

# **Emotional Intelligence: The New Workplace Imperative**

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## **Changing Priorities in Hiring and Developing Employees**

- “The rules for work are changing. We are now being judged by a new yardstick: not just by how smart we are, or by our training and expertise, but also by how well we handle ourselves and each other.”-

Daniel Goleman, *Working with Emotional intelligence*.

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## Changing Priorities in Hiring and Developing Employees

EI is now recognized as the Number One Factor in Professional and Personal Success

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## Agenda

1. Understand the concept of emotional intelligence
2. Discover personal emotional strengths and development opportunities
3. Identify emotional patterns
4. Learn techniques to improve your own EI scores

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## **Definition**

*The ability to effectively recognize and manage your own emotions and to recognize the emotions of others and respond in a way that may help them manage theirs.*

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Research into E.I.

High E. I. equates to:

- Better mental health
- Superior job performance
- Stronger leadership skills

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## **Benefits of High EI at work**

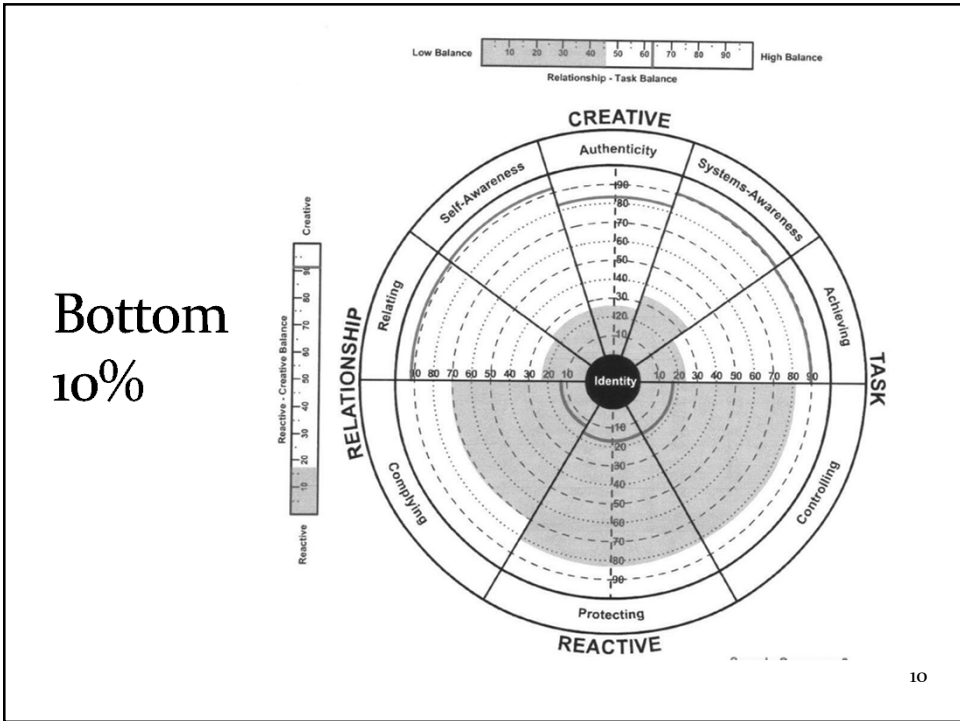
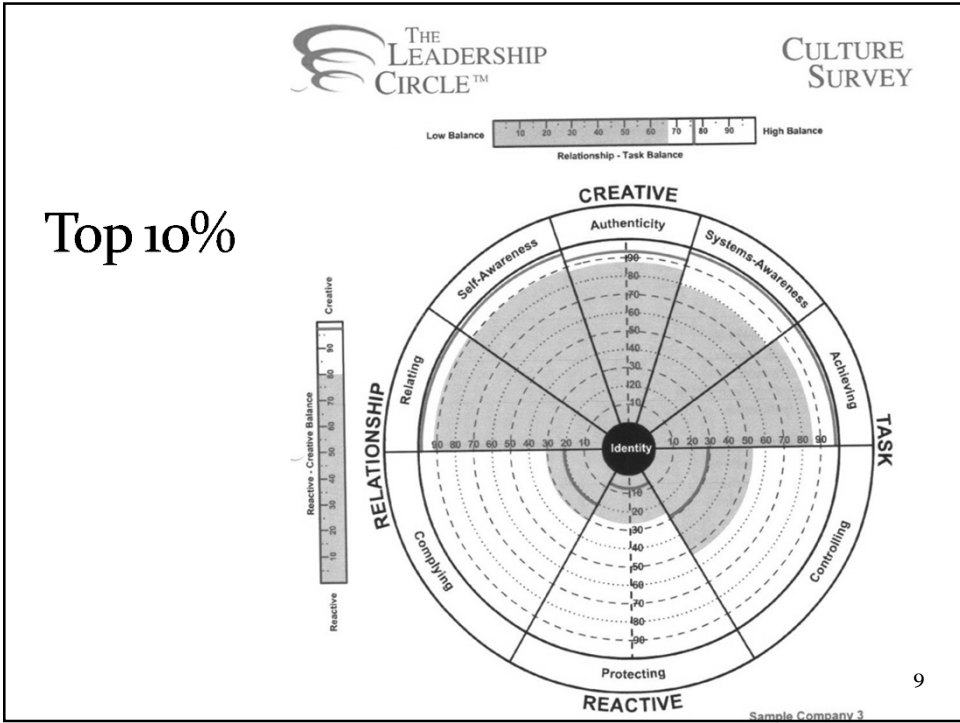
- Positive corporate & team culture
- Superior teaming
- Decreased employee turnover
- More efficient problem solving
- Lower medical costs

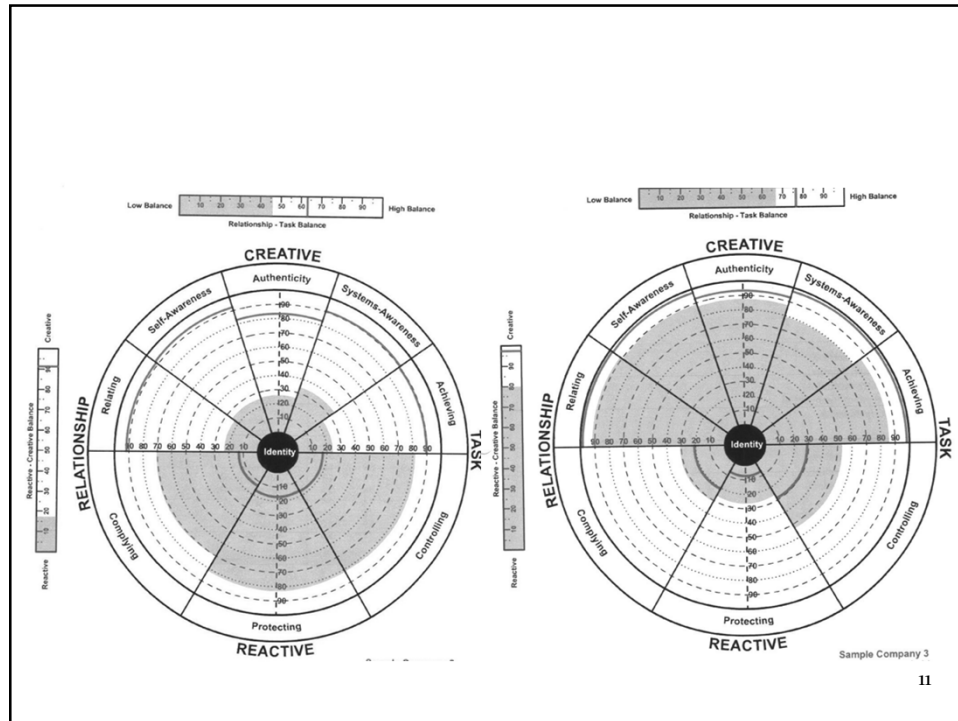
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## **High EI is now considered...**

- *The most important factor in relationship success.*
- Crucial to business leaders—Now measured in leadership profiles.
- A key factor in the ability to influence others
- A stress-reducer that minimizes negative interactions with others

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## Understanding Emotional Triggers

- Activity Page 2

"Emotional Intelligence is a master aptitude, a capacity that profoundly affects all other abilities, either facilitating or interfering with them."

Daniel Goleman, *Emotional Intelligence*

## Components of EI

- **Self-awareness**
- **Self-regulation**
- **Empathy**
- **Social skill**
- **Motivation**

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How quickly do you empathize?



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## **Self Awareness**

- Recognition of and commitment to self development needs
- Recognition of personal strengths
- Development of self confidence
- Development of Self-management skills

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## **Keys to Growing E. I.**

- Willingness to experience emotions
- Ability to label your own emotions accurately
- Allowing others emotional latitude
- Active listening skills
- Empathy

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How do you Feel



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How do you feel?



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## **Ten Ways To Improve Your EI**

1. Become “emotionally literate”
2. Distinguish between thoughts and feelings
3. Take responsibility for your feelings

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## **Ten Ways To Improve Your EI**

4. **Use feelings in decision-making**
5. **Show respect for others’ feelings**
6. **Use the energy of anger to *energize* yourself to right action**
7. **Validate others’ feelings**

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## **Ten Ways To Improve Your EI**

8. Practice getting positive value from emotions
9. Listen more/ judge, advise, command less
10. Spend less time with people who invalidate you

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## **Ten Ways to Improve Your EI**

- Review the ten points on page 2 & 3
- Identify action items for yourself
- Share with your partner how you believe you can improve your EI

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## Empathy and Other Awareness

- Recognition of others' right to have unique preferences, strengths, and attitudes based on:
  - Thinking styles
  - Personality Type
  - Emotional make-up
  - Social conditioning/life experiences

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What are you feeling



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## Recruiting for The Big 5 Personality Factors

- **Openness**  
(*inventive/curious vs. consistent/cautious*)
- **Conscientiousness**  
(*efficient/organized vs. easy-going/careless*)
- **Extraversion**  
(*Outgoing/energetic vs. Solitary/reserved*)
- **Agreeableness**  
(*friendly/compassionate vs. analytical/detached*)
- **Neuroticism**  
(*sensitive/nervous vs. secure/confident*)

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## Social Skills

- Development of strong interpersonal communication skills

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## More Self Development

- Eliminate the Victim Mindset
- Choose Optimism
- Act “as if” –Choose your behavior
- Be Future-Focused

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## Practicing Being Future-Focused

- What are you holding on to that pulls you down?
- Who do you need to forgive in self and others?
- What negative story do you tell over and over?

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## Behaviors you can refine

- Identify what you can and cannot control and focus energy where it will do some good

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## The ABCs

- Attitude
- Act-as-if
- Assets
  
- Believe in yourself
- Behave
- Begin practicing what you have learned here
  
- Communicate more
- Show Compassion
- Celebrate your and other's successes

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## Foster Positive Relationships

- Build emotional bank accounts
- Be helpful
- Seek first to understand, then to be understood
- Listen more, talk less
  
- What can YOU do to improve your relationships?

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## Master the art of giving and receiving feedback

- Always consider feedback that is offered
  
- Feedback is always meant to help a person grow
  - Receive it in that light
  - Give it in that light

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## Motivate yourself

- Be a self-manager and a self motivator
- What are your top ten motivators?

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## Sharpen the Saw!

- Learn to relieve stress in positive ways



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# Be resilient—Sharpen the Saw



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*“Nothing gives one person so much advantage over another as to remain cool and unruffled under all circumstances.”*

☞ Thomas Jefferson

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