

Part 2

# EMOTIONAL INTELLIGENCE

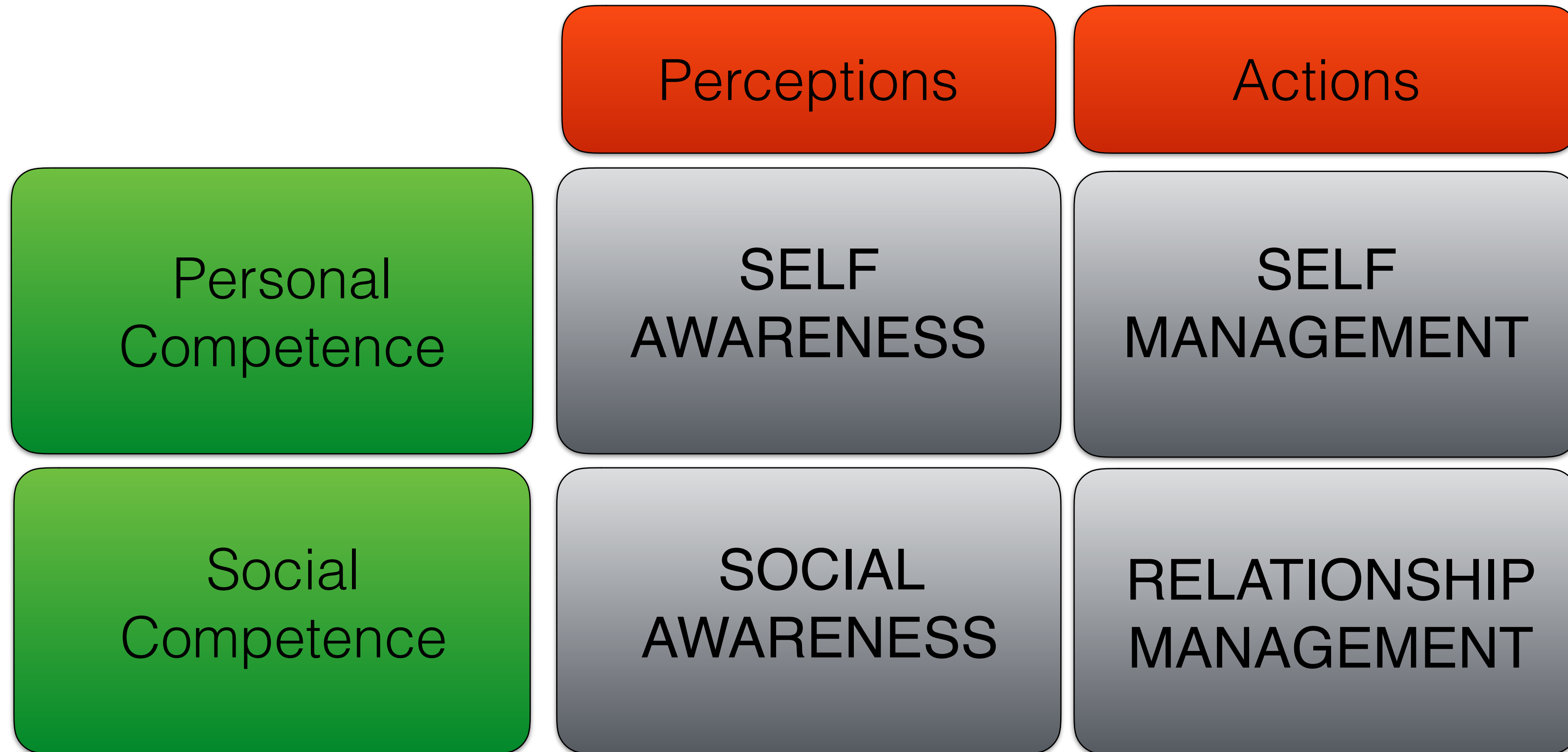
*The Only Known Predictor  
Of Future Success*



Emotional intelligence is your ability to: recognise and **understand** emotions in yourself and others, and **your ability** to use this awareness to manage your behaviour and **relationships**.”

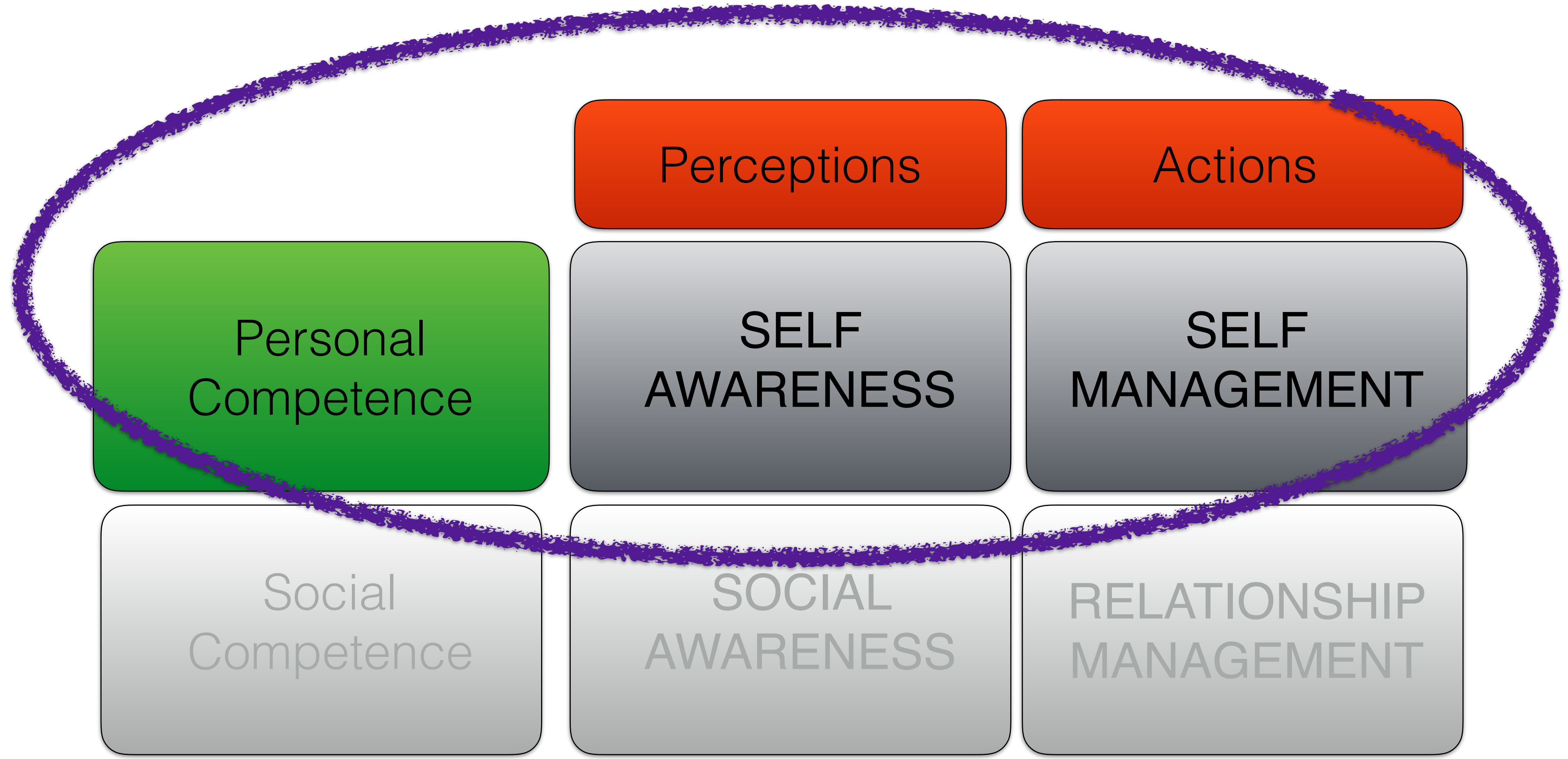
# The 4 Quadrants of Emotional Intelligence

Revision of Part 1

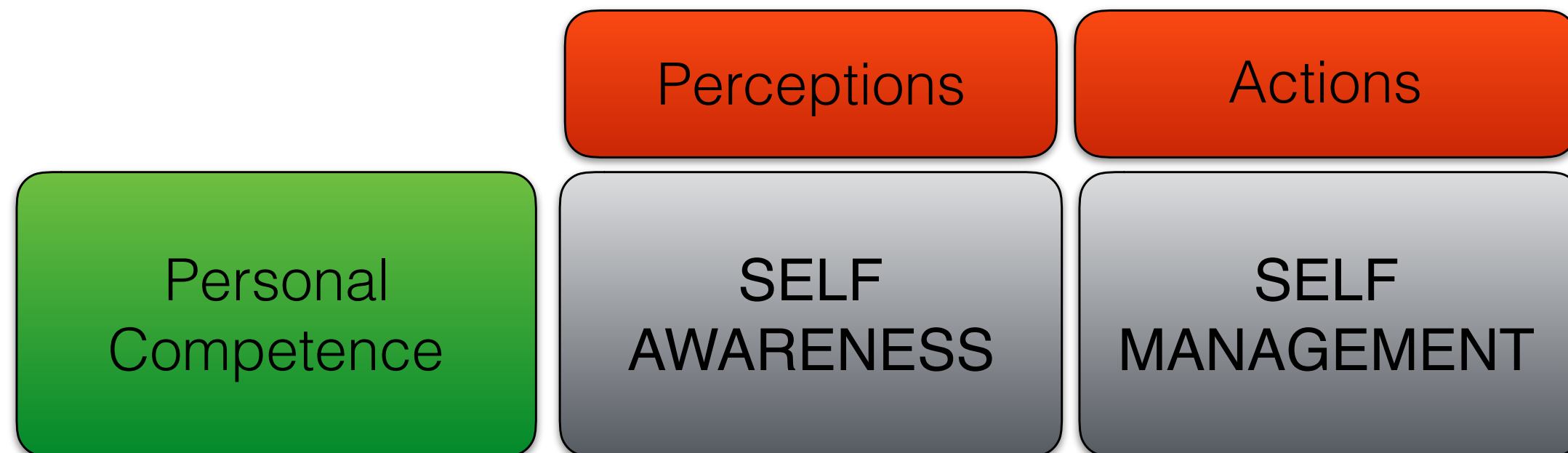


# The 4 Quadrants of Emotional Intelligence

Revision of Part 1







### 1 Emotional Self Awareness

0 1 2 3 4 5 6 7 8 9 10

### 2 Accurate Self Assessment

0 1 2 3 4 5 6 7 8 9 10

### 3 Self Confidence/Trust

0 1 2 3 4 5 6 7 8 9 10

# Second Level Skill

Revision of Part 1

**1** Trustworthiness

0 1 2 3 4 5 6 7 8 9 10

**2** Adaptability

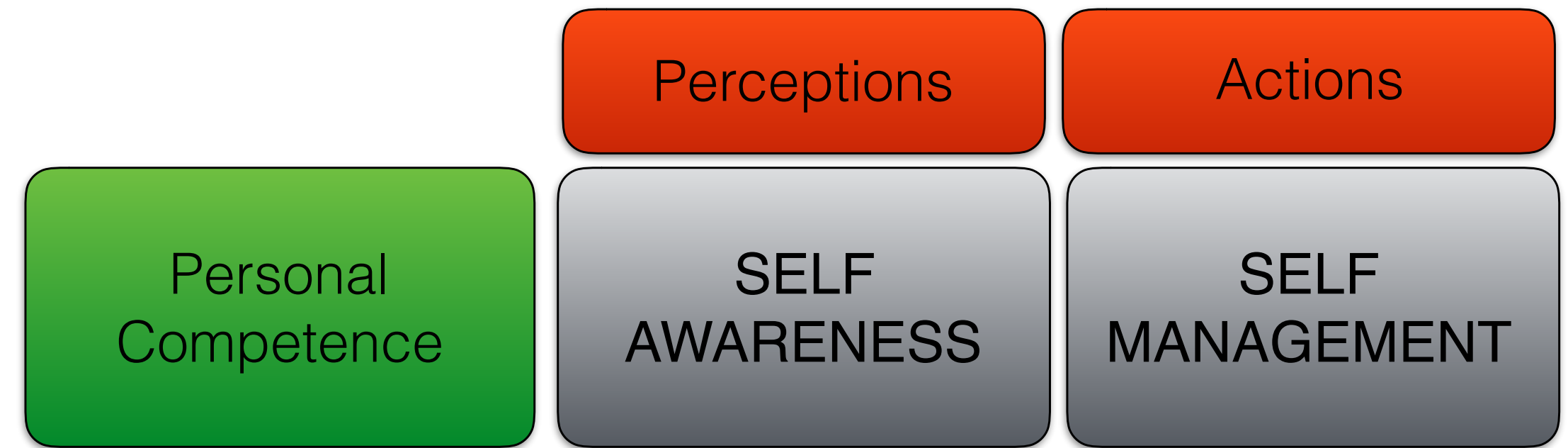
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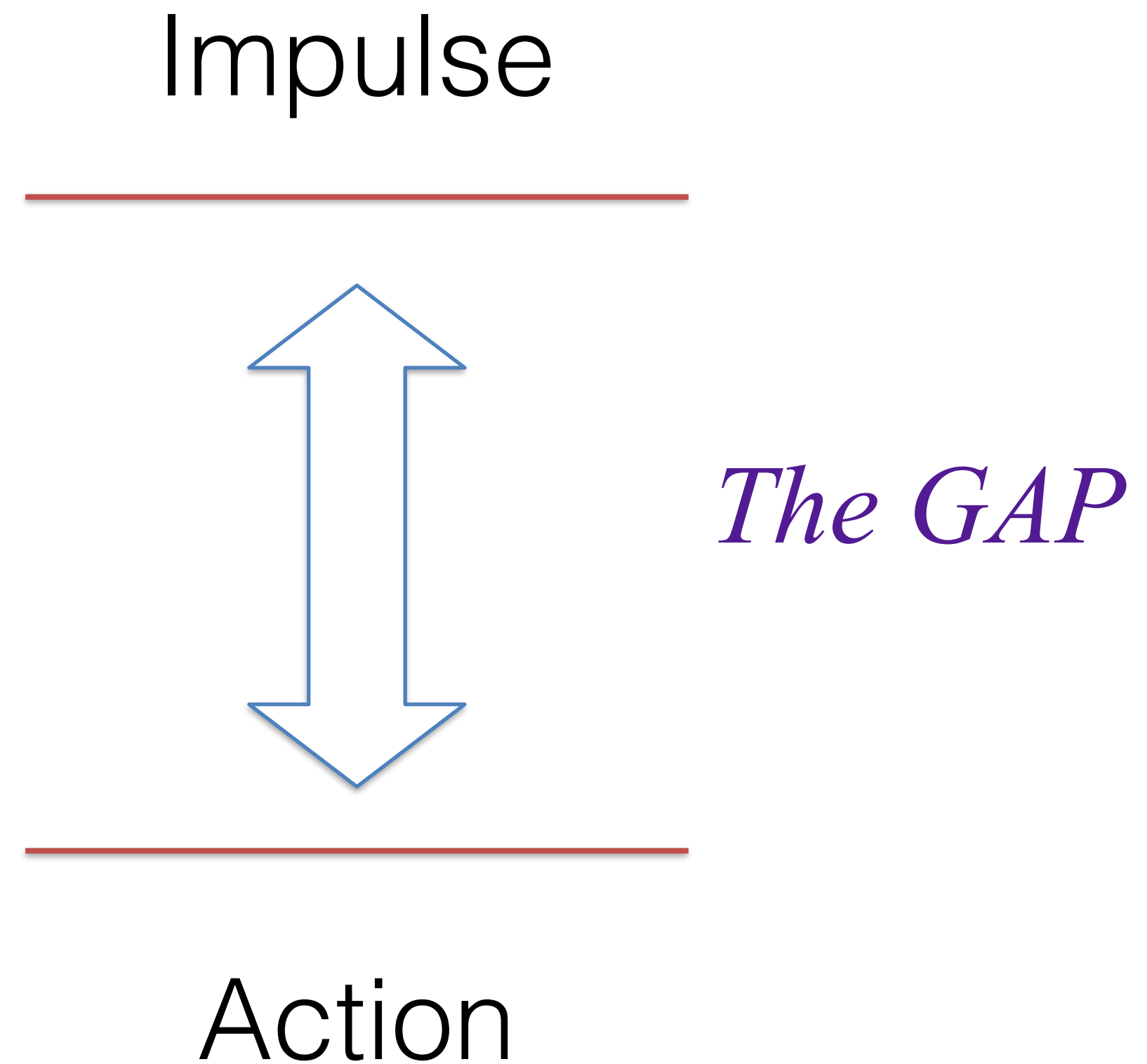
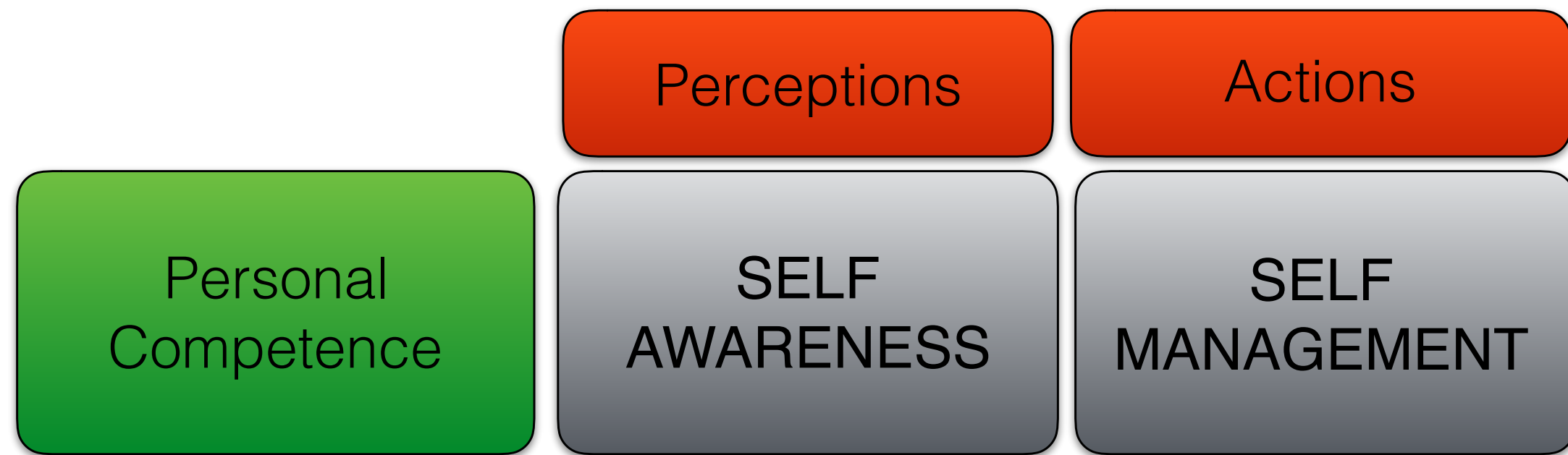
**3** Initiative

0 1 2 3 4 5 6 7 8 9 10

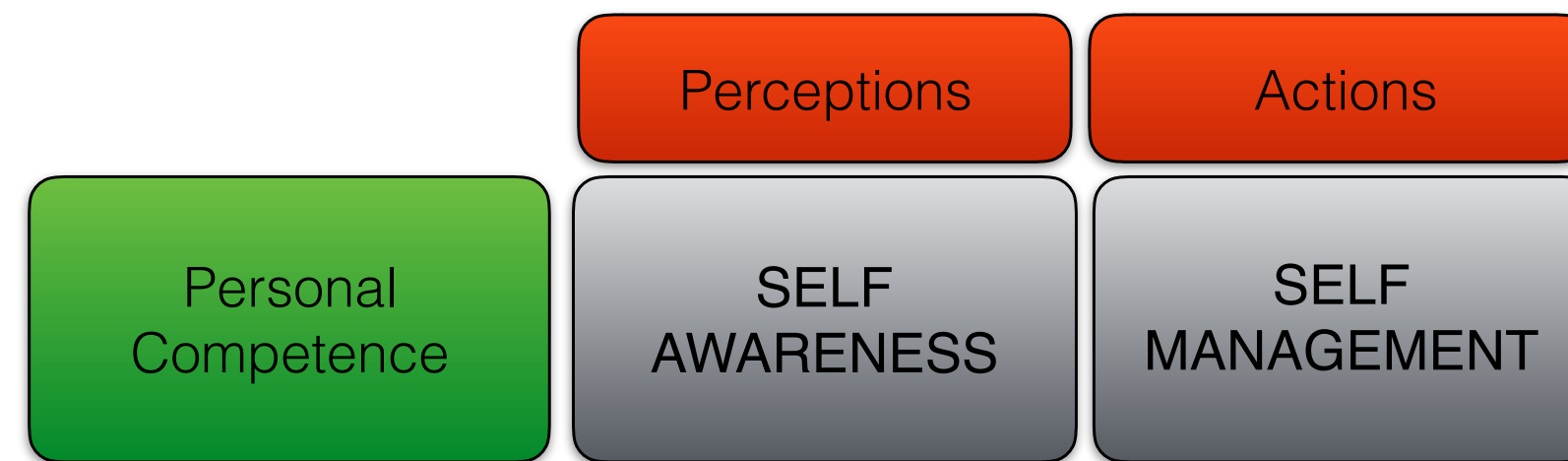
**4** Conscientiousness

0 1 2 3 4 5 6 7 8 9 10









- ✓ Identify button pushers
- ✓ Become aware of being 'sucked in'
- ✓ Take 'time out'
- ✓ Change perspectives (walk a mile in my shoes)
- ✓ Find a confidant
- ✓ Express pro-actively



<b>1</b>	Identify your “go to” emotion & examine the impact it has had over the years.
<b>2</b>	Commit to learning the emotional skills you least want to. Identify when where & how you will be better with them.
<b>3</b>	Learn to track “ <i>hijacking</i> ” emotions down to their source.

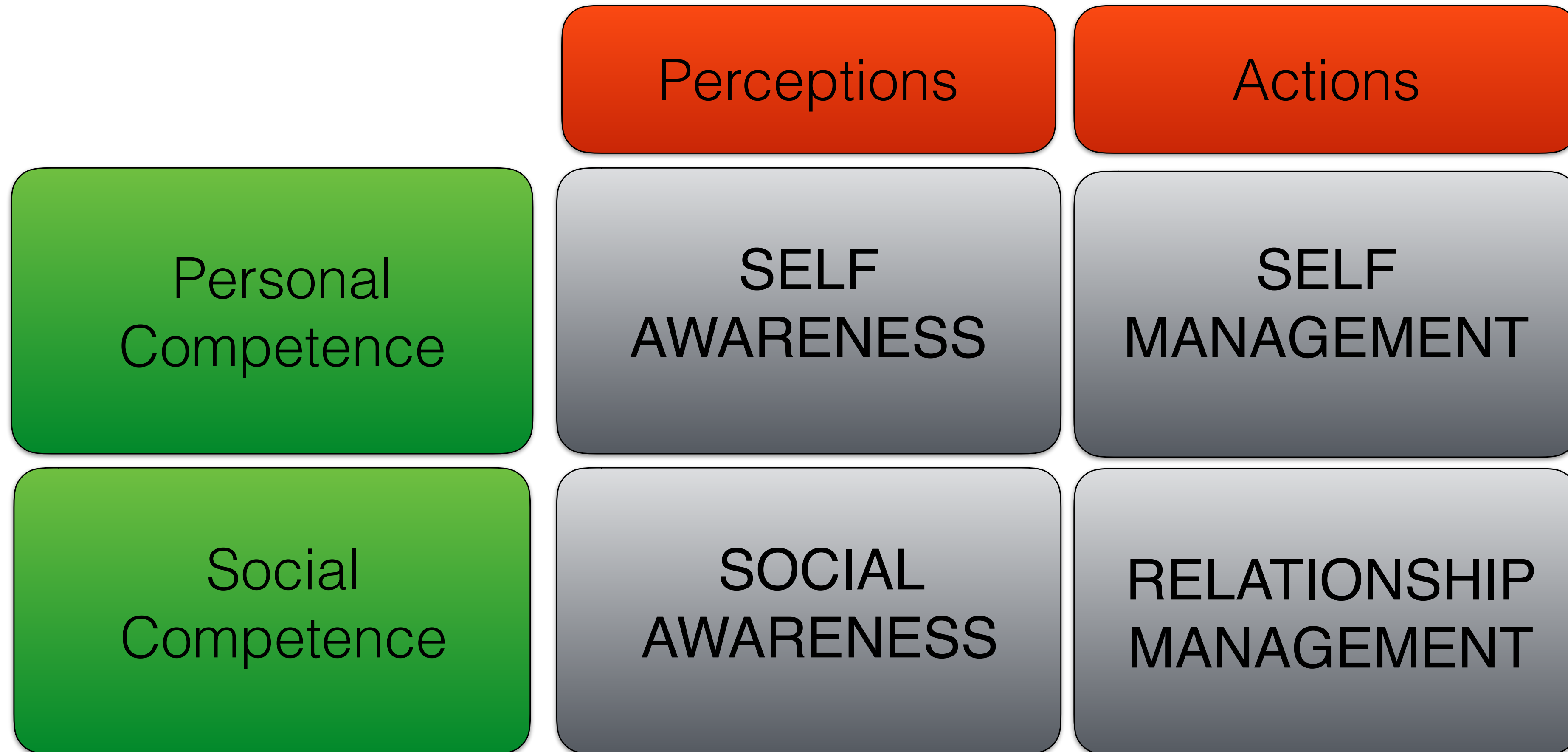
Part 2

# EMOTIONAL INTELLIGENCE

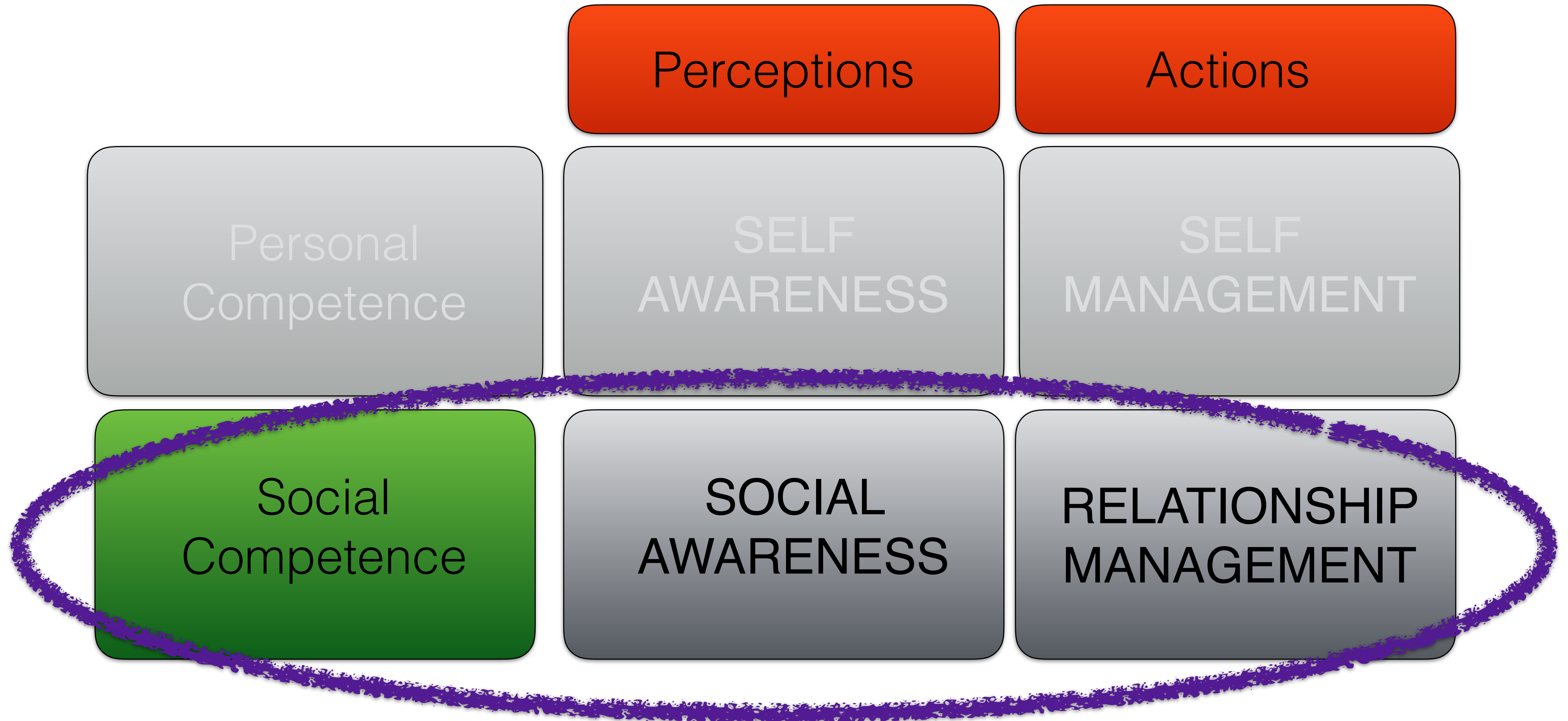
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# The 4 Quadrants of Emotional Intelligence



# The 4 Quadrants of Emotional Intelligence





# Social Awareness

## Third Level Skill

**1** Empathy

0 1 2 3 4 5 6 7 8 9 10

**2** Service Orientation

0 1 2 3 4 5 6 7 8 9 10

**3** Organisational Awareness

0 1 2 3 4 5 6 7 8 9 10

What I See

What I Do

Personal  
Competence

SELF  
AWARENESS

SELF  
MANAGEMENT

Social  
Competence

SOCIAL  
AWARENESS

# Strategies to Develop Social Awareness

- ✓ Closely observe and pay attention to other people. When you focus on others you start to notice things that you previously missed.
- ✓ Observe their facial expressions and listen to their tone & language, this will reveal much about their emotional state.

# Strategies to Develop Social Awareness

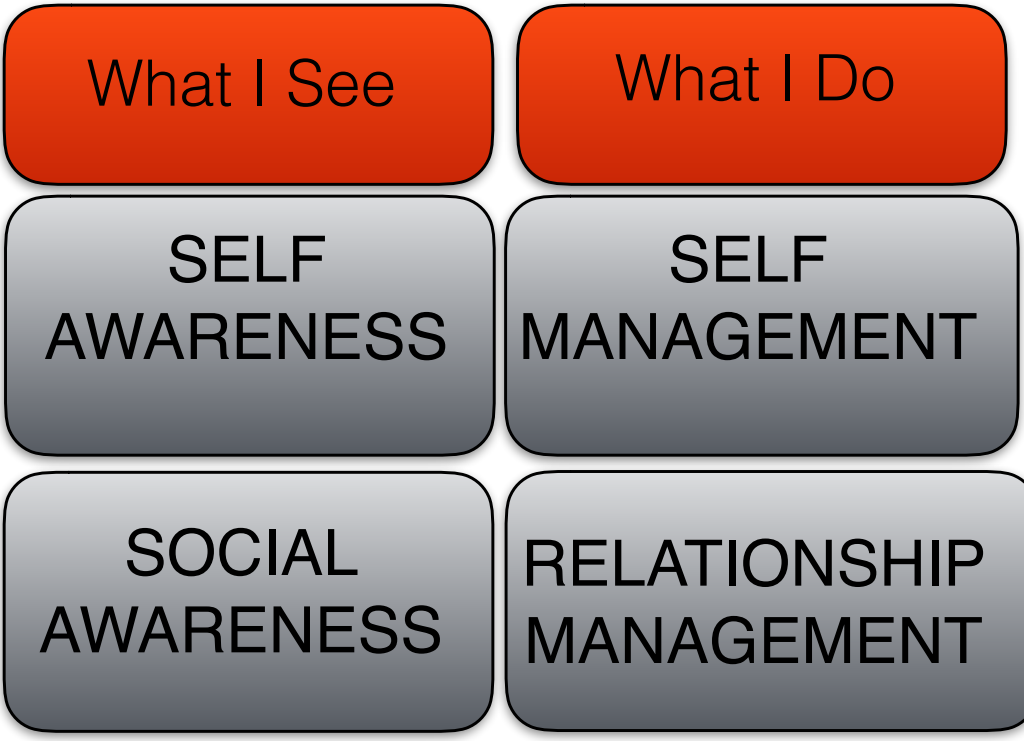
- ✓ Watch their actions and body language. People behave in strange ways at the best of times, but their movements and body position will reveal much to you.
- ✓ If you let someone know that you care and are interested in them, most likely you will improve your relationship with them.

# Strategies to Develop Social Awareness

- ✓ Acknowledge your observations to them and ask what is appropriate for them. When you tell a person that you've noticed a certain emotional state, if they trust you, they may open up and reveal more about the problem or situation
- ✓ Offer your support / assistance where appropriate.



# Relationship Management



## Highest Level Skill



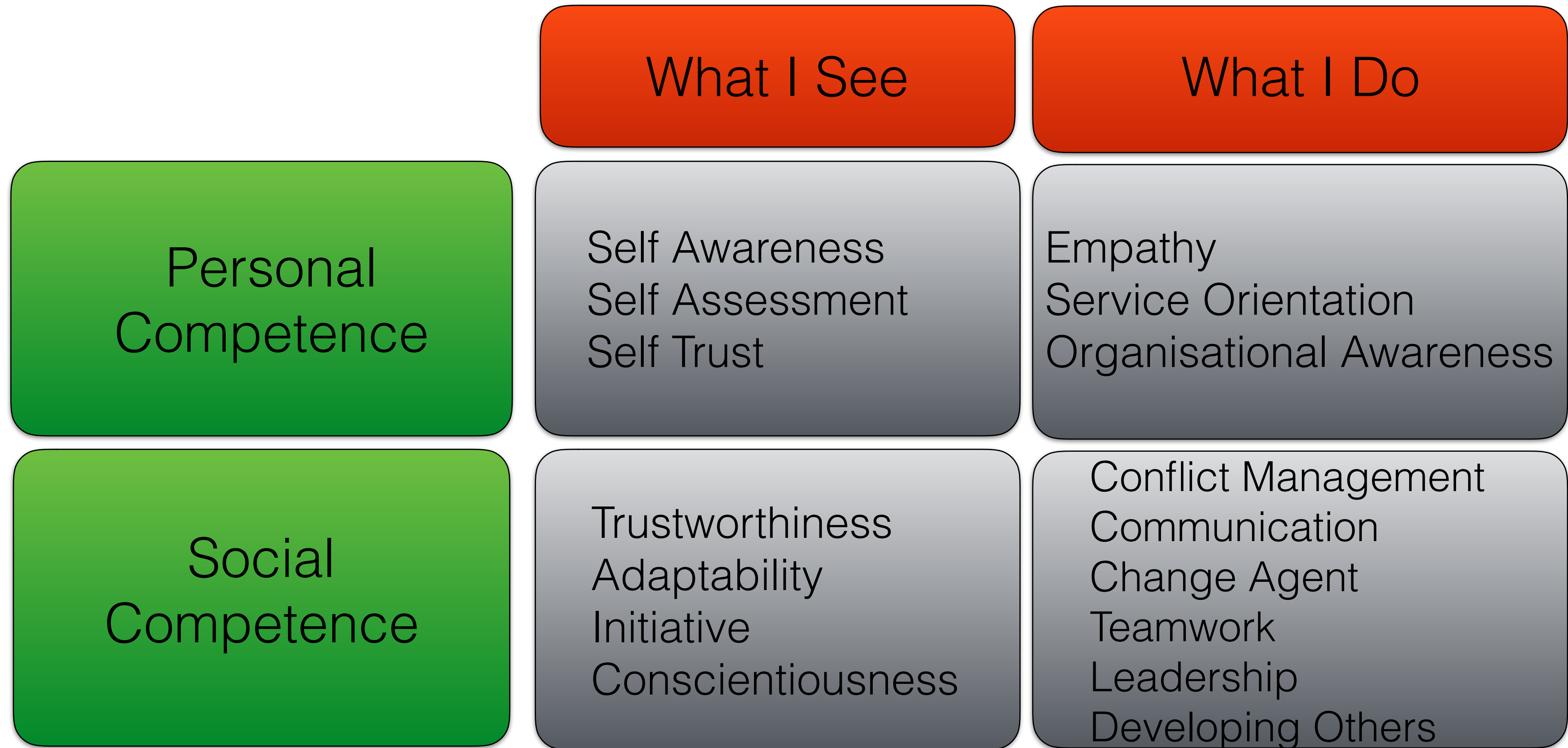
# Strategies to Develop Relationship Management

- ✓ When things seem to be getting off track, acknowledge the roadblocks as you see them and refocus the energies of the team.
- ✓ In a performance management setting, clearly state your agenda and purpose.
- ✓ When coaching someone or managing a performance issue, focus on their behaviour, don't criticise the person.

# Strategies to Develop Relationship Management

- ✓ When having meetings, be inclusive of everyone and acknowledge all contributions.
- ✓ When faced with difficulties, acknowledge the issue and agree a suitable outcome.

# The 4 Quadrants of Emotional Intelligence





# Assignments

<b>1</b>	Identify your lowest level skills in the 3rd Quadrant and decide what strategy you'll employ to increase your skills.
<b>2</b>	Identify your lowest level skills in the 4th Quadrant and decide what you'll do to get better at them.
<b>3</b>	Practice, practice, practice...