

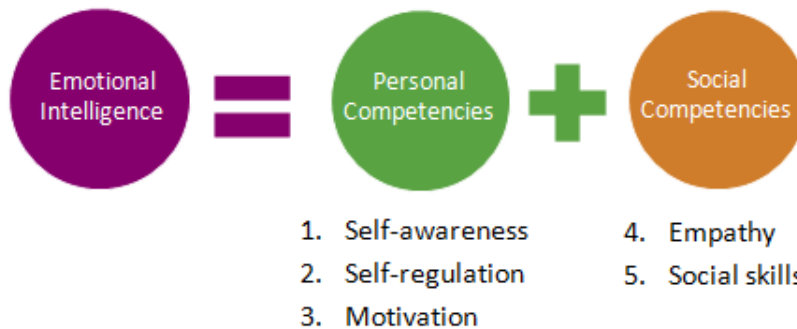


Using Emotional Intelligence for Workplace Success

What is Emotional Intelligence?

Why is Emotional Intelligence Important?

Five Components of Emotional Intelligence



Self-test

True or False

- _____ I have trouble recognizing my feelings or why I feel the way I do.
- _____ There are times I get upset and say things I later regret.
- _____ I feel disinterested in my job.
- _____ I'm not that interested in what other people have to say.
- _____ Sometimes I feel unsure of what to say in social situations.

Enhance Your Emotional Intelligence

Personal Competencies

- **Self-awareness**

- **Self-regulation**

- **Motivation**

Personal Competencies Activity

Feelings Chart

Frustrated	Satisfied	Lonely	Happy
Empowered	Peaceful	Proud	Thankful
Comfortable	Angry	Excited	Hopeful
Irritated	Secure	Nervous	Revived
Scared	Centered	Relieved	Embarrassed
Optimistic	Suspicious	Energetic	Distressed
Sad	Restless	Ambivalent	Rested
Impatient	Confident	Relaxed	Hurt

1. Write down three emotions you've experienced at work today.

Body Cues Chart

Fidgeting	Good eye contact	Neck tension	Nausea
Trembling voice	Slouching	Relaxed body	Headache
Facial grimacing	Pounding heart	Jaw clenched	Shortness of breath
Backache	Fatigue	Flushed face	Clenched fists
Cold sweat	Hands shaking	Speech errors	Smiling

2. What body cues did you experience?

3. What led to the emotions you felt today (e.g., situations, circumstances)?

4. If you're experiencing distress, are your thoughts accurate?

5. Is there a way to change how you think about the situation to make it less distressing?

6. Name one positive aspect of your job.

7. What's something you learned about yourself by doing this activity?

Social Competencies

- Empathy

- Social skills

Personal Competencies Activity

Scenario

Melissa is not happy at her job. She's part of a team that processes incoming orders. For Melissa's team to complete their jobs they have to wait until Sylvia enters the orders, prints, and then distribute them to the team members. Sylvia tends to hold back distributing the orders until she has 100 orders entered. Sylvia's personal process of distributing orders causes the team to get behind in their work. Melissa thinks this method is inefficient and goes to Sylvia and suggests she change her process, but this seems to have made the situation worse. Now Sylvia takes longer to distribute the orders, and the team members find themselves standing around for several hours with nothing to do. Later, they feel overwhelmed, trying to get caught up once Sylvia distributes the orders. Jose is Melissa's team lead. Melissa admits she has trouble respecting Jose's authority because he is younger than all of his team members and she thinks he lacks experience. Melissa approaches Jose and tells him the problems her team is having with Sylvia and how she thinks Jose should deal with the situation. Jose decides not to address Sylvia. Instead, he has his team members complete menial tasks as they wait for Sylvia to distribute orders. Melissa is more frustrated than ever with her current work situation.

1. How can each team member improve upon the Social Competencies of empathy and social skills?
2. How do you think these changes will help them succeed at work?

Melissa:

Sylvia:

Jose:

Relaxation Exercises

From www.MagellanHealth.com/member

There are a number of relaxation techniques that can help you manage stress and also improve your concentration, productivity, and overall well-being.

If you need help, ask a therapist or counselor. He or she can offer more detailed instructions and coaching to help you perfect these techniques.

To Get Started

Find a quiet, relaxing place where you will be alone for 10–20 minutes to do these exercises. The techniques work best if there are no distractions.

- Practice once or twice a day.
- Stick with the technique that works best for you. Not every technique will work for every person.
- Keep trying. Don't worry if you don't notice a major change immediately. You may need to practice for a few weeks before you begin to feel the benefits.
- Try one or more of the techniques described below.

Deep Breathing

One of the easiest ways to relieve tension is through deep breathing.

1. Lie on your back with a pillow under your head. Bend your knees (or put a pillow under them) to relax your stomach.
2. Put one hand on your stomach, just below your rib cage.
3. Slowly breathe in through your nose. Your stomach should feel like it's rising.
4. Exhale slowly through your mouth, emptying your lungs completely and letting your stomach fall.
5. Repeat several times until you feel calm and relaxed. Practice daily.

Once you are able to do this easily, you can practice this technique almost anywhere, at any time.

Progressive Muscle Relaxation

This technique can help you relax the major muscle groups in your body, and it's easy to do!

1. Wear loose, comfortable clothing. Sit in a favorite chair or lie down.
2. Begin with your facial muscles. Frown hard for 5–10 seconds and then relax all your muscles.
3. Work other facial muscles by scrunching your face up or knitting your eyebrows for 5–10 seconds. Release. You should feel a noticeable difference between the tense and relaxed muscles.
4. Move on to your jaw. Then, move on to other muscle groups—shoulders, arms, chest, legs, etc.—until you've tensed and relaxed individual muscle groups throughout your whole body.

Meditation

This is the process of focusing on a single word or object to clear your mind. As a result, you feel calm and refreshed.

1. Wear loose, comfortable clothing. Sit or lie in a relaxing position.
2. Close your eyes and concentrate on a calming thought, word, or object.
3. You may find that other thoughts pop into your mind. Don't worry; this is normal. Try not to dwell on them. Just keep focusing on your image or sound.
4. If you're having trouble, try repeating a word or sound over and over. (Some people find it helpful to play soothing music while meditating.)
5. Gradually, you'll begin to feel more and more relaxed.

Visualization

This technique uses your imagination—a great resource when it comes to reducing stress.

1. Sit or lie down in a comfortable position.
2. Imagine a pleasant, peaceful scene, such as a lush forest or a sandy beach. Picture yourself in this setting.
3. Focus on the scene for a set amount of time (any amount of time you are comfortable with) and then gradually return to the present.

Drawing and Coloring

Mandala is Sanskrit for “circle, polygon, community, and connection.” The circle concept exists in nature, is found in many religious symbols, and represents wholeness. Mandalas are intricate designs that can be a part of the meditating experience. When you color a mandala, your goal is to focus on the process of coloring and be mindful of how it feels to color. It is very relaxing and calming. When you have finished, you have created a lovely picture.