

EMOTIONAL INTELLIGENCE
IN THE WORKPLACE

TRAINING AND CERTIFICATION

PRESENTED BY:

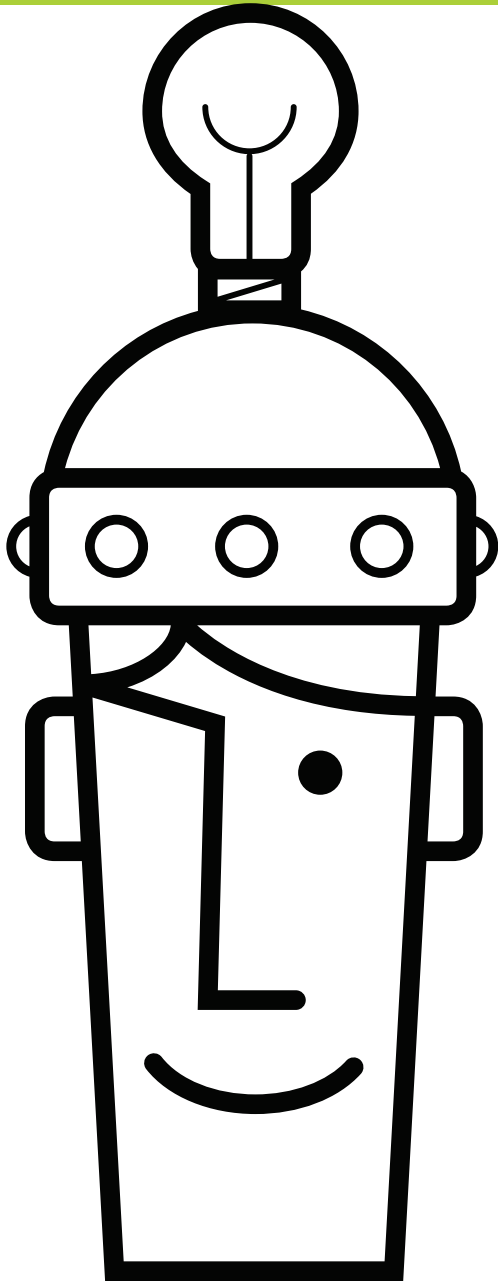
Jennifer Zamecki



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What is EQ?



- Why EQ?
- What is Emotional Intelligence?
- How does EQ work?
- How is EQ used in the workplace?

Knowledge is Power

Traditional Focus



Change and the Global workplace

- Lack of Consistency
- Speed of Change
- Increased Uncertainty

EQ improves predictions of how people will react in different situations.

“Emotional Intelligence is the ability to sense, understand and effectively apply the power and acumen of emotions to facilitate high levels of collaboration and productivity.”

-Cooper

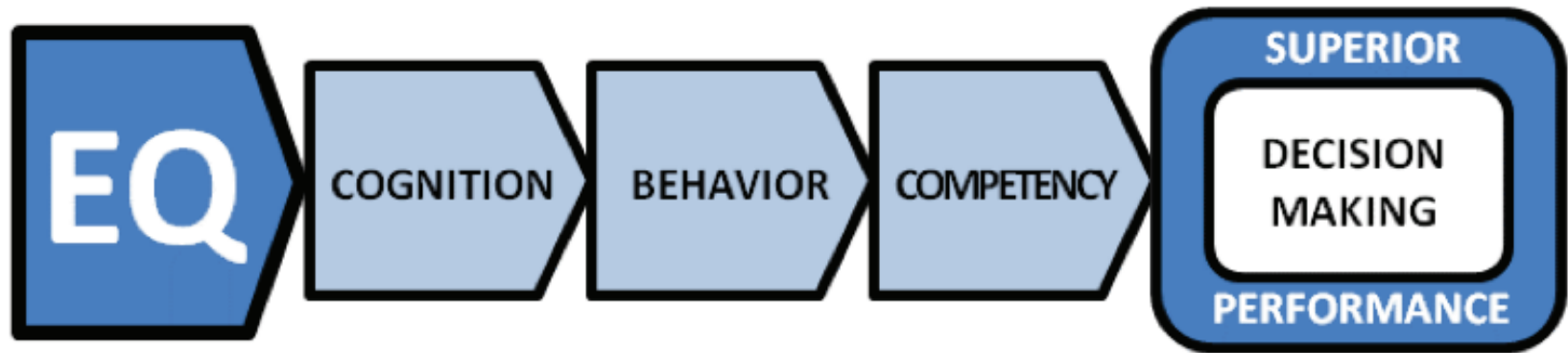


It turns out that a scientist can see the future by watching four-year-olds interact with a marshmallow.

The Marshmallow Temptation



Physiological Response & The Decision Making Process



Emotional Intelligence is the ability to sense, understand and effectively apply the power and acumen of emotions to facilitate high levels of collaboration and productivity. (Cooper)

Take YOUR Emotional Temperature



Take your
emotional
temperature
as you view
the images.



Seven Basic Emotions

1. _____



2. _____



3. _____



4. _____



5. _____



6. _____



7. _____

















Seven Basic Emotions

1. Fear



2. Envy



3. Hate



4. Anger



5. Love



6. Sadness



7. Joy

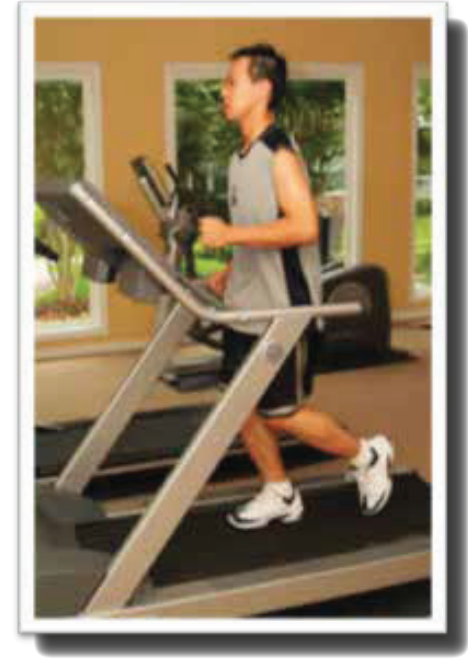
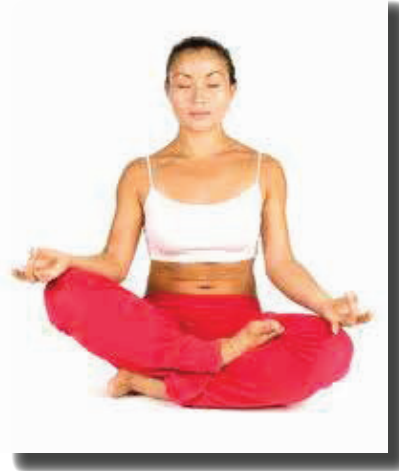


EXPLORING THE RANGE OF EMOTIONS

Excerpted and adapted from Emotional Intelligence 2.0

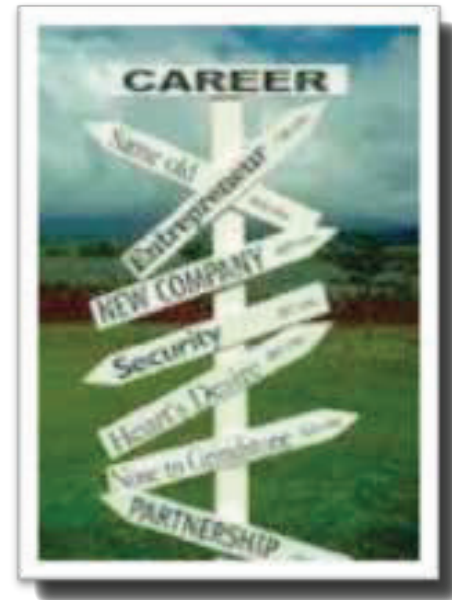
INTENSITY OF FEELINGS	FEAR	ENVY	HATE	ANGER	LOVE	SADNESS	JOY
HIGH	terrified horrified scared stiff petrified fearful panicky shocked alarmed	maliciousness evil eye green-eyed monster coveting prejudice	loathing venom repugnance repulsion horror revenge disgust	furious enraged outraged aggravated irate seething hostile	forever passion appreciation respect yearning enchantment worship zeal	depressed devastated alone hurt dejected hopeless sorrowful crushed miserable	elated excited overjoyed thrilled exuberant ecstatic fired up delighted inspired carefree
MEDIUM	scared frightened threatened insecure uneasy anxious concerned distrustful apprehensive	rivalry backbiting grudge resentment jealousy ill will	scorn nasty look ill will animosity resentment grievance abhorrence	upset mad annoyed frustrated agitated hot disgusted offended	caring affection fondness infatuation tenderness regard soft spot	heartbroken low gloomy distressed regretful melancholy somber left out disregarded	cheerful up good relieved satisfied content optimistic grateful
LOW	preoccupied nervous worried timid unsure vulnerable cautious hesitant	spite opposition	dislike trouble antagonism aversion gripe objection irritant bother	perturbed uptight dismayed put out irritated touchy grumpy	warm likeness enjoyment friendship involvement	unhappy moody blue repressed wistful bad dissatisfied disappointed	glad warm touched pleasant fine mellow pleased

How does it affect you?



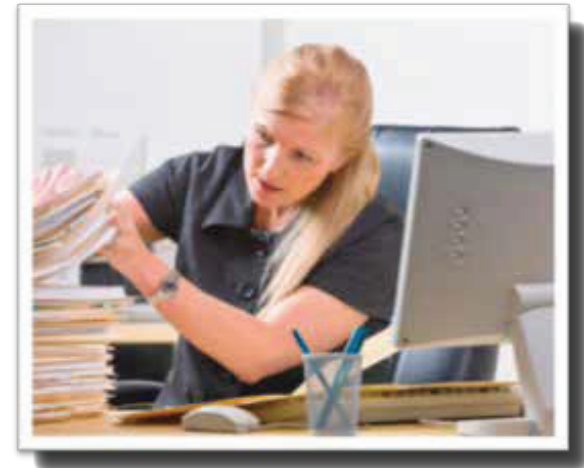
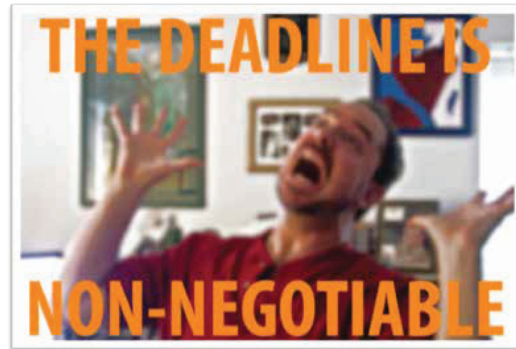
The Effects on Everyday Life

- Sports
- **Change**
- Business



The Effects on Everyday Life

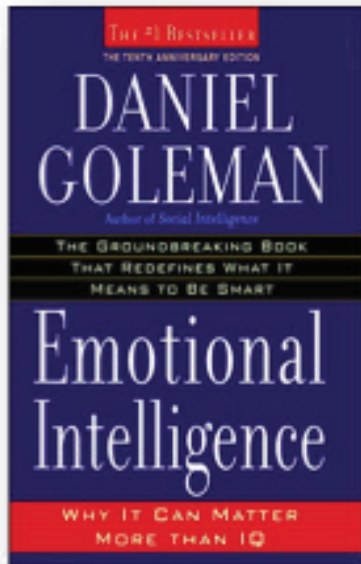
- Sports
- Change
- **Business**





90%

of the difference between star performers and average performers in senior leadership positions is EQ.



TIME WARNER & TURNER: THE INSIDE STORY

TIME

WHAT'S YOUR

EQ?

It's not your IQ. It's not even a number. But emotional intelligence may be the best predictor of success in life, redefining what it means to be smart.



42

“I was so angry I could not think straight”

“Here is the great discovery: All negative emotions, especially anger, depend on your ability to blame someone or something else for something in your life that you are unhappy about.”

-Unknown

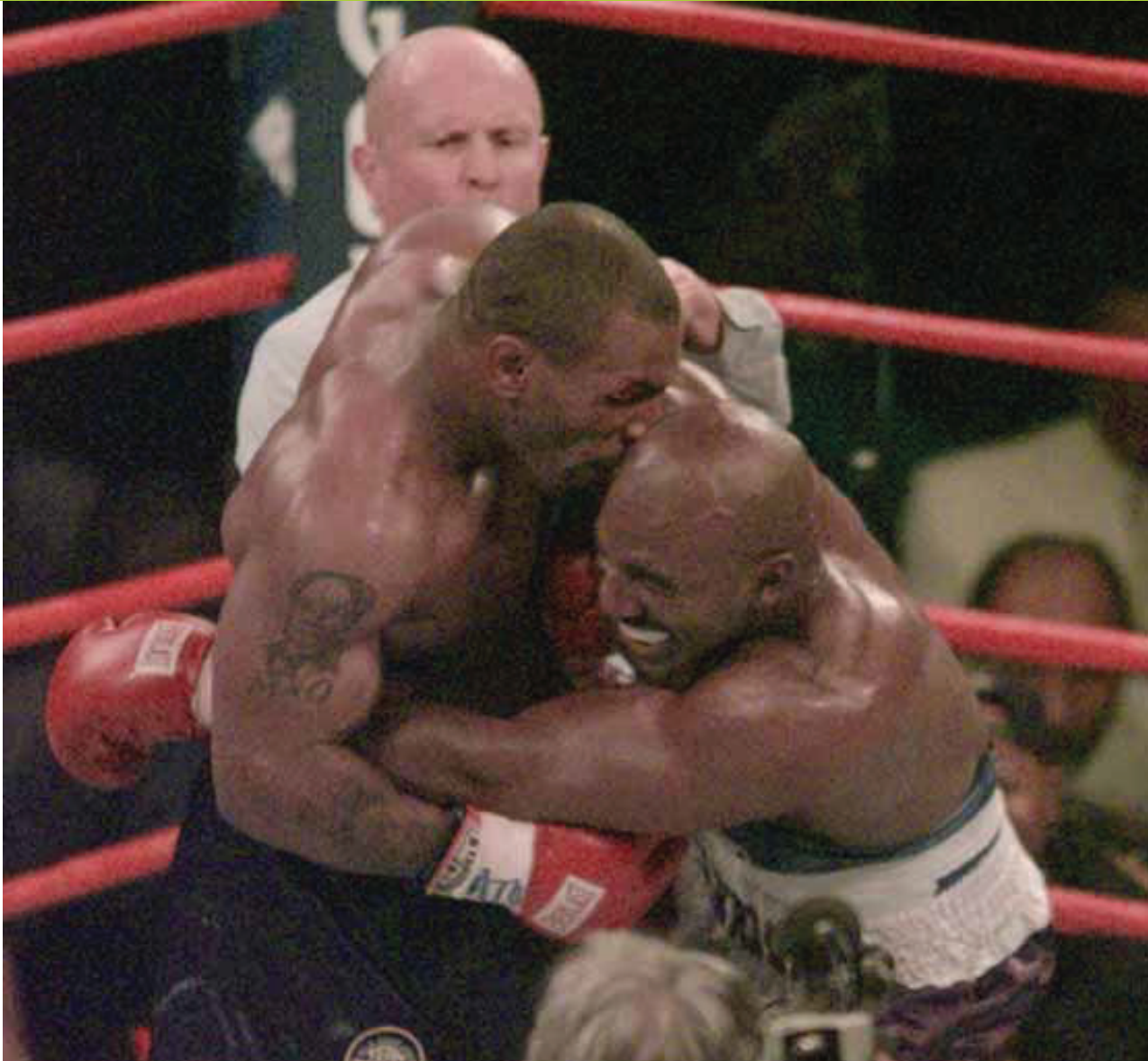
What a Low EQ can do to you?



EQ Defined

- Lack of clarity to make decisions
- Subjective vision and opinion
- Reactive actions vs. proactive
- Poor communication
- Fear

Low EQ Sample



Low EQ Sample



Low EQ Sample



High EQ Sample



High EQ Sample



High EQ Sample

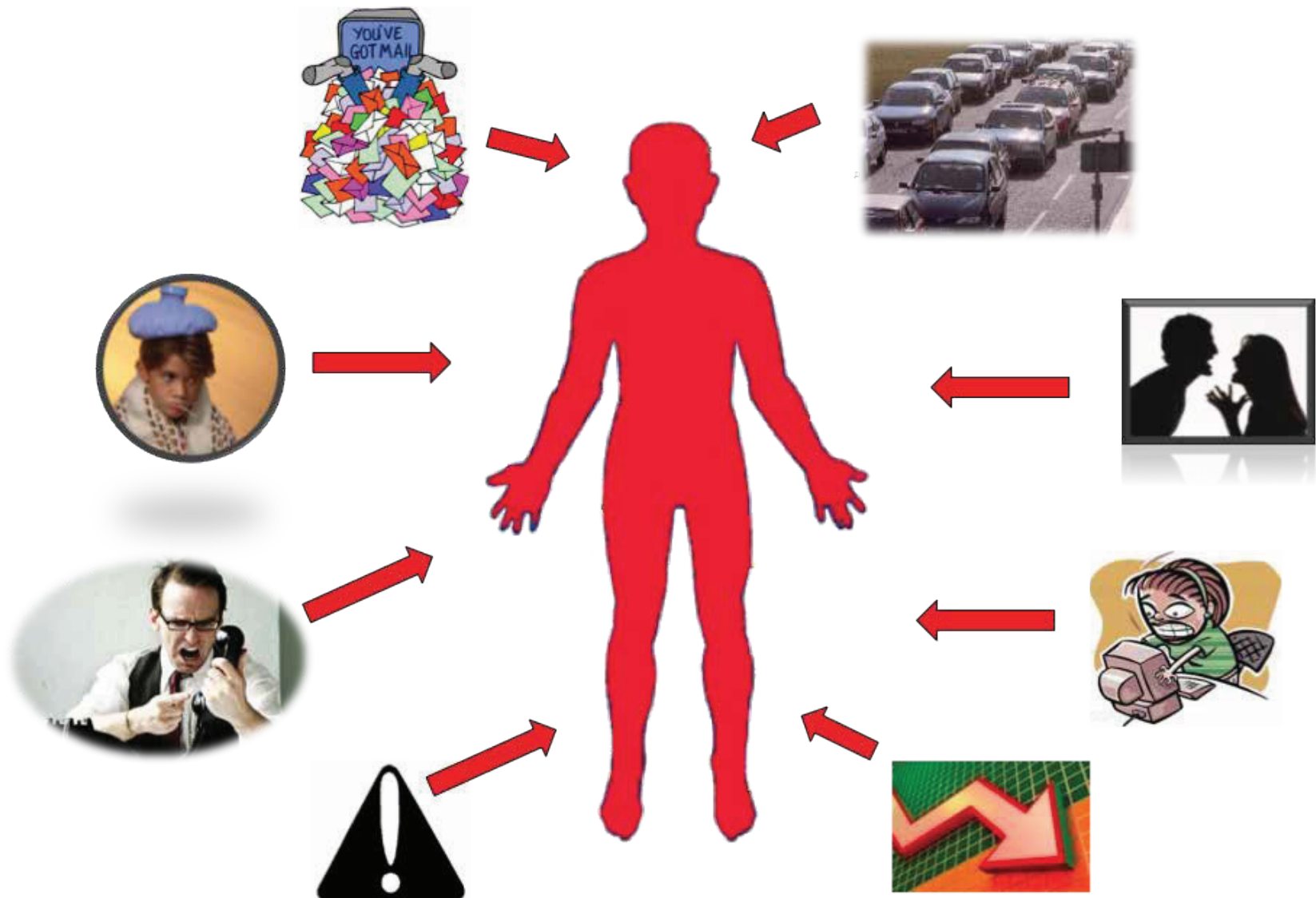


How does EQ work?

EQ in the business world



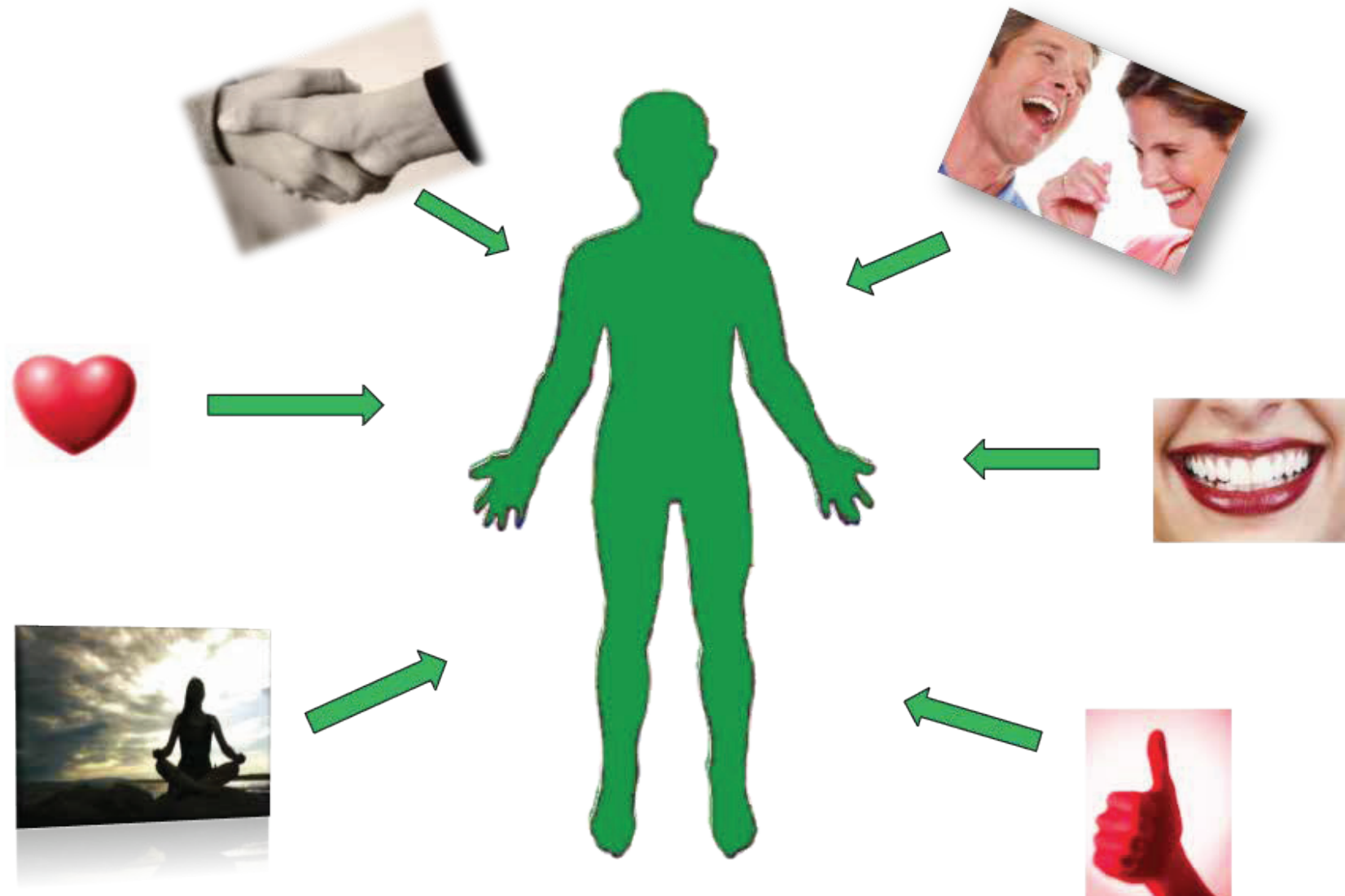
Negative Events and Interactions



The Color of Change



Positive Events and Interactions



The Color of Change



YOUR Emotional Temperature



Take your
emotional
temperature
throughout the day.

How clear is your glass?





“Never react emotionally to criticism. Analyze yourself to determine whether it is justified. If it is, correct yourself. Otherwise, go on about your business.”
-Unknown

TTI Emotional Quotient Report

- Content Validity
- Construct Validity
- Predictive Validity
- Criterion Validity

Dimensions of EQ

- Self-Awareness
- Self-Regulation
- Motivation
- Social Awareness
- Social-Regulation

Introduction

This report measures five dimensions of emotional intelligence:

Emotional Intelligence - Self

What goes on inside of you as you experience day-to-day events.

Self-Awareness is the ability to recognize and understand your moods, emotions and drives, as well as their effect on others. In practice, it is your ability to recognize when you are red, clear or somewhere in-between.

Self-Regulation is the ability to control or redirect disruptive impulses and moods and the propensity to suspend judgement and think before acting. In practice, it is your ability to influence your emotional clarity from red to clear when the situation requires.

Motivation is a passion to work for reasons that go beyond the external drive for knowledge, utility, surroundings, others, power or methodology and are based on an internal drive or propensity to pursue goals with energy and persistence.

Emotional Intelligence - Others

What goes on between you and others.

Social Awareness is the ability to understand the emotional makeup of other people and how your words and actions affect others. In practice, it is the ability to assess if he or she is in a red, clear or somewhere in-between state.

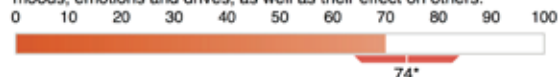
Social Regulation is your ability to influence the emotional clarity of others through a proficiency in managing relationships and building networks.

Is the report 100% true? Yes, no and maybe. We are only measuring emotional intelligence. We only report statements from areas in which tendencies are shown. To improve accuracy, feel free to make notes or edit the report regarding any statement from the report that may or may not apply, but only after checking with friends or colleagues to see if they agree.

Emotional Quotient Assessment Results

The Emotional Quotient (EQ) is a measure of your ability to sense, understand and effectively apply the power and acumen of your emotions and the emotions of others in order to facilitate high levels of collaboration and productivity. Your total score on the Emotional Quotient Assessment indicates your level of overall emotional intelligence. The higher the number, the more emotionally intelligent you are. If your goal is to raise your EQ, the components on which you have scored the lowest should be the focus of your development.

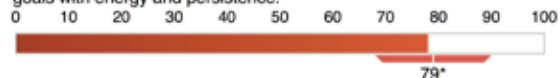
1. SELF-AWARENESS - The ability to recognize and understand your moods, emotions and drives, as well as their effect on others.



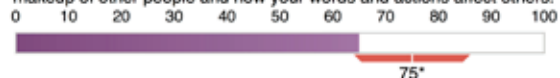
2. SELF-REGULATION - The ability to control or redirect disruptive impulses and moods and the propensity to suspend judgement and think before acting.



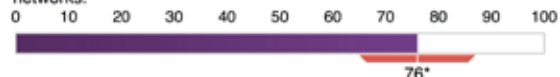
3. MOTIVATION - A passion to work for reasons that go beyond the external drive for knowledge, utility, surroundings, others, power or methodology and are based on an internal drive or propensity to pursue goals with energy and persistence.



4. SOCIAL AWARENESS - The ability to understand the emotional makeup of other people and how your words and actions affect others.



5. SOCIAL REGULATION - The ability to influence the emotional clarity of others through a proficiency in managing relationships and building networks.

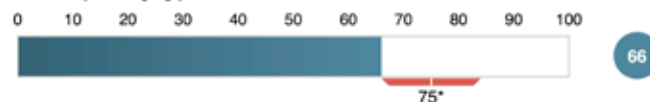


* 68% of the population falls within the shaded area.

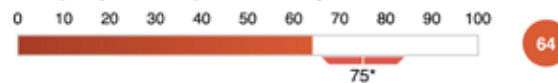
Emotional Quotient Scoring Information

The average of the Self-Regulation, Self-Awareness and Motivation subscales represent your Self Score. The average of the Social Awareness and Social Regulation subscales represent your Others Score. Your total level of Emotional Quotient was calculated by averaging all five EQ dimensions.

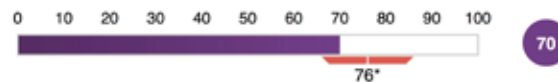
TOTAL EMOTIONAL QUOTIENT - Your total level of emotional intelligence, formed by averaging your Others and Self scores.



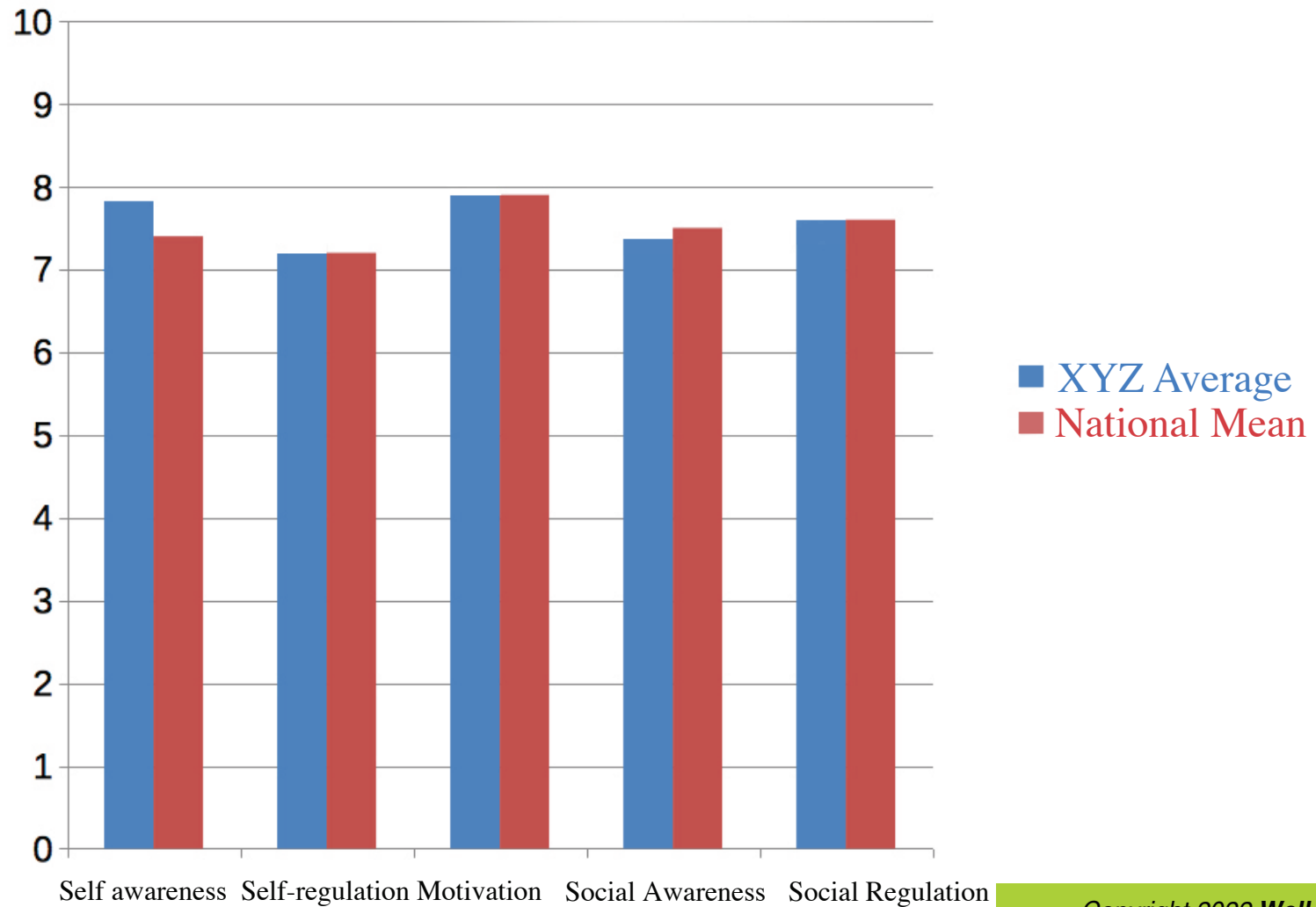
SELF - The ability to understand yourself and form an accurate concept of yourself to operate effectively in life.



OTHERS - The ability to understand other people, what motivates others, how they work and how to work cooperatively with them.



XYZ Company EQ



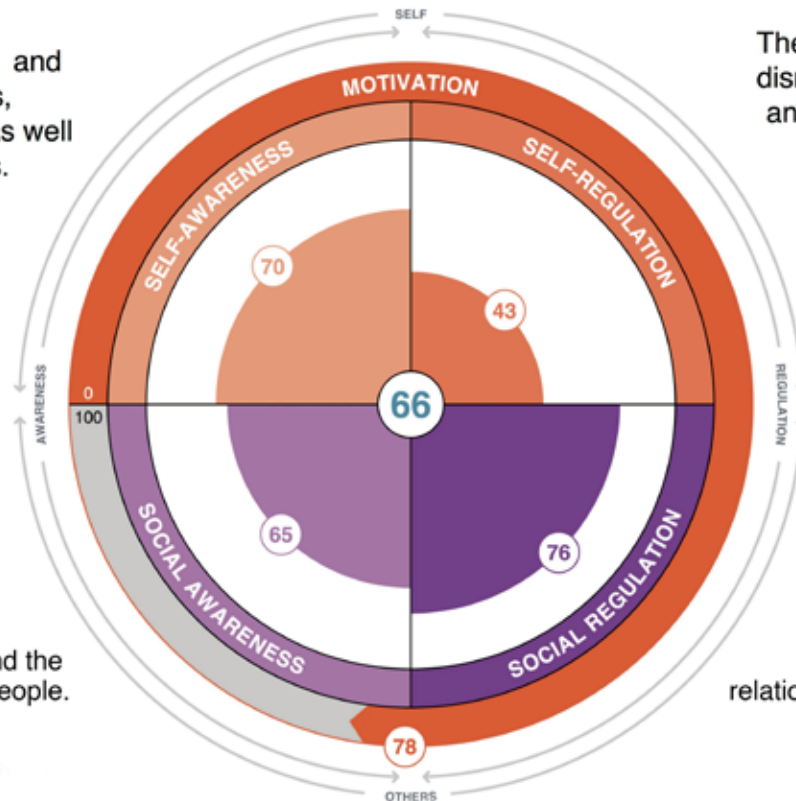
EQ Defined

The ability to recognize and understand your moods, emotions, and drives- as well as their effect on others.

The ability to control or redirect disruptive impulses and moods and the propensity to suspend judgement and think before acting.

The ability to understand the emotional makeup of other people.

A proficiency in managing relationships and building networks.



A passion to work for reasons that go beyond money or status, and a propensity to pursue goals with energy and persistence.

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Self-Awareness

The ability to recognize and understand your moods, emotions and drives, as well as their effect on others.

- Knowing how you're feeling and why
- Knowing your personal strengths and limits
- Having a sense of your self-worth and capabilities

Self-Awareness Exercise

In less than 30 seconds to describe an experience in the last week when you felt any of the basic seven emotions.

1. Love

5. Joy

2. Fear

6. Sadness

3. Hate

7. Envy

4. Anger

Self-Awareness Exercise

- Describe an experience without actually naming the emotion.
- For example, you might say, “there was a flutter in my stomach’ or ‘my heart pounded.”
- Your partner’s job is to write down which emotion they believe you were feeling.
- After 30 seconds switch roles.

You just identified emotions!

Self-Awareness Development

- Leadership Journal
- Emotional Temp: Enablers/Disablers
- Naming and Identifying Feelings
- Behavioral Assessments
- Motivation Assessments
- Learning Style Analysis
- 360-degree Feedback



Self-Regulation

Self-Regulation is the ability to control or redirect disruptive impulses and moods and the propensity to suspend judgment and think before acting.

- Keeping disruptive emotions and impulses in check.
- Maintaining standards of honesty and integrity.
- Taking responsibility for personal performance.
- Flexibility and handling change.
- Being comfortable with novel ideas, approaches and new information.

Self-Regulation Exercise

- Get some exercise. Whether you go for a walk, stretch at your desk, do yoga, or take lunch break at the gym, 10-20 minutes of physical exercise every day can relax you even when “nothing can”.



You just used Self-Regulation

Self-Regulation Exercise

- Think of a song you like
- Now hum the song softly for 30 seconds, while silently thinking of the words. Now...

**You just used
Self-Regulation**

List five more ways you could self-regulate!



Self-Regulation Development

- Using Enablers - Changing EQ Temp.
- Understanding your Behavioral Style
- Stress and Anger Management
- Time and Energy Management
- Project Management Skills
- Work/Life Balance
- Decision Making



Motivation

A passion to work for reasons that go beyond money or status, and a propensity to pursue goals with energy and persistence.

- Striving to improve or meet a standard of excellence.
- Aligning with the goals of group or organization.
- Readiness to act on opportunities.
- Persistence in pursuing goals despite obstacles and setbacks.

Motivation Exercise

- Think about someone you've observed who seems to really love their job:
- How can you tell someone is passionate about their job?
- What are the characteristics you observe?
- Now think about your feelings about your own job.
- How do the two compare?

Motivation Development

- Personal and Professional Development Strategy
- Personal and Career Vision and Mission
- Increasing Intrinsic Motivation Tools
- Optimism and Positive Thinking
- Discovering your Passion
- Career Planning
- Goal-Setting



Social Awareness

The ability to understand the emotional makeup of other people.

- Sensing others' feelings and perspectives and taking an active interest in their concerns.
- Sensing others' development needs and bolstering their abilities.
- Anticipation, recognizing and meeting the needs of others.
- Cultivating opportunities through different kinds of people.
- Reading a group's emotional currents and power relationships.

Social Awareness Exercise



Social Awareness Development

- Delivering Performance Reviews
- Management Skills Training
- Rewards and Recognition
- Active Listening Skills
- Mentoring Others
- Trust Building



Social Regulation

A proficiency in managing relationships and building networks.

- Wielding effective tactics for persuasion.
- Listening openly and sending convincing messages.
- Negotiating and dissolving disagreements.
- Inspiring and guiding individuals and groups.
- Initiating or managing change.
- Nurturing instrumental relationships for building bonds.
- Working with others toward shared goals.
- Creating group synergy in pursuing collective goals.

Social Regulation Exercise

- Susie usually uses the same method of communication without considering the message, her audience, or alternative technologies.
- Susie's boss wants her to match the medium with the message to ensure the team's high level of morale is kept intact.
- She must communicate that, after a spirited competition, one team member has won a highly-coveted award that other team members hoped to win.

Social Regulation Exercise

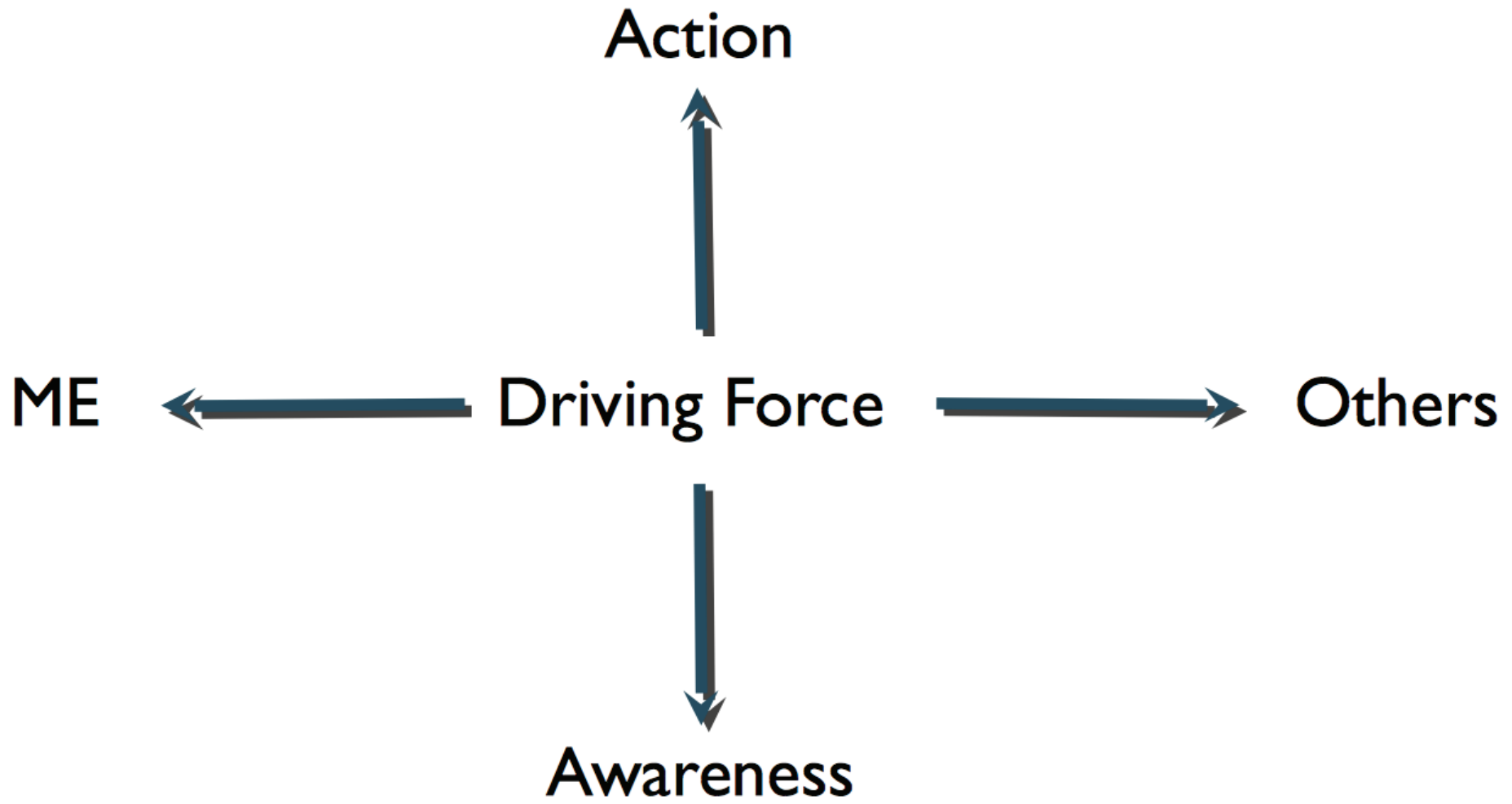
1. What should Susie consider about the audience before deciding how to communicate?
2. What are her communication options?
3. Which approach is likely to achieve the result her boss wants?

Social Regulation Development

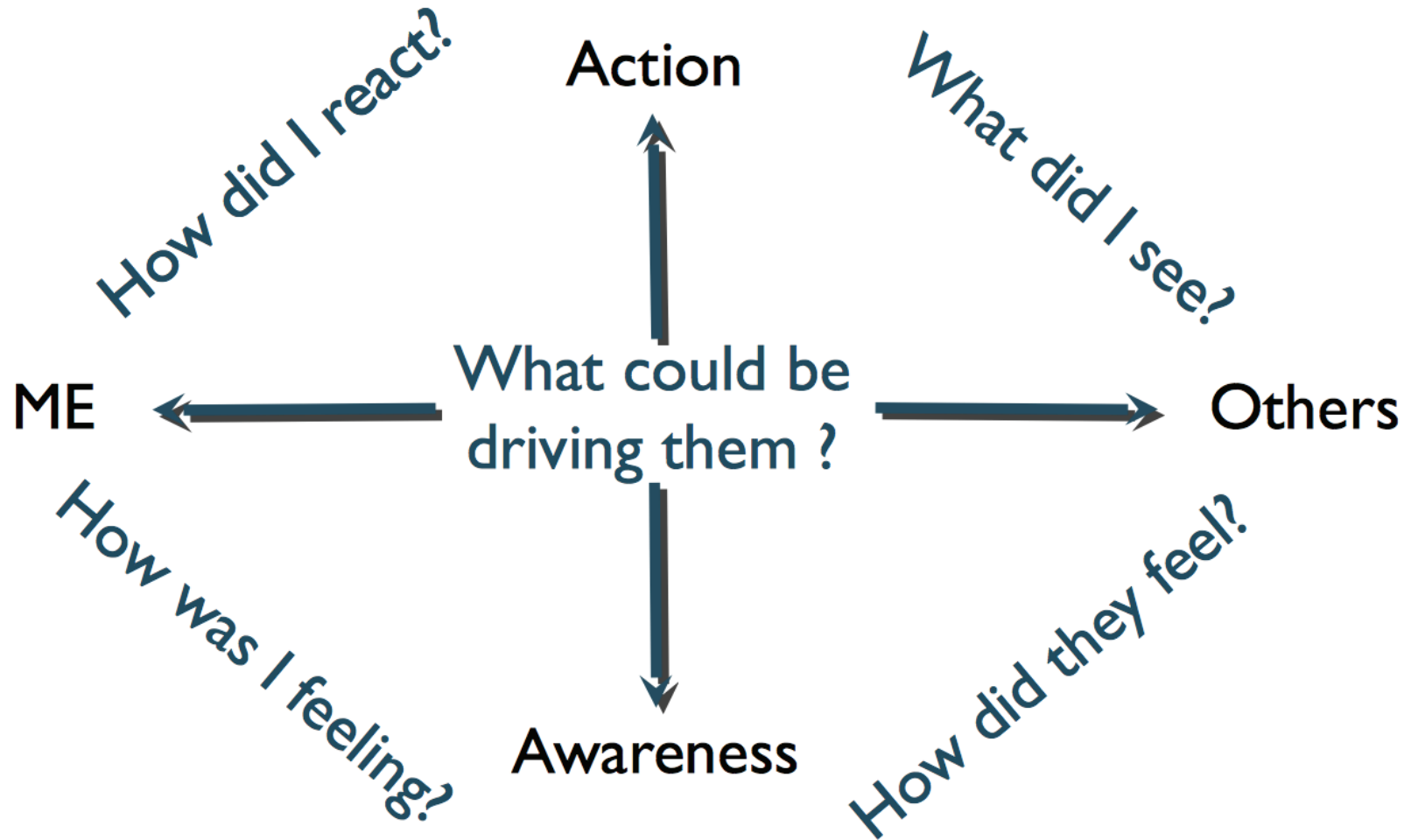
- Presentation and Public Speaking
- Influence and Negotiation Skills
- Leadership Skill Development
- Teamwork and Team Building
- Role of Emotion in Sales
- Customer Service Skills
- Interpersonal Skills



EQ Models



EQ Models



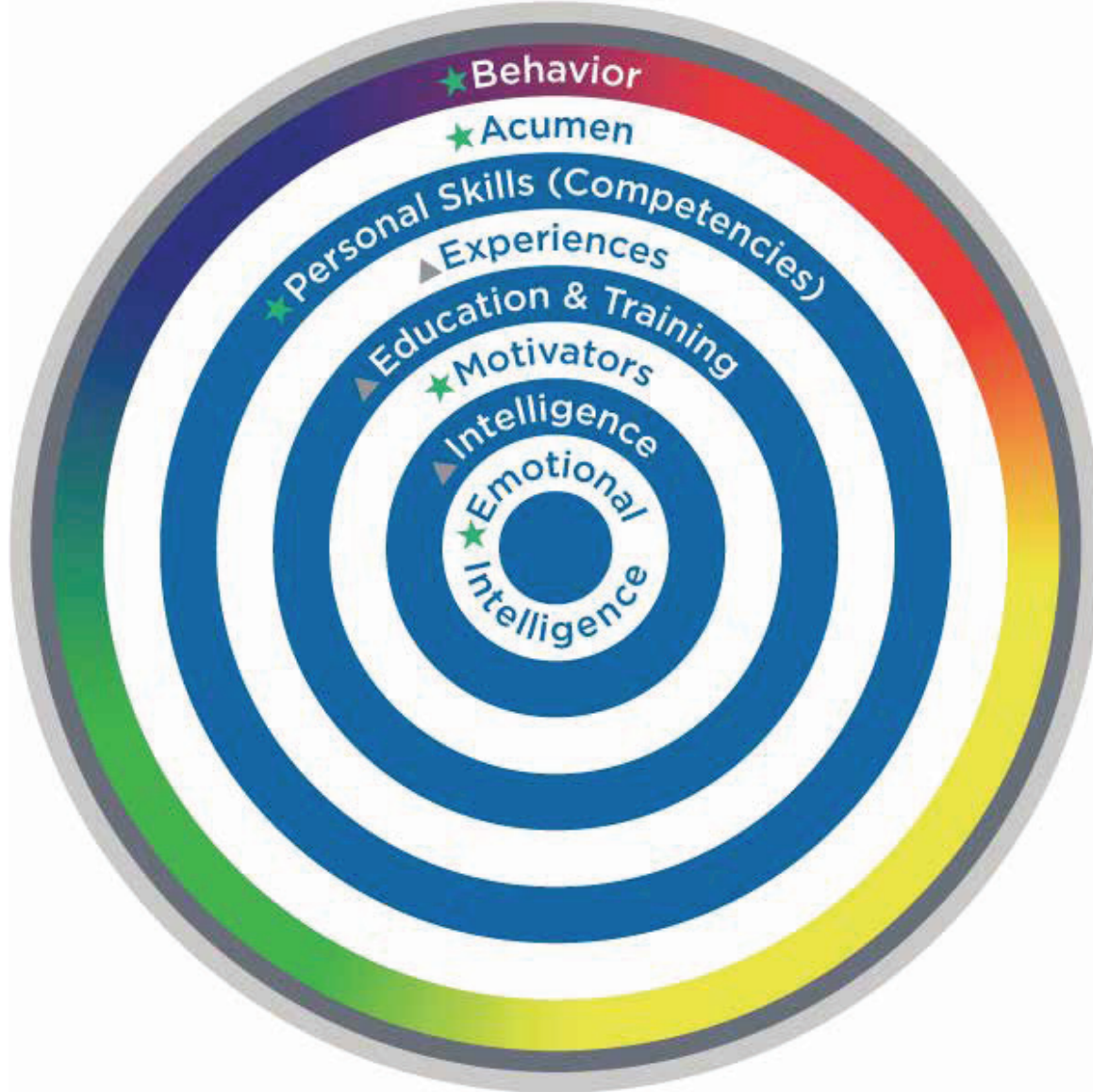
EQ Models



EQ Models



Performance Wheel



★ TTI MEASURES

▲ TTI ACKNOWLEDGES

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Effects on Your Performance

- Behaviors
- Motivators
- Business Acumen
- Competencies
- Job Matching

Effects on Behavior

- High D (Red) with low EQ vs. high EQ
- Low I with low EQ vs. high EQ
- High S & low C with high & low EQ

Effects on Motivators

- High Traditional/Individualistic with low EQ vs. high EQ
- High Social low EQ (Empathy) vs. low social with high EQ
- High Utilitarian with low EQ vs. high EQ

Effects on Business Acumen

- Problem Solving and Decision Making
- Reaction Index

Effects on Competencies

- Resiliency
- Negotiation
- Interpersonal Skills
- Conflict Management
- Self-Management
- Persuasion

Effects on Job Matching

- Great Job Fit (55 Factors) but low EQ
- Good Job Fit with high EQ
- Does EQ effect all 55 Factors the same

EQ Application

- Where can you use an EQ report?
- How is EQ used in the workplace?

Business Solutions

- Coaching
- Sales
- Selection-Interview Only
- Conflict Management
- Team Development
- Performance Evaluation

Well-Run Concepts Tri-Feedback

1. Personal growth of the respondent through self discovery
2. Improving relationships through enhanced communication and understanding
3. Professional development by aligning individuals with their jobs





How would improved EQ
improve the success of
your organization?

Action Plan

1. What are the 3 things I am committing to change/work on based on today's presentation on EQ?
2. What are my first few steps?
3. How will this impact my professional life?
My personal life?
4. How motivated am I on a scale 1-5?
(1) not at all -- (5) I can't wait to start
5. Who can support me with these changes?

Question & Answers

“In the final analysis, the only real cure for fear or worry is disciplined, purposeful action in the direction of your goals. Get so busy working on your goals or the solutions to your problems, that you have no time to be afraid, or to worry about anything.”

-Unknown

Resources

Marshmallow experiment: <http://www.well-run.com/assessments/personal-improvement/eq/>

Bill George on EQ: <https://www.youtube.com/watch?v=5XqXsLnDV-U>

Daniel Goleman: <https://www.youtube.com/watch?v=QOSgpq9EGSw>

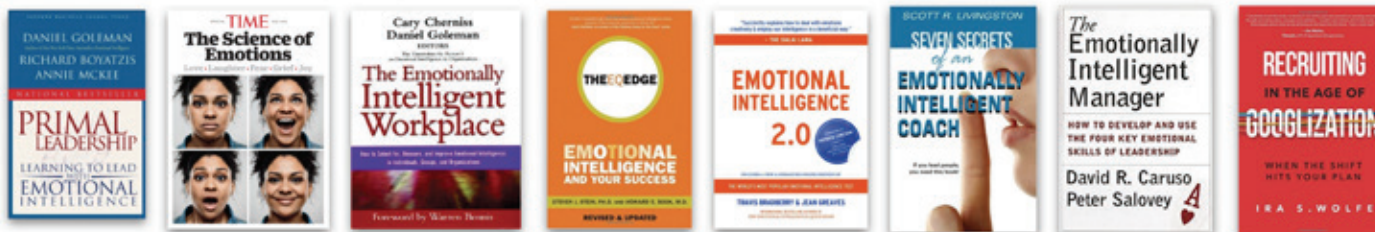
How to Boost your EQ: <https://www.youtube.com/watch?v=b9yRmpcXKjY>

Well-Run Concepts EQ webpage has: *EQ Tips *EQ article – Controlling Emotions in the Workplace

*EQ debrief guide: <http://www.well-run.com/assessments/personal-improvement/eq/>

Well-Run Concepts Resources webpage has: *Technical report on EQ <http://www.well-run.com/resources/validity/>

Great Books on EQ:



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