

# Emotional Intelligence

Presented by ComPsych® Corporation



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# Objectives

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Learn about Emotional Intelligence

Evaluate your own effectiveness in handling emotional situations

Learn ways to enhance your Emotional Intelligence



# Are You Emotionally Intelligent?

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- You're curious about people you don't know
- You're a good leader
- When you're upset, you know exactly why
- You can get along with most people
- You're a good judge of character
- You know how and when to say "no."
- You know how to pay attention
- After you fall, you get right back up



# Importance of Emotional Intelligence

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Leadership – management

Sales

Teamwork

Social enhancement

Personal enhancement



# 4 Components of Emotional Intelligence

1. Self-Awareness
2. Emotional Self-Management
3. Social Awareness
4. Relationship Management



# Self-Awareness

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Aware of own emotional state

Can make accurate self-assessments

Is confident



# Awareness and Self-Management

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## **Emotionally intelligent people are:**

- Emotionally transparent
- Self-controlled; can control impulses
- Adaptable to changing circumstance
- Achievement oriented and can sustain self motivation
- Optimistic

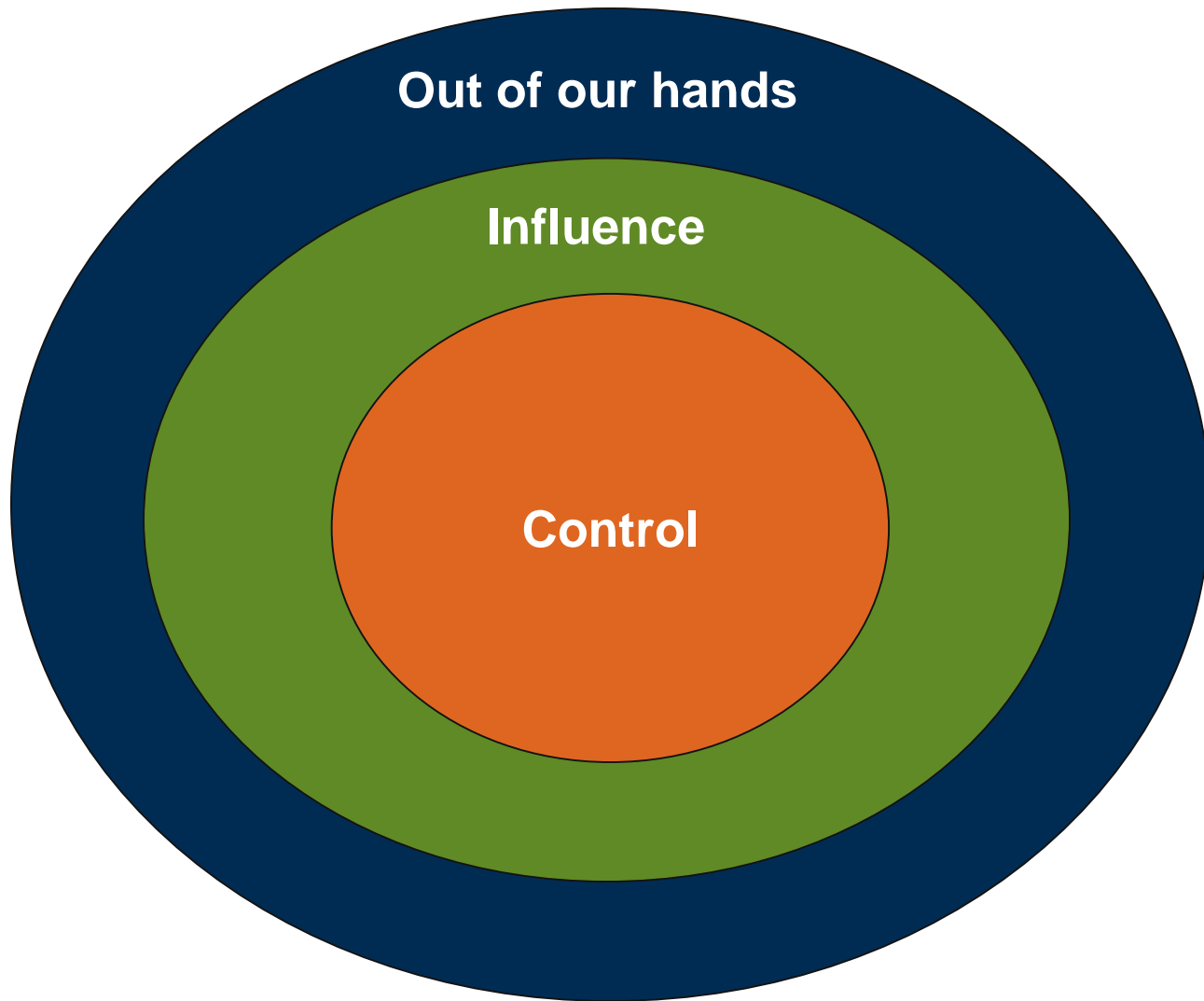


# Developing Emotional Control

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- Learn to *respond* to an emotional situation
  - not to *react* emotionally
- Begin by recognizing your emotions
- Acknowledge your emotional state
  - e.g. “I’m angry” or “I’m afraid”
- Use language – journal or speak your thoughts
- Use techniques to calm yourself before responding
- Ask yourself “What do I want to accomplish?”

# Locus of Control



# The Accountability Ladder

To cope with change, climb the ladder. Try to be near the top. Don't waste time below the blue line.

**G O W I - GET ON WITH IT!**

**MAKE IT HAPPEN**

**FIND SOLUTIONS**

**OWN IT**

**ACKNOWLEDGE REALITY**

**WAIT AND HOPE IT GETS BETTER**

**EXCUSES OR REASONS I CAN'T**

**BLAMING OTHERS**

# Changing the Question

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1) “When will they take care of all the problems around here?”

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**Possible Answer:** *“What can I do to help resolve some of the problems?”*

2) “Why do they make it so difficult for me?”

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3) “Why doesn’t anyone else care?”

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4) “Who made the mistake?”

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5) “Why is this happening to me?”

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6) “Why do I have to attend this training?”

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# Sustaining Motivation

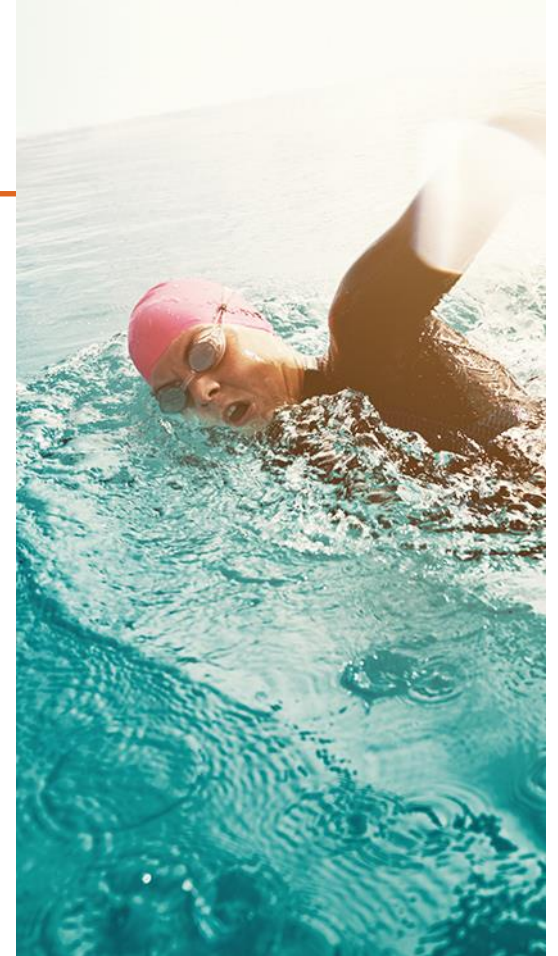
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Keep your goal in mind

Break down the goal into manageable tasks

Make it a game – make it challenging

Celebrate small successes



# Social Awareness

## The emotionally intelligent person is:

- Empathic - they can (and regularly do) imagine other people's perspectives
- Aware of own impact on others
- Organizationally aware



# Emotions

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## 7 Basic Emotions:

1. Fear
2. Happiness
3. Sadness
4. Surprise
5. Disgust
6. Anger
7. Contempt

## Other emotions are a mixture of the basic 7:

- Gratitude, Embarrassment, Guilt, Pride, Lust, Relief, Disappointment, Excitement, Jealousy, Boredom, Satisfaction, Sympathy, Hope, Anxiety...

**Emotions are functional:** They inform us on what is happening and they direct our actions and decisions

# Listening and Developing Empathy

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Pay attention to others; be curious and ask questions

Be receptive to feedback

Engage in active listening

Help others

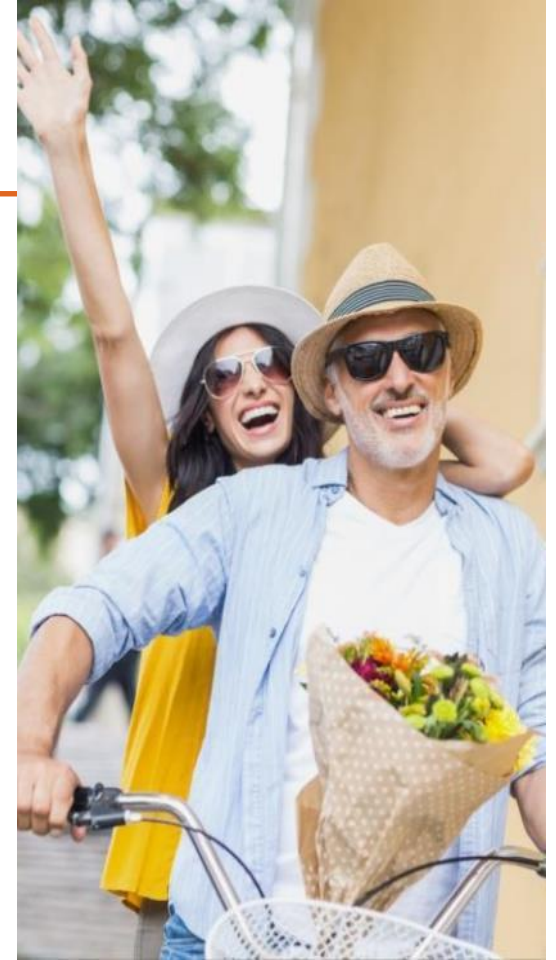


# Relationship Management

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## **The emotionally intelligent person:**

- Can manage conflicts
- Is influential and inspirational
- Collaborates and develops others



# EQ Assessment: Getting it Back

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**Situation:** A friend has borrowed something small, but high in sentimental value. You've asked for your friend to return the item, but your friend has failed to bring it back:

- A. You let it go. Friendship is more important than material items.
- B. You give your friend the cold shoulder until he or she returns your item.
- C. You admit to your friend how important the item is to you and why you would like it back, and ask your friend to return the item to you.
- D. You end the friendship. You don't need a friend who disrespects you and your feelings

# EQ Assessment: Annoying Habit

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**Situation:** Your significant other has a habit that annoys you more and more each day.

- A. You threaten to leave the relationship if things don't change.
- B. Live with it! You have annoying habits too.
- C. You tell the person what annoys you and why.
- D. You try to make a joke about it so he or she might get the hint to stop.

# Handling Emotions: Negative Coworker

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**Situation:** You are with a group of coworkers and one of them starts to make negative comments about another coworker who isn't present

- A. You tell the coworker that you don't feel comfortable talking about people who aren't there, and change the subject
- B. You keep quiet and beat yourself up for not saying anything to stop it
- C. You add a few negative comments about the coworker who isn't there because you happen share the same negative view of them
- D. You say nothing at the moment, but later you privately talk about your feelings to the coworker who made the comment

# EQ Assessment: Break Up

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**Situation:** Your long-term partner has ended your relationship and you are upset because you wanted the relationship to continue.

- A. You get involved with someone you don't care about just to be with someone.
- B. You immerse yourself in many projects -- maybe you won't think about it.
- C. You stay home every night and cry about the breakup.
- D. You decide to make the best of it and find healthy outlets for your feelings.

# EQ Assessment: Big Project

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**Situation:** Your boss has assigned you your first big project, and the success or failure of the project could make or break your career

- A. You get nervous and pace. Nervous energy helps fuel the process.
- B. You push it aside; you'll get to it later.
- C. You spend the next week planning the project out in careful detail before telling anybody.
- D. You take a few minutes to relax, give yourself time to think, bounce ideas off a colleague, and decide to pursue the idea that makes you feel most confident.

# Improving Emotional Intelligence

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Learn to manage thoughts

Learn to self motivate

Learn to listen to others

Learn to manage emotions in relationships



# Thank You for Attending

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