CAN WE TALK?
The greatest ability in business is to get along with others and influence their actions.

John Hancock
Workshop Objectives

Self-management

Manage emotions

Better communication
What is Emotional Intelligence?

Any person capable of angering you becomes your master; he can anger you only when you permit yourself to be disturbed by him.

Epictetus
Self-Management

- Be consistent
- Be accountable
- Stick to the plan.
- Educate yourself
- Stay physically fit
Self-Awareness

- Your ability
- Confidence
- Accurately perceive
- Skills and knowledge
Self-Motivation

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

Sharing feelings

An effective response

Mental shoes
How to Accurately Perceive Emotions

- Words are half the message
- Listen for tone
- Recognize your emotions
- Focus on the message
Focused Listening

- It is a skill
- Conscious effort
- Listener is multitasking
Asking Questions

- Goes hand-in-hand with focused listening
- Probing questions
- Relate them to the topic
Communicating with Flexibility and Authenticity

- Honest
- Set a clear message
- Do not sugar-coat
Body Language

- Be conscious of it
- Actions speak louder than words
- Valuable skill
- Form of communication
It’s Not What You Say, It’s How You Say It

- Determines what the listener hears
- Emotions
- Tone
- Body language
- Pitch
Benefits of Emotional Intelligence

- Decision-making
- Relationships
- Health
Articulate your Emotions Using Language

Emotions will never go away

Understand them

Effective and efficient manner
Seeing the Other Side

- Ask other people
- Honest look at yourself
- Valuable tool
Compromise
Accept other’s ideas
Keep your beliefs
Finding a balance between the two

Giving in Without Giving Up
Using Coping Thoughts

- Take a deep breath
- Step away from the issue
- Use positive thinking
Understand Emotions and How to Manage Them in the Workplace

- Responsibility of each person
- Stay in control
- Listen
- Positive outcome
Assessing a Situation

- Take a step back
- Be aware of emotions
- Know what you are getting into
Disagreeing Constructively

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

- Positive spin
- More productive
- Good for your health
- Look past current problem
- See a resolution
Pessimism

Detrimental

Lowers morale

Higher stress
Being Zealous without Being Offensive

- Strike a balance
- Focus on quality
- Renewed excitement
BEFORE YOU SPEAK
THINK
T: Is it True?
H: Is it Honest?
I: Is it Inspiring?
N: Is it Necessary?
K: Is it Kind?
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