

Using Emotional Intelligence for Workplace Success



Objectives

In this training you will learn

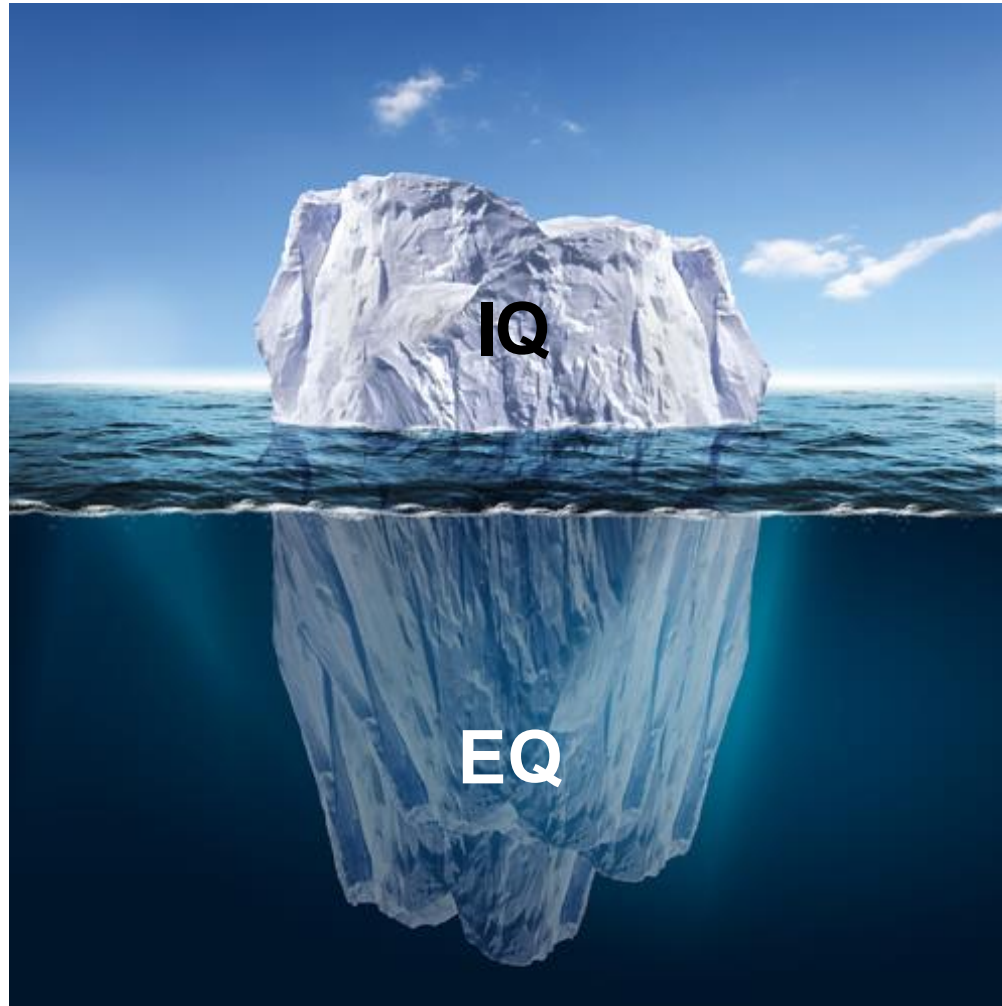
1. The definition of emotional intelligence.
2. Why emotional intelligence is important in the workplace.
3. The five components of emotional intelligence.
4. Ways to enhance your emotional intelligence.

What is Emotional Intelligence?

“Emotional intelligence is your ability to recognize and understand emotions in yourself and others, and your ability to use this awareness to manage your behavior and relationships.”

Drs. Travis Bradberry and Jean Greaves
Emotional intelligence 2.0

Why is Emotional Intelligence Important in the Workplace?



Why is Emotional Intelligence Important in the Workplace?



Five Components of Emotional Intelligence (EI)



1. Self-awareness
2. Self-regulation
3. Motivation

4. Empathy
5. Social skills

Emotional Intelligence Self-test



I have trouble recognizing my feelings or why I feel the way I do.

– Self-awareness

There are times I get upset and say things I later regret.

– Self-regulation

I feel disinterested in my job.

– Motivation

I'm not that interested in what other people have to say.

– Empathy

Sometimes I feel unsure of what to say in social situations.

– Social Skills

Personal Competencies

Self-awareness

- Understand how mood and actions affect others
- Knowledge of personal strengths and weaknesses

Self-regulation

- In control of feelings and actions
- Understand how thoughts and feelings affect behavior

Motivation

- Have a sense of purpose
- Do more than what is required or expected
- Optimistic, even when faced with barriers

Social Competencies

Empathy

- Understand others' feelings
- Acknowledge people's strengths
- Provide feedback for growth and development
- Embrace diversity
- Recognize social and political forces in the workplace

Social Skills

- Skilled at winning people over
- Communicate effectively
- Good listener
- Handle difficult people diplomatically
- Arouse enthusiasm

Enhance Your Emotional Intelligence

Self-awareness

- Journal
- Be aware of body cues

Enhance Your Emotional Intelligence

Self-regulation

- Analyze thoughts
- Practice relaxation techniques

Enhance Your Emotional Intelligence

Motivation

- Re-examine goals
- Focus on the positive

Enhance Your Emotional Intelligence

Empathy

- Listen deeply and use reflective statements
- Consider others' points of view

Enhance Your Emotional Intelligence

Social skills

- Take responsibility for your actions
- Learn conflict resolution

Scenario



Your Employee Assistance Program

Call toll-free or visit us on the web

24 hours a day/7 days a week

Thank you!

CONFIDENTIAL INFORMATION

The information presented in this presentation is confidential and expected to be used solely in support of the delivery of services to Magellan members. By receipt of this presentation, each recipient agrees that the information contained herein will be kept confidential and that the information will not be photocopied, reproduced, or distributed to or disclosed to others at any time without the prior written consent of Magellan Health, Inc.

References and Resources

- Chapman, A. (2014). Emotional intelligence (EQ): Emotional intelligence theory (EQ – emotional quotient). In *Businessballs.com*. Retrieved March 22, 2016 from <http://www.businessballs.com/eq.htm> .
- Cherniss, C. (2000). *Emotional intelligence: What it does and why it matters*. Retrieved February 19, 2106 from <http://www.businessballs.com/emotionalintelligenceexplanation.pdf> .
- Goleman, D. (1998). *Working with emotional intelligence*. New York: Bantam Book.
- Goleman, D. (2012). Working with emotional intelligence (Audio Ep1). Retrieved April 26, 2016 from <https://www.youtube.com/watch?v=UPocFijPKxA>
- Goleman, D. (2013). Working with emotional intelligence (Audio Ep1). Retrieved May 4, 2016 from <https://www.youtube.com/watch?v=EPjs3ykQNLw>
- Harvard Business Press (2008). *Becoming a New Manager*. Boston, MA: Harvard Business School Publishing Corporation.
- Jensen, K. (2012). Intelligence is overrated: What you really need to succeed. In *Forbes*. Retrieved March 24, 2016 from <http://www.forbes.com/sites/keldjensen/2012/04/12/intelligence-is-overrated-what-you-really-need-to-succeed/#25e7b4c56375>
- Lauber, D. (2011). Part III: How to improve your emotional intelligence. In *Lightbox Leadership*. Retrieved February 18, 2016 from <http://lightboxleadership.com/part-iii-how-to-improve-your-emotional-intelligence/> .
- Martinuzzi, B. (2016). Emotional intelligence in leadership: Learning how to Be More Aware. In *Mind Tools*. Retrieved February 22, 2016 from http://www.mindtools.com/pages/article/newLDR_45.htm .
- Talent Smart (2016). About Emotional Intelligence. Retrieved March 24, 2016 from <http://www.talentsmart.com/about/emotional-intelligence.php>