

EMOTIONAL INTELLIGENCE AT WORK



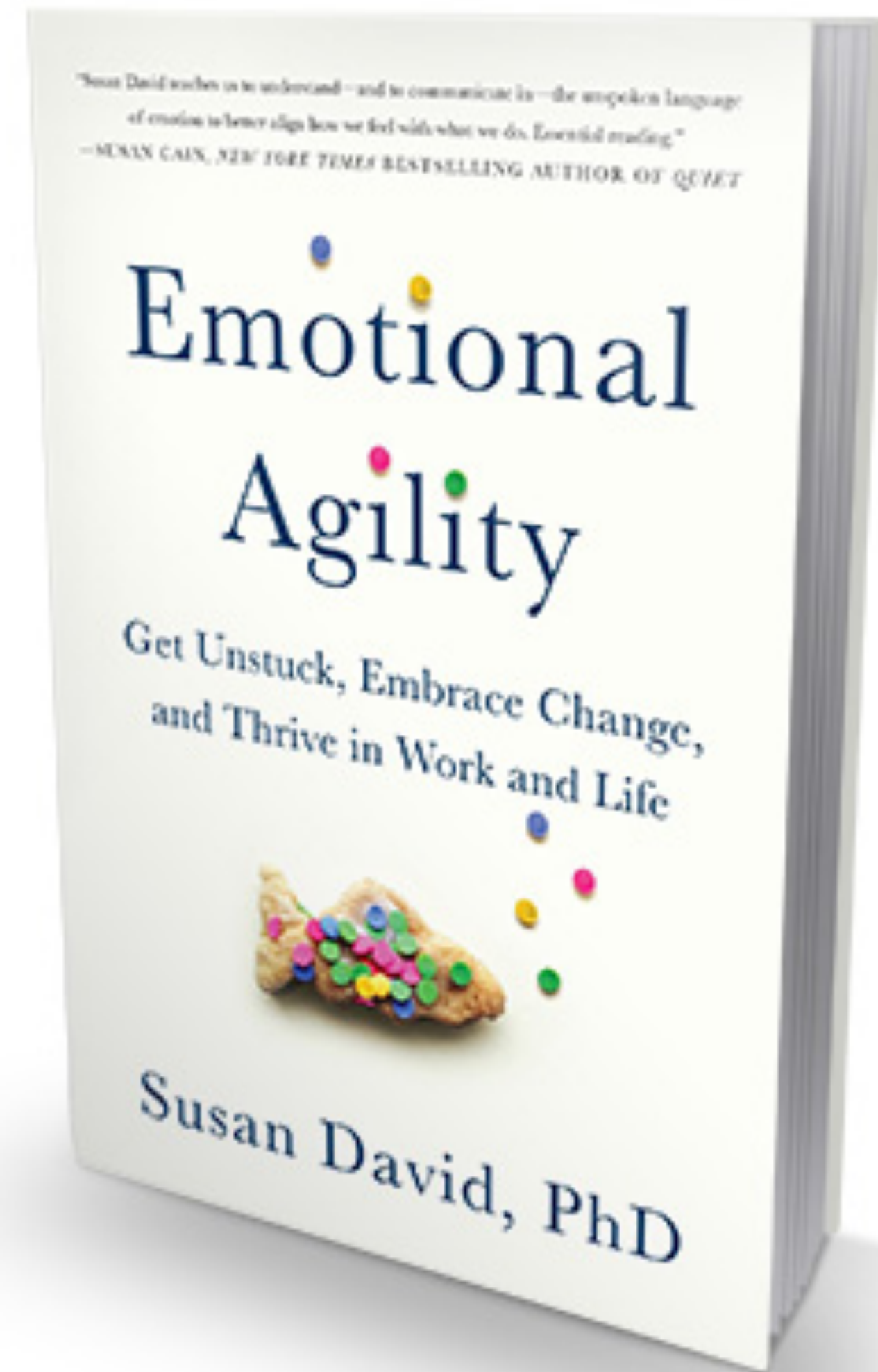
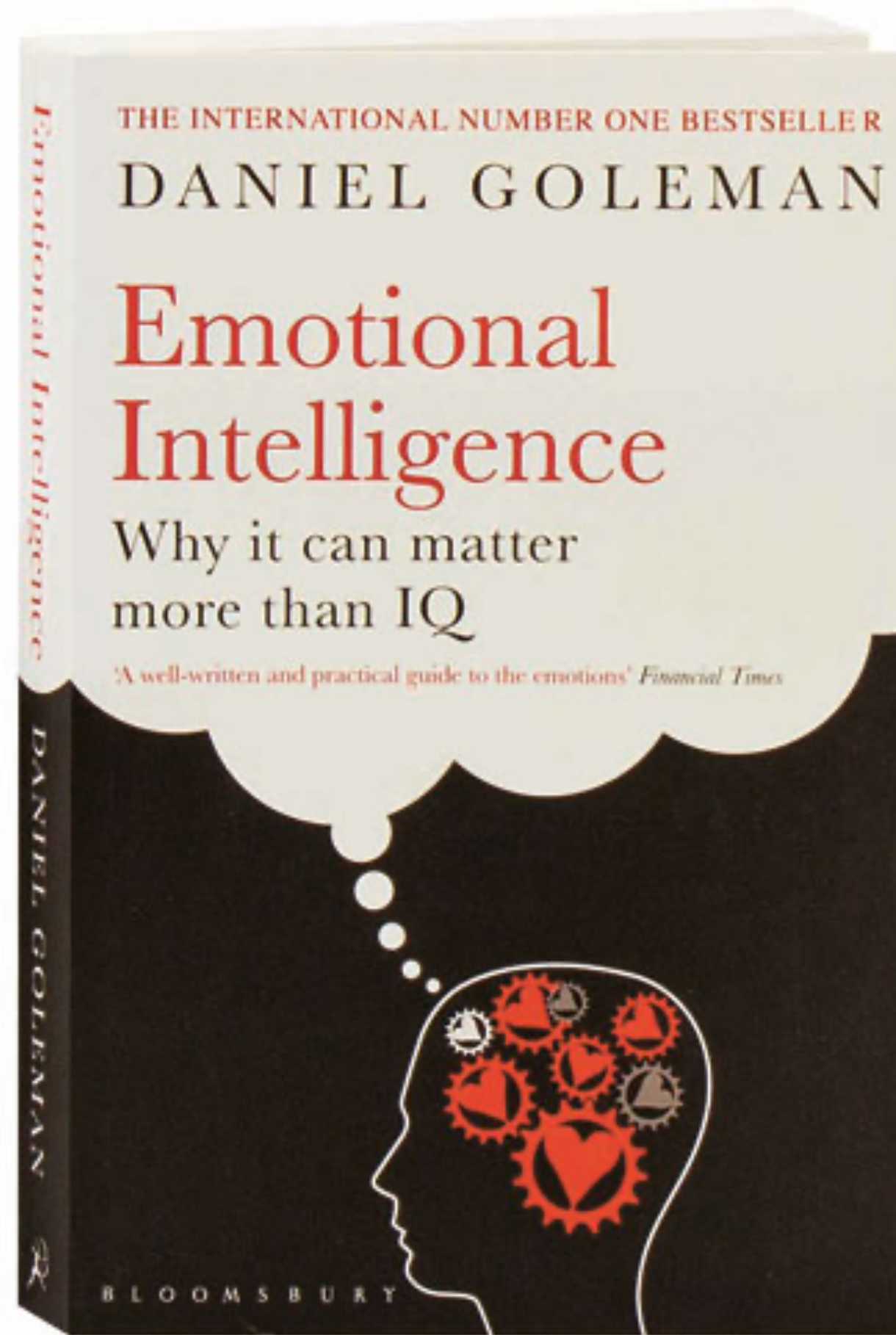
Many a workplace irreparably damages the very people who contribute the most to it because it fails to recognise their human needs.



The Iceberg Of Happiness

IQ

EQ



	WHAT I SEE	WHAT I DO
PERSONAL COMPETENCE	Self Awareness	Self Management
SOCIAL COMPETENCE	Social Awareness	Relationship Management

1	Self Awareness	50%
2	Self Management	25%
3	Social Awareness	12%
4	Relationship Management	6%

This is the same group who make life work to the extent that they get everything they want.

Why Is EQ Important In The Work Place?

- Proven stress reducer,
- Enhances teamwork and co-operation,
- Increases individual & team performance,
- Lifts job satisfaction,
- Creates healthy environment,
- Decreases staff burnout.

Self Awareness

Know your story and how it affects you.

Make peace with your past.

Know your beliefs, your emotions and your behaviour patterns.

Know your relationship patterns.

Self Awareness	Self Management
Know your story and how it affects you.	Develop skills for breathing & relaxation.
Make peace with your past.	Learn positive self affirming beliefs.
Know your beliefs, your emotions and your behaviour patterns.	Develop self soothing and self motivation skills.
Know your relationship patterns.	Maintain good physical health.

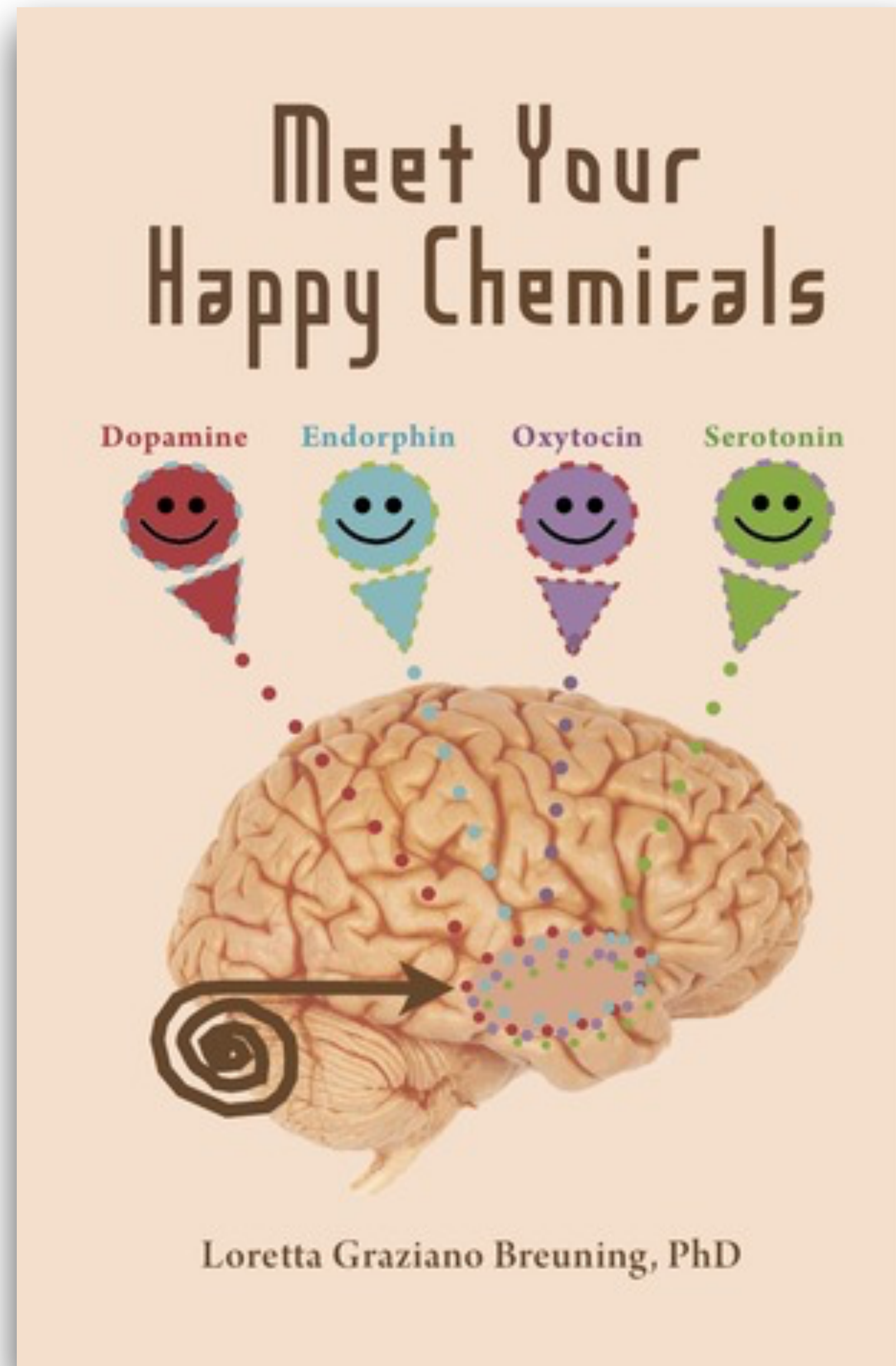
Self Awareness	Self Management	Social Awareness
Know your story and how it affects you.	Develop skills for breathing & relaxation.	Understand non verbal communication.
Make peace with your past.	Learn positive self affirming beliefs.	Develop a positive view of others.
Know your beliefs, your emotions and your behaviour patterns.	Develop self soothing and self motivation skills.	Understand the basic emotional needs.
Know your relationship patterns.	Maintain good physical health.	Read peoples "games" Use personal integrity.

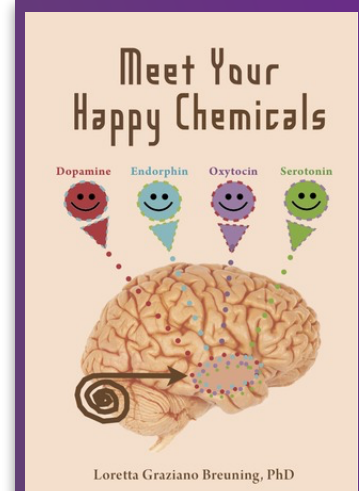
Self Awareness	Self Management	Social Awareness	Relationship Management
Know your story and how it affects you.	Develop skills for breathing & relaxation.	Understand non verbal communication.	Develop skills for reflective listening and empathy.
Make peace with your past.	Learn positive self affirming beliefs.	Develop a positive view of others.	Develop skills for assertive communication.
Know your beliefs, your emotions and your behaviour patterns.	Develop self soothing and self motivation skills.	Understand the basic emotional needs.	Learn conflict resolution skills.
Know your relationship patterns.	Maintain good physical health.	Read peoples "games" use personal integrity.	Learn skills for support and affirmation of others.

EQ SKILL 1:

SELF

AWAWARENESS





SELF AWARENESS

<p>Dopamine</p>	<p>The joy of finding what you seek, discovery, windfall, everything is well with the world...</p>	<p>Released during pleasurable situations.</p>	<p>Motivate us to take action and achieve goals and desires.</p>
<p>Endorphin(s)</p>	<p>Euphoria The oblivion that masks pain, loss, grief, agony...</p>	<p>Released during & after intense exercise.</p>	<p>Alleviate anxiety and depression.</p>
<p>Oxytocin</p>	<p>The safety of social bonds, approval, acceptance, love expressed...</p>	<p>Released during sex, childbirth, lactation, social acceptance, winning, goal achievement, realisation of meaningful targets.</p>	<p>Help us create meaningful relationships.</p>
<p>Serotonin</p>	<p>The security of social acceptance... Mood stabiliser.</p>	<p>More sensitive to diet than the other 3.</p>	<p>Balances moods. Keeps feelings in check.</p>

How To Improve Self Awareness

- Practice noticing how you feel throughout the day and the source of your emotions,
- Recognise that emotions are fleeting,
- Avoid allowing emotions to be the basis of communication, or decision making,
- Consider how negative emotions may impact your boss, coworkers or clients,
- Consider ways of managing your emotions on the job so you don't have knee-jerk reactions or make off-putting comments.

EQ SKILL 2:

SELF

MANAGEMENT

Who is in charge?

The thinker or
the thought?

There is no such thing as a good or a bad emotion.

There are only good and bad reactions to your emotions.

Proven Hacks To Amp Up The Happy Chemicals

GET OR GIVE A HUG: Releases Oxytocin the bonding hormone which calms down the amygdala the fear alarm & just makes you feel warm and fuzzy.

REDUCE STRESS: Stress releases cortisol which destroys serotonin.

PUT YOUR FEELINGS ON PAPER: Linguistic processing of emotions produces less amygdala activity, helping you to feel less distressed.

EXERCISE: Triggers the release on all 4 neurotransmitters. One study revealed that the greatest benefit came to those who trained intensely - until exhaustion.

Proven Hacks To Amp Up The Happy Chemicals

SPLASH COLD WATER ON YOUR FACE: Doing this will slow down your heart rate by indirectly stimulating your vagus nerve, which regulates a variety of vital bodily functions including your heartbeat and the muscles used to breathe. The vagus nerve also controls the chemical levels in your digestive system, which greatly affect mood and health.

SMILE: Your face doesn't just display emotion – it also creates it. Your face isn't simply a billboard for your internal feelings, it's an equal partner in the emotional process.

LAUGH: Laughing works for the same reasons smiling does. There's not much difference in your brain between fake and genuine laughter.

Proven Hacks To Amp Up The Happy Chemicals

PAT THE DOG: Just stroking your pet can increase the oxytocin, endorphins, and dopamine in your brain. Having a pet can reduce depression, encourage healthier habits, and increase feelings of connectedness.

SQUARE BREATHING: Taking long deep breathes into your stomach slows your heart rate and activates the calm, parasympathetic nervous system.

CHECK GUT HEALTH: Probiotics and probiotics are showing the potential to help lessen anxiety and depression.

BE AROUND OTHER PEOPLE: Social interaction causes your brain to secrete oxytocin that supports the serotonin system, giving you get the benefits of both feel good chemicals.

Example:

SITUATION:

An oral presentation at work.

THOUGHTS:

You might tell yourself that you are going to make a mistake and people will laugh.

FEELINGS:

Feelings of embarrassment.

PHYSICALLY:

Sweaty, heart racing, breathing shallow, shaky, blushing (more worried about people noticing?).

BEHAVIOUR:

Reading straight from your notes rather than looking at the audience.

PERFORMANCE:

Your performance may then be affected because you aren't engaging with the audience.

Example:

WHAT TO DO IN THE MOMENT

you need to create space so you can choose your reaction.

STOP:

Pause for 6 seconds.

TAKE A BREATH:

Take one slow calm breath.

OBSERVE:

What am I thinking?

What am I reacting to?

What am I feeling in my body?

PULL BACK:

Put in some perspective. See the bigger picture. Is this fact or opinion?

MOVE FORWARD:

What's the best thing to do for me, for others, for the situation?

How To Improve Self Regulation

- Practice waiting before responding,
- Avoid office drama, conflict, gossip, or politics - remind yourself that these concepts undermine integrity,
- Accept uncertainty, frustrations and disappointments as part of the deal,
- Replace complaining with brainstorming for solutions,
- Find ways to release pent up emotions outside work... gym, hobbies, meditation, talking with mentor or coach.

EQ SKILL 3:

SOCIAL AWARENESS

LOW EQ

HIGH EQ

ENERGY

Aggressive
Demanding
Egotistical
Bossy
Confrontational



Assertive
Ambitious
Driving
Strong Willed
Decisive

ATTITUDE

Easily Distracted
Glib
Selfish
Poor Listener
Impulsive



Warm
Enthusiastic
Sociable
Charming
Persuasive

EMOTIONS

Resistant to Change
Passive
Un-responsive
Slow
Stubborn



Patient
Stable
Predictable
Consistent
Good Listener

THINKING

Critical
Picky
Fussy
Hard to Please
Perfectionistic



Detailed
Careful
Meticulous
Systematic
Neat

How To Be More Empathetic

- Practice seeing things from the other persons point of view (*walk a mile in their shoes*),
- Validate the others persons opinion,
- Suspect your own motives as skewed towards self interest,
- Practice active listening,
- Give honest but compassionate feedback,
- Be the example of compassion and understanding,
- Recognise that people are most often doing their best.

EQ SKILL 4:

SOCIAL MANAGEMENT

Social Management Skills

- Cultivate selflessness, curiosity and gratitude.
- Be obsessively interested in other people.
- Ask directly for what you want.
- Pay complete undivided attention to people.
- Turn up early.
- Find out who you can help.
- Treat people with respect before they earn it.

How To Improve Your Social Skills

- Recognise 'social' is 99% communication and commit to improving your active listening and responding,
- Meet people where "they are at",
- Commit to not interrupting,
- Talk only to the person relevant,
- Think (long and hard?) before you speak,
- Ask "Is there more you can tell me about that?",
- Smile with your eyes - appreciate people for who they are intrinsically.

The Formula: Emotional Intelligence At Work

- Get unhooked from your story.
- Recognise your patterns.
- Label your thoughts & emotions.
- Accept your feelings but not as a basis for action.
- Live and act according to your values.
- Seek to a better communicator.
- Constantly reflect on your performance.
- Seek to improve incrementally.

Assignments

1	Estimate your score out of ten in each of the 4 Skills.
2	Commit to learning what you need to - to raise your lowest score to a more satisfactory level.
3	Determine what changes you need to make to reflect your improved skills from (2) above.