

# EI EXPERIENCE

LEARN MORE. BE BETTER.

## ENHANCING YOUR **EMOTIONAL INTELLIGENCE**



WORKFORCE DEVELOPMENT CONFERENCE

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## EMOTIONAL INTELLIGENCE

Emotional intelligence is the ability to:

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

## EQ-i 2.0® MODEL

### SELF-PERCEPTION

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

### SELF-EXPRESSION

- Emotional Expression
- Assertiveness
- Independence

### INTERPERSONAL

- Interpersonal Relationships
- Empathy
- Social Responsibility

### DECISION MAKING

- Problem Solving
- Reality Testing
- Impulse Control

### STRESS MANAGEMENT

- Flexibility
- Stress Tolerance
- Optimism



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## SELF-PERCEPTION

What does Jessica teach us about self-perception?

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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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How can you enhance these competencies?

Self-Regard	Self-Actualization	Emotional Self-Awareness

## SELF-EXPRESSION

How does this video relate to self-expression?

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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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How can you enhance these competencies?

Emotional Expression	Assertiveness	Independence

## INTERPERSONAL

How does this video relate to the interpersonal competencies?

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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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How can you enhance these competencies?

Interpersonal Relationships	Empathy	Social Responsibility

## DECISION MAKING

How does this video relate to the decision making competencies?

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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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How can you enhance these competencies?

Problem Solving	Reality Testing	Impulse Control

## STRESS MANAGEMENT

How does this video relate to the stress management competencies?

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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?

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How can you enhance these competencies?

Flexibility	Stress Tolerance	Optimism

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## ENHANCING YOUR EMOTIONAL INTELLIGENCE

What can you do to enhance your emotional intelligence?

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## REFLECT ON THE LEARNING

The best ideas I got from today...

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How these ideas apply to me personally and professionally...

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