Emotional Intelligence

Angry  Worry  Bored  Confused  Guilty
Disgust  Frustrated  Happy  Sad  Jealous
Mean  Rage  Content  Scared  Shy
Sorry  Surprise  Suspicious  Tired  Anxious
You are about to...

- Understand what EI is
- Learn why it’s important
- Explore the EI competencies
- Learn how to enhance your EI
What is Emotional Intelligence?

“Your ability to recognize and understand emotions and your skill at using this awareness to manage yourself and your relationship with others.”

Drs. Travis Bradberry and Jean Greaves
Why is EI important?

- Relationships are critical
- EI links to job and bottom-line performance
- EI can be developed and enhanced
“A leader’s intelligence has to have a strong emotional component... No doubt, emotional intelligence is more rare than book smarts, but my experience says it is actually more important in the making of a leader. You just can’t ignore it.”

Jack Welch, Former CEO of GE

2004
Physician EI linked to patient trust and satisfaction

Selecting for EI reduced turnover from 35% to less than 5% annually – Cost Savings of $53 million

Sales people at national furniture retailer hired based on EQ were 90% more likely to finish their training

Partners in multinational consulting firm assessed on EQ. Those scoring above median on 9 of 20 delivered $1.2 million more profit from accounts – 139% gain
EI and Job Performance

EQ SCORE

20%
15%
10%
5%
TARGET
-5%
-10%
-15%
-20%

Employees who develop EQ

Employees who do NOT develop EQ
The Four EI Skills

What I See

What I Do

PERSONAL COMPETENCE

SELF AWARENESS

SELF MANAGEMENT

SOCIAL COMPETENCE

SOCIAL AWARENESS

RELATIONSHIP MANAGEMENT

What I See

What I Do
Self Awareness is…

The ability to accurately recognize your emotions as they happen and understand your general tendencies for responding to different people and situations
Self Awareness is…

- Emotional Self-Awareness
- Accurate Self-Assessment
- Self-Confidence

Lapses in Self-Awareness are usually subtle, but the impact on our behavior is not.
Building Self Awareness

- Journaling – focus on feelings
- Debriefing Emotional Interactions w/Colleague
- Focus on Accomplishments/Achievements
- Identifying Key Strengths and Positive Attributes
- Reconciling Relationships & Past Behaviors
- Identify & Confront Fears
Self-Management is…

Using awareness of your emotions to choose what you say and do, in order to positively direct your behavior.
Self-Management is…

- Emotional Self-Control
- Transparency
- Adaptability
- Achievement
- Initiative
- Optimism

Self-management requires flexibility and poise in the face of stressful challenges.
Building Self Management

- Take on a New Project
- Journal – focus on reaction/response to emotional situations
- Set Results vs. Activity oriented goals
- Share more of ‘self’ with others
- Take Risks
- Evaluate Optimism/Pessimism/Realism
- Consciously choose and verbally express an Optimistic outlook on a project
- Develop a Personal Vision statement and/or Values
- Learn/Study Appreciative Inquiry
Social Awareness is...

Recognizing and understanding the emotions and perspectives of others.

- Self Awareness
- Self Management
- Social Awareness
- Relationship Management
Social Awareness is…

- Empathy
- Organizational Awareness
- Service Orientation

Social awareness is the skill of understanding where another is coming from, whether you agree with it or not.
Building Social Awareness

- Improve Listening Skills
- Improve Questioning Skills – seek to understand
- Journal – regarding others emotions in a situation
- Debrief work situations with a colleague
- Read: The Servant Leader by James Hunter
- Change Framework on employees as customers
- Engage in Social Service Projects
- Identify and Evaluate the Social Expectations you have of self and others
Relationship Management is...

Using awareness of your emotions and the emotions of others to manage interactions successfully.

- Self Awareness
- Self Management
- Social Awareness
- Relationship Management
Effective relationship management does not require being “nice” in every situation.
Building Relationship Management

- Create IDP’s for self and others
- Read Biographies of Inspirational Leaders
- Develop Vision statements
- Develop your Conflict Management Skills – understand your behavior preferences
- Improve Listening Skills
- Improve Facilitation Skills
- Celebrate Successes of others
- Develop your Coaching skills
- Make Teambuilding exercises a part of every staff meeting
Developing EI

The Challenge

- Division revenue projected to double in just 5 years

The Method

- Online and in the classroom, test, teach and coach the EQ skills needed to support this change.

The Results

- 100% of leaders using all 3 methods increased their performance
- 71% using a single method increased performance.
- 82% of those declining participation had no increase in performance
“EQ is so critical to success it accounts for 58% of performance in all types of jobs.”

Bill Burtch, ACC, SPHR
President/Executive Coach
Harmony Coaching & Consulting
Tel: (901) 272-7390
www.harmonycc.net
Resources

- www.talentsmart.com
- http://www.intelligencetest.com/links/Emotional_Intelligence/
- http://leadershipinsights.osumc.edu/2010/05/26/emotional-intelligence-leadership-skills-that-can-be-learned/
- *Emotional Intelligence 2.0* by Travis Bradberry & Jean Greaves
- *Primal Leadership* by Daniel Goleman
- *Working with Emotional Intelligence* by Daniel Goleman