

Enhancing Your Emotional Intelligence

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Objectives

- Become more aware of your emotions
- Learn tips to change your emotions to be more effective
- Develop techniques for dealing with difficult people/situations
- Use empathy to improve your relationships

What is Emotional Intelligence?

- Being smart about your emotions
- The ability to recognize your own emotions as well as the emotions of others
- Understanding emotions
- How you manage your emotions
- How you handle other people's emotions

Source: *Emotional Intelligence for Dummies*, 2009

Profile of the Emotionally Unintelligent Person

- Gets angry or anxious without reflection
- Doesn't know how they impact others
- Fails to understand how others feel
- Doesn't manage other's feelings or behaviors
- Behaves in a self-centered manner
- Loses control, especially under stress
- Doesn't know connection between emotions, thoughts and behavior
- Brings out the worst in others
- Overestimates their own skills or abilities

Source: *Emotional Intelligence for Dummies*, 2009

Profile of the Emotionally Intelligent Person

- Successfully manages difficult situations
- Expresses self clearly
- Gains respect from others
- Influences others, able to negotiate
- Entices others to help
- Keeps cool under pressure
- Recognizes own emotional reactions
- Knows how to say the “right” thing
- Motivates self to get things done

Source: *Emotional Intelligence for Dummies*, 2009

Benefits of EI at Work

- Better manage stress at work
- Improve relationships with co-workers
- Deal more effectively with your supervisor
- Be more productive
- Better manage your work priorities
- Be a better team player
- Be a more effective manager and leader

Source: *Emotional Intelligence for Dummies*, 2009

Feeling Like an Emotionally Intelligent Person

- Know your mood most of the time
- Possess understanding of why you feel the way you do
- Know how others around you are feeling
- Manage your feelings
- Handle the emotions of people around you

Source: *Emotional Intelligence for Dummies*, 2009

Thinking and Behaving Like an Emotionally Intelligent Person

- Think about the other person's feelings and needs
- Maintain logic
- Want to help others
- Ask key questions to understand others
- Maintain calm/manage self
- Is effective under pressure
- Take action to help

Source: *Emotional Intelligence for Dummies*, 2009

Finding Happiness

- Exercise
- Change your emotions
- Address problems with optimism
 - Recognize/acknowledge a difficult situation; skills
 - Know where you can get help
 - Actively address problems as they arise
 - Remember past similar situations
 - Keep your focus on solutions
 - Reframe the negative as challenges to overcome
- Know your strengths and weaknesses

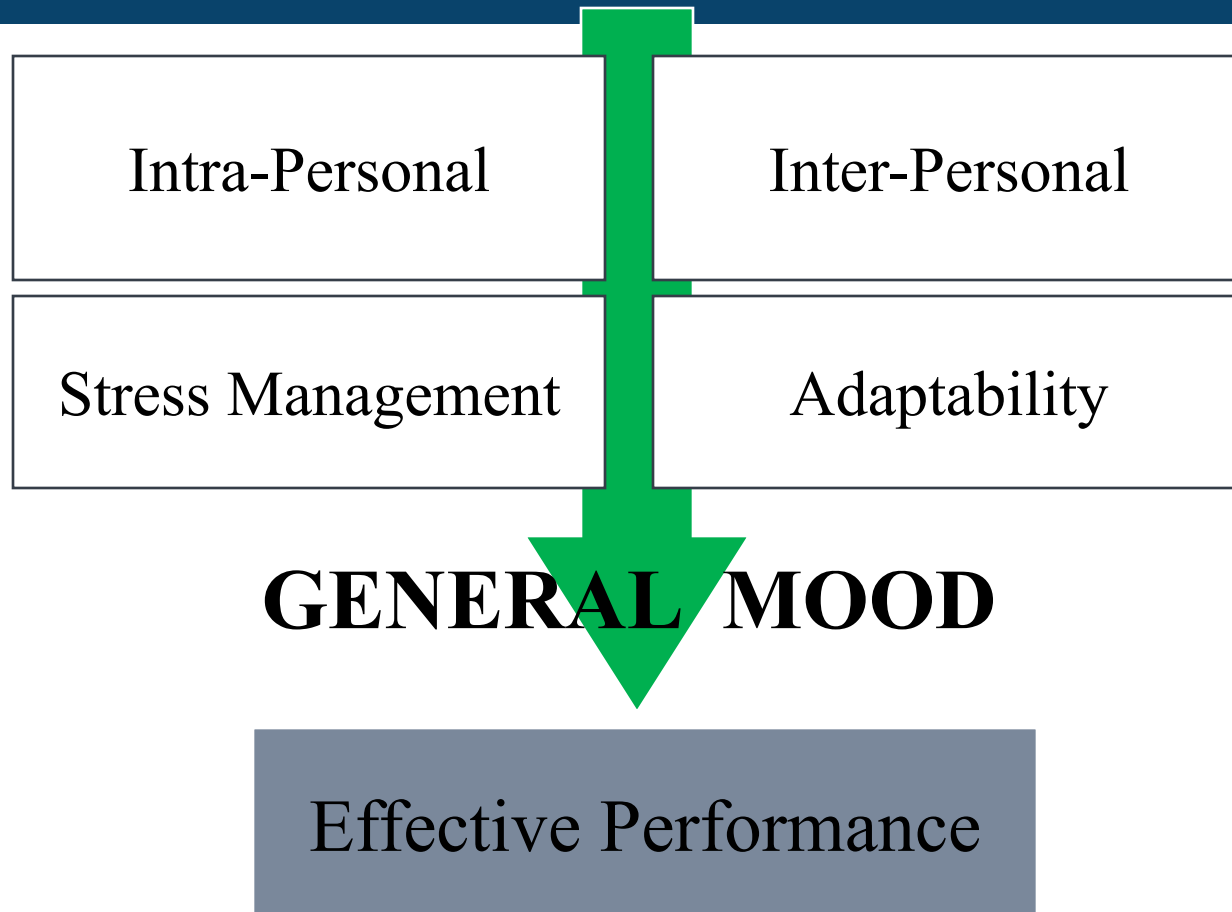
Source: *Emotional Intelligence for Dummies*, 2009

Emotional Quotient Inventory (EQ-i)

- Developed by Dr. Reuven Bar-On
- Most widely used self test
- Translated into 25 languages
- 5 key areas, 15 factors
- Administered only by trained and certified counselors

Source: *Emotional Intelligence for Dummies*, 2009

Bar-On Model of EI



Source: *Emotional Intelligence for Dummies*, 2009

Measure Your Own EI

- Get a notebook
- Observe feelings and reactions in difficult situations
 - Are you thinking only of yourself, or can you empathize with the other person?
 - Observe how others react - their words and body language or behavior
- Determine triggers that prompt losing your cool
 - Write down any fears that may have triggered your reaction
- Engage in a long pause to help regain your intentions
- When alone, write what you observed, your interpretation and how you will handle a similar situation next time

Source: *Krames Staywell*

Become More Aware of Your Emotions

- Discover your emotions
- Get to know your emotions
- Deal with negative emotions

Source: *Emotional Intelligence for Dummies*, 2009

Exercise

Identifying Your Emotions



Thinking Through Emotional Upset

- Activating Event (A)
- Beliefs (B)
- Consequences (C)
- Dispute (D)
- Effect (E)

Source: *Emotional Intelligence for Dummies*, 2009

Ways to Manage Your Emotions

- Explore coping mechanisms
 - Cognitive restructuring
 - Distraction
 - Relaxation and meditation
 - Practice
 - Develop a positive psychology

Source: *Emotional Intelligence for Dummies*, 2009

The Cornerstone EI: Empathy

- Demonstrate active listening
 - Gauge other people's emotions (verbal and nonverbal)
- Show people you understand
 - Check in
 - Get confirmation

Source: *Emotional Intelligence for Dummies*, 2009

Managing Emotions at Work: Questions to Ask Yourself

- What upset me?
- What was upsetting about it?
- Why am I still upset?
- Can feeling upset help in some way?
- Can feeling upset hinder me?
- Can I start to calm down in some way?
- How do I want to appear to my co-workers?
- Can I communicate effectively if I'm upset?

Source: *Emotional Intelligence for Dummies*, 2009

10 Ways to Improve Your EI

1. Become more self-aware
2. Express your thoughts, feelings, beliefs
3. Discover your inner passions
4. Know your strengths and weaknesses
5. Walk in the other person's shoes
6. Handle another person's emotions
7. Be socially responsible
8. Manage your own impulses
9. Be more flexible
10. Be happy

Source: *Emotional Intelligence for Dummies*, 2009

Stepping Up and Wrapping Up

KEEP (doing)	START (doing)	STOP (doing)