



The Power of Emotional Intelligence in the Workplace


Leading Yourself & Others Effectively Using
Emotional Intelligence

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Objectives

- ▶ To understand the meaning and definition of Emotional Intelligence or EQ.
- ▶ To clarify strategies that support strong EQ.
- ▶ To understand the result of poor use of EQ





Higher EQ leaders are more likely to make better decisions, engage and influence more effectively, and create the right mood for the job.

Group Discussion



What is the emotional tone of your workplace?

What is the result of the use of emotions in the workplace?

(Based on your experience)

Get A GRIP Group Discussion



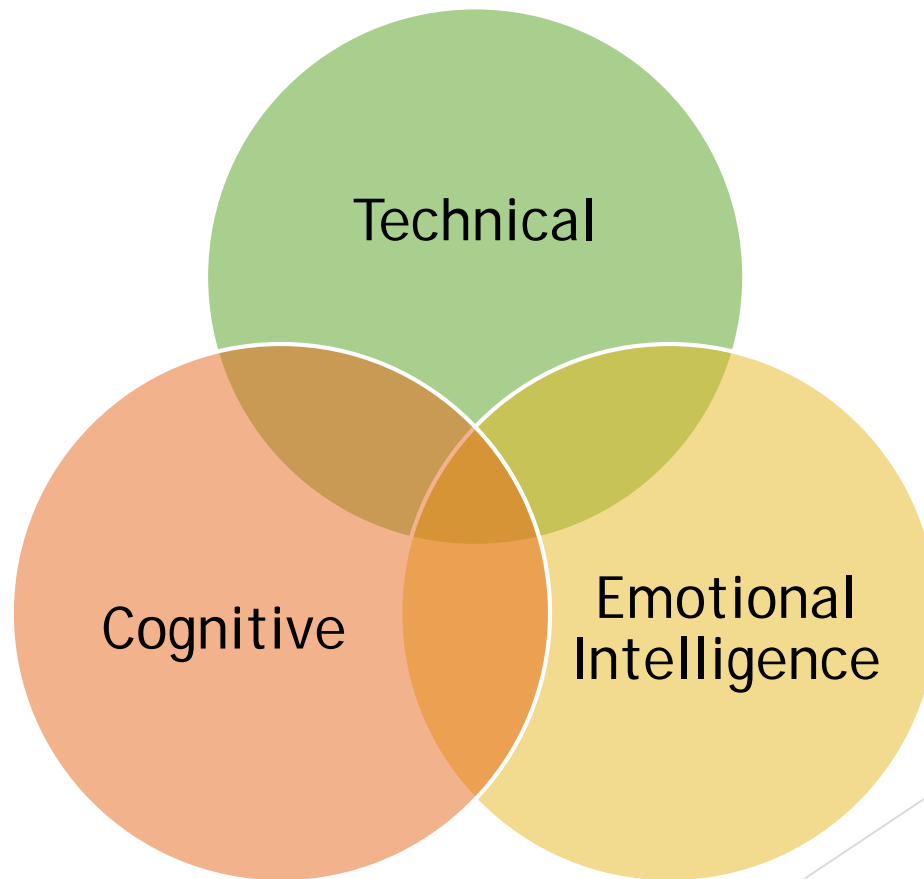
- ▶ What makes it difficult to be an emotionally “stable” employee?
- ▶ What emotions do you believe are imperative for leaders to exhibit and in what situations do these apply?
- ▶ What are the most positive emotions that you as an employee choose to exhibit?
- ▶ Where can a leader do the most damage?

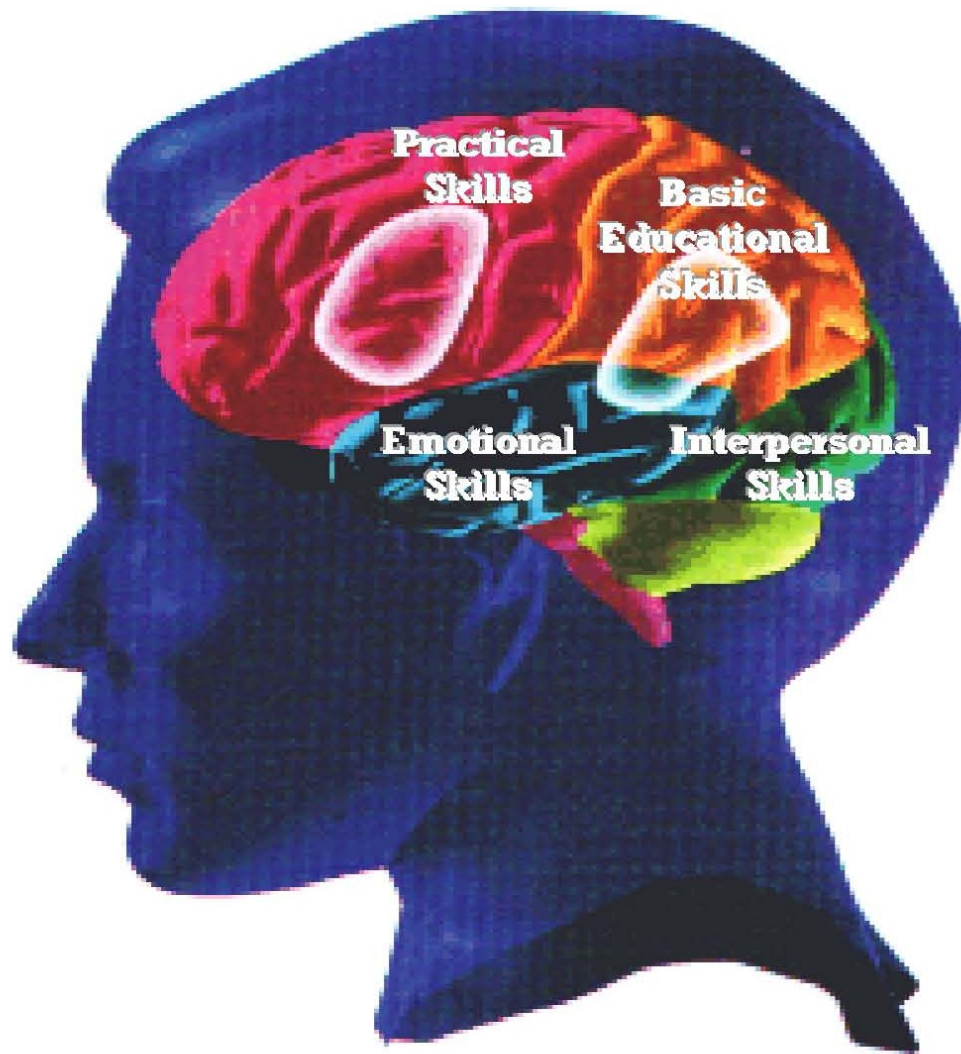
What does our organization gain by succeeding emotionally?

- ▶ Engaged Employees
- ▶ Volunteerism
- ▶ Open Communication
- ▶ Innovation
- ▶ Solution-oriented employees
- ▶ Safe relationships
- ▶ High productivity & performance

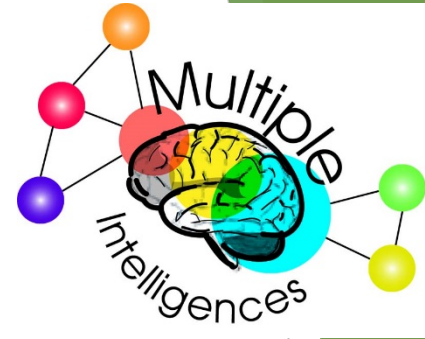


Three Capability Groups that Drive Performance





What is Emotional Intelligence?



- ▶ Ability to recognize your own feelings and those of others.
- ▶ Ability to motivate yourself and others.
- ▶ To manage your own emotions and those of others.

The 8th Habit: From Effectiveness to Greatness

“There has been a great deal of research suggesting that in the long run, EQ is a more accurate determinant of successful communication, relationships and leadership than is mental intelligence.”

-Stephen Covey



90%
*of top performers
have high EQ*



EQ is responsible for

58%

*of your job
performance*



\$29,000

*People with high EQ
make \$29,000 more
annually than their
low EQ counterparts*

EQ Questions - Small Group Discussion

- ▶ Why is it so difficult to keep negative emotions under wraps in the workplace?
- ▶ What current strategies do you use to keep your own EQ in check?
- ▶ What does not work/is not effective?



Energy Enhancers vs. Energy Drainers

Small Group Exercise



The 5 Main Components of EQ by Stephen Covey

- ▶ 1. Self - Awareness
- ▶ 2. Personal Motivation
- ▶ 3. Self-Regulation
- ▶ 4. Empathy
- ▶ 5. Social Skills

Self-Awareness



An awareness of self, of our freedom and power to choose and to be proactive.

Personal Motivation



You decide what your highest goals, priorities and values are. This directs your life.

Self-Regulation



Living by your priorities. Self Mastery of doing what you intended to do and of living by your values.

Empathy



Seek to understand, then be understood.

Social Skills



You think in terms of mutual respect and mutual benefit. Strive for mutual understanding.

What Contributes to Your EQ Level?

- ▶ Behaviors
- ▶ Personality
- ▶ Natural Abilities
- ▶ Past Experiences
- ▶ Fears
- ▶ Strengths
- ▶ Future Desires



Persons with higher EQ compared with those with lower EQ have been shown to have:

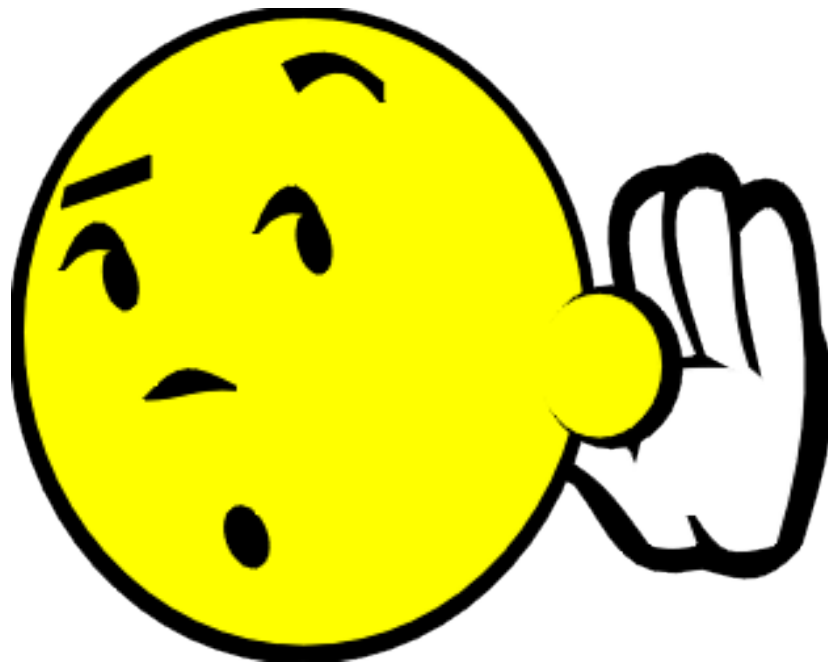
- ▶ higher self-esteem,
- ▶ higher optimism,
- ▶ lower trait anxiety,
- ▶ lower depression,
- ▶ lower emotional thinking higher achievement and success orientation
- ▶ higher disciplined goal orientation,
- ▶ higher affiliation, sociability, and friendliness,
- ▶ higher social competence
- ▶ higher self-actualization higher adaptive coping
- ▶ higher integrity and honesty,
- ▶ higher IQ (general intelligence)

What Causes Emotional Derailment?

- ▶ Difficulty in handling change.
- ▶ Not being able to work well as a team.
- ▶ Poor interpersonal relations.



It's Not About the Nail (Video)



10 Emotions of Power

- ▶ Love & Warmth
- ▶ Appreciation & Gratitude
- ▶ Curiosity
- ▶ Excitement & Passion
- ▶ Determination
- ▶ Confidence
- ▶ Cheerfulness
- ▶ Flexibility
- ▶ Vitality
- ▶ Contribution



Leveling Your Own Emotional Intelligence



1. Know yourself and how you are impacted by emotions.
2. Display a honesty, trustworthiness and authenticity in all actions.
3. Be flexible.
4. Include humor and laughter in both work and play.
5. Develop an attitude of optimism.

Leveling Your Own Emotional Intelligence



6. Have empathy for others...seek to understand.
7. Cultivate rewarding relationships.
8. Be dedicated to personal achievement.



Strategies to Improve Emotional Intelligence in Relationships

Deepening Our
Self-Leadership Toolbox

Strategy #1

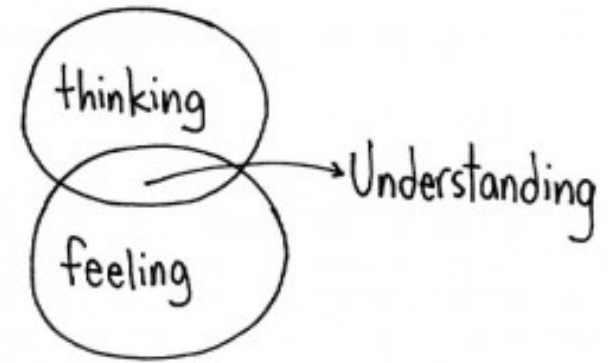
► Become Self-Aware

Observe yourself in thought and in conversations.
Tap into tools that reveal personality and behavioral attributes.

(Anchor / Breathing)



Strategy #2



► Increase awareness around others emotions

Become aware of incidents that may contain underlying concerns that are not being explicitly expressed by others.

Strategy #3



- ▶ Ask Open Ended Questions to gain deeper insight.

Be will to talk with others about their situation non-judgmentally.

Asking caring or insightful questions built to understand will allow for great communication to occur.



Strategy #4

► Practice Listening without Interrupting

Delay your own comments until the person is complete with their point of view before offering yours.

Ensure you are truly listening.

Strategy #5



▶ Avoid being defensive.

In order to create open dialogue where possibilities can be explored freely.

Strategy #6



- ▶ Allow time for information processing.

This is designed so that people have time to express opinion and ideas without judgment.

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Believe in the Power of Your Emotions!

Experience Your Greatness!