

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

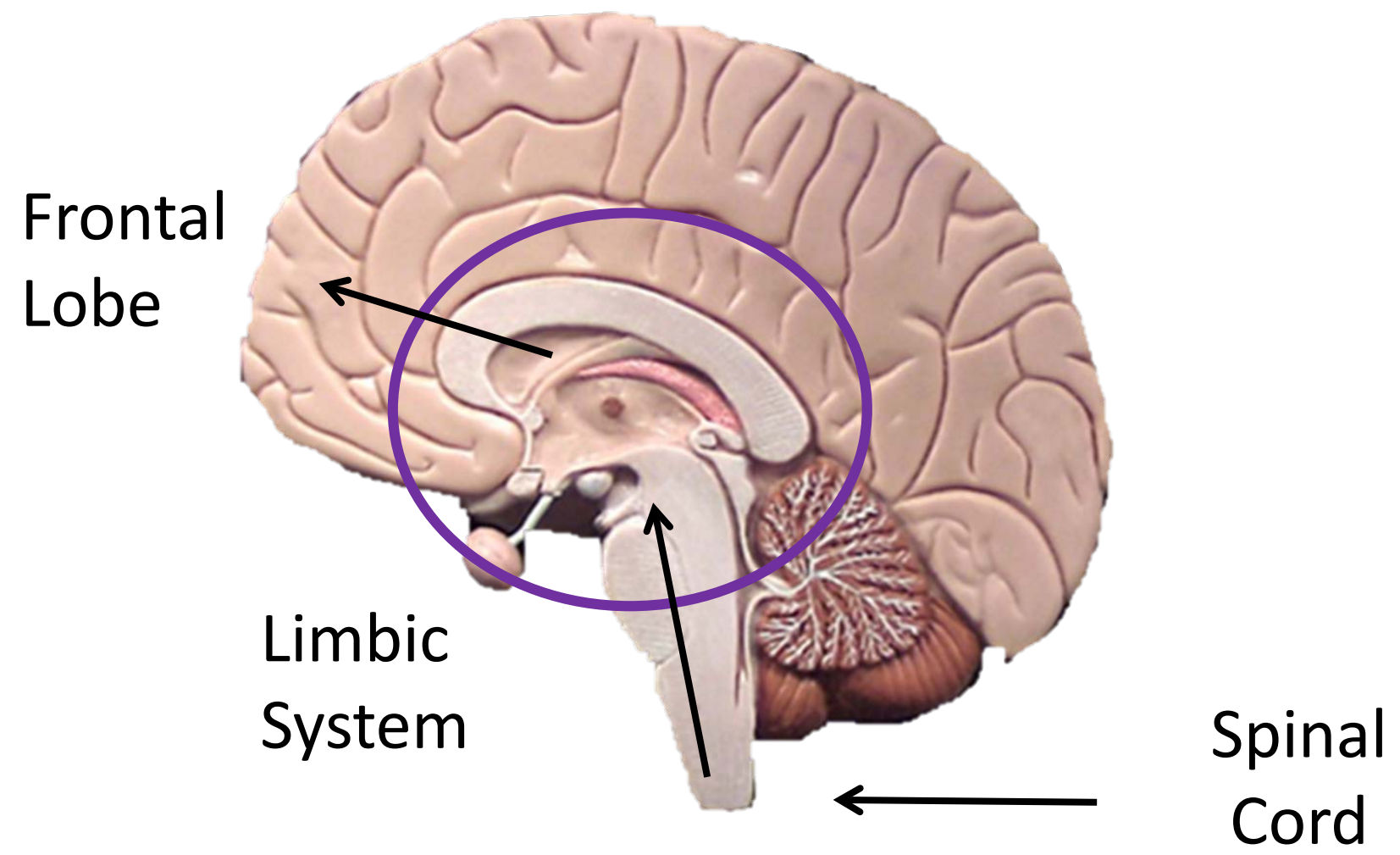
“Set of **emotional** and **social skills** that influence the way we **perceive** and **express** ourselves, **develop** and **maintain** social relationships, **cope with challenges** and **use emotional information** in an effective and meaningful way.” -The Center for Leadership Studies

Why Emotional Intelligence?

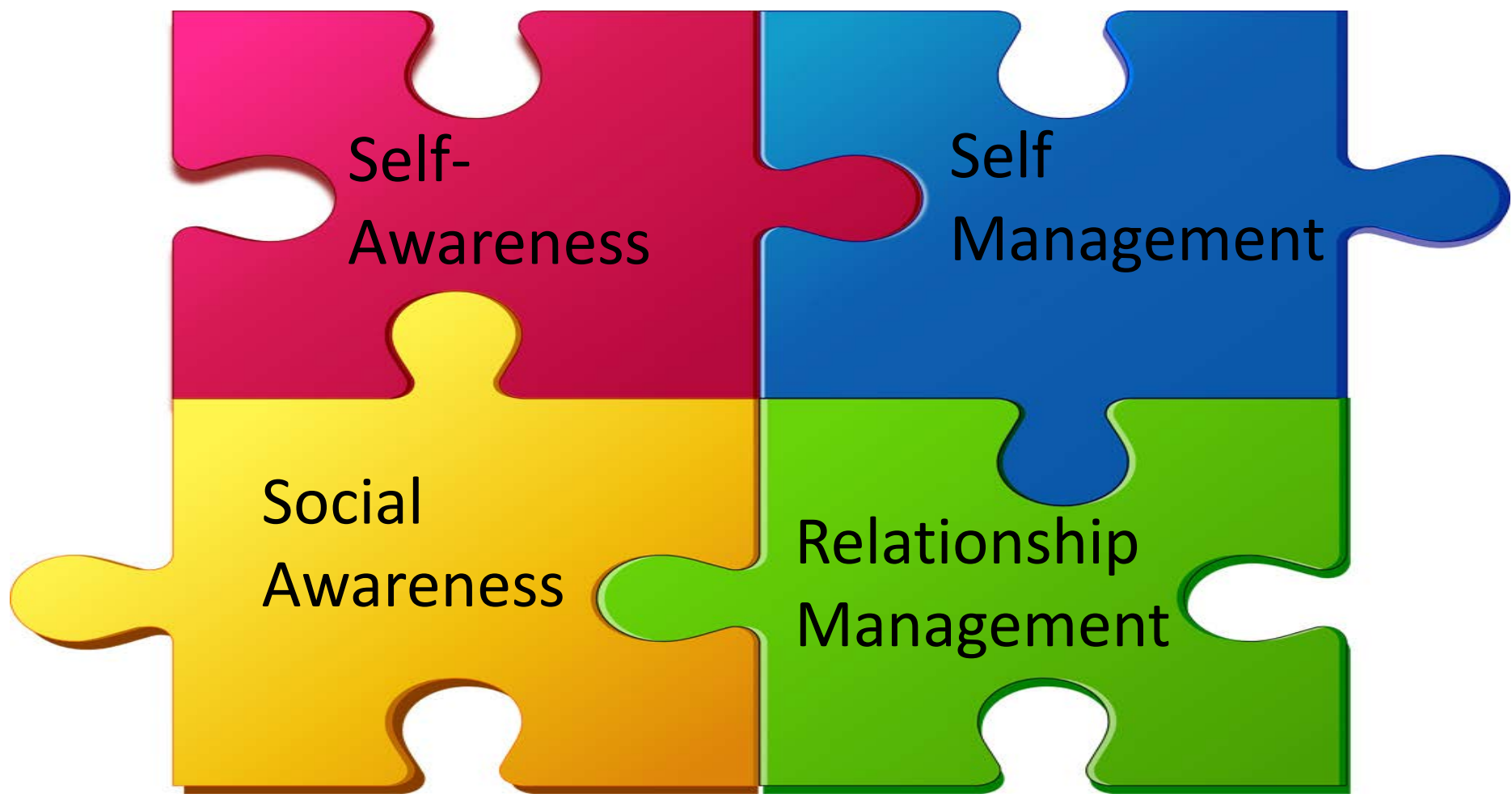
Pop Quiz!

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



Emotional Intelligence Model



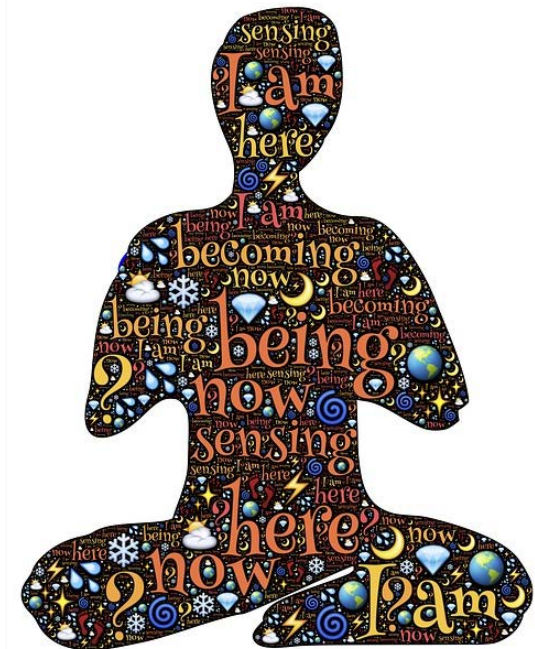
Self-Awareness

“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



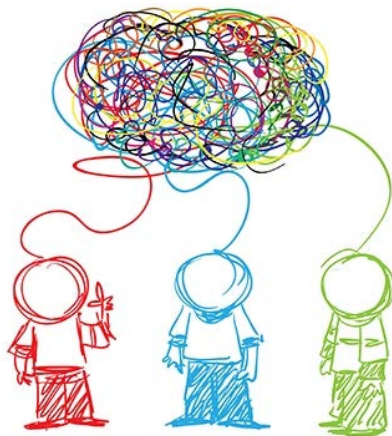
Relationship Management

“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**
- **El Competencies**
 - **Strategies to develop the competencies**
- **Resources** to make improvements
- **Timeline** for stages to meet your goal
- **Support** system



References

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