

“IF YOUR EMOTIONAL ABILITIES AREN'T IN HAND, IF YOU DON'T HAVE SELF-AWARENESS, IF YOU ARE NOT ABLE TO MANAGE YOUR DISTRESSING EMOTIONS, IF YOU CAN'T HAVE EMPATHY AND HAVE EFFECTIVE RELATIONSHIPS, THEN NO MATTER HOW SMART YOU ARE, YOU ARE NOT GOING TO GET VERY FAR.”

*-Dr. Daniel Goleman,
Emotional Intelligence: Why It Can Matter More Than IQ*





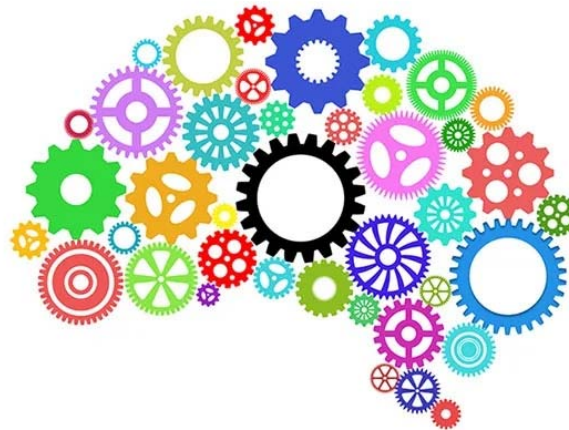
**HUD- OFFICE OF HOUSING
MIGDALIA GONZALEZ**



GETTING STARTED

What is Emotional Intelligence?

Why do you think it is an effective skill to have?



▪ *Whatever the mind can conceive and believe, the mind can achieve.*


▪ **Dr. Napoleon Hill**



WORKSHOP OBJECTIVES

- Self-management
- 4 Domains
- benefits of emotional intelligence
- Manage emotions
- Relate emotional intelligence to the workplace





75% of careers are derailed for reasons related to emotional competencies, including inability to handle interpersonal problems; unsatisfactory team leadership during times of difficulty or conflict; or inability to adapt to change or elicit trust.”

- **The Center for Creative Leadership**



Emotional Intelligence Domains and Competencies

SELF-AWARENESS	SELF-MANAGEMENT	SOCIAL AWARENESS	RELATIONSHIP MANAGEMENT
Emotional self-awareness	Emotional self-control	Empathy	Influence
	Adaptability		Coach and mentor
	Achievement orientation	Organizational awareness	Conflict management
	Positive outlook		Teamwork
			Inspirational leadership

EMOTIONAL INTELLIGENCE FOUR DOMAINS



SELF-AWARENESS & SELF-MANAGEMENT



- Acknowledge strengths & weaknesses
- Confidence
- Be consistent & accountable
- Stick to the plan.
- Educate yourself

SELF-CONTROL



SOCIAL AWARENESS

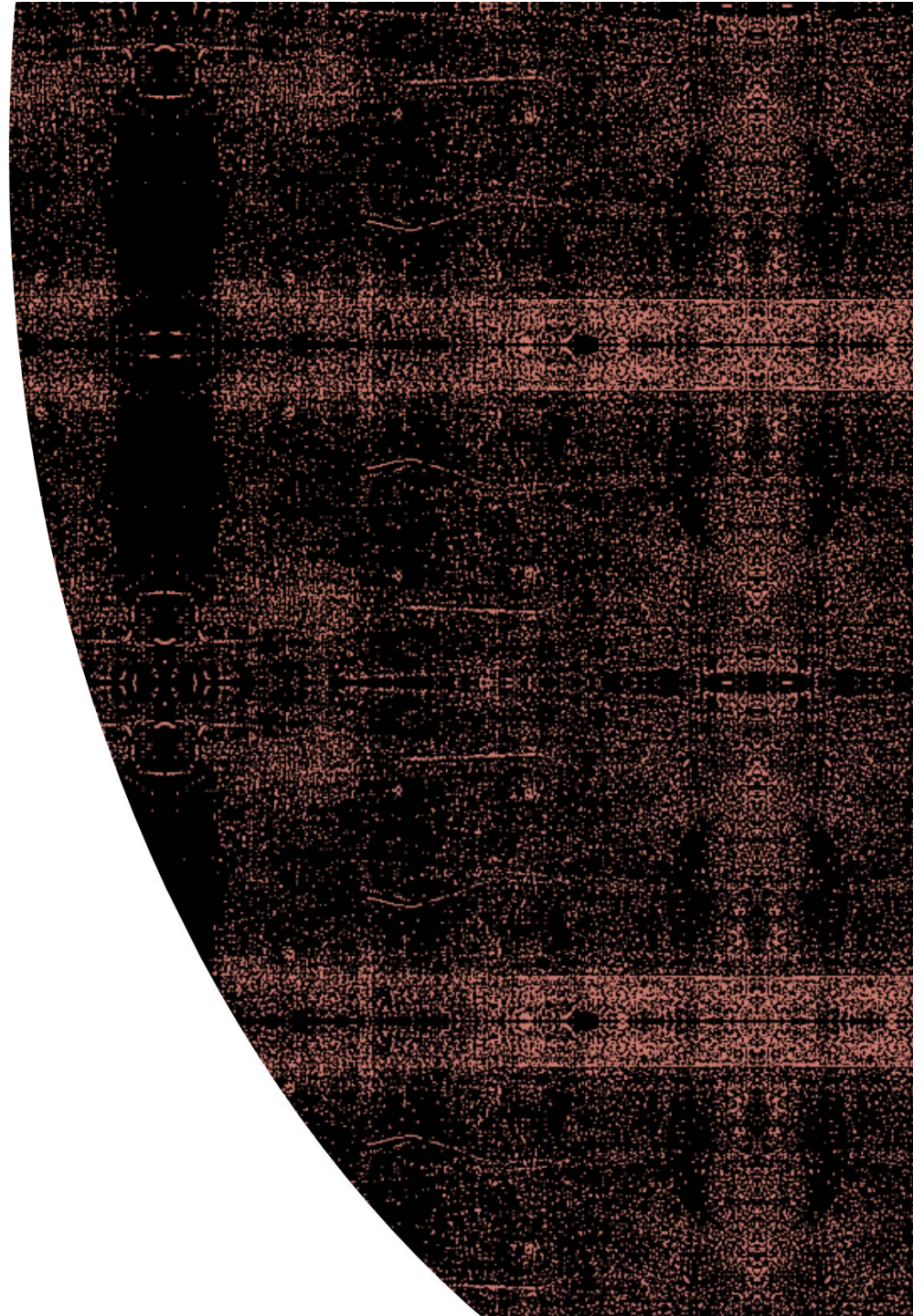


- Empathy
- Sharing feelings
- Effective responses
- Mental shoes



RELATIONSHIP MANAGEMENT

- Willing participant
- Effective communication
- Team player
- Manage conflict
- Self-manage & self-motivated



SELF-MOTIVATION

- Work towards a cause
- Don't compare yourself
- Conscious effort to not give up
- Don't live in the past
- Positive thinking



Emotional Intelligence

SELF

SOCIAL

RECOGNITION

Who I am

Awareness

Self Awareness

the ability to recognise and understand your moods, and emotions, and drives, as well as their effect on others

Social Awareness

the ability to understand the emotional makeup of other people, skill in treating people according to their emotional reactions (empathy)

REGULATION

What I do

Regulation

Self Management

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

Social Skills

proficiency in managing relationships and building networks, an ability to find common ground and build rapport

How we manage ourselves

How we handle relationships

EI SKILL	DEFINITION	WORKPLACE OUTCOMES
Emotional Self-Awareness	The skill of perceiving and understanding one's own emotions.	<ul style="list-style-type: none"> ▪ The capacity to identify and understand the impact one's own feelings are having on thoughts, decisions, behavior and performance at work. ▪ Greater self-awareness.
Emotional Expression	The skill of expressing one's own emotions effectively.	<ul style="list-style-type: none"> ▪ Creating greater understanding amongst colleagues about yourself. ▪ Creating trust and perceptions of genuineness amongst colleagues.
Emotional Awareness of Others	The skill of perceiving and understanding others' emotions.	<ul style="list-style-type: none"> ▪ Greater understanding of others, how to engage, respond, motivate and connect with them. ▪ Interpersonal effectiveness.
Emotional Reasoning	The skill of utilizing emotional information in decision-making.	<ul style="list-style-type: none"> ▪ Enhanced decision-making where more information is considered in the process. ▪ Greater buy-in from others into decisions that are made.
Emotional Self-Management	The skill of effectively managing one's own emotions.	<ul style="list-style-type: none"> ▪ Improved job satisfaction and engagement. ▪ Improved ability to cope with high work demands. ▪ Greater interpersonal effectiveness. ▪ Enhanced productivity and performance. ▪ Emotional well-being.
Emotional Management of Others	The skill of influencing the moods and emotions of others.	<ul style="list-style-type: none"> ▪ The capacity to generate greater productivity and performance from others. ▪ The capacity to generate a positive and satisfying work environment for others. ▪ The capacity to deal with workplace conflict effectively.
Emotional Self-Control	The skill of effectively controlling strong emotions.	<ul style="list-style-type: none"> ▪ The capacity to think clearly in stressful situations. ▪ The capacity to effectively deal with situations that cause strong emotions.

FIND A BALANCE

- Self-regulate
- Reflect
- Perspective
- Observe
- Pause
- Why?
- No judgement

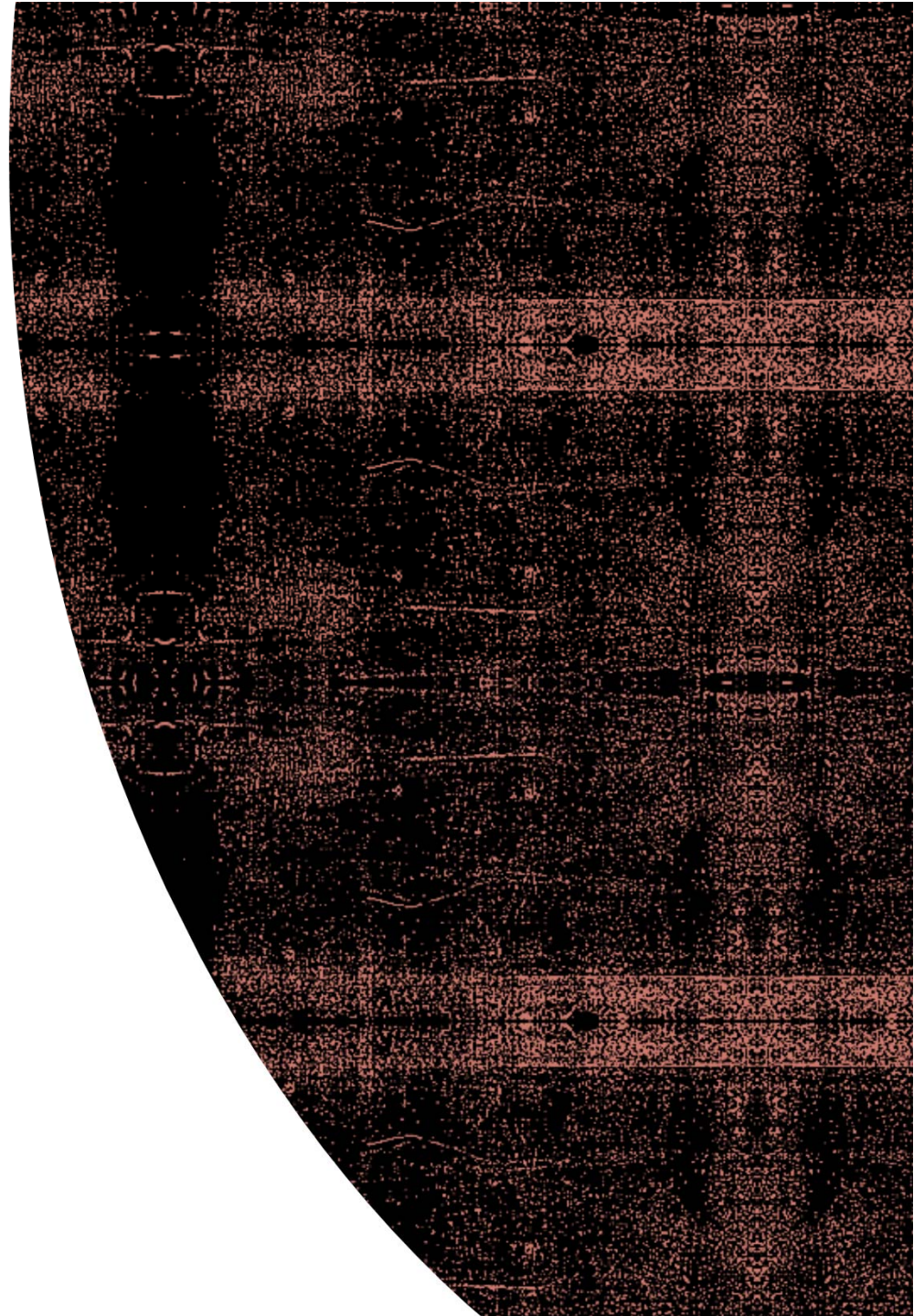


Practice, Practice, Practice



MANAGE EMOTIONS

- Facilitate thinking
- Feel = Your view
- Utilize your emotions for good
- Be conscientious
- Communicate effectively
- **CHOOSE**



EFFECTIVE COMMUNICATION



- Body Language
- Be conscientious
- Choose your words wisely
- Actions speak louder than words

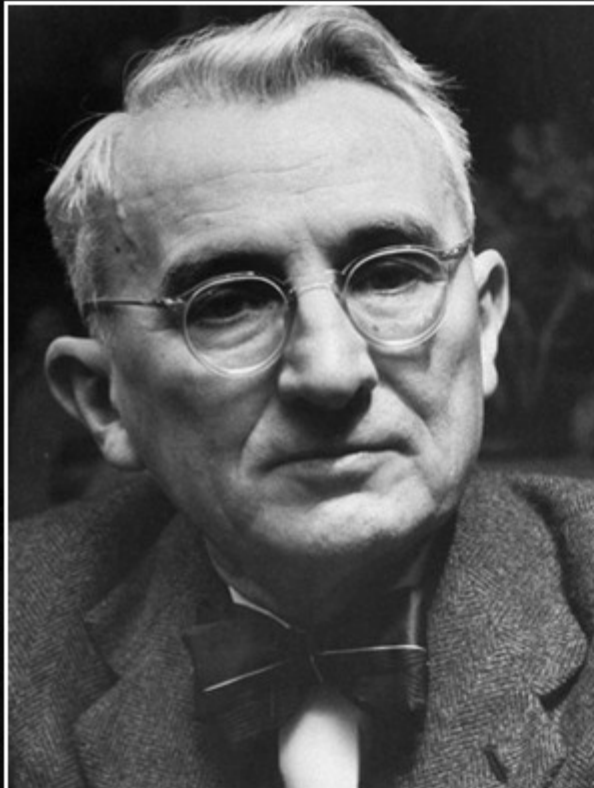


IT'S NOT WHAT YOU SAY, IT'S HOW YOU SAY IT



- Be articulate
- Manage Emotions
- Check Tone
- Body Language
- Pitch





You can conquer almost any fear if you will only make up your mind to do so. For remember, fear doesn't exist anywhere except in the mind.

— Dale Carnegie —

AZ QUOTES





Listen – active/focused
listen

Conscious effort

Ask probing & relevant
questions

Be clear

Be honest

Be direct

Be flexible

SEEING THE OTHER SIDE



- Ask other people
- Honest look at yourself
- Valuable tool





COMPROMISE

Control

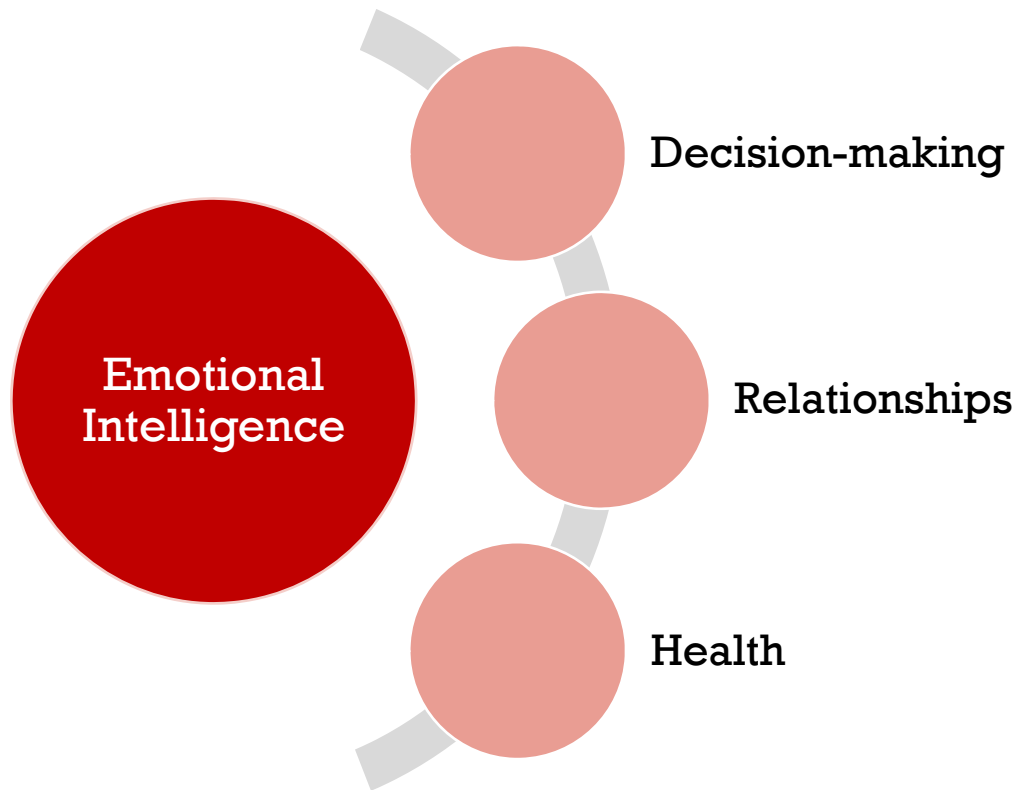
What's important?

Identify commonalities

**Finding a balance between
the two**

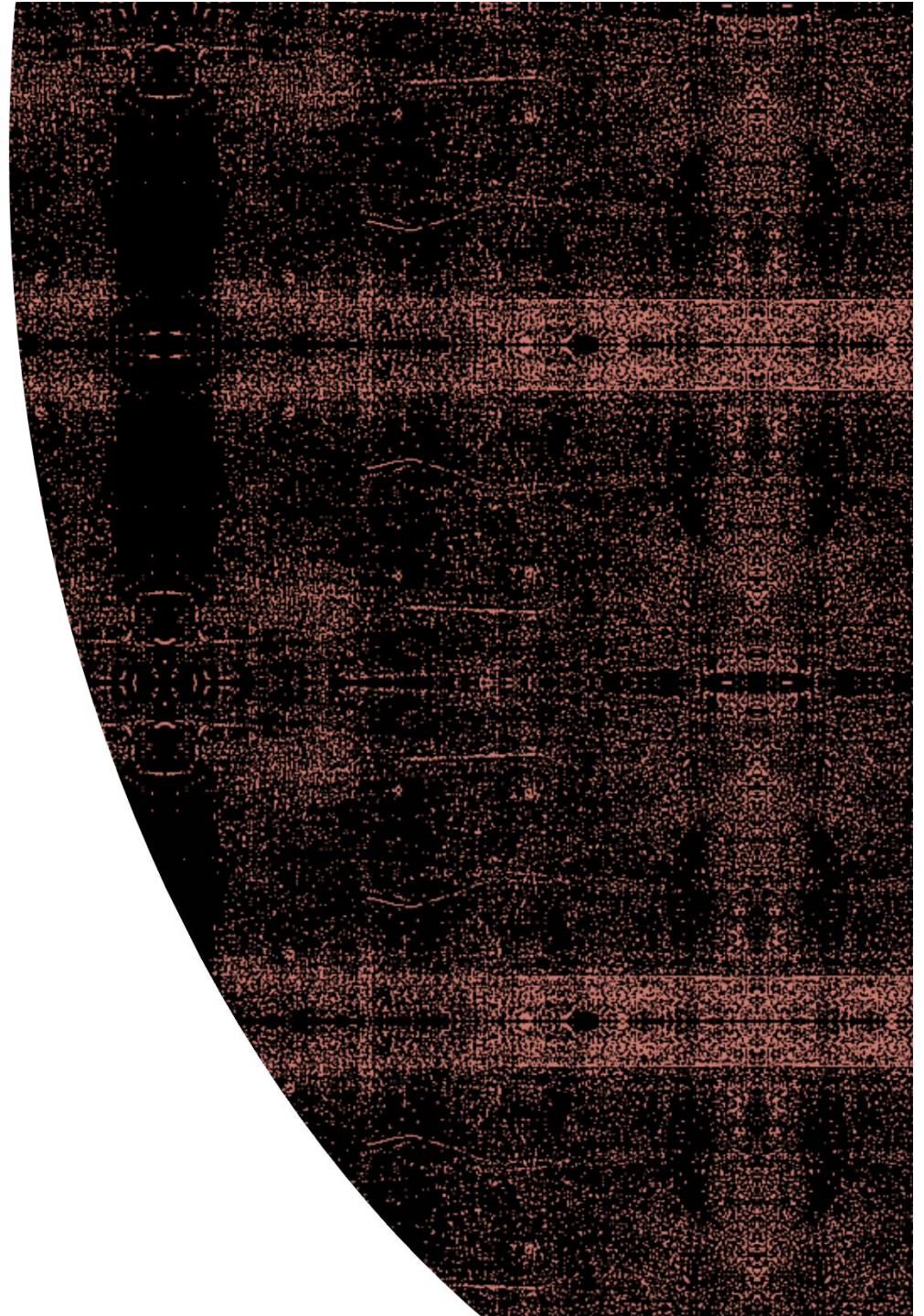


BENEFITS OF EMOTIONAL INTELLIGENCE



USING COPING THOUGHTS

- Take a deep breath
- Step away from the issue
- Use positive thinking





BRINGING IT ALL TOGETHER

- Relax
- Take control
- No Negativity



UNDERSTAND EMOTIONS AND HOW TO MANAGE THEM IN THE WORKPLACE

- Responsibility of each person
- Stay in control
- Listen
- Positive outcome



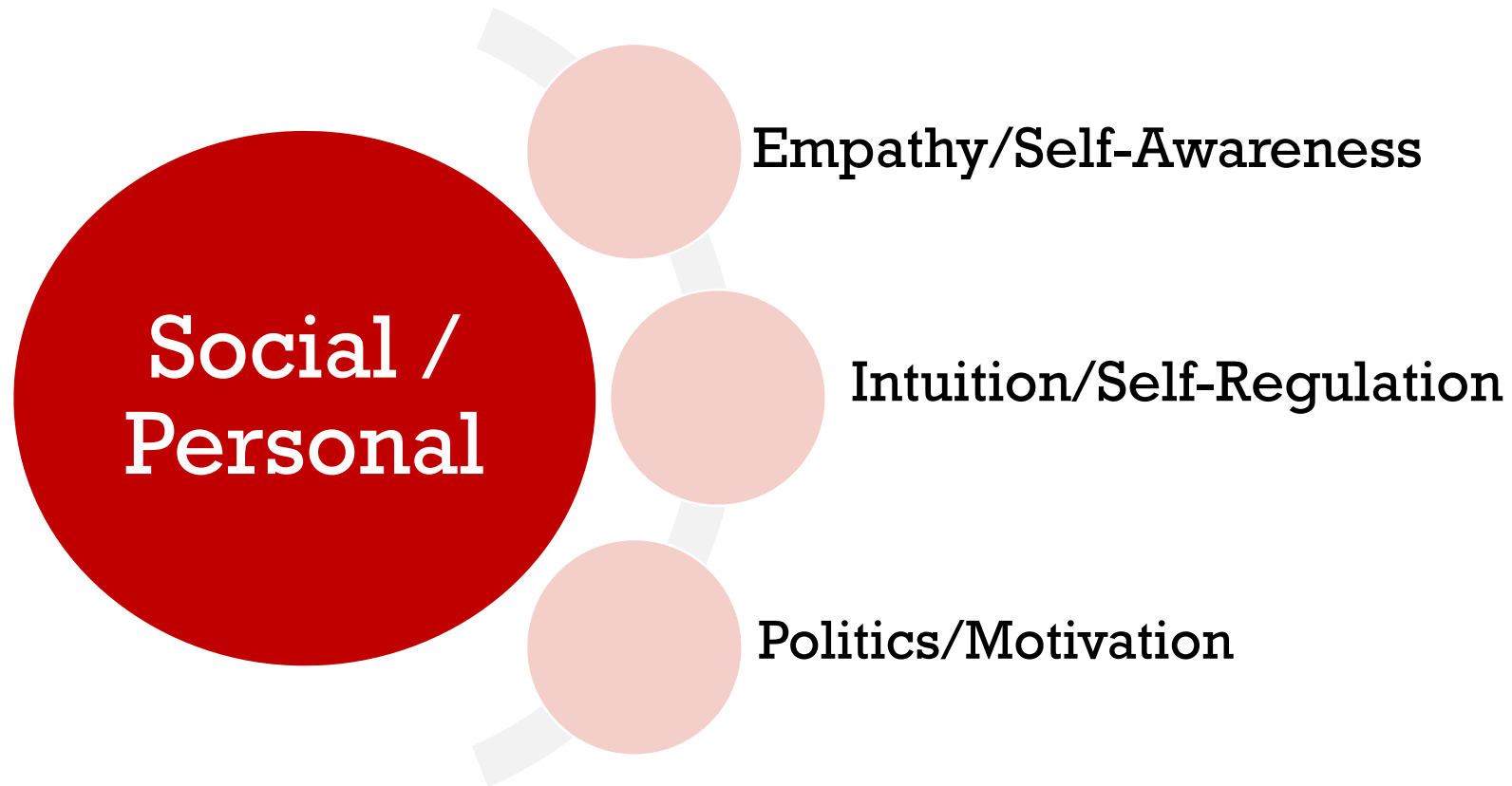


DISAGREEING CONSTRUCTIVELY

- Positive
- Productive
- Confirm their idea
- Present your own



ROLE OF EMOTIONAL INTELLIGENCE AT WORK



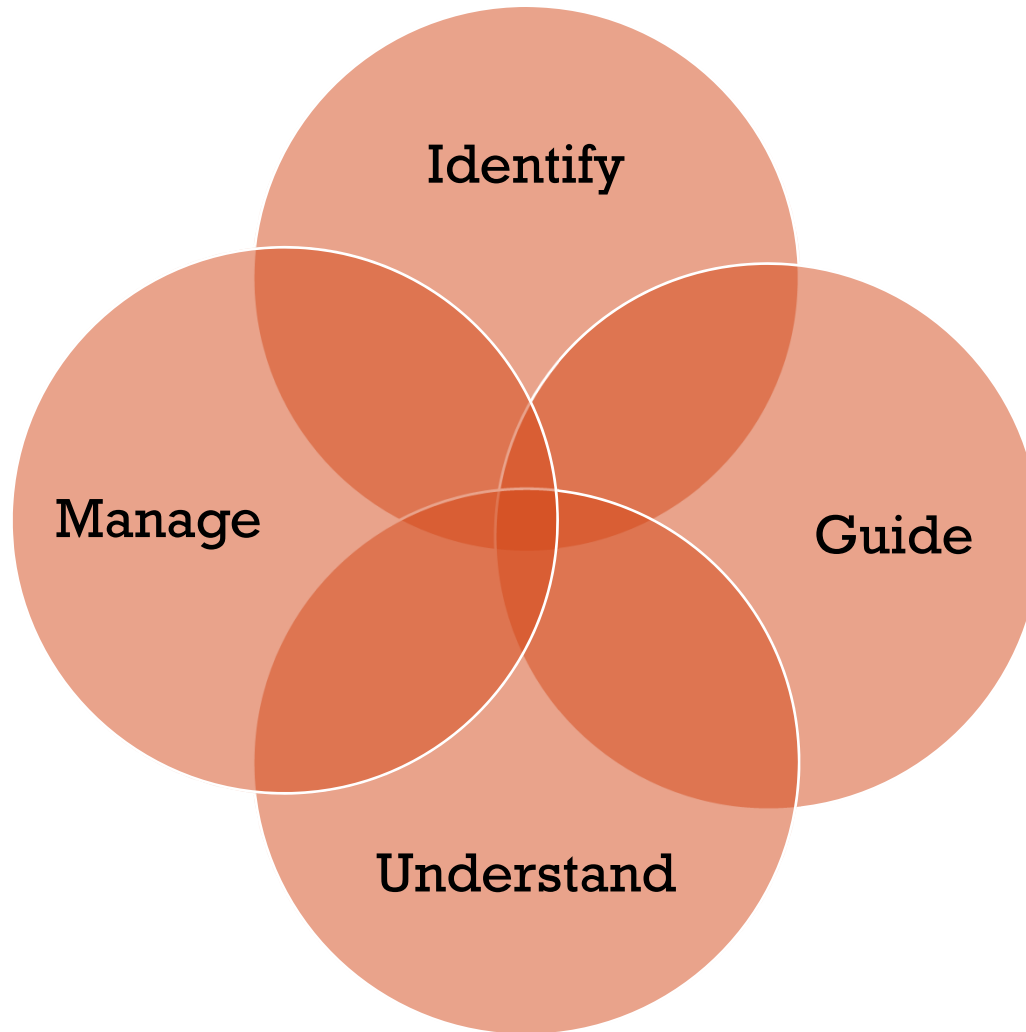
IMPACT



- **Assess the situation**
- **Take a step back**
- **Be aware of emotions**
- **Prepare**
- **Ask questions**
- **Know what you are getting into**



REMEMBER.....



WRAP UP

- Self-management
- 4 Domains
- benefits of emotional intelligence
- Manage emotions
- Relate emotional intelligence to the workplace



**NO MATTER
THE SITUATION,
NEVER LET YOUR
EMOTIONS
OVERPOWER
YOUR
INTELLIGENCE.**

KUSHANDWIZDOM



**I'VE LEARNED THAT
PEOPLE WILL FORGET
WHAT YOU SAID,
PEOPLE WILL FORGET
WHAT YOU DID, BUT
PEOPLE WILL NEVER
FORGET HOW YOU
MADE THEM FEEL.**

-Maya Angelou

