



Emotional
Intelligence

Objectives

- Define Emotional Intelligence (EI)
- The benefits of EI
- Share our strategies for building EI

A look into EI



Activity



Individually

Imagine you are Funk & Wagnalls
(the guys that write the dictionary)

What is your official
dictionary definition of the term
'Emotional Intelligence'



Defining EQ



Group

Record your ideas in the chat

What is

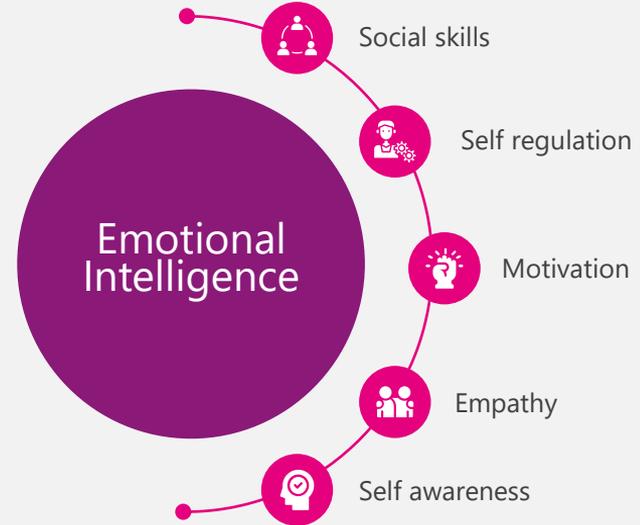
Emotional Intelligence EI



Definition

Emotional Intelligence is the capacity for recognizing our own feelings and those of others, for motivating ourselves and for managing emotions well in ourselves and in our relationships.

- Multiple models of EI all recognize that the skills involved translate directly to success in leadership, management and life skills beyond the workplace.
- Unlike IQ, EI is reasonably possible to improve.



Activity



Individually

What are the benefits to you moving into a new workplace or community to have high emotional intelligence?



The Benefits of EQ



Group

Record your ideas in the chat

Benefits of

Emotional Intelligence



Able to
handle difficult
conversations



Allows
for better
teamwork



Helps us
deal with
change



Increased
people
skills

Am I emotionally intelligent?

	Recognition	Regulation
Personal competence	<p>Self-awareness</p> <ul style="list-style-type: none">• Self-confidence• Awareness of your emotional state• Recognizing how your behavior impacts others• Paying attention to how others influence your emotional state	<p>Self-management</p> <ul style="list-style-type: none">• Getting along well with others• Handling conflict effectively• Clearly expressing ideas and information• Using sensitivity to another person's feelings (empathy) to manage interactions successfully
Social competence	<p>Social awareness</p> <ul style="list-style-type: none">• Picking up on the mood in the room• Caring what others are going through• Hearing what the other person is "really" saying	<p>Relationship management</p> <ul style="list-style-type: none">• Getting along well with others• Handling conflict effectively• Clearly expressing ideas and information• Using sensitivity to another person's feelings (empathy) to manage interactions successfully

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EI in leadership



Activity



Individually

Think about leader who inspire you?
What do you think are the
characteristics of a great leader?



Defining EQ



Group

Record your ideas in the chat

What makes a

good leader?

Self Awareness

Is the ability to focus on yourself and how your actions, thoughts, or emotions affect others around you and yourself. When you know yourself you begin to understand your emotional strengths and weaknesses. These emotions can be seen as both positive and negative emotions.



Self awareness



Self management



Motivation



Empathy



Social skills



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Tips to improve your EI



Activity



Individually

What tips have you heard already or used before to help show your emotional intelligence?



Defining EQ



Group

Record your ideas in the chat

Tips and Tricks

- EI is designed to help us understand what our real strengths and weaknesses are.
- Normally seen in a business plan environment, the use of a SWOT Analysis can show us a lot about our current state of EI.

For example:

Strengths

- What advantages do you have (education, certificates skills)
- Values you believe in
- What are you proud of

Weaknesses

- What tasks do you avoid
- Negative work habits (late for work etc.)

Opportunities

- What study can help you/ is available
- Training opportunity
- Network to go to for advice

Threats

- Current obstacles limiting or preventing you from doing role
- Competing with colleagues

How to ensure

feedback is productive



01

Be open
to feedback

02

Become a
good listener

03

Keep in perspective
- don't retaliate

04

Try to learn
from all feedback



“Nobody cares about how much you know until they know how much you care.”

Theodore Roosevelt

How can we

develop empathy?

Empathy

is the ability to understand and share the feelings of another.

When there is no empathy, when we don't work to understand the needs of others, there is also a significant loss of trust.

- › Identify other people's emotional states
- › Validate the other person's perspective
- › Listen
- › Don't be self-centred
- › Examine your feelings and attitude
- › Identify other people's emotional states



Key

take away's

There are
7 ways
we can improve
our emotional
intelligence:



01

Take some time
to consider your
own emotions

02

Pay attention
to your own
behavior

03

Take responsibility
for your own
feelings and
behaviors

04

Think about
responding as
opposed to
reacting

05

You have
to practice
empathy

06

Create a positive
environment for
yourself

07

Consider emotional
intelligence as a
lifelong process
and not just a one
off exercise

A hand is shown in the foreground, pointing towards a large purple circle. Inside the circle, the word "Questions?" is written in white. Above the text are four small red dots. To the right of the circle is a smaller pink speech bubble icon containing a white question mark. The background is a blurred crowd of people.

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Questions?





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Thank you