

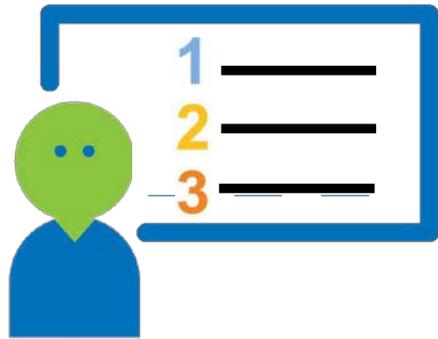
Emotional Intelligence



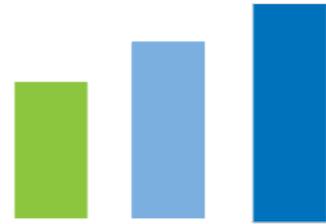
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What You'll Learn Today



EQ Basics



How to
Improve
your **EQ**



Using **EQ**
in **real life**



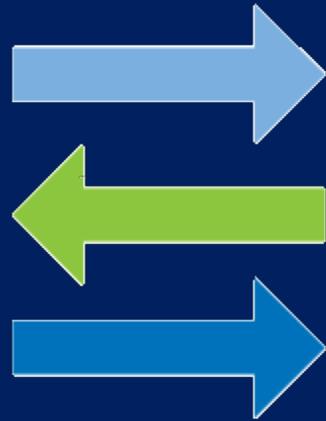
*What is **EQ**?*

Why does it matter

to me?



Emotions inspire our **actions** all the time.



That's why they're called e-motions**!**

EQ Basics – Definition of EQ



Emotional Intelligence (EQ) is being aware that emotions can drive our behavior, the impact they can have on ourselves and others, and how to manage emotions intelligently – especially under pressure.

EQ Basics – Four Key EQ Skills

1



Self-Awareness

2



Self-Regulation

3



Social Awareness

4



Relationship Management

EQ Basics – Self-Awareness



The ability to be
aware of your own emotional responses
and the impact your resulting behavior
has on others.

EQ Basics – Self-Regulation



Actively and consciously
adapting your emotional responses and
coping strategies
to be more effective based on the
situation.

EQ Basics – Self-Regulation

Think of the last time that you had the thought:
“OHH, so you want to take it **there**, huh?!”

...and then **you** took it ‘there’.

EQ Basics – Self-Regulation

Before you responded, did you ask yourself:

- How will this work out after I say this?
- I know what I *want* to say, but what ***should*** I say?
- Is there a better way to say this?
- If I were them, how would I want to hear this?
- If I were them, how would I react if I heard this?



EQ Basics – Self-Regulation

*The **ABC**'s of Life*

A: activating events of life

B: beliefs about the activating event

C: consequential emotions and behaviors



EQ Basics – Self-Adjustment

The ABC's of Life: Example

A: employee is given a project by supervisor

B: employee is excited/eager to do the project

C: employee puts together a project team and does research/work outside normal hours without being asked to

EQ Basics – Social Awareness



being aware of the
feelings, needs, and concerns
of others.

EQ Basics – Social Awareness

Example: Carrie

- Manager - Accounts Payable
- Very social person
- Walks around the office during *her* down time





*How can Carrie improve her
Social Awareness?*



EQ Basics – Social Awareness

Tips for Social Awareness

- Listen actively, speak consciously
- Consider the environment
- Ask for input from others
- Reflect on past interactions

EQ Basics – Relationship Management



the ability to
respond appropriately and effectively
to the emotions or concerns of others.

EQ Basics – Relationship Management

Tips for Relationship Management

- Analyze past experiences
- Practice assertiveness
- Become more empathetic
- Be a *consequential thinker*



Using EQ in Life

Piecing it together

EQ in Leadership – Key Skills

1. Communication
2. Adaptability
3. Initiative
4. Motivation

EQ in Leadership – Communication

- Listen *actively* to others
- Think before you speak
- Put yourself in their shoes
- Avoid bad habits and tendencies

EQ in Leadership – Adaptability

- Be open to change – **expect it**
- Adapt **your** behavior to the situation
- Be aware of your internal and external impact
- Focus on your strengths

EQ in Leadership – Initiative

- Take a leadership role in organizational development
- Encourage new ideas
- Try new methods frequently
- Guide others into opportunity

EQ in Leadership – Motivation

- Discover your employees' motivators
- Inspire others to grow with your improved EQ
- Collaborate with others toward shared goals
- Focus on the *human element* with EQ



*What is **EQ**?*

Why does it matter

to me?





*Higher **EQ** = More Engagement*



More Engagement = Happier Employees

Thank You!

