




PEAK
Development
Strategies

Emotional Intelligence





What is Emotional Intelligence?

“The ability to monitor one's own and other's feelings and emotions, to discriminate among them and to use this information to guide one's thinking and actions.”
~ Salovey & Mayer

“Managing feelings so that they are expressed appropriately and effectively, enabling people to work together smoothly toward their common goals.”
~ Daniel Goleman

EQ & IQ


What's The Difference?

Intelligence Quotient - IQ -

- Measures cognitive intelligence – your ability to learn / skilled use of reason
- Doesn't change, fixed at birth
- Neo cortex or top portion of the brain
- Gets you through school

Emotional Intelligence Quotient - EQ -

- Measures emotional intelligence – your ability to use emotions & cognitive skills
- Flexible skill, can be learned
- Limbic system portion of the brain
- Gets you through life



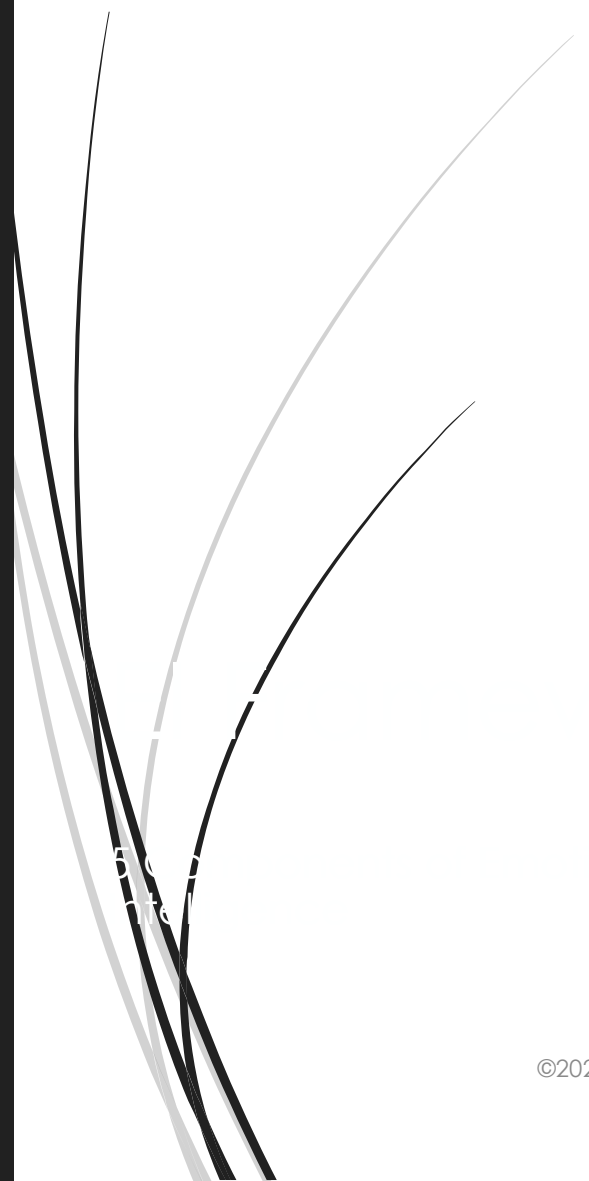
Positive	Negative
Developing leaders	Slow development of high potential talent
Team performance	Less “we” and more “I”
Motivation/ empowerment	Stalled change initiatives
Working through difficult situations	Climate of distrust/Lack of accountability
Creativity and innovation	Anchored to status quo
Healthy culture	Low morale/high turnover/poor results

Emotional Intelligence’s Impact in the Organization



The Ten Habits of Emotionally Intelligent People

Label their feelings, rather than labeling people or situations	Feel energized, not angry
Distinguish between thoughts and feelings	Validate other people's feelings
Take responsibility for their feelings	Practice getting a positive value from their negative emotions
Use their feelings to help them make decisions	Do not advise, command, control, criticize, judge or lecture to others
Show respect for other people's feelings	Avoid people who invalidate them, or don't respect their feelings



Personal Competence

Self-Awareness

Self-Regulation

Self-Motivation

Social Competence

Social Awareness

Social Skills

Competency vs. Skill defined



Self-Awareness

Emotional Awareness: know their weaknesses and aren't afraid to talk about them

Accurate Self-Assessment: Knowing one's strengths and limitations

Self-Confidence: Sureness about one's self-worth and capabilities



Self-Regulation

Self-control: Managing disruptive emotions and impulses

Trustworthiness: Maintaining standards of honesty and integrity

Conscientiousness: Taking responsibility for personal performance

Adaptability: Flexibility in handling change

Innovation: Being comfortable and open to novel ideas, approaches and new information



Self-Motivation

Achievement drive: Striving to improve or meet a standard of excellence

Commitment: Aligning with the goals of the group or organization

Initiative: Readiness to act on opportunities

Optimism: Persistence in pursuing goals despite obstacles and setbacks



Social Awareness

Empathy: Sensing others' feelings and perspective, and taking an active interest in their concerns

Service orientation: Anticipating, recognizing, and meeting customers' needs

Developing others: Sensing what others need in order to develop, and bolstering their abilities

Leveraging diversity: Cultivating opportunities through diverse people

Political awareness: Reading a group's emotional currents and power relationships



Social Skills

Influence: Wielding effective tactics for persuasion

Communication: Sending clear and convincing messages

Leadership: Inspiring and guiding groups and people

Change catalyst: Initiating or managing change.




Social Skills

Conflict management: Negotiating and resolving disagreements

Building bonds: Nurturing instrumental relationships


Collaboration and cooperation: Working with others toward shared goals

Team capabilities: Creating group synergy in pursuing collective goals



“The range of what we think and do is limited by what we fail to notice. And because we fail to notice that we fail to notice there is little we can do to change until we notice how failing to notice shapes our thoughts and deeds.”

— **Daniel Goleman**



“Anyone can become angry —that is easy. But to be angry with the right person, to the right degree, at the right time, for the right purpose, and in the right way —this is not easy. ARISTOTLE, The Nicomachean Ethics”

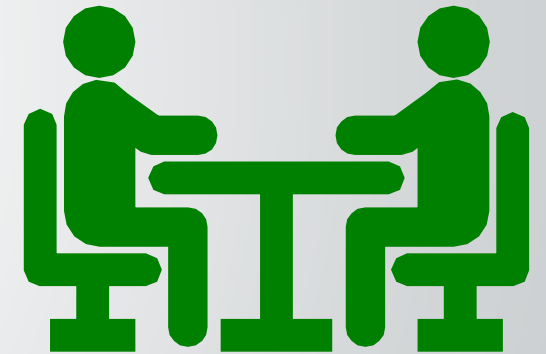
Assessment

What is your EQ?

“I know my score,
now what?”

Verbal Strategies for Managing Emotions

- Make the relationship your priority
- Remain calm
- Do speak up when an issue is important to you
- Don't strike while the iron is hot
- Pick your battles - know when to let something go
- Do take time out to think about the problem and to clarify your position
- Focus on the present
- Be willing to forgive



Verbal Strategies for Managing Emotions

- Engage in fair fighting
- Maintain ground rules
- Speak in “I” statements
- Express feelings in words, not actions
- Be specific about what is bothering you
- Deal with only one issue at a time
- No "hitting below the belt"
- Avoid accusations
- Don't generalize



Verbal Strategies for Managing Emotions

cont'd...

- Avoid "make believe"
- Don't stockpile "ammunition"
- Minimize defensiveness
- Be aware of your non-verbal behavior
- When giving negative feedback, use a soft delivery
- Don't play the blame game
- Don't make vague requests
- Ask yourself, "would I rather be right or be content/at peace...?"

Verbal Strategies for Managing Emotions cont'd...

- Avoid stonewalling or clamming up
- Take the high road or agree to disagree
- Don't participate in arguments that go nowhere
- Recognize that each person is responsible for his/her own behavior
- Avoid talking through a third party





Behavioral Strategies for Managing Emotions

- Stop-Think-Choose
- Regular exercise/activity
- Healthy nutrition
- Sound sleep and bedtime habits
- Balance of work, home, play, spiritual life
- Relaxation
- Working smarter, not harder
 - Improve time management skills
- Goal setting/Life planning

How to Channel Your Emotions in a Positive Direction

- Remove yourself
- Do something positive for someone else
- Distract yourself
- Be proactive/take action
- Get physical
- Breathe deeply
- Journal
- Talk to someone (vent, not perpetuate)
- Call upon your spiritual side



It has been a pleasure to work with you!

I wish you the greatest success in your future endeavors.

