



Emotional Intelligence

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Defining Emotional Intelligence

Emotional Intelligence can be defined as a set of competencies demonstrating the ability one has to recognize his or her own behaviours, moods, and impulses, as well as those of others, and to manage them best in any situation.

“We are being judged by a new yardstick; not just how smart we are, or by our training and expertise, but also how well we handle ourselves and each other.”

- Daniel Goleman, Ph.D. (Author, *Working With Emotional Intelligence*)



Benefits of Emotional Intelligence

- **Greater career success**
- **Stronger personal relationships**
- **Increased optimism and confidence**
- **Better health**
- **Effective leadership skills**
- **Improved communication**
- **Less workplace conflict**
- **Better problem-solving skills**
- **Increased likelihood of promotion**



The 5 Essential Competencies of Emotional Intelligence

With Self



- Self-Awareness
- Self-Regulation
- Self-Motivation

With Others



- Empathy
- Effective Relationships



1. Self Awareness

- Self-awareness includes recognition of our personality, our strengths and weaknesses, our likes and dislikes.
- Being 'aware' of one's self is the ability to accurately perceive one's skills and knowledge, value and responsibilities. It is being confident in what you have to offer, whether it is personally or professionally.
- Self-awareness is not only important for one's self-esteem, but it is also the first step to the process of full acceptance or change. Without understanding why we think the way we do or why we act the way we act, we may never fully appreciate ourselves or see the importance of making changes to improve, if necessary.



2. Self Regulation

- **Self-Regulation is another term for 'self-control', which is defined as the ability to control one's emotions, desires, and behaviours in order to reach a positive outcome.**
- **Self-regulation is sometimes difficult because of the general notion that it is important to 'express how you feel'. While this may be somewhat true, the art to finding the balance between expressing one's feelings and avoiding unnecessary tension is 'self-regulation'.**



3. Self Motivation

- Self-motivation is an essential part of excelling at life. You must learn to motivate yourself because you cannot depend on others to do it for you. You have to know how to encourage yourself regardless of how bad the situation.
- Some steps to getting self-motivated include:
 - ✓ Work towards a cause.
 - ✓ Don't compare yourself to others.
 - ✓ Make the conscious effort to not give up.
 - ✓ Don't live in your past failures or successes.
 - ✓ Utilize positive thinking.
 - ✓ Take time to recharge and refire.



4. Empathy

- Empathy is sharing in the feelings of others, whether joy or sadness is an admirable trait. In order for empathy to work, a person must first be able to recognize, classify, and understand their own feelings.

“If people will stop for a moment and put themselves in another person’s shoes...it will help them modify their own behavior. It will help them develop relationships with those people.”

- Darryl Grigg (Co-Developer,
American Express Emotional Competence Program)



5. Nurturing Effective Relationships

- **Employ all your emotional competencies - awareness, regulation, motivation, and empathy to:**
 - ✓ **Influence and persuade others.**
 - ✓ **Build consensus and support for team goals.**
 - ✓ **Motivate and inspire yourself and others to achieve those goals.**



In Summary...

Self-Awareness

Emotional Awareness
Accurate Self-Assessment
Self-Confidence

Self-Management

Self Control
Trustworthiness
Adaptability
Innovation

Self-Motivation

Achievement Drive
Commitment
Initiative
Optimism

Empathy

Understanding Others
Developing Others
Service Orientation
Leveraging Diversity
Political Awareness

Social Skills (Relationships)

Influence
Communication
Conflict Management
Leadership
Building Bonds
Collaboration & Cooperation
Team Player



Questions