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ENHANCING YOUR EMOTIONAL INTELLIGENCE


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Check In


One Word Feeling
Learning Objectives



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Agenda


- Overview of Emotional Intelligence
- Five Composite Scales
 - Competency Breakdown
- The Dark Side of Emotional Intelligence
- Enhancing your Emotional Intelligence



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Emotional Intelligence

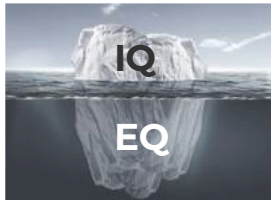
- Understand, express and manage emotions.
- Develop and maintain social relationships.
- Think clearly, solve problems under pressure.



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Emotional Intelligence

The ability to use the information provided by emotions to act appropriately in the face of daily challenges.



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EQ-i 2.0® Model



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Self-Perception

SELF-PERCEPTION

Self-Regard
Self-Actualization
Emotional Self-Awareness
Self-Actualization

SELF-PERCEPTION

SELF-REGARD
SELF-ACTUALIZATION
EMOTIONAL SELF-AWARENESS
SELF-ACTUALIZATION

Affirmation

What does Jessica teach us about self-perception?

Self-Regard

Definition:
The ability to accept yourself for who you are.

The Dark Side of Self-Regard:
Too much self-regard leads to overconfidence, narcissism, and an inability to admit mistakes.

Self-Actualization

Definition:
The ability to live a life of fulfillment, meaning and purpose.

The Dark Side of Self-Actualization:
Too self-actualized leads to not recognizing when others are unfulfilled and not living up to their potential.

Emotional Self-Awareness


Definition:
The ability to be in touch with your emotions.

The Dark Side of Emotional Self-Awareness:
Too aware of your emotions leads to overthinking situations and focusing on insignificant details.

Discussion

Think of a leader you have encountered in your career that displayed the dark-side of one of the competencies that make up self-perception.

- What did this person do that impacted you negatively from doing your best work?
- How do you think he or she could have improved these competencies to be a more impactful leader?



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Activity

What can you do to enhance your:
Self-Regard?
Self-Actualization?
Emotional Self-Awareness?




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Self-Expression



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Duel at the Mall



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How does this video relate to self-expression?

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Emotional Expression

Definition:
The ability to constructively express your emotions.

The Dark Side of Emotional Expression:
Too expressive with your emotions leads to making others feel uncomfortable and pressured to reciprocate.




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Assertiveness

Definition:
The ability to say what you need to say when you need to say it.

The Dark Side of Assertiveness:
Too assertive leads to hurt feelings, damaged relationships, intimidation and dominating discussions.



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Independence

Definition:
The ability to be free of emotional dependence.

The Dark Side of Independence:
Too much independence results in others feeling untrustworthy, unneeded and unwanted.



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Discussion

- Which of the self-expression competencies do you feel you need the most development in?
- Are there specific scenarios that result in you displaying the dark side of this competency?
- How can improving this competency make you more effective at work?



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Activity

What can you do to enhance your:
Emotional Expression?
Assertiveness?
Independence?



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Interpersonal



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Helping Others



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How does this video relate to the interpersonal competencies?

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Interpersonal Relationships

Definition:
The ability to have great, mutually satisfying relationships.

The Dark Side of Interpersonal Relationships:
Too dependent on others leads to putting yourself last, and solely placing your happiness on your relationships.



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Empathy

Definition:
The ability to pay attention to, and appreciate, the feelings of others.

The Dark Side of Empathy:
Too empathetic leads to putting others' needs before your own and prevents you from pushing them to excel.



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Social Responsibility

Definition:
The ability to give back.

The Dark Side of Social Responsibility:
Too socially responsible means you help and give too much, fostering a culture of dependence.



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Discussion

- How do you demonstrate these interpersonal competencies within your workplace?
- How can learning to enhance these competencies make you a better team player?



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Activity

What can you do to enhance your:
Interpersonal Relationships?
Empathy?
Social Responsibility?



Decision Making

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Stuck on an Escalator

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How does this video relate to the decision making competencies?

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Problem Solving

Definition:
The ability to find solutions when emotions are involved.

The Dark Side of Problem Solving:
Too logical with problem solving leads to focusing on the task rather than the people the problem impacts.

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Reality Testing

Definition:
The ability to see things as they really are; to be present and mindful.

The Dark Side of Reality Testing:
Too focused on objective evidence leads to a lack of optimism, empathy and overlooking the viewpoints of others.

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Impulse Control

Definition:
The ability to resist or delay an impulse, drive, or temptation to act.


The Dark Side of Impulse Control:
Too controlling of your impulses leads to slow and overly cautious decision making.

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Discussion

Think of a leader that you have had over the course of your career that displayed the dark side of one of the decision making competencies.

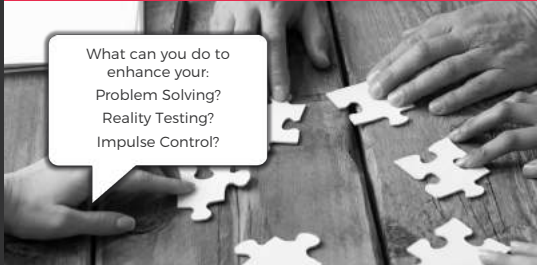
- How did this impact your motivation to do your best work?
- How do you think he or she could have improved these competencies to be a more impactful leader?



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Activity

What can you do to enhance your:
 Problem Solving?
 Reality Testing?
 Impulse Control?



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Stress Management



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Pass It On



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How does this video relate to the stress management competencies?

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Flexibility

Definition:
 The ability to transition your emotions from one state to another.

The Dark Side of Flexibility:
 Too flexible leads to a lack of direction and not being committed to a strong sense of purpose.




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Stress Tolerance

Definition:
The ability to "take it" - without a decrease in performance.

The Dark Side of Stress Tolerance:
Too tolerant of stress leads to asking too much of others, while not understanding their ability to cope with stress.



Optimism

Definition:
The ability to have a positive attitude and outlook on life.

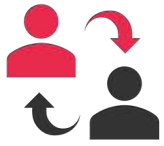
The Dark Side of Optimism:
Too optimistic leads to not seeing things as they really are and never looking at the negative side of things.



Discussion

Assess your ability in each of the stress management competencies.

- Which do you feel is your greatest development opportunity?
- How can improving this competency make you more effective at work?



Activity

What can you do to enhance your:
Flexibility?
Stress Tolerance?
Optimism?



What can you do to enhance your overall emotional intelligence?

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