Emotional Intelligence for Professional Success
Learning Outcomes

Participants will be able to:

• Define Emotional Intelligence (EI)
• Explain the business case for developing EI
• Recall areas of the brain involved in EI
• Describe the four stages of an EI model
• Apply strategies to increase emotional competence
• Construct an action plan to address a current workplace challenge
Emotional Intelligence Defined

“Set of emotional and social skills that influence the way we perceive and express ourselves, develop and maintain social relationships, cope with challenges and use emotional information in an effective and meaningful way.”

-The Center for Leadership Studies
Why Emotional Intelligence?

**Pop Quiz!**

1. EI accounts for **60**% of job performance for leaders.

2. What percent of *top* performers are high in EI? **90**%

3. What percent of *low* performers are high in EI? **20**%

4. Professionals with high EI have been found to improve **Teamwork** & manage **Conflict** more effectively.

5. Organizations have reported lower **Turnover** & higher **Customer Satisfaction** with managers that have higher EI.

6. People with high EI make **$29k** more a year than those with lower EI.
Neuroscience & EI

- Frontal Lobe
- Limbic System
- Spinal Cord
Emotional Intelligence Model

Self-Awareness

Self Management

Social Awareness

Relationship Management

Daniel Goleman (1998) & TalentSmart
Self-Awareness

“Ability to accurately perceive your own emotions in the moment and understand your tendencies across situations” (Bradberry & Greaves, p. 24).

Emotional Competencies:
- Knowledge of Self
- Accurate Self Assessment
- Self-Confidence
Self Management

“Ability to use your awareness of your emotions to stay flexible and direct your behavior positively” (Bradberry & Greaves, p. 32).

Emotional Competencies:
- Emotional Self-Control
- Trustworthiness
- Conscientiousness
- Adaptability
- Achievement Drive
- Initiative
Social Awareness

“Ability to accurately pick up on emotions in other people and understand what is really going on with them” (Bradberry & Greaves, p. 38).

Emotional Competencies:

• Empathy
• Service Orientation
• Organizational Awareness
• Appreciating Diversity
Relationship Management

“Ability to use your awareness of your emotions and those of others to manage interactions successfully” (Bradberry & Greaves, p. 44).

Emotional Competencies:
- Developing Others
- Influence
- Communication
- Conflict Management
- Visionary Leadership
- Catalyzing change
- Building bonds
- Teamwork & Collaboration
Strategy Exercise

Navigate with your group to each flip chart and identify strategies to improve in each area of Emotional Intelligence.

**Time**: 10 minutes, ~3 minutes for each stage
Action Planning

• Identify a **problem**
• Decide on a **goal or outcome**
• EI **Competencies**
  • **Strategies to develop** the competencies
• **Resources** to make improvements
• **Timeline** for stages to meet your goal
• **Support** system
References


