

# EMOTIONAL INTELLIGENCE



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**D. EI FRAMEWORK**

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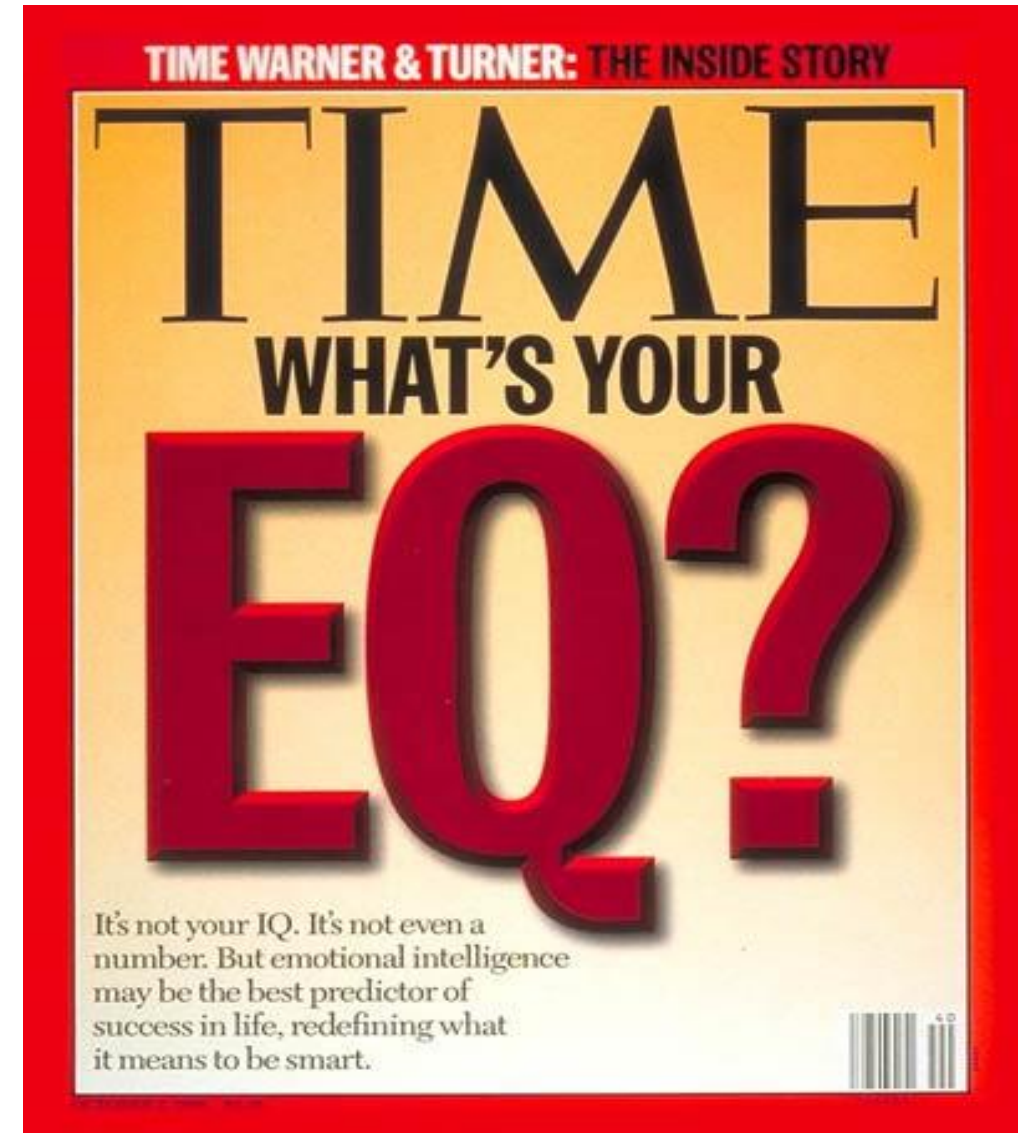


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# **A. INTRODUCTION**

- It all started in 1990 – Psychologists Peter Salovey and John Mayer when they published their article, "Emotional Intelligence," in the journal *Imagination, Cognition, and Personality*.
- 1995 .. The concept became popular due to the publication of psychologist and New York Times science writer Daniel Goleman's book *Emotional Intelligence: Why It Can Matter More Than IQ*
- A TIME magazine cover introducing EI to millions in 1995
- People started getting exposed to the concept and they wanted to know more, infact they wanted to know if they had it



## Definition

Pronunciation : /ə'mōSH(ə)n(ə)l in'teləjəns/

Ability to **recognize** and **understand** emotions in yourself and others, and your ability to use this awareness **to manage** your behavior and relationships.

IS IT POSSIBLE TO MAKE A DECISION WITHOUT EMOTIONS?

” REASONS WITHOUT EMOTIONS IS NEUROLOGICALLY IMPOSSIBLE”

*DR ANTONIO DAMASIO*

“EMOTIONS HAVE TAUGHT MANKIND HOW TO REASON”

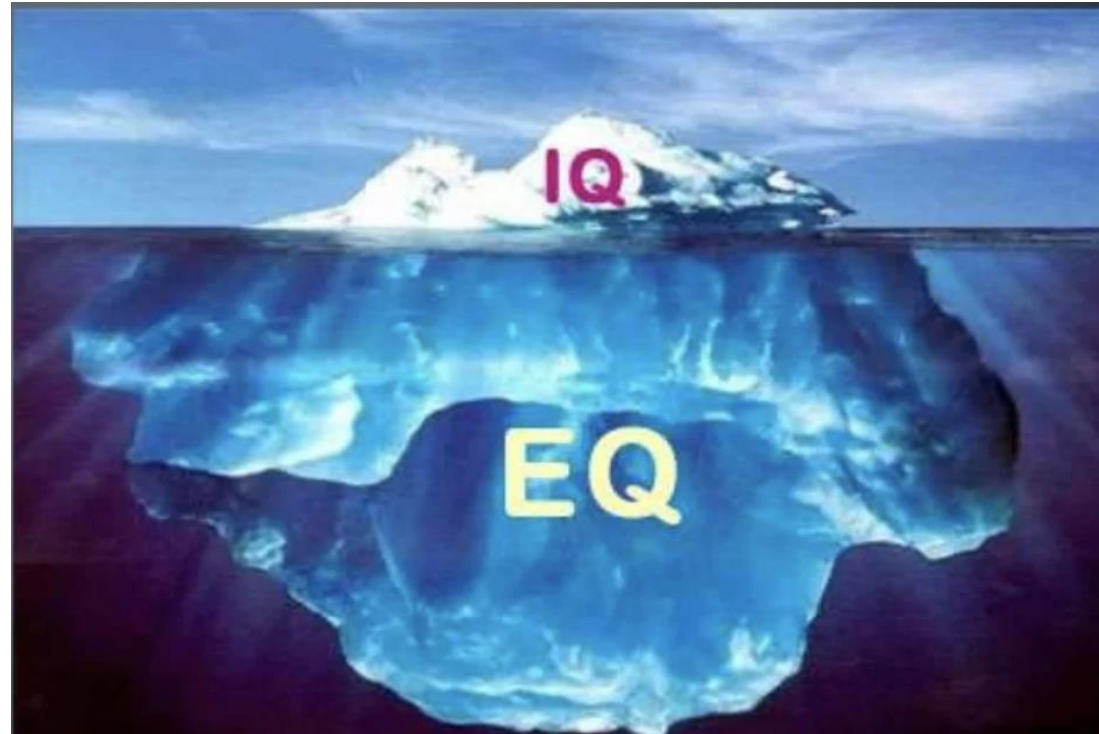
*VAUVEARGUES*

## **B. IQ VS EI**

## FOOD FOR THOUGHT

Have you ever thought of why people of average intelligence outperform people with the highest levels of intelligence 70% of the time?

Have you ever experienced top performers in classes get outperformed with average school performers in the job market?



## What is the difference between EQ and IQ

### **IQ – Intelligence Quotient**

- Is a score derived from standardized tests designed to measure intelligence
- IQ relates to intellectual abilities, like how well you learn, understand and apply information
- People with higher IQ's tend to think more logically and make mental connections more easily

### **EQ or EI – Emotional Intelligence**

- EI is using emotions to think and enhance reasoning
- Those with high EI/EQ are able to manage their emotions as well as use their emotions to facilitate their thinking and understand the emotions of others

## **C. COMPONENTS OF LEADERSHIP**

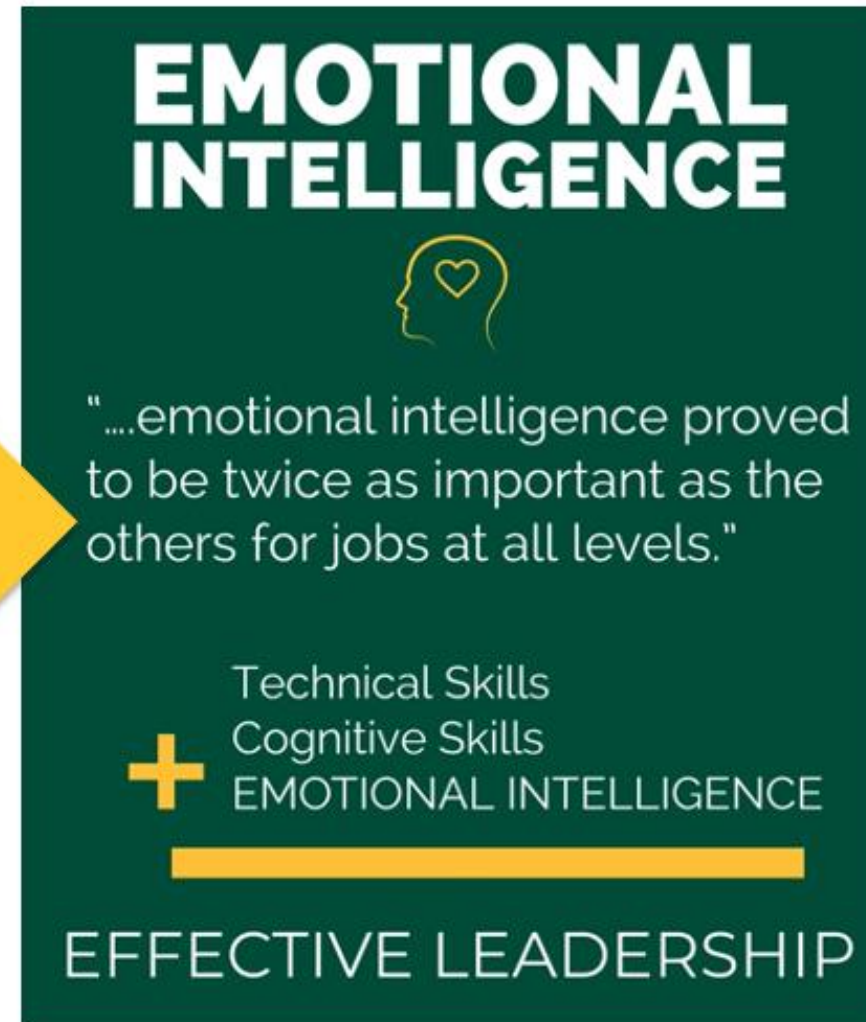
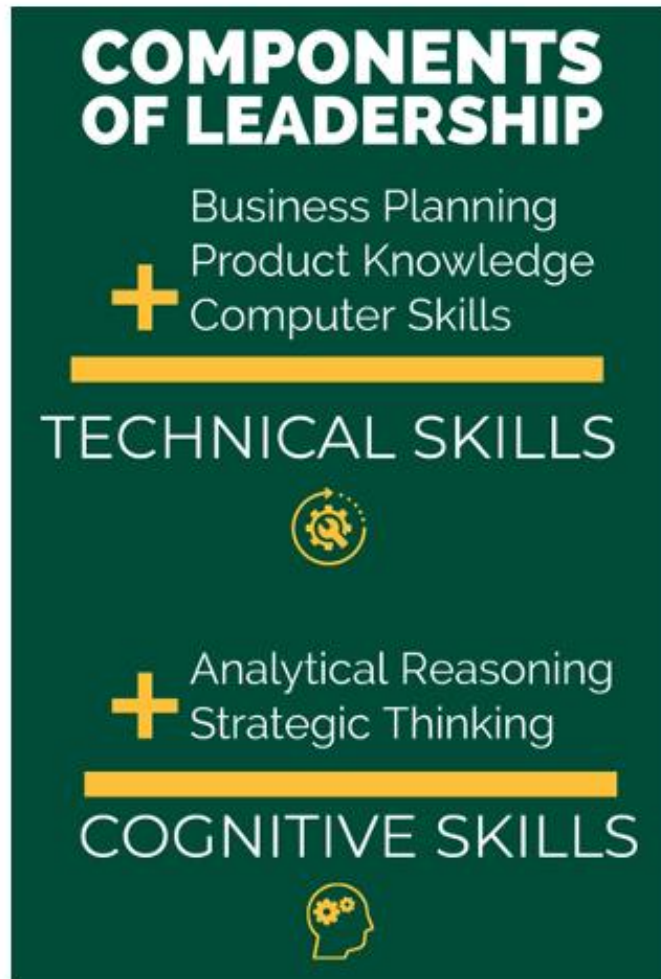
# COMPONENTS OF LEADERSHIP

+ Business Planning  
Product Knowledge  
Computer Skills

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## TECHNICAL SKILLS





**“A leader’s intelligence has to have a strong emotional component. He/she has to have high levels of self-awareness, maturity and self-control.”**

Jack Welch

## THE HUMAN BRAIN



### What separates us from animals?

- What really separates us from animals is that we can lengthen the space between stimulus and response. Animals receive a stimulus and automatically generate a response. This is why many species can survive on their own immediately after birth – acting on instinct.
- Humans can lengthen the space between the stimulus and the response and CHOOSE their response an Emotionally Intelligent person can use the space between the stimulus and response to make more effective choices.

Can EI be developed?

# EI can be developed

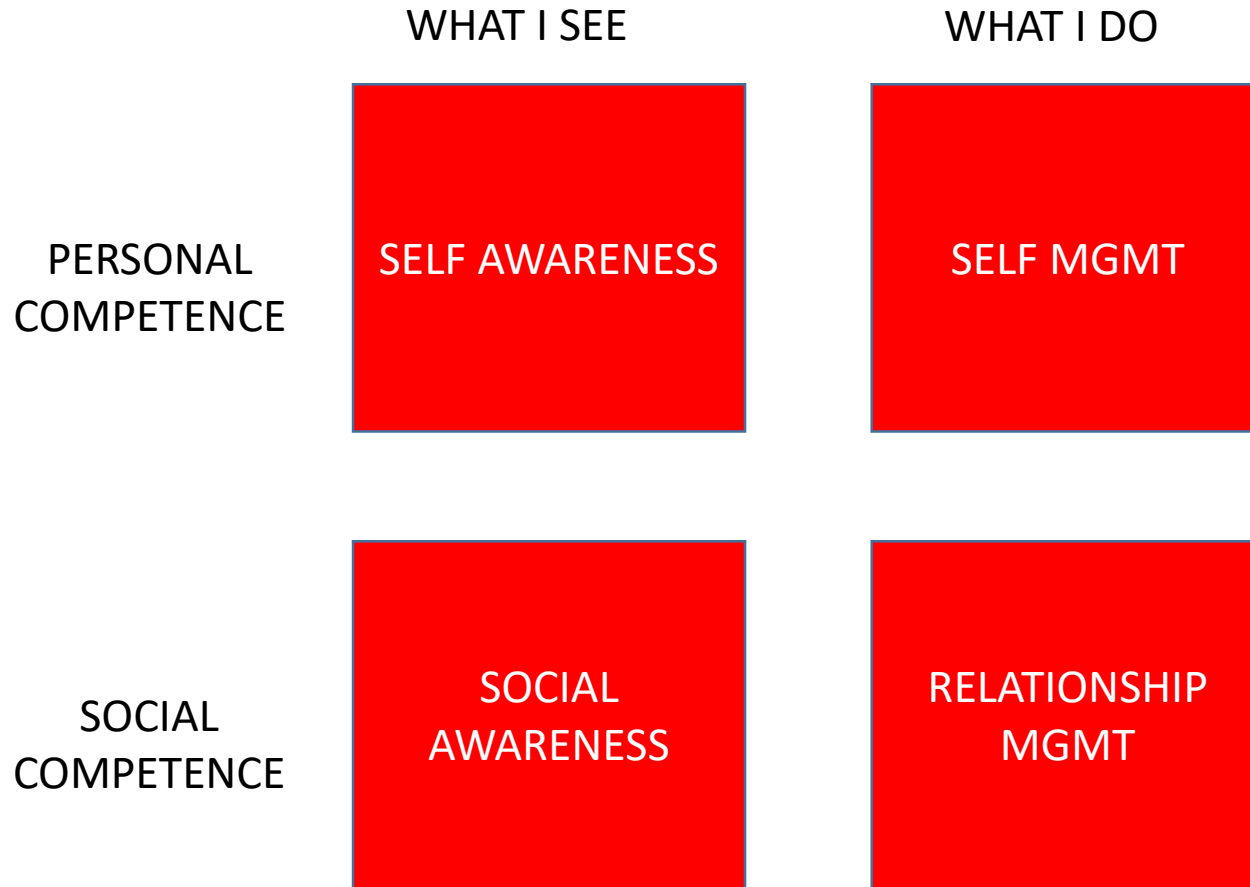
- People feel before they think & act
- Emotions -> Thoughts -> Behavior -> Performance



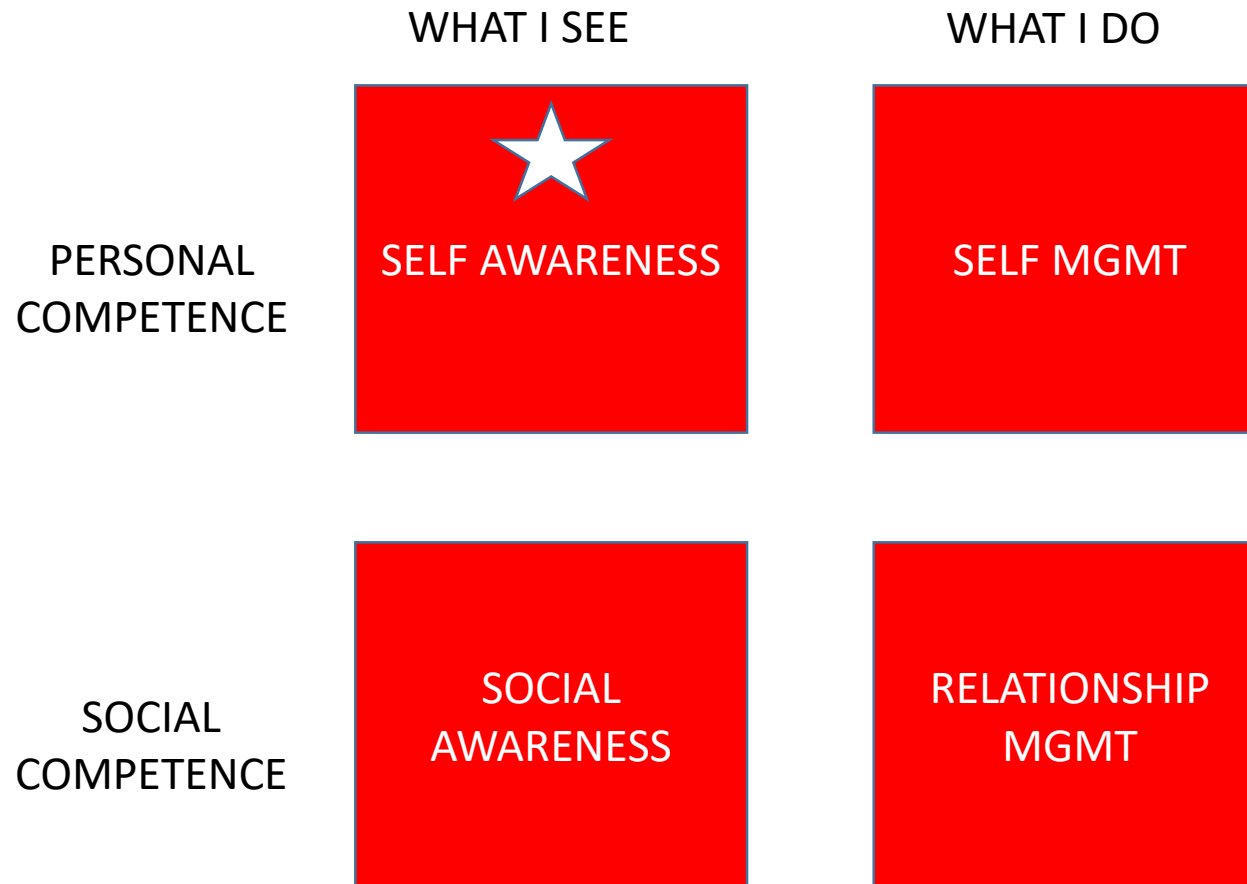
*Emotional intelligence is the foundation for critical skills.*

## **D. EI FRAMEWORK**

# EMOTIONAL INTELLIGENCE FRAMEWORK



# EMOTIONAL INTELLIGENCE FRAMEWORK – SELF AWARENESS



- Self the moment and understand your tendencies across Awareness is the ability to perceive your emotions at situations – it is good to understand yourself, the good and the bad.
- Hallmarks – Self Confidence, Realistic, Ability to laugh at self

Ask yourself.....

What am I feeling? Why am I feeling it? Reflect on your behaviours. Know your triggers.

**↑ Self awareness = ↑ Life satisfaction**



## How to increase self awareness (self awareness strategy) ?

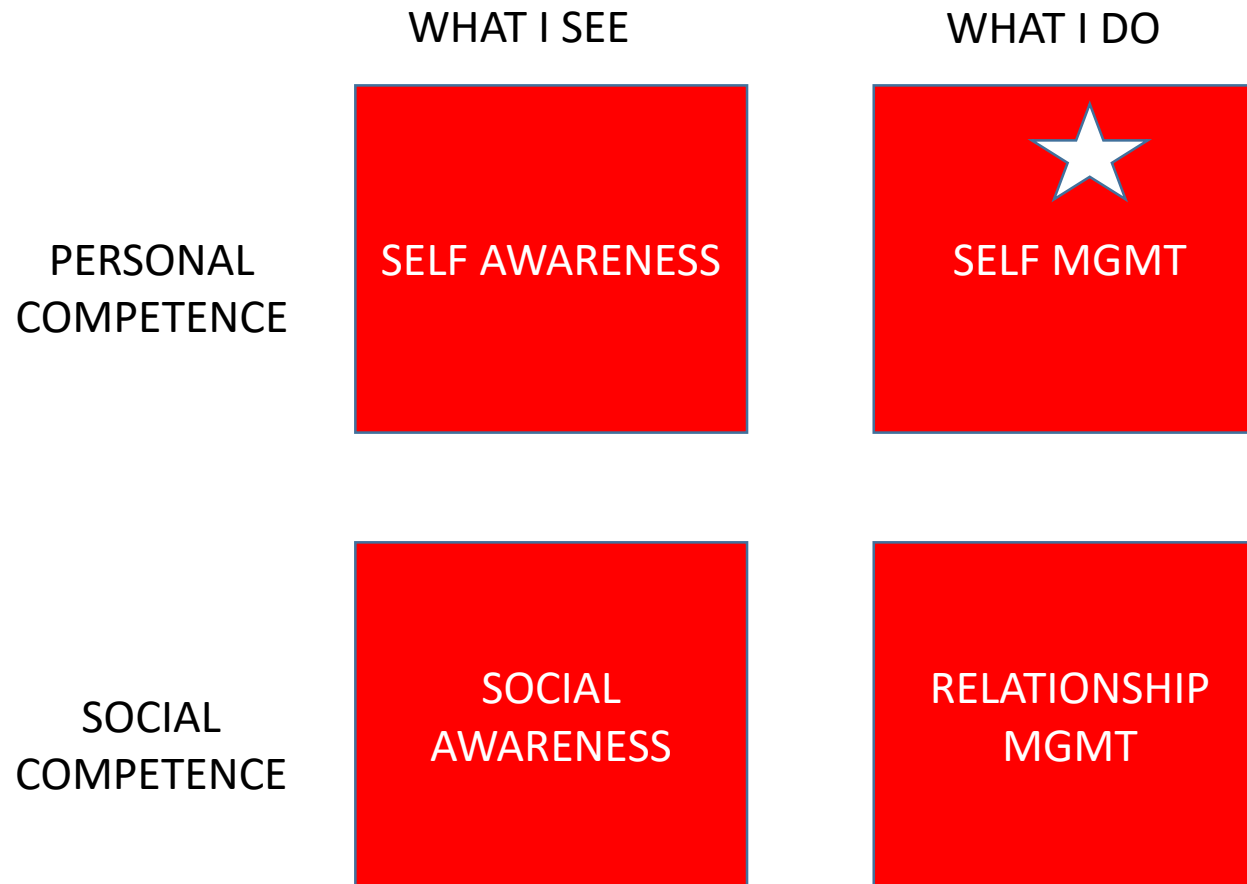
1. Embrace feedback
2. Ask questions to figure out what makes you tick
3. Do psychometric tests
4. Meditate
5. Visit your values
6. Stop and ask yourself why you do things the way you do
7. Reframe your thinking

Translate –ves to +ves

\* We are not going to find a way to pay for this

\* I HAVE DEALT WITH BUDGET SHORTFALLS BEFORE AND I WILL USE MY EXPIRENCE TO FIND A SOLUTION

## EMOTIONAL INTELLIGENCE FRAMEWORK – SELF MANAGEMENT



- Self-management is what happens when you act – or do not act.
- Ability to hold / control / suspend judgement
- When you enhance your self-management, you can improve how well you emotionally react and respond to stressors.
- Hallmarks – Trustworthiness, integrity, openness to change

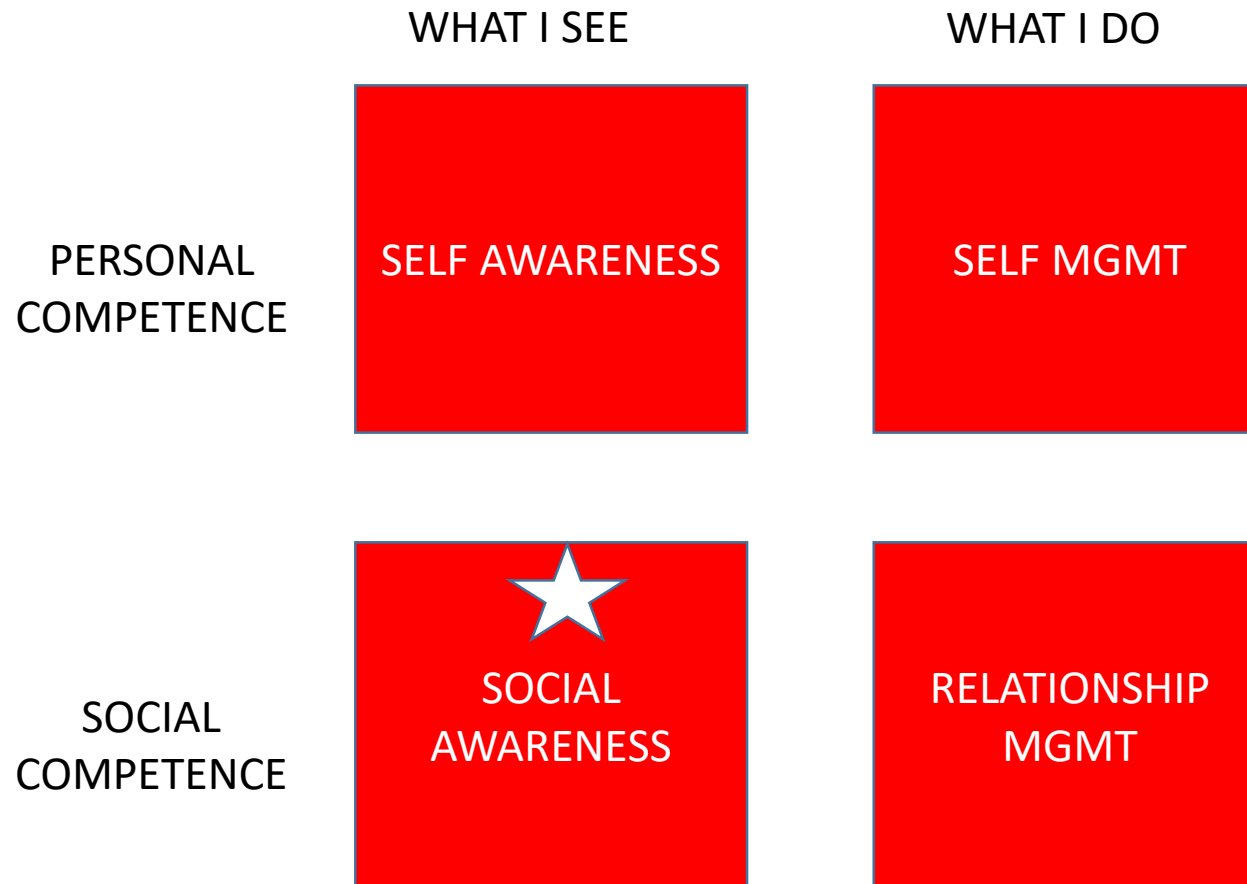


## How to increase self management (self management strategy) ?

Uncontrolled emotion outburst can ruin relationships on the long run and make you feel better on the short run. Hence,

1. Take control of your self talk (+ the better)
2. Count to ten
3. Smile and laugh more
4. Learn valuable lessons from every encounter

## EMOTIONAL INTELLIGENCE FRAMEWORK – SOCIAL AWARENESS



- Ability to understand the emotions of the people you deal with
- Your ability to recognize and understand others' opinions—and the emotions that come with them—is critical to the quality of your relationships.
- Putting yourself in the other person's shoes—taking the time to really understand his or her point of view, whether you agree with it or not
- Hallmarks – Empathy, Organizational awareness & Service Orientation

# EMPATHY -

BEST  
INSPIRATIONAL  
STORY

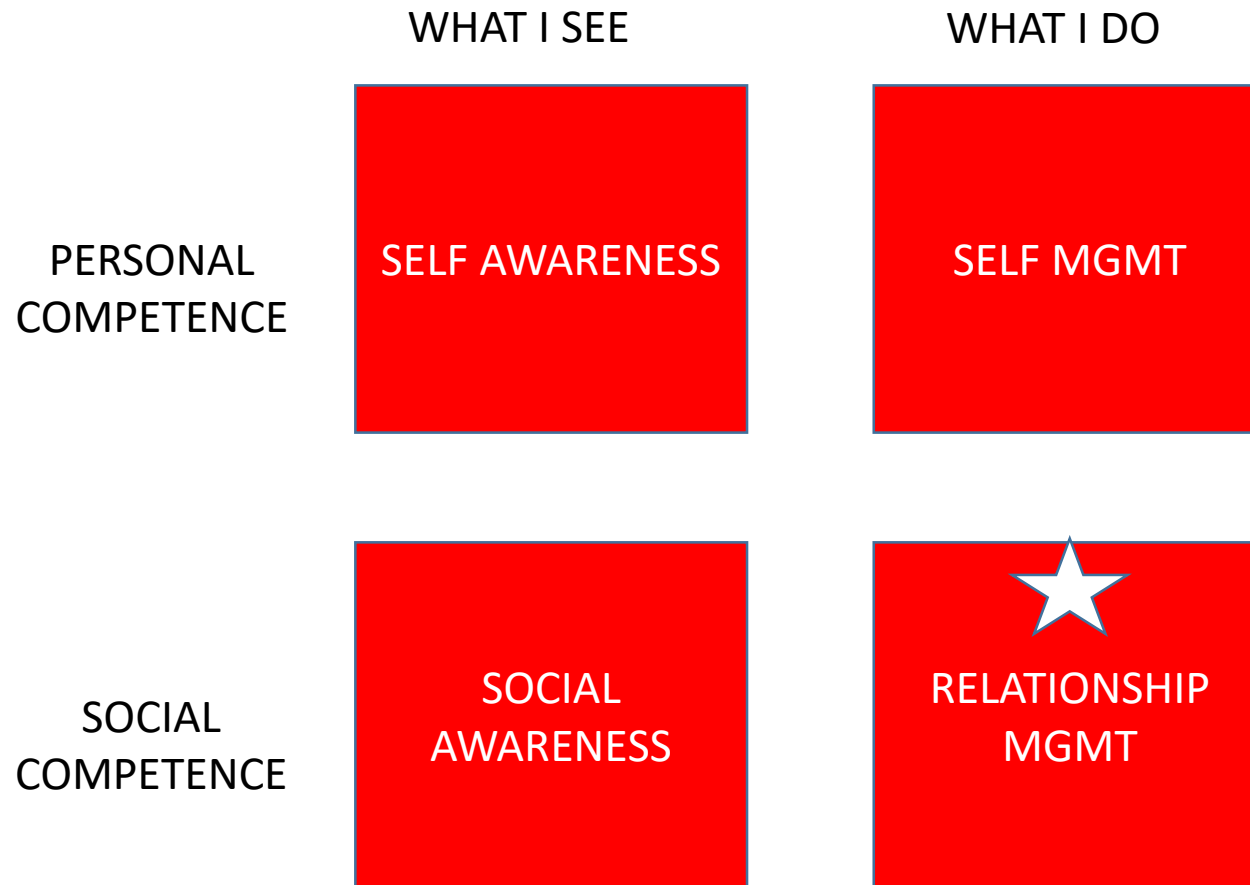


“ Empathy is seeing with the eyes of another, listening with the ears of another and feeling with the heart of another”

## How to increase social awareness?

1. Do not assume other people's emotions – ask yourself why they feel and act that way
2. Understand other peoples opinion (walk through their shoes)
3. Be a good listener
4. Always be aware of your non verbal's
5. Ask questions – Sometimes people do not want to say flat out what they feel

# EMOTIONAL INTELLIGENCE FRAMEWORK – RELATIONSHIP MANAGEMENT



- Proficiency in managing relationships and building networks
- Ability to find rapport and common ground
- Hallmark – efficiency, effectiveness, persuasive
- How often do you handle conflict effectively?
- How often do you directly address people in difficult situations?
- Never? Rarely? Sometimes? Usually? Almost Always? Always?



# Tip!

1. Recognize the emotions (yours & others)
2. Recognize your mistake
3. Make a repair by acknowledgement your mistake
4. Show empathy and be earnest

## **E. EI IN WORKPLACE**



## Activity: Emotional Intelligence at DMG

Name 2 EI champions at DMG

Why did you name them?