

Introduction to Emotional Intelligence



*The definition of insanity is
doing the same things and
expecting a different outcome*

-Albert Einstein



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Complete these phrases:

- When given praise, I _____
- The emotion I find most difficult to observe (in others) is _____
- The emotion I find most difficult to control is _____



Emotional Intelligence

- It is **NOT** about
 - Being nice all the time
 - Being “touchy-feely”
 - Being emotional
 - It **IS** about:
 - Being honest
 - Being aware of your feelings and those of others
 - Being smart with your emotions
-



What are your feelings when...

- You've made a last minute stop at the store, and there are no parking spaces.
- You've just walked in on a surprise birthday party for you.
- You receive a phone call from an old friend.
- In an hour you must make a formal presentation to upper management.



What are your feelings when...

- It's Friday afternoon, and you were just told that you must work this weekend.
- There is only one line at the grocery store, and it is slow.
- Two days of sick pay are mistakenly taken out of your pay check.
- You receive an unexpected bonus in your pay check.



Why the different feelings?

What information have you received in each situation?



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We Are of Two Minds

- A Emotional Mind
 - Sudden, split-second decision
 - Instinctive
 - May cause you to ask, “Why did I do that?”
- A Rational Mind
 - Deliberate, analytical decision
 - Awakened to the moment



Feelings and Thoughts

- Feelings First
 - First impulse is with the heart
- Thoughts Second
 - Cognition determines emotions



The Fundamentals of Emotional Intelligence



Self-Awareness



Being aware of your emotions



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Being aware of your emotions...

- Examine how you judge things.
What are thoughts & what are feelings?
- Be “tuned in” to your senses.
What are your feelings now and then?
- Understand your patterns of behavior.
What are your normal reactions?



If we do not know ourselves
and how we are feeling,
how could we ever possibly
be able to understand
someone else?



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What is your self-talk?

- I'm always _____
- My peers always _____
- Everyone _____
- Everything I do _____
- I never _____



Discuss Your Responses



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Now turn them into positives

- I'm always _____
- My peers always _____
- Everyone _____
- Everything I do _____
- I CAN _____



Discuss These Responses



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Managing Emotions



Regulating your emotions



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Regulating your emotions...

- Accept responsibility for your responses. You choose whether to react or not.
- Reframe stressful situations into productive ones.
 - Focus on behavior, not the person.
- Know and manage your emotional triggers.
 - Be prepared ahead of time.



If we are in the middle
of extreme emotion, how
can we make good
decisions and reason well?



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Emotions as Information

- Think of the information you receive from your emotions.
- What if you ignore that information?
- Could you use that information in a positive manner?



What Regulates Emotions

- How we were raised
- Our beliefs and values
- Our experiences
- Our peers



What Can Help Manage Emotions

- Use humor
- Take deep breaths
- Remove yourself



**Passions can be contagious
and energizing.**

**Ranting and raving can cause
damage beyond repair.**



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Killer statements

Discuss ground rules.



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Killer Statements

- Write 3-5 “put downs” or “killer” statements that cause strong feelings in you.
- As a group discuss:
 - What are your feelings exactly?
 - Are there global values associated
 - Why do people say these things?
 - What do you think of people who say these?
 - How do you typically react
 - What can you do to change your reaction?



Self-Motivation



Understand how emotions impact
your life and others' lives



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How...

- Recognize how emotions affect your performance.
 - Think positively.
- Understand your behavior style.
 - You control what you think and feel.
- Work towards a “state of flow” or harmony.
 - Focus on the task at hand.



You are the most powerful
of the sources of
motivation because you
are where it all begins



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Other Things You Can Do

- Connect goals with values
- Practice visualization
- Keep learning



You can acknowledge
someone's emotions
without taking those
emotions on as your own



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Relating Well



Use awareness of emotions
to manage relationships



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How...

- Analyze the relationship.
 - Know the boundaries and expectations.
- Communicate at appropriate levels.
 - Make connections—don't build barriers.
- Motivate and inspire others.
 - Share your passion—be inspiring.



For every exchange of information
with people,
we influence each other's
moods and attitudes



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Why Build Relationships

- We need to:
 - Connect at the same level
 - Share information

- Strive for:

**Maximum communication
with every person**



How to Build Relationships

- Sharing your passion, enthusiasm, and vision for your work often.
 - Building an inspiring work environment where people are open, honest, trustworthy, and appreciated.
 - Creating opportunities for new ideas.
 - Mentoring or coaching others.
-



Think about someone who
“has it together”



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Answer these

- What words would you use to describe this person?
- What words might others use?
- Is this person considered a “good” person by most people? Why or why not?
- What skills or knowledge do you think this person has that allows him or her to “pull it together”?



Emotional Mentoring



Iowa State University Study

- Venting increased aggression.
- Study and control groups were insulted by a “peer” and allowed to punish him with a loud noise.
 - Control group waited 10 minutes
 - Venters “vented” for 10 minutes
- Venters pushed the button for longer.



When we meet someone, we decide in the first few seconds whether we like them or not.

That information is gathered completely from our emotions!



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Emotions can be intelligent
and help us make decisions
because they contain “data”

We feel before we think!



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Data from TalentSmart.com

- 85% of workers feel that they are not respected and valued by their employers
- For 87%, their personal lives are greatly impacted by their work
- Only 36% understand their emotions as they happen
- 70% do not handle conflict and stress effectively



Think about the people around
you and what you could do to
make their lives (and yours)
better by using your
emotional intelligence!



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Questions?

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