

EMOTIONAL INTELLIGENCE

*The Only Known Predictor
Of Future Success*



Emotional Intelligence

Traditional model of success in
the western world
(make it look good even if you have to prop it up)



My Story.

Study hard, you'll get good marks, which will get you a better job,
which means you'll be happy.

How was success measured then?

How do you measure it now?

How Do You Define Success?



'To live the lives we truly want and deserve, and not just the lives we settle for, we need a third measure of success that goes beyond the two metrics of money and power, and consists of four pillars: well-being, wisdom, wonder, and giving.'

'Your personal core values define who you are, and a company's core values ultimately define the company's character and brand,' Hsieh writes in '[Delivering Happiness](#),' his memoir about building Zappos.



'My definition of success?' he [asked himself on Virgin's blog](#). 'The more you're actively and practically engaged, the more successful you will feel.'

What Is Emotional Intelligence

When emotional intelligence first appeared in 1995, it served as the missing link in a peculiar finding...

People with average IQs outperform those with the highest IQs 70% of the time.

This anomaly threw a massive wrench into what many people had always assumed was the sole source of success - IQ.

Decades of research now point to emotional intelligence as the critical factor that sets star performers apart from the rest of the pack.

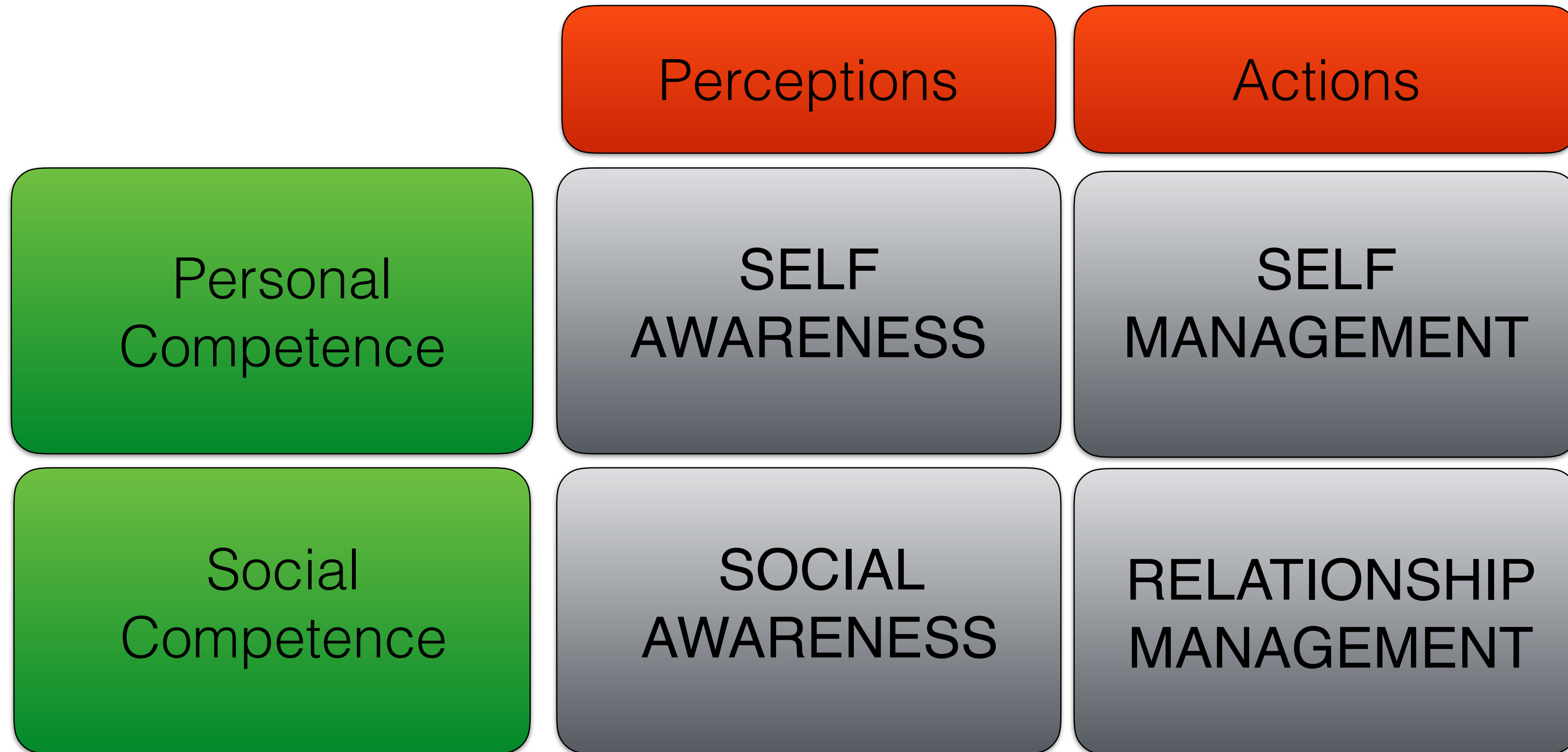
Emotional intelligence is the “**something**” in each of us that is a bit intangible.

It affects how we manage behaviour, **navigate social complexities**, and make personal decisions that achieve results.

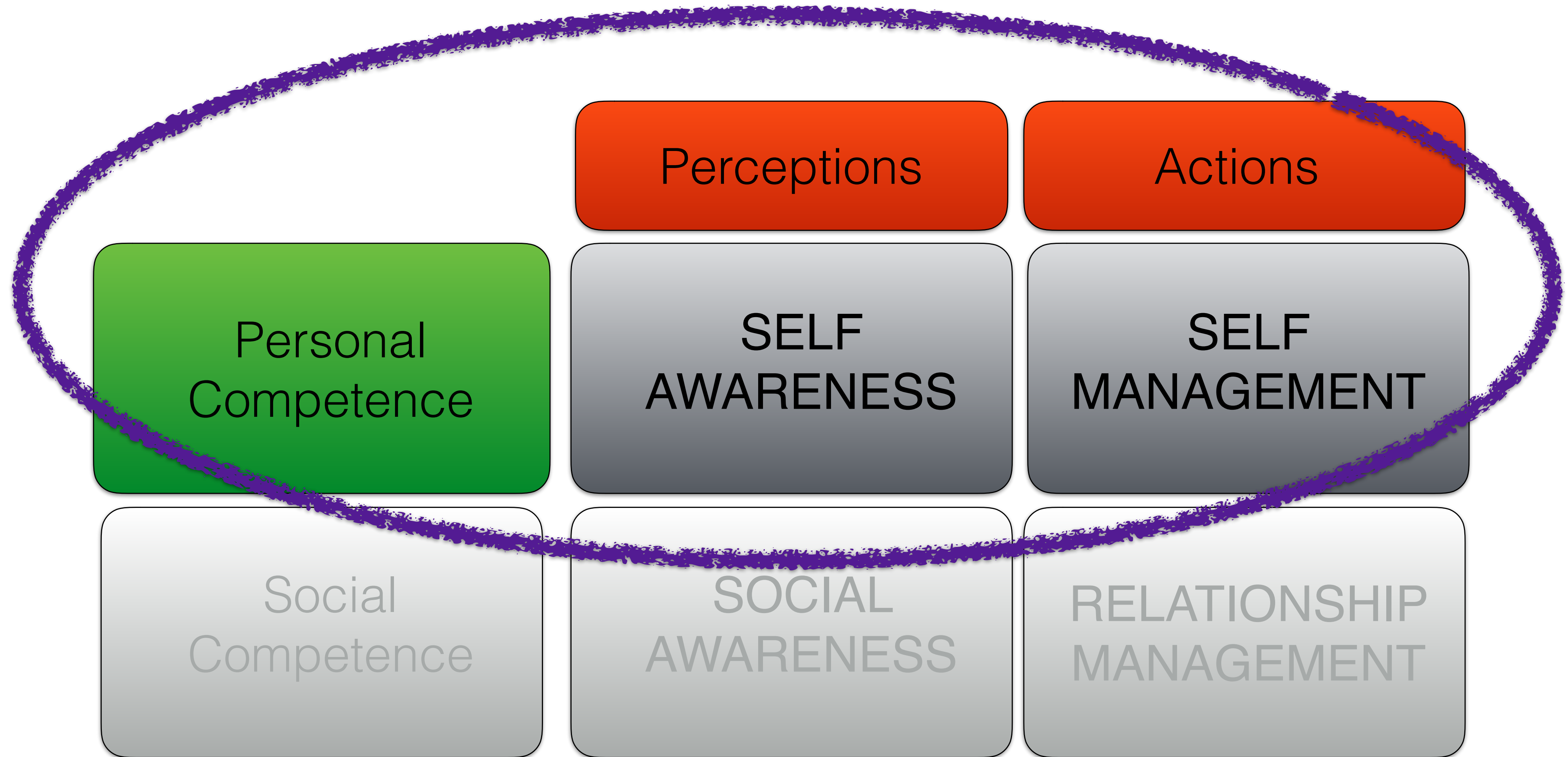
What Is Emotional Intelligence

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**.”

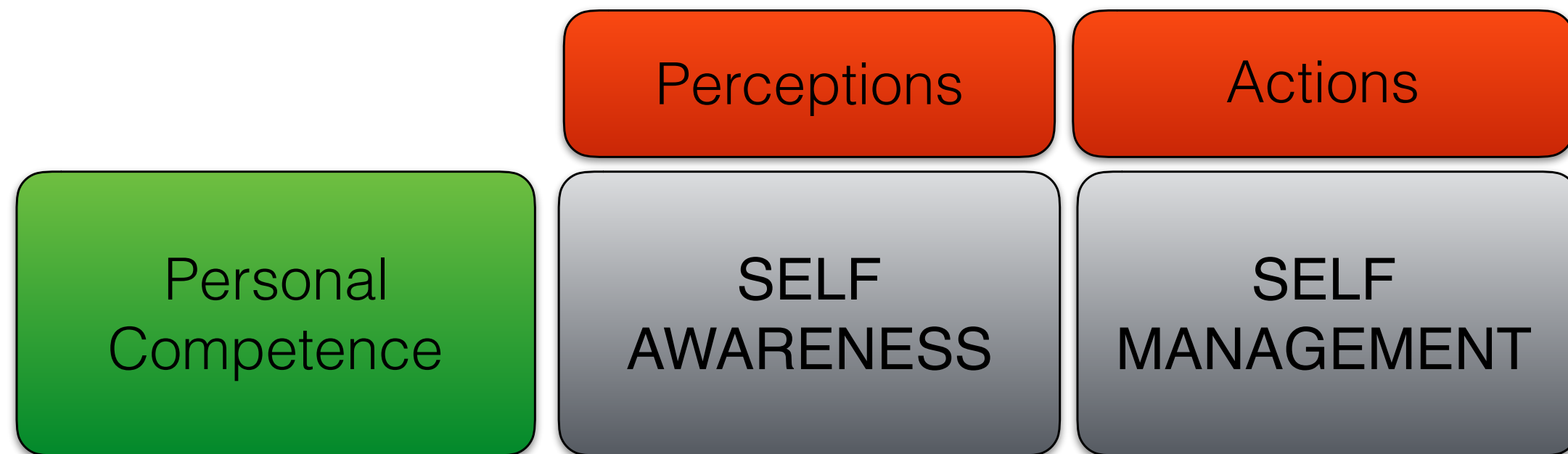
The 4 Quadrants of Emotional Intelligence



The 4 Quadrants of Emotional Intelligence



Foundation Skill



1 Emotional Self Awareness

0 1 2 3 4 5 6 7 8 9 10

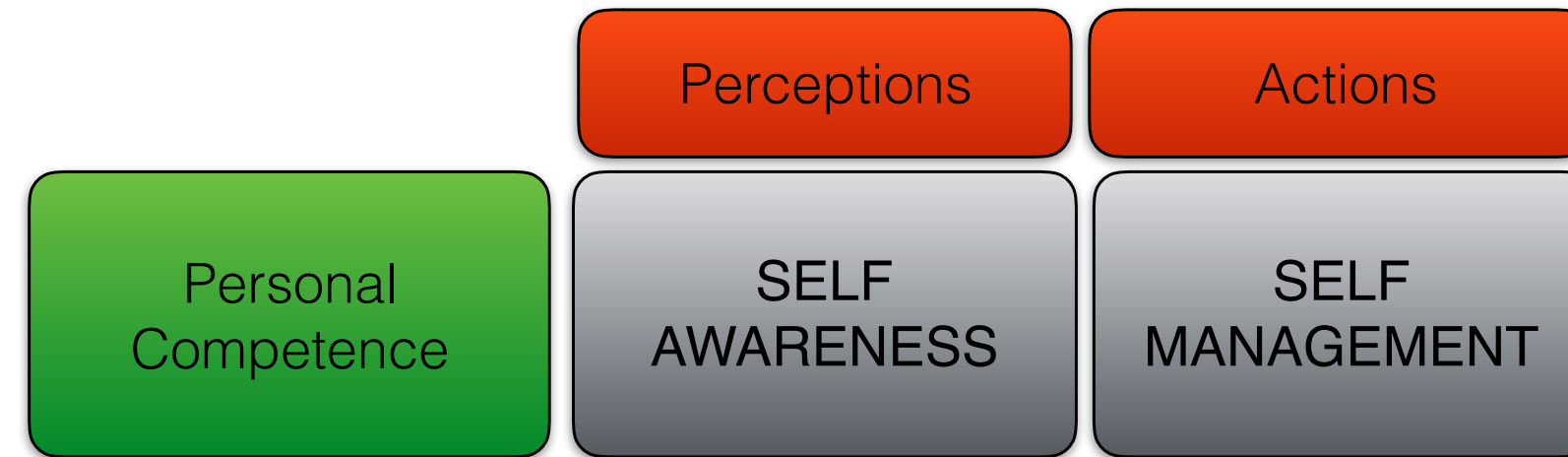
2 Accurate Self Assessment

0 1 2 3 4 5 6 7 8 9 10

3 Self Confidence/Trust

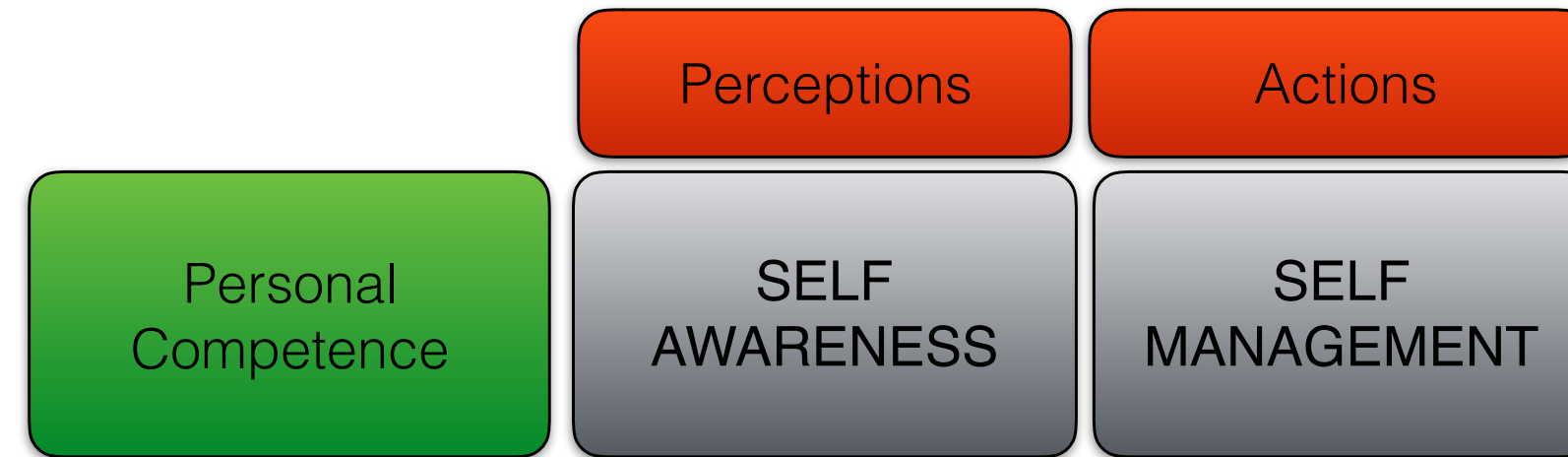
0 1 2 3 4 5 6 7 8 9 10

Strategies to Develop Self Awareness



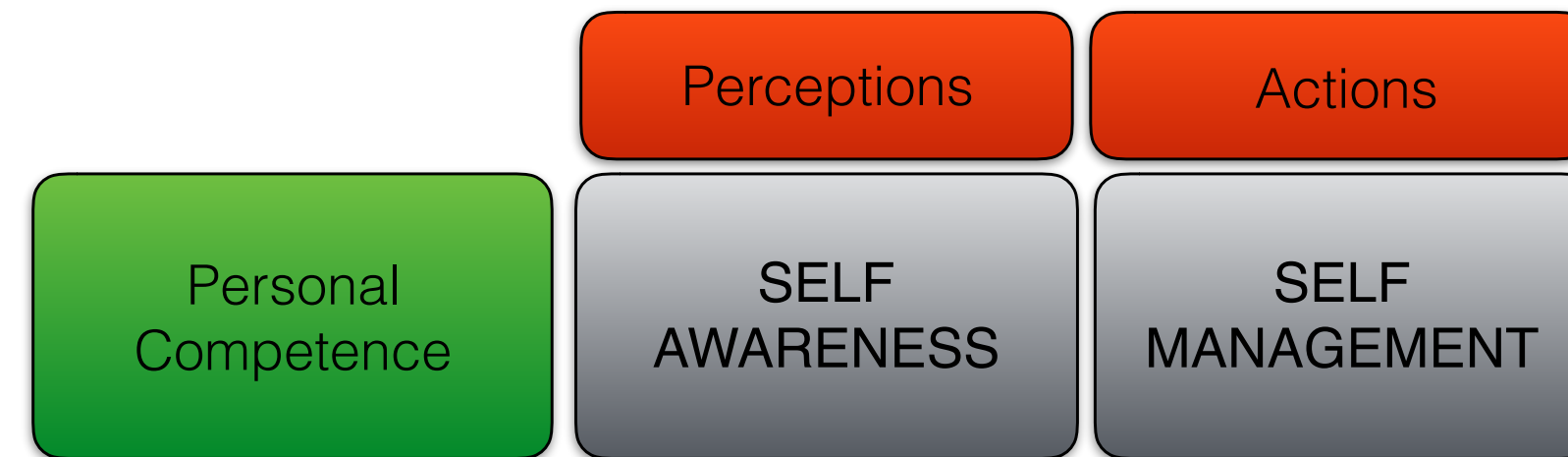
- ✓ Start listening to what you say to others, both the words you use and the tone of your voice.
- ✓ Constantly check in with your moods.
Just pausing to reflect on how you feel throughout the day can prevent many of the minor mishaps that result in distracted colleagues and decreased productivity.

Strategies to Develop Self Awareness



- ✓ Observe your own responses to situations and people.
Every time you have an interaction with someone, give some thought to the effectiveness of the interaction and how you could have improved it.
- ✓ Listen to what others say to you... about you. Most people are too busy thinking about what they are going to say next to truly listen to what others tell them.

Strategies to Develop Self Awareness



- ✓ Learn to tell people what is happening in your life.
If you need some space, make others aware of your needs...
.....you'll be amazed at how accommodating they are
and how they respond to you.

Second Level Skill

1 Trustworthiness

0 1 2 3 4 5 6 7 8 9 10

2 Adaptability

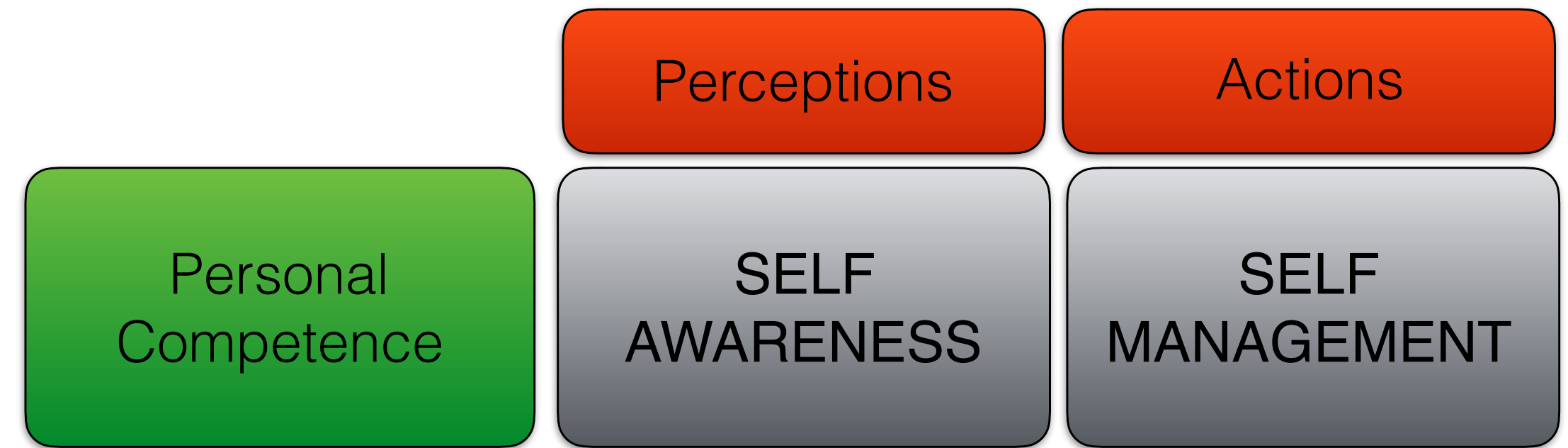
0 1 2 3 4 5 6 7 8 9 10

3 Initiative

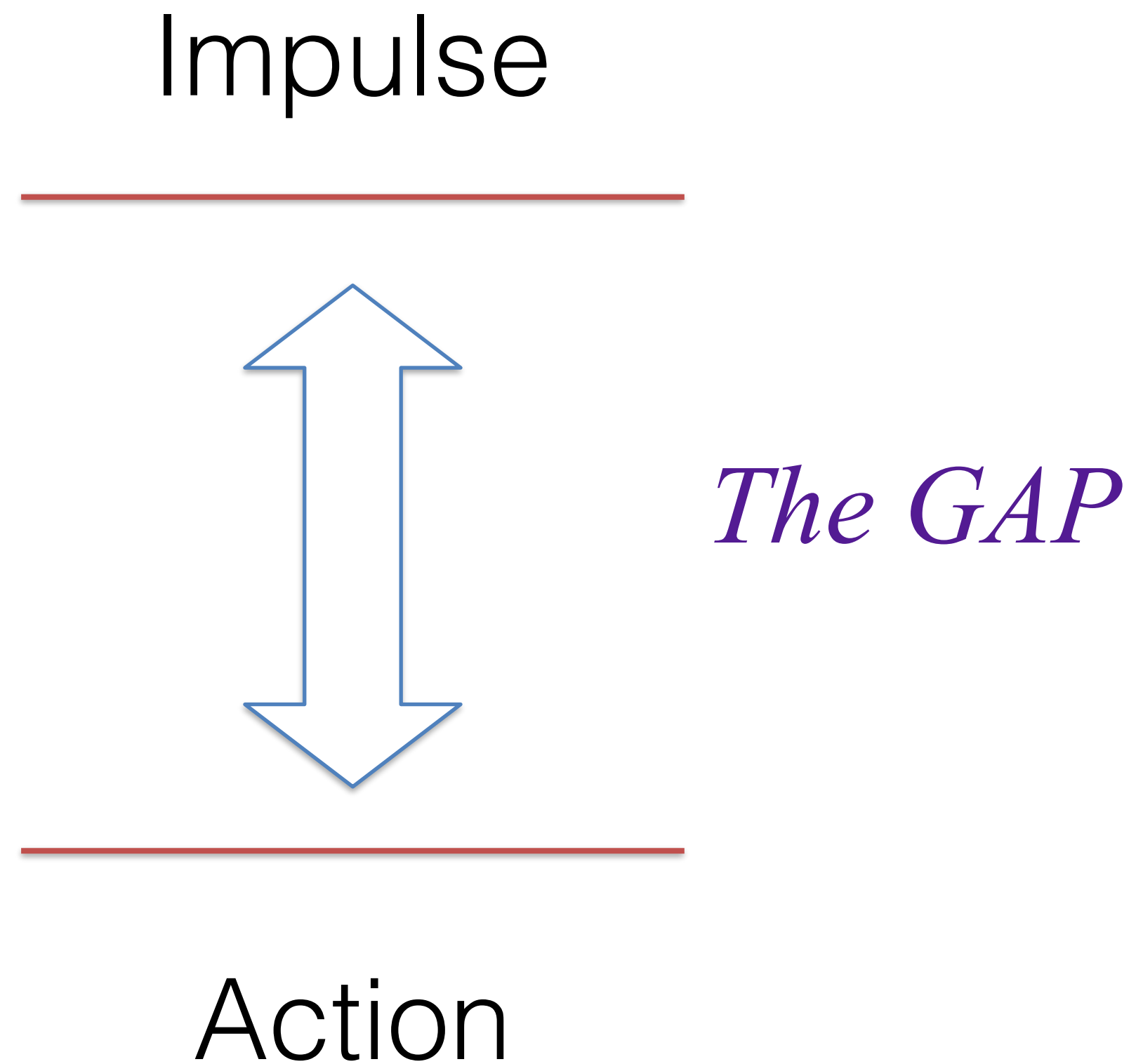
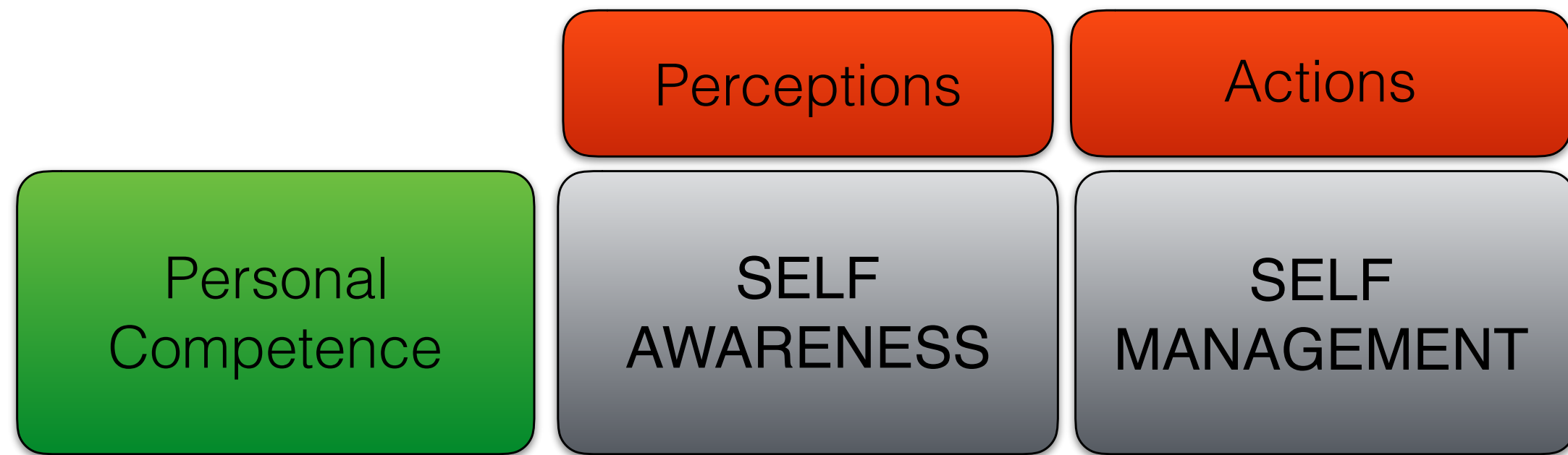
0 1 2 3 4 5 6 7 8 9 10

4 Conscientiousness

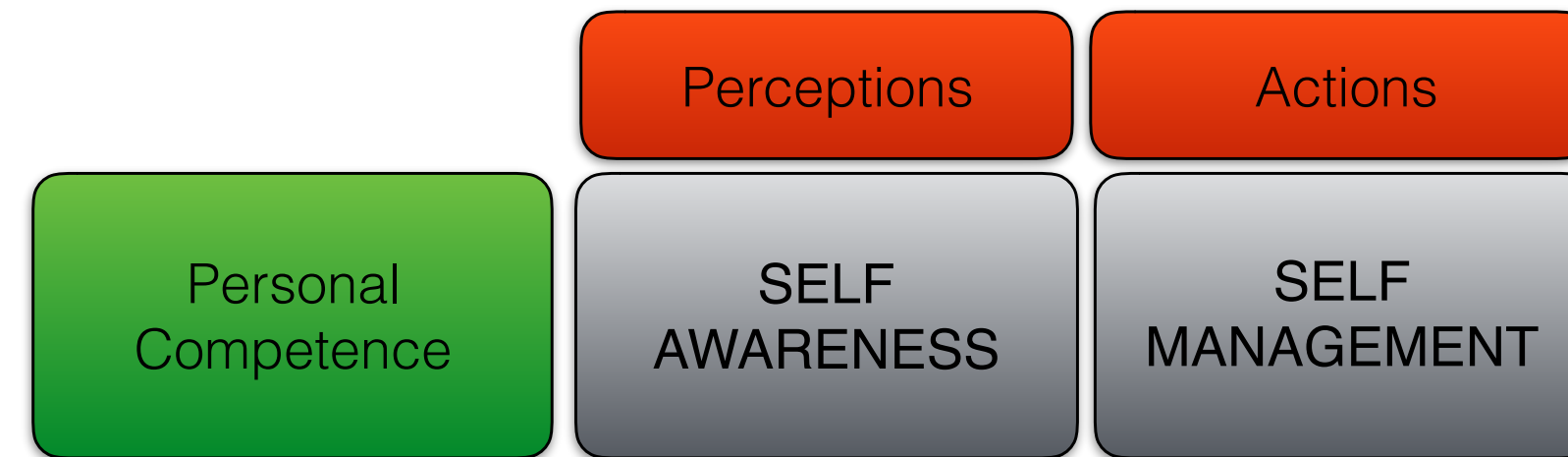
0 1 2 3 4 5 6 7 8 9 10



Strategies to Develop Self Management



Strategies to Develop Self Management



- ✓ 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

Assignments

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