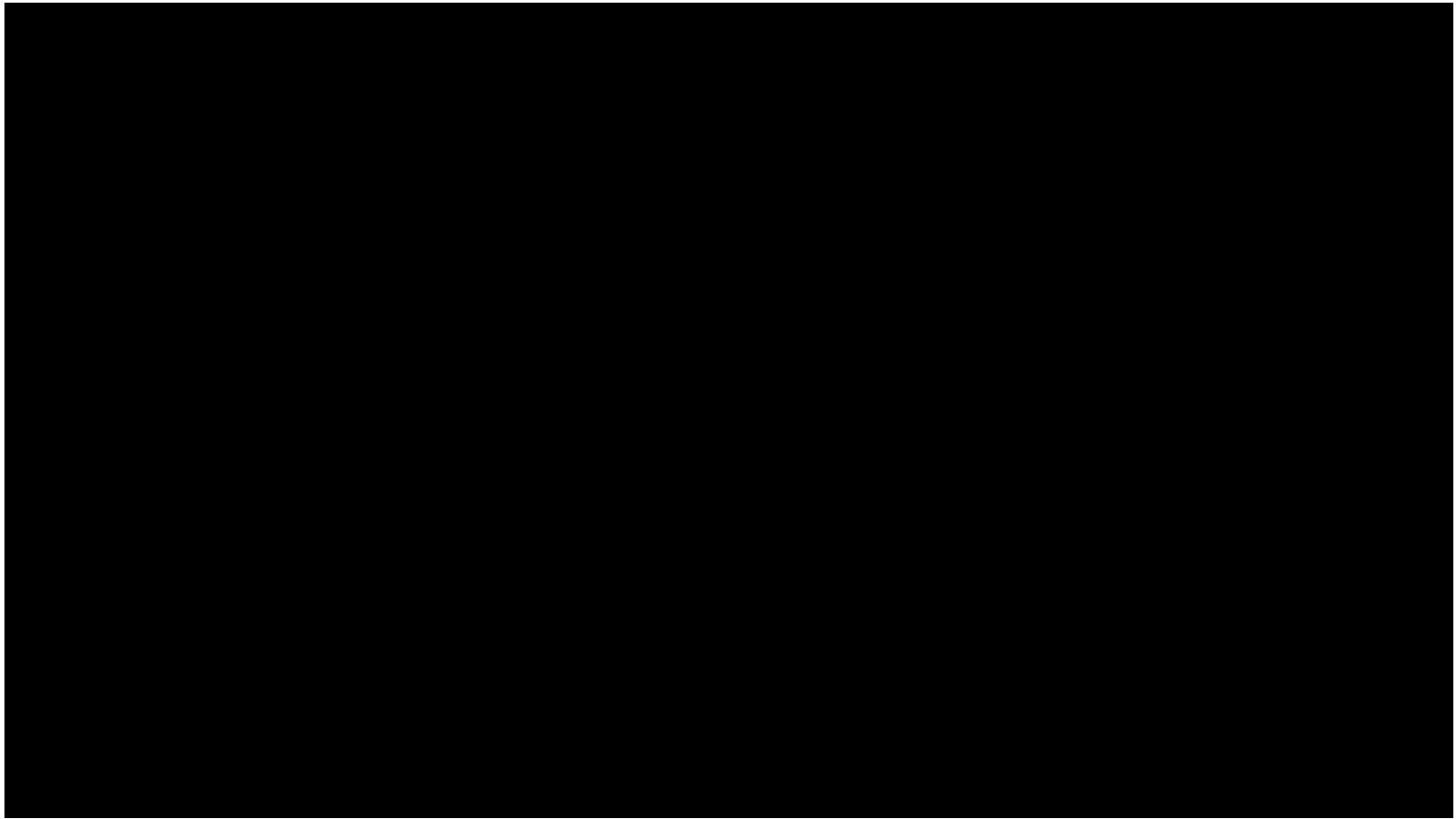
Relationship Management

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

Presentation Finished...



Any Questions?

Please take a moment to
complete a workshop
evaluation!

1 is a low score

5 is a high score