



Emotional Intelligence

Enelra Tip Sheets:
Getting Better Every Day

Emotional Intelligence

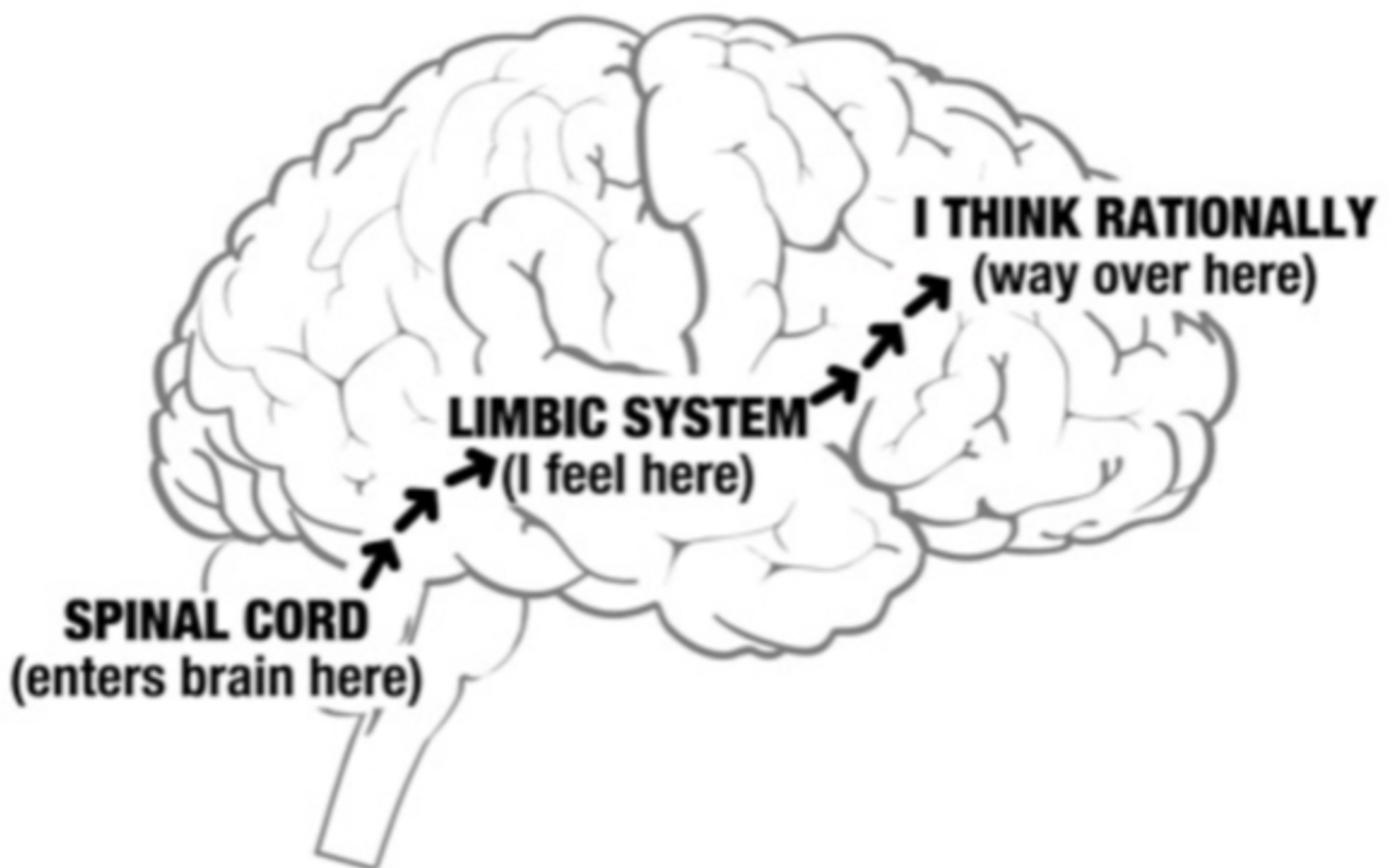
Why Emotional Intelligence?

Emotional Intelligence is the ability to identify and influence the emotions of self and others

- It can be learned – most of us didn't learn how to identify and influence our own and others' emotions growing up, but it absolutely can be learned. Research has proven that awareness and practice can greatly improve a leader's emotional intelligence.
- It increases productivity. Leaders with higher emotional intelligence are more productive. Managing emotions clears the way for focus and action.
- It drives customer retention. The reasons for losing customers and clients are 70% EQ related (Six seconds, 6seconds.org).
- It's critical for good decisions. Good decisions require far more than factual knowledge. They are made using self-knowledge and emotional mastery when they're needed most.
- It impacts culture: Emotions are contagious. As a leader, you influence the climate of your team as much as 50-70%.
- It impacts longevity. People who are positive have been shown to live longer.



Emotional Intelligence



Emotional Intelligence

Self Awareness

- Emotional Self Awareness

Self Management

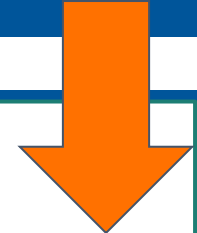
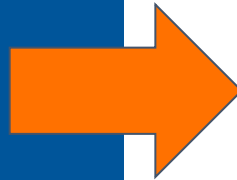
- Emotional Self Control
- Adaptability
- Achievement Orientation
- Positive Outlook

Relationship Management

- Influence
- Coach and Mentor
- Conflict Management
- Teamwork
- Inspirational Leadership

Social Awareness

- Empathy
- Organizational Awareness



How am I really feeling?

Intensity of Feelings	Happy	Sad	Angry	Afraid	Ashamed
HIGH	Elated Excited Overjoyed Thrilled Exuberant Ecstatic Fired up Passionate	Depressed Agonized Alone Hurt Dejected Hopeless Sorrowful Miserable	Furious Enraged Outraged Boiling Irate Seething Loathsome Betrayed	Terrified Horrified Scared stiff Petrified Fearful Panicky Frantic Shocked	Sorrowful Remorseful Defamed Worthless Disgraced Dishonored Mortified Admonished
MEDIUM	Cheerful Gratified Good Relieved Satisfied Glowing	Heartbroken Somber Lost Distressed Let Down Melancholy	Upset Mad Defended Frustrated Agitated Disgusted	Apprehensive Frightened Threatened Insecure Uneasy Intimidated	Apologetic Unworthy Sneaky Guilty Embarrassed Secretive
LOW	Glad Contented Pleasant Tender Pleased Mellow	Unhappy Moody Blue Upset Disappointed Dissatisfied	Perturbed Annoyed Uptight Resistant Irritated Touchy	Cautious Nervous Worried Timid Unsure Anxious	Bashful Ridiculous Regretful Uncomfortable Pitied Silly

APPENDIX

Emotional Intelligence

Self Awareness

- Emotions effect your coworkers
- A manager in a bad mood, with **no self-awareness**, makes bad and biased decisions
- A manager in a bad mood, with **heightened self-awareness** realized and isolates negativity, refocusing on the task at hand
- If you're self aware, you understand your strengths and short comings, how do you respond in certain situations and to certain people
- That information gives you the power to meet goals, motivate, and create a fair and inclusive culture.

Self Management

- Think back to someone who acted impulsively, or irrationally. What was it like to work like with them?
- An emotionally charged environment feels tense and distracting. You probably felt like you couldn't contribute without fear of reprimand.
- Calm in the face of adversity is not a natural response, or something you're born with.
- The emotional brain is far faster (and older) than the rational frontal cortex. It sends us into fight or flight whenever we need to defend ourselves, and it can happen at innocuous and frustrating moments.
- Self-regulation is a skill you need to practice and there are great rewards if you can master it.
- You become approachable, able to deal with conflict, create a nurturing environment and lead by reliable example. It also involves maintaining an optimistic outlook. Even on a bad day, you can find the silver lining.

Emotional Intelligence

Social Awareness

- If you can understand the emotions of others and relate to them, you can see problems from all perspectives and make objective decisions.
- Empathy, awareness of others' emotions and perspectives, defuses bias.
- Being empathic means you're a good listener and interpreter, attuned to body language and expressions.

Relationship Management

- It's important to build a strong rapport with your team.
- Not only is it part of good leadership, but it's also essential to boosting productivity and increasing loyalty.
- Having solid social skills such as active listening, assertive verbal communication, aligned nonverbal communication, leadership and persuasiveness enables you to connect with other in your work environment



Resources

Strategies to Improve

- https://safnow.org/wp-content/uploads/2018/09/SAFconv18_EmotionalIQ-Handout.pdf

Emotional Intelligence 2.0 Summary

- <https://vialogue.wordpress.com/2016/08/05/emotional-intelligence-2-0-notes/>