
EMOTIONAL INTELLIGENCE TRIUMPH

A GOLD MEDAL APPROACH TO WORKPLACE CHALLENGES



WHAT **YOU** WILL LEARN:

- Key competencies of **emotional intelligence (EQ)**
- **Self-awareness:** how your thoughts, actions & emotions can affect your relationships with others
 - Evaluate your current emotional intelligence
- **Self-management:** how your brain affects your emotional reactions
 - Techniques to identify opportunities to grow and move forward
- **Social-awareness:** how EQ corresponds to workplace success
 - Your ability to create more rewarding, collaborative, and satisfying workplace relationships
- **Relationship-management:** enhance your ability to understand and influence others
 - Mastering the art of listening and hear what's not being said

INTRODUCTIONS

- Name, where you work, & **your favorite animal**
- Ice Breaker



**Why does emotional intelligence
in the workplace matter?**



EMOTIONAL INTELLIGENCE ENHANCES...



- Interpersonal relationships
- Promotes teamwork
- Contributes to positive work culture

MANAGING THE INTERPERSONAL GAP

**EMOTIONAL
INTELLIGENCE IS
ULTIMATELY ABOUT
HOW WE SHOW UP
IN RELATIONSHIPS**



EMOTIONAL INTELLIGENCE MODEL



Daniel Goldman's Model EQ

Emotional intelligence (EQ) provides you with both **personal & social competencies** needed to bring your **best self** to the workplace.

SIGNS OF LOW EMOTIONAL INTELLIGENCE



- **Uncontrollable racing thoughts.**
- **You're not sure why you feel a certain way.**
- **Difficulty with managing your emotions.**
- **Low empathy.**
- **You struggle in relationships.**



SELF AWARENESS

TAP INTO WHAT YOU ARE THINKING, FEELING, AND WANTING

SELF-AWARENESS



Self Awareness allows you to see things from the perspective of others, practice self-control, work creatively and productively, and experience pride in ourselves and our work as well as general self-esteem.

~ *Positive Psychology.com*

UNDERSTANDING OUR EMOTIONS

Experiencing an emotion is **your body's way of relaying information to your consciousness.**

If you're afraid, for example, the sensory inputs around you might translate as harmful, and your brain may want you to take action.

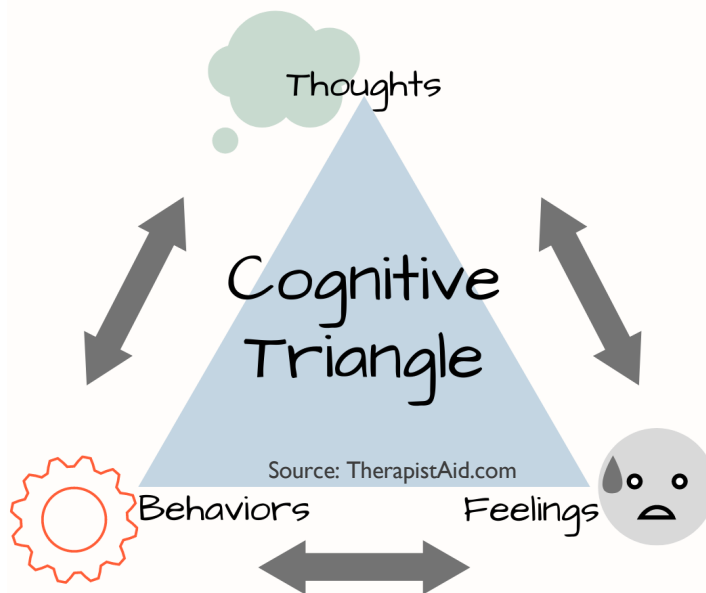
Research identified emotions as essential for cognitive processes, such as:

- perception
- attention
- memory
- reasoning
- problem-solving
- learning



COGNITIVE TRIANGLE MODEL

Our **thoughts, emotions, and behaviors** affect one another. This means changing your *thoughts* will change how you *feel* and *behave*



Research show by changing one of these three points, you can change the others for the better

COGNITIVE MODEL Example

A **situation** is anything that happens in your life, which **triggers** the cognitive triangle.

Thoughts are your **interpretations of a situation**. For example, if a stranger looks at you with an angry expression, you could think: "Oh no, what did I do wrong?"

Emotions are feelings, such as happy, sad, angry, or worried. Emotions can have **physical components** as well as mental, such as **low energy** when feeling sad, or a **stomachache** when nervous.

Behaviors are **your response** to a situation. Behaviors include actions such as saying something or doing something (or, choosing not to do something).

A coworker, who I'm usually friendly with walks past me in the hallway without saying "hello".

My Actual Thought

What did I do wrong?
Why is she mad at me?

- Hurt
- Offended

I couldn't stop thinking about what happened. Later, I acted coldly toward the coworker.

Alternate Thought

She didn't even notice me.
She must have a lot on her mind.

- Unfazed
- Neutral

I wouldn't give the situation a second thought. I would act warmly to my coworker, as usual.

COGNITIVE DISTORTIONS in the WORKPLACE

All or Nothing Thinking

View situation as “either-or” terms, fitting them into extreme categories.
“My boss made edits because I am horrible writer.”

Catastrophizing

You predict the future in negative terms and believe that what will happen will be so awful that you will not be able to stand it. “My boss just asked me to come see him, I must have done something wrong.”

Discounting the Positive

You disqualify positive experiences or events, insisting that they do not count. “I know I got this job because no one else would take it.”

Emotional Reasoning

You believe your emotions reflect reality and let them guide your attitudes and judgments. “My feelings tell me my boss dislikes me, so it must be true.”

Magnification/Minimization

You evaluate yourself, others, and situations, placing greater importance on the negatives and/or placing much less importance on the positives. “I was seriously considered for a promotion but snubbed because I’m not good enough.”

Source: rethinkcare.com

Mental Filter

You pay attention to one or a few details and fail to see the whole picture. “I missed one deadline. No one will ever count on me.”

Mind Reading

You believe that you know the thoughts or intentions of others (or that they know your thoughts or intentions) without having sufficient evidence. “My boss thinks I’m incompetent and doesn’t tell me the truth.”

Overgeneralization

You take isolated negative cases and generalize them, transforming them in a never-ending pattern, by repeatedly using words such as “always,” “never,” “ever,” “whole,” “entire,” etc. “I never got a response from my coworker. That shows they don’t care about my program.”

Should Statements

You tell yourself that events, people’s behaviors, and one’s own attitudes “should” be the way you expected them to be and not as they really are. “I should have been a better manager.”

Jumping to Conclusions

You draw conclusions (negative or positive) from little or no confirmatory evidence. “I didn’t get invited out to lunch, my teams hates me.”

INCREASING SELF AWARENESS

- **Practice being present-stop to notice now!** This is about mindfulness and requires *staying connected to the sensation in your body* and to your emotions.
- **Take note of your feelings, but don't judge them.** Just *allow yourself to experience* what you are *feeling in a nonjudgmental way*. This is simply data to help you choose how to conduct yourself.
- **Practice being a good listener.** Choose to really tune in to the other person so that you can stay present. *Focus on staying connected* and learn to practice active listening.
- **Keep a journal and reflect.** A common trait among great leaders is the *discipline to take time for reflection*. This requires that you pause to see how the present fits into the larger whole.



SELF MANAGEMENT

MANAGE YOUR EMOTIONS AND ADAPT TO CHANGE

SELF-MANAGEMENT

Self-management is your ability to regulate your behaviors, thoughts, and emotions in a productive way.



REACTING VERSES RESPONDING

REGULATION SKILLS

REACTING

- Happens without conscious thought or consideration
- Instincts and learned behavior take over
- No second thought for whether the reaction will have a negative or positive outcome
- We have little control

RESPONDING

- You are aware of your reaction by stopping and observing
- You can identify and become aware of unpleasant or uncomfortable emotions, and mindfully select your response
- Your internal reaction is still the same, but your external response will be altered
- Practice mindfulness

REGULATE YOUR THOUGHTS

- **Pause before reacting.** Remember to respond rather than react. Do something to slow down, such as the [6-4-4 breathing technique](#) to self-soothe and control your initial reaction in order to respond appropriately.
- **A time and a place.** Keep in mind that even though you are entitled to your feelings, you must take responsibility for your behavior: [the workplace and the workday may not be the appropriate time or place for reacting emotionally.](#)
- **Keep the long-term in mind.** It's essential that you consider your ultimate objective before reacting. Ask yourself: *Will this reaction [get me closer to or move me further away](#) from what I ultimately want and need?*
- **Self-care away from work.** Remember to do what you need for yourself outside of work, so you can bring your best self to the workplace. This includes [rest, relaxation, nutrition](#), and time with friends and family.

All of these will help you feel better and more effectively manage your reactions.

MANAGING YOUR EMOTIONS

- **Listen and accept negative or critical information by not overreacting.** Accept that you are not perfect and that [your continued growth depends on your ability to learn from your mistakes.](#)
- **Seek to self-soothe when necessary.** Sometimes this means simply [taking a breath and silently counting to five.](#) Other times it will require removing yourself from the situation. You need to determine a way to self-soothe what works for you.
- **Be accountable for your behavior.** Understand that you are entitled to your feelings, and you are responsible for your behavior: [Learn to respond in a behaviorally appropriate manner.](#)

SUCCESSFUL MINDSETS

SUCCESS BEGINS WITH
BELIEVING YOU CAN

Growth Mindset

VS.

Fixed Mindset

- Embraces learning opportunities and viewing the learning process as a continuous journey.
- Recognizes the power of hard work and forging new connection to expand their knowledge and skills.
- Engages in constructive self-talk and welcomes constructive criticism as valuable tools for self-improvement.

- A conviction in the supremacy of innate abilities (i.e., natural talents one is born with)
- Avoids new challenges, preferring to remain within the confines of their comfort zone.
- Engages in negative self-talk and react defensively to negative feedback rather than using it as an opportunity for growth.

Which mindset are you?

GROWTH MINDSET IN THE WORKPLACE

- **Encourage Creativity:** allow employees to find their own process for accomplishing their responsibilities. While there maybe a chance for failure, success can reveal more effective ways for doing things that can benefit everyone.
- **Support Cross-Discipline Learning and Coaching.** Allow employees to explore difference department roles and find where they'd like to expand their skill set. Hold department seminars with leadership explaining their division's purpose. Offer job shadowing and/or cross-functional team projects.
- **Be Patient with the Learning Process.** Understand that growth is gradual and that adopting a growth mindset won't produce results overnight. As your employees practices these skills and new approaches to their work, they'll consistently grow over the long term and produce increasingly better results for your department.
- **Promote Participation.** You can help employees grow by giving equal merit to their ideas. Not every idea needs to be implemented, but genuinely discussing them encourages, people to participate more in the future decision-making. The more they participate, the more attuned their ideas become to the department's goals.



SOCIAL AWARENESS

IDENTIFY WHAT OTHERS ARE THINKING, FEELING, AND WANTING

SOCIAL AWARENESS

Social awareness is the ability to understand the emotional makeup of other people and how your words and actions affect others.



COMPONENTS OF SOCIAL AWARENESS

-
- **Active Listening**
 - **Empathy**
 - **Sensitivity to Cultural Differences**
 - **Social Perception**
 - **Recognition of Group Dynamics**
 - **Compassion**
 - **Emotional Boundaries**
 - **Conflict Resolution Skills**



CHESS CLOCK CONVERSION

The Big Bang Theory: Season 6: The Extract Obliteration



PLEASE PASS THE BUTTER

The Big Bang Theory Season 7: The Indecision Amalgamation

CULTURAL DIFFERENCES IN THE WORKPLACE

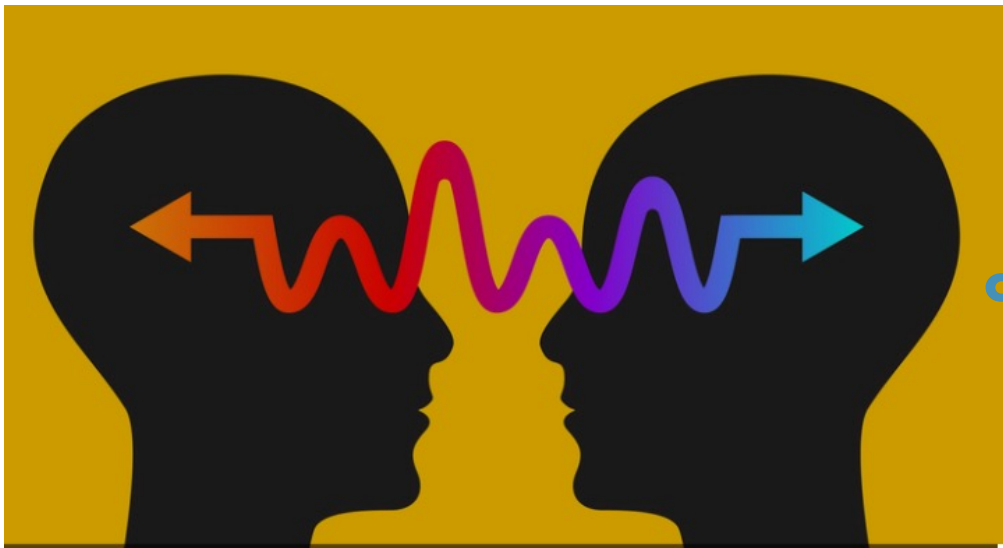
- Communication Styles
- Hierarchy and Authority
- Work-Life Balance
- Teamwork and Individualism
- Approaches to Conflict
- Attitudes toward Authority
- Perceptions of Time
- Nonverbal Communication
- Decision Making Processes
- Attitudes Toward Risk



RELATIONSHIP MANAGEMENT

ABILITY TO DEVELOP, MANAGE, AND SUSTAIN RELATIONSHIPS

RELATIONSHIP MANAGEMENT



Allows you to connect with others in ways that help them feel understood and supported.

EFFECTIVE COMMUNICATION – INFLUENCING OTHERS



BUILDING RAPPORT



**DEMONSTRATING
EMPATHY**



ESTABLISHING TRUST

COMPONENTS OF SOCIAL AWARENESS

Empathy



BUILDING TRUST

In a high-trust relationship, you can say the wrong thing, and people will still get your meaning. In a low-trust relationship, you can be very measured, even precise, and they'll still misinterpret you.

~ Stephen M.R. Covey



Deliver feedback
all the time



Make it
behaviorally
specific



Be direct and use
measured tone



Praise publicly
and criticize
privately



Offer support
with constructive
feedback



Make clear your
expectations

GIVING FEEDBACK

CONFLICT MANAGEMENT TECHNIQUES

- **Listen with an open mind**
 - Don't stop listening to plan how you will defend your position versus theirs. *Stay engaged to actively listening* and practice empathy to fully understand their position.
- **Paraphrase to demonstrate you correctly heard and understand the other**
 - Deepen a *common understanding*, which enables an opportunity for a win-win solution
- **Stay with the problem especially when it becomes difficult**
 - There maybe times when it is *necessary to take a time-out*, but *always return* to working on the problem rather than letting it go unresolved.
- **Whenever possible choose to be assertive and cooperative in reaching a synergistic solution**
 - Having a *win-win perspective* means you are equally concerned with your and the other person's goals as well as maintaining the relationship you share.

Use “yes,
and..”
statements

Don't point
fingers

Let the person
explain
themselves, and
actively listen

Use “I”
statements

Maintain a calm
tone

Show a
willingness to
comprise or
collaborate

Don't talk behind
people's backs

Pay close
attention to
nonverbal
communication

Prioritize
resolving the
conflict over
being right

Know when to
apologize and
forgive

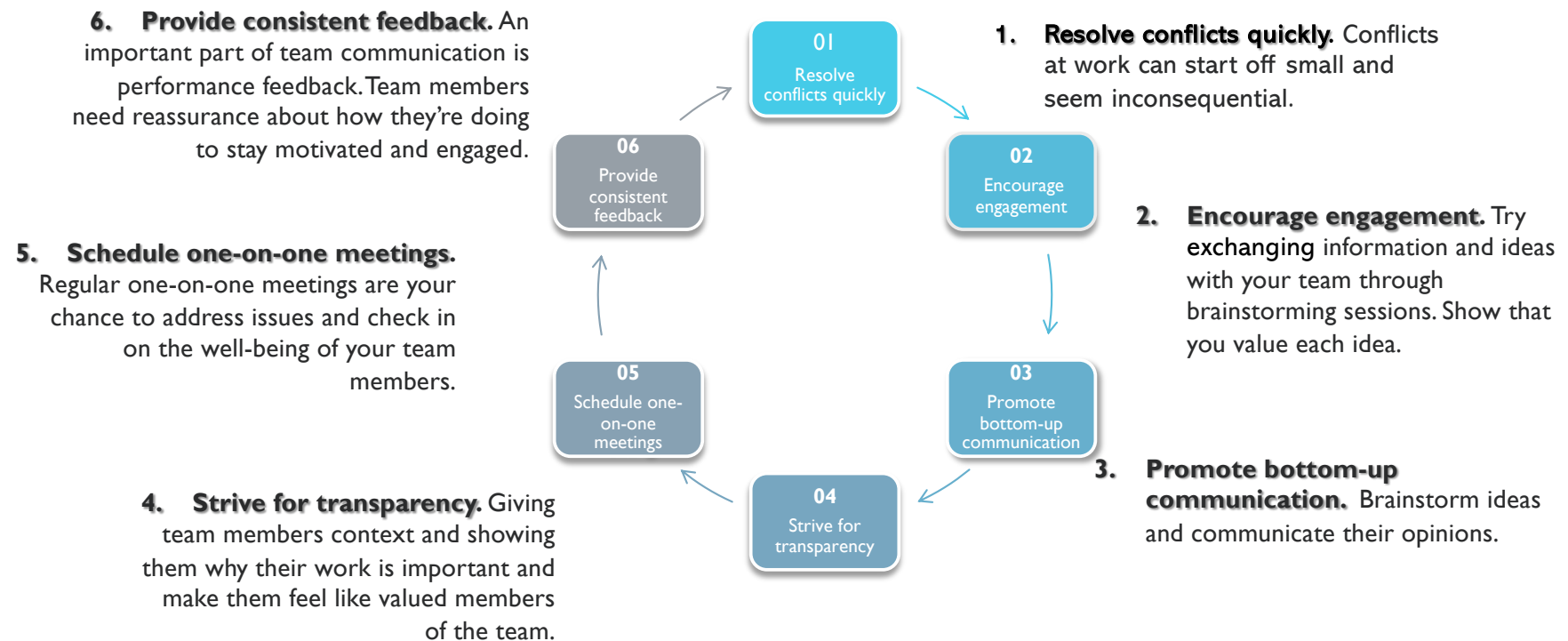
Focus on the
conflict at hand
and not past
ones

Use humor,
when
appropriate

Remember the
importance of
the relationship

CONFLICT RESOLUTION TIPS

STRATEGIES FOR BUILDING STRONGER TEAMS



PERFORMING WELL UNDER STRESS

HOW PERSONAL BEHAVIOR STYLES CAN IMPACT COMMUNICATION

- **Monitor your physical and mental health**
 - Exercise and sleep
 - Healthy diet
- **Learn to say no when necessary**
 - Determine what is within your control
 - Don't let your assumptions of others' reactions or guilt hold you back
- **Adopt optimistic perspective**
 - Learn to see the upside of challenges and surround yourself with those who bring you up
- **Practice self-compassion**
 - Only you can effectively manage your stress and do whatever is necessary to regulate it
 - What changes could you make to relieve stress

EQ in the workplace:

- Effective communication
- Conflict resolution
- Strong leadership
- Collaboration and Teamwork
- Adaptability
- Reduces stress and burnout
- Employee engagement and retention



RESOURCES



Free EQ Assessment

