

Emotional Intelligence (EI)

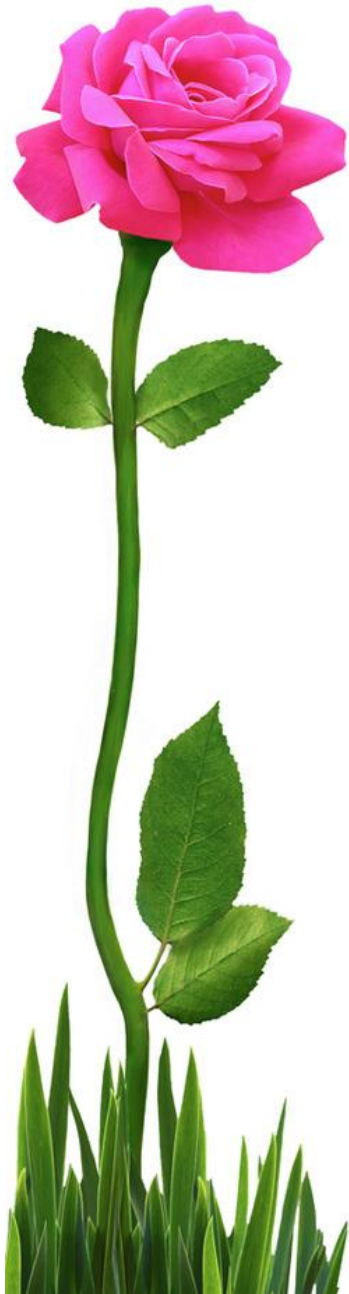
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MBA (Project Management)





Outline

- What is EI?
- Why is EI important?
- How can EI be used?
- Impact of negative emotions?
- Using positive emotions
- The Way Forward – using emotional intelligence skills



What is Emotional Intelligence?

“Emotional intelligence is the ability to perceive emotions, to access and generate emotions so as to assist thought, to understand emotions and emotional knowledge, and to reflectively regulate emotions so as to promote emotional and intellectual growth.”

- John D. Mayer & Peter Salovey, 1997





Emotional Intelligence

is the ability to identify, use, understand, and manage your emotions in positive and constructive ways. It's about recognizing your own emotional state and the emotional states of others. Emotional intelligence is also about engaging with others in ways that draw people to you



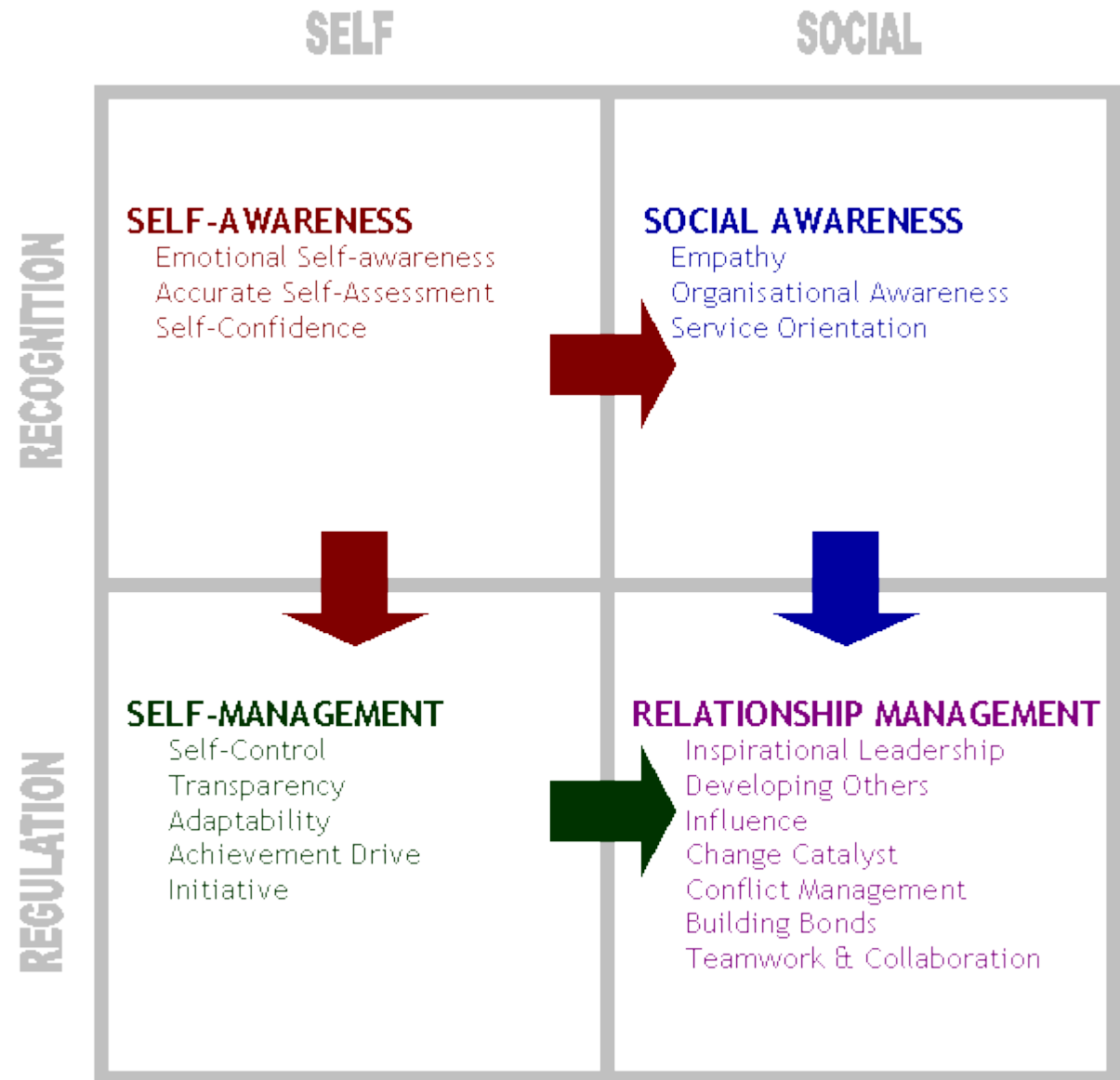
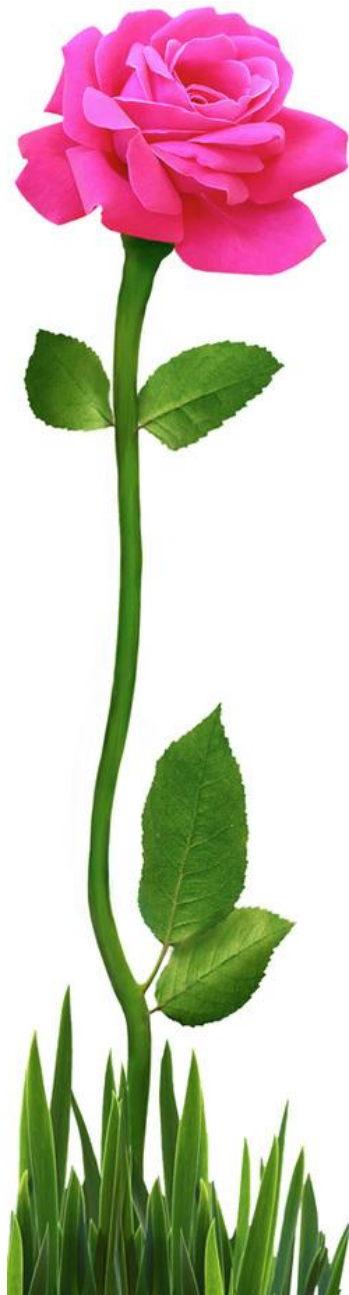


Five components of EI

The Five Components of Emotional Intelligence at Work

	Definition	Hallmarks
Self-Awareness	the ability to recognize and understand your moods, emotions, and drives, as well as their effect on others	self-confidence realistic self-assessment self-deprecating sense of humor
Self-Regulation	the ability to control or redirect disruptive impulses and moods the propensity to suspend judgment—to think before acting	trustworthiness and integrity comfort with ambiguity openness to change
Motivation	a passion to work for reasons that go beyond money or status a propensity to pursue goals with energy and persistence	strong drive to achieve optimism, even in the face of failure organizational commitment
Empathy	the ability to understand the emotional makeup of other people skill in treating people according to their emotional reactions	expertise in building and retaining talent cross-cultural sensitivity service to clients and customers
Social Skill	proficiency in managing relationships and building networks an ability to find common ground and build rapport	effectiveness in leading change persuasiveness expertise in building and leading teams

EI at work





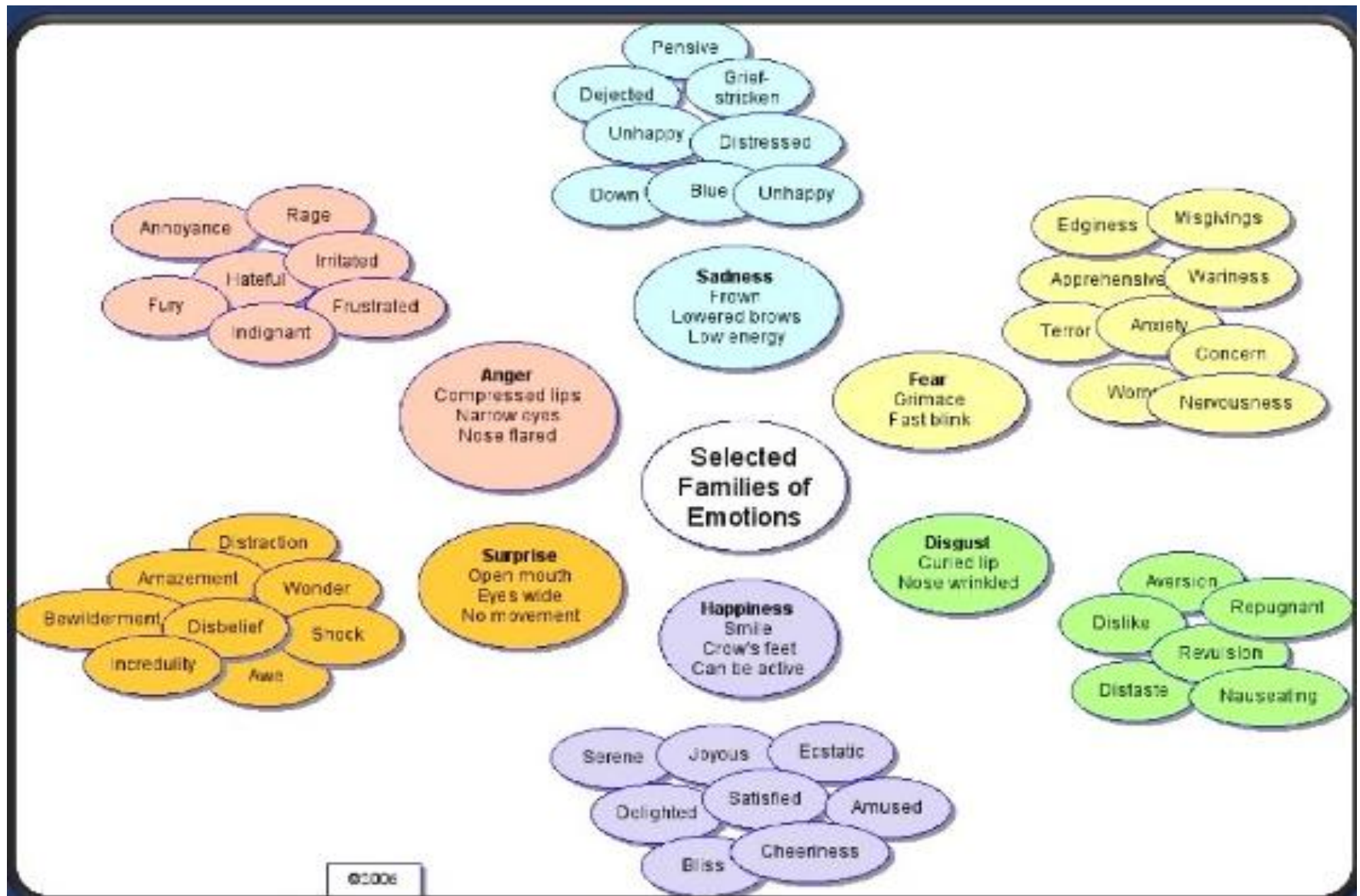
Self Awareness



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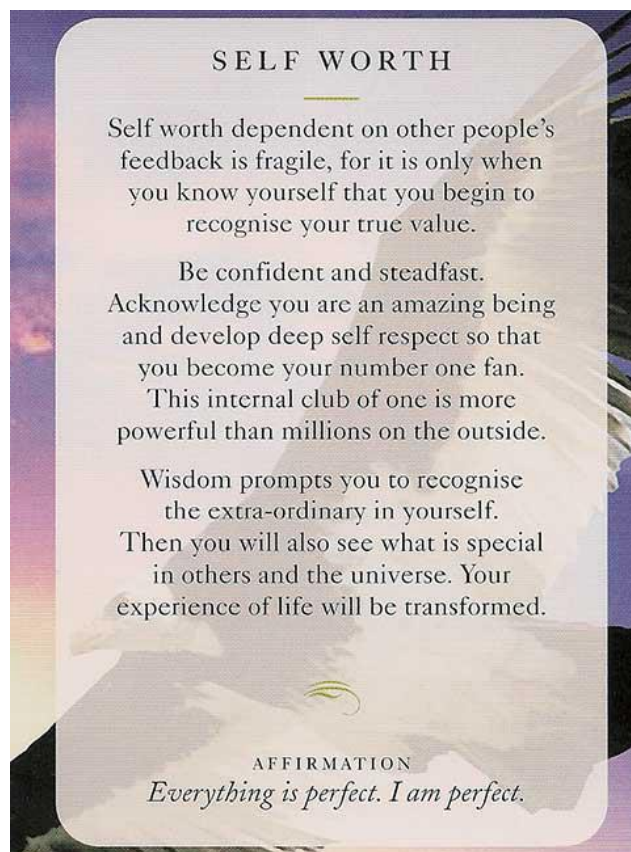
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Families of Emotion





Understanding Self-worth



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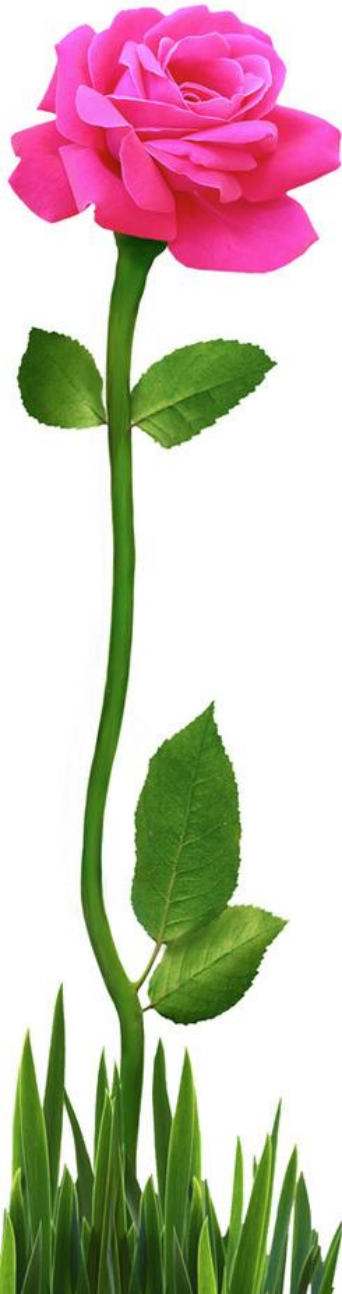
Self Management

Choose to **love** ;; rather than hate.
Choose to **laugh** ;; rather than cry.
Choose to **create** ;; rather than destroy.
Choose to **persevere** ;; rather than quit.
Choose to **praise** ;; rather than gossip.
Choose to **heal** ;; rather than wound.
Choose to **give** ;; rather than steal.
Choose to **act** ;; rather than procrastinate.
Choose to **grow** ;; rather than rot.
Choose to **pray** ;; rather than curse.
Choose to **live** ;; rather than die.

<https://www.facebook.com/We.Are.All.One.Love>

the **R**^{ose}
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Internal Motivation



Optimism

The ability to look at the brighter side of life and to maintain a positive attitude even in the face of adversity. Optimism assumes a measure of hope in one's approach to life

“Deficiency motivation doesn't work. It will lead to a life-long pursuit of try to fix me. Learn to appreciate what you have and where and who you are.” Dr Wayne Dyer

*the Rose
Pink
connection* get pinked!



Staying Optimistic

Promise yourself to be strong, that nothing can disturb your peace of mind. Look at the sunny side of everything & make your optimism come true. Think only the best, work only for the best, & expect only the best. Forget the mistakes of the past & press on to the greater achievements of the future. Give so much time to the improvement of yourself that you have no time to criticize others. Live in the faith that the whole world is on your side as long as you are true to the best that's in you.

Christian Larson (1874 -1962)

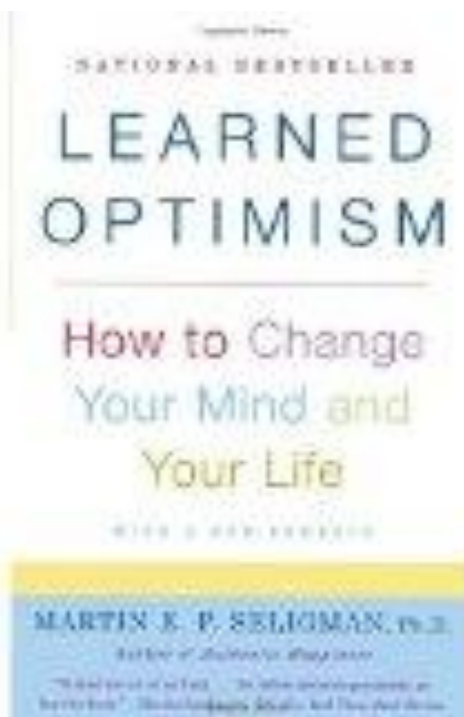
“The most important decision we make is whether we believe we live in a friendly or hostile universe.”

Albert Einstein (1879 - 1955)

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Learned Optimism



"The book demonstrated over and over again how I was handicapping myself by being negative and a pessimist. I am a very logical person and it took a book like this, written factually instead of emotionally, to open my eyes to pessimism. Since reading this book, I have dedicated myself to being an optimist, and I must say I have already noticed major differences in my life." EN Cook





Developing empathy

- Empathy is a feeling different from sympathy. When one is sympathetic, one implies pity but maintains distance from another person's feelings. Empathy is more a sense that one can truly understand or imagine the depth of another person's feelings. It implies feeling *with* a person, rather than feeling sorry for a person.
- Empathy is a translation of the German term *Einfühlung*, meaning to feel at one with. It implies sharing the load, or "walking a mile in someone else's shoes," in order to appropriately understand that person's perspective.
- In research on married couples, empathy appears to include matching the physiological changes of the other person.



Source: Desmond Williams
HR Consultant



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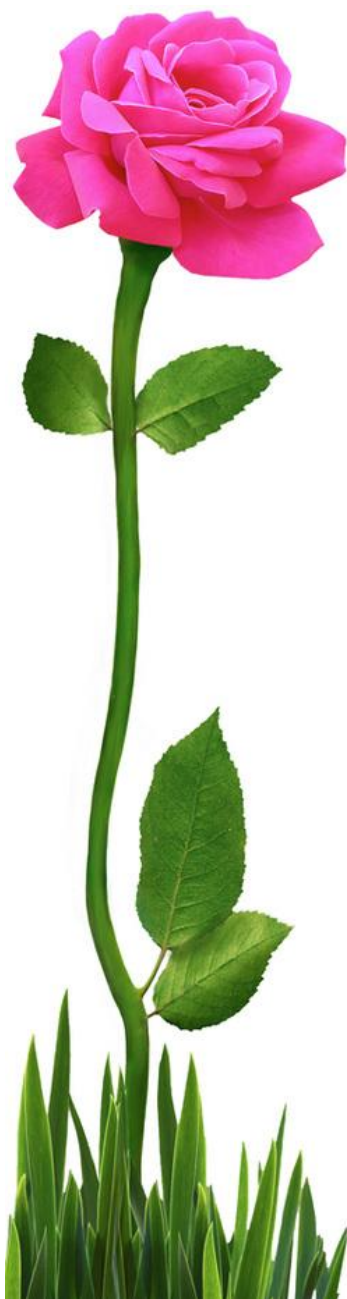


Social Skills

- Building networks
- Managing relationships
- Finding common ground
- Diffusing difficult situations

“Man is by nature a social animal; an individual who is unsocial naturally and not accidentally is either beneath our notice or more than human. Society is something that precedes the individual. Anyone who either cannot lead the common life or is so self-sufficient as not to need to, and therefore does not partake of society, is either a beast or a god.” Aristotle





Low Emotional Intelligence

Aggressive
Demanding
Egotistical
Bossy
Confrontational

Easily Distracted
Glib
Selfish
Poor Listener
Impulsive

Resistant to Change
Passive
Un-Responsive
Slow
Stubborn

Critical
Picky
Fussy
Hard to Please
Perfectionistic

High Emotional Intelligence

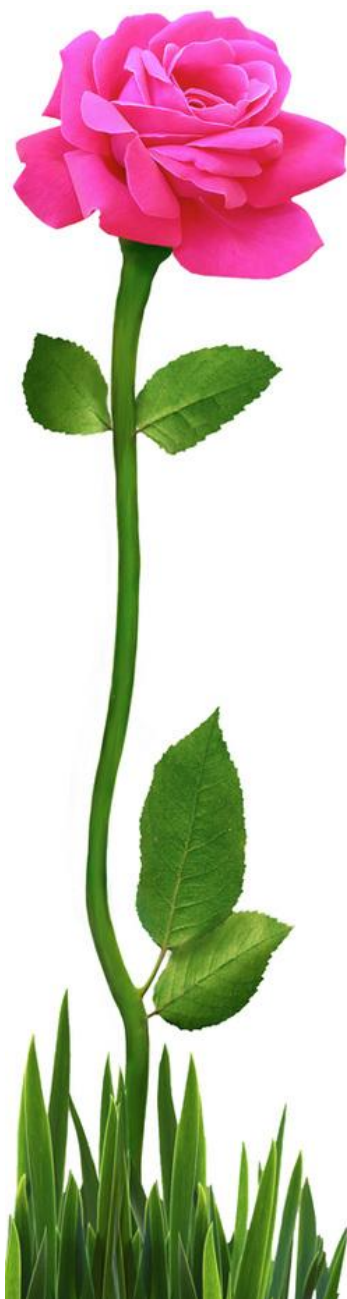
Assertive
Ambitious
Driving
Strong-Willed
Decisive

Warm
Enthusiastic
Sociable
Charming
Persuasive

Patient
Stable
Predictable
Consistent
Good Listener

Detailed
Careful
Meticulous
Systematic
Neat





Using EI effectively

Leaders with Low EQ...	Leaders with High EQ...
...sound off even when it won't help.	...only speak out when doing it helps the situation.
...brush people off when bothered.	...keep lines of communication open even when frustrated.
...deny that emotions impact their thinking.	...recognize when other people are affecting their emotional state.
...get defensive when challenged.	...are open to feedback.
...focus only on tasks and ignore the person.	...show others they care about them.
...are oblivious to unspoken tension.	...accurately pick up on the mood of a room.

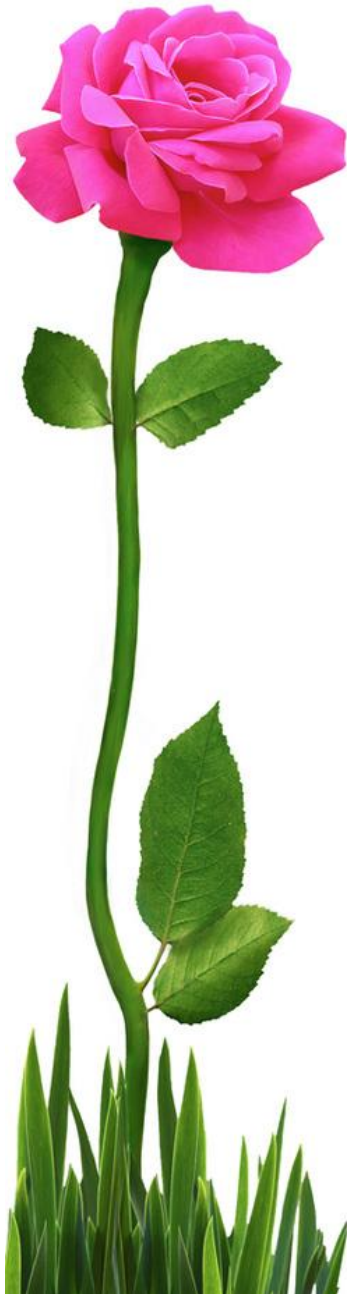


Emotion related dysfunction

- all or nothing thinking
- overgeneralization
- excessive worrying
- worrying as magical thinking
- disqualifying the position
- jumping to negative conclusions
- “should” statements
- labeling & mislabeling
- personalization
- stonewalling
- criticism; contempt
- Impacts on physical health
 - cardiovascular disease
 - progression of diabetes
 - progression of cancer
 - onset of hypertension
 - Stress related illness
- Impacts on relationships
- Impacts on mental health

Excessive Negativity & Stress is damaging to your health!





Emotional Intelligence Skills

1. The ability to quickly reduce stress
2. The ability to recognise and manage your emotions
3. The ability to connect with others using non-verbal communication
4. The ability to use humour and play to deal with challenges
5. The ability to resolve conflicts positively and with confidence

Source: <http://www.helpguide.org/articles/emotional-health/emotional-intelligence-eq.htm>

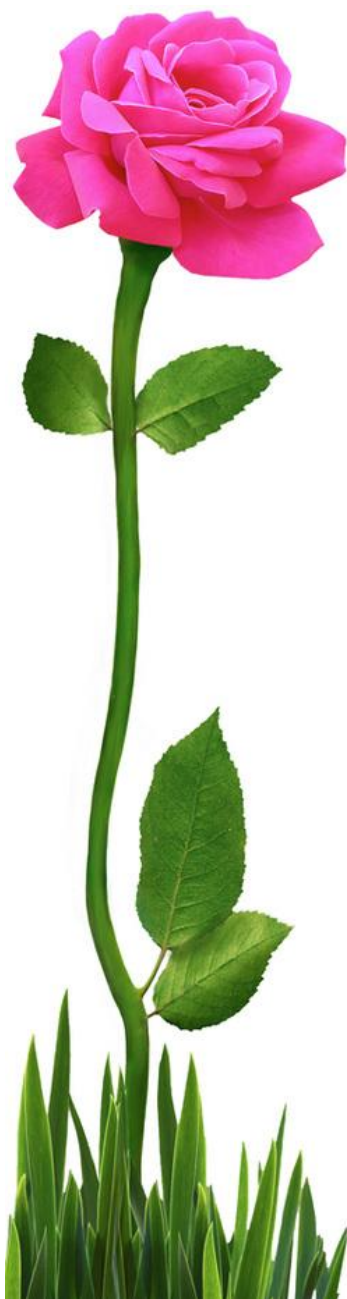


Reducing Stress

When we're under high levels of stress, rational thinking and decision making go out the window. Runaway stress overwhelms the mind and body, getting in the way of our ability to accurately "read" a situation, hear what someone else is saying, be aware of our own feelings and needs, and communicate clearly.

The first key skill of emotional intelligence is the ability to quickly calm yourself down when you're feeling overwhelmed. Being able to manage stress in the moment is the key to resilience. This emotional intelligence skill helps you stay balanced, focused, and in control—no matter what challenges you face.





Stress Bursting

Develop your stress busting skills by working through the following three steps:

1. Realize when you're stressed – The first step to reducing stress is recognizing what stress feels like. Many of us spend so much time in an unbalanced state that we've forgotten what it feels like to be calm and relaxed.
2. Everyone reacts differently to stress. Do you tend to space out and get depressed? Become angry and agitated? Freeze with anxiety? The best way to quickly calm yourself depends on your specific stress response.
3. Discover the stress busting techniques that work for you – The best way to reduce stress quickly is through the senses: through sight, sound, smell, taste, and touch. But each person responds differently to sensory input, so you need to find things that are soothing to you.





Mental health

Mental health includes our emotional, psychological, and social well-being. It affects how we think, feel, and act. It also helps determine how we handle stress, relate to others, and make choices. Mental health is important at every stage of life, from childhood and adolescence through adulthood.





Mental Health Problems

- Eating or sleeping too much or too little
- Pulling away from people and usual activities
- Having low or no energy
- Feeling numb or like nothing matters
- Having unexplained aches and pains
- Feeling helpless or hopeless
- Smoking, drinking, or using drugs more than usual
- Feeling unusually confused, forgetful, on edge, angry, upset, worried, or scared
- Yelling or fighting with family and friends
- Experiencing severe mood swings that cause problems in relationships
- Having persistent thoughts and memories you can't get out of your head
- Hearing voices or believing things that are not true
- Thinking of harming yourself or others
- Inability to perform daily tasks like taking care of your kids or getting to work or school

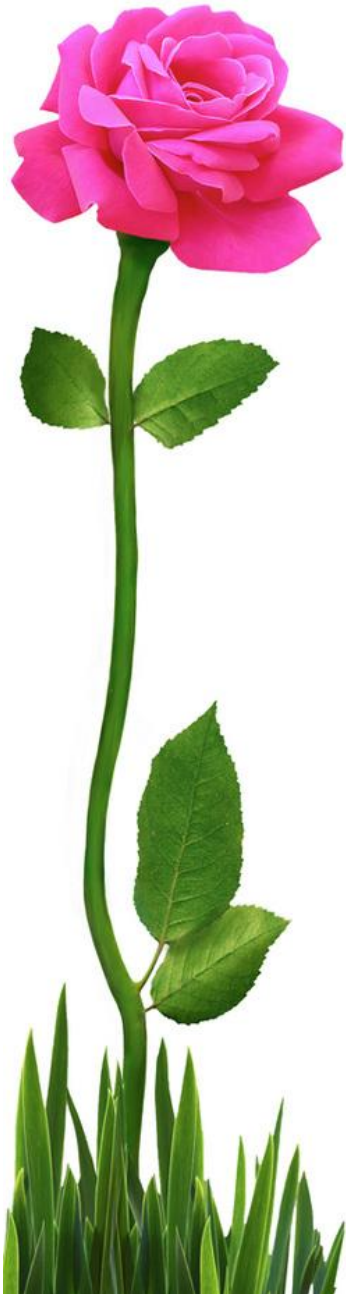




Positive Mental Health

1. Realize your full potential
2. Cope with the stresses of life
3. Work productively
4. Make meaningful contributions to your communities
5. Stay connected to others

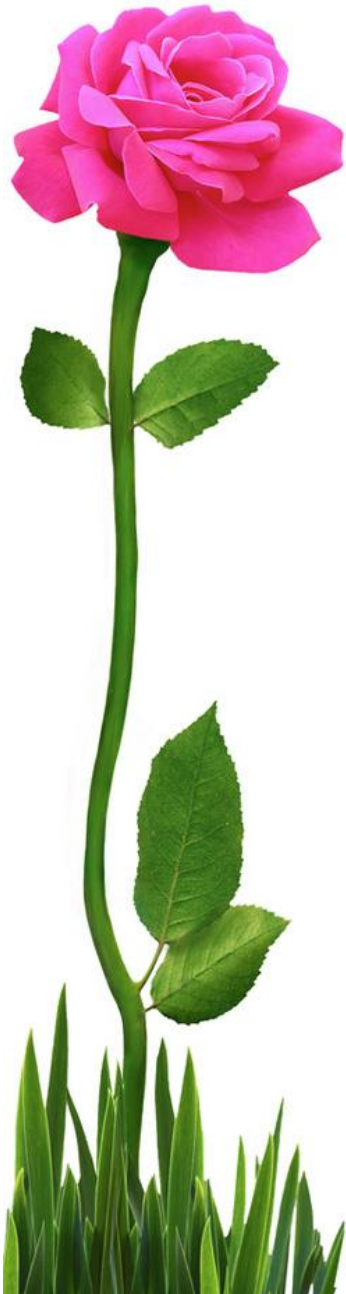




Recognise and manage emotion

The second key skill of emotional intelligence is having a moment-to-moment awareness of your emotions and how they influence your thoughts and actions.

- Do you experience feelings that flow, encountering one emotion after another as your experiences change from moment to moment?
- Do you experience discrete feelings and emotions, such as anger, sadness, fear, joy, each of which is evident in subtle facial expressions?
- Can you experience intense feelings that are strong enough to capture both your attention and that of others?
- Do you pay attention to your emotions?
- Do they factor into your decision making?



Using non-verbal communication

Nonverbal communication is the third skill of emotional intelligence.

It asks the questions:

“Are you listening?” and

“Do you understand and care?”

Answers to these questions are expressed in the way we listen, look, move, and react.

Improving nonverbal communication involves paying attention to: Eye contact, Facial expression, Tone of voice, Posture and gesture, Timing and pace.





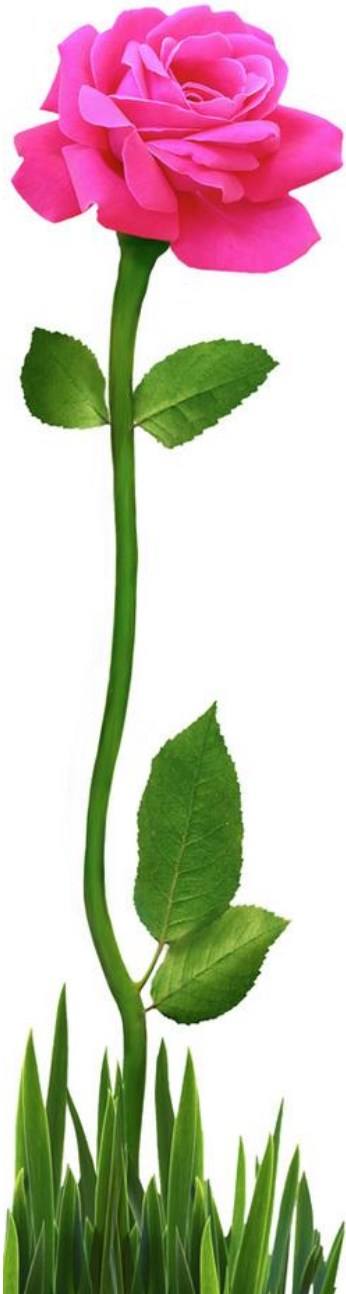
Humour and Play

Humor, laughter, and play are natural antidotes to life's difficulties. They lighten our burdens and help us keep things in perspective. A good hearty laugh reduces stress, elevates mood, and brings our nervous system back into balance.

The ability to deal with challenges using humor and play is the fourth skill of emotional intelligence. Playful communication broadens our emotional intelligence and helps us:



Humour and Play



- Take hardships in stride. By allowing us to view our frustrations and disappointments from new perspectives, laughter and play enable us to survive annoyances, hard times, and setbacks.
- Smooth over differences. Using gentle humor often helps us say things that might be otherwise difficult to express without creating a flap.
- Simultaneously relax and energize ourselves. Playful communication relieves fatigue and relaxes our bodies, which allows us to recharge and accomplish more.
- Become more creative. When we loosen up, we free ourselves of rigid ways of thinking and being, allowing us to get creative and see things in new ways.



Managing Conflict

The ability to manage conflicts in a positive, trust-building way is the fifth key skill of emotional intelligence.

Successfully resolving differences is supported by the previous four skills of emotional intelligence.

Once you know how to manage stress, stay emotionally present and aware, communicate nonverbally, and use humor and play, you'll be better equipped to handle emotionally-charged situations and catch and defuse many issues before they escalate.





Resolving conflict

- Stay focused in the present. When we are not holding on to old hurts and resentments, we can recognize the reality of a current situation and view it as a new opportunity for resolving old feelings about conflicts.
- Choose your arguments. Arguments take time and energy, especially if you want to resolve them in a positive way. Consider what is worth arguing about and what is not.



Mindfulness

Mindfulness in the Age of Complexity

Mindfulness is the process of actively noticing new things. When you do that, it puts you in the present. It makes you more sensitive to context and perspective. It's the essence of engagement. And it's energy-begetting, not energy-consuming. The mistake most people make is to assume it's stressful and exhausting—all this thinking. But what's stressful is all the mindless negative evaluations we make and the worry that we'll find problems and not be able to solve them.

Ellen Langer PhD, Harvard Business Review

<https://hbr.org/2014/03/mindfulness-in-the-age-of-complexity>





Happiness – the emotion

Remember, happiness doesn't depend upon who you are or what you have; it depends solely upon what you think.

- Dale Carnegie -

If you want your life to be a magnificent story, then begin by realizing that you are the author and everyday you have the opportunity to write a new page - *Mark Houlahan*

“Be the change you want to see in the world.”
Mahatma Gandhi





**“When you are in the final days
of your life, what will you want?”**

Will you hug that college degree in the walnut frame?

Will you ask to be carried to the garage so you can sit in your car?

Will you find comfort in rereading your financial statement?

OF COURSE NOT.

What will matter then will be people.

**If *relationships* will matter
most then, shouldn't they
MATTER MOST NOW?”**

— Max Lucado, author and pastor



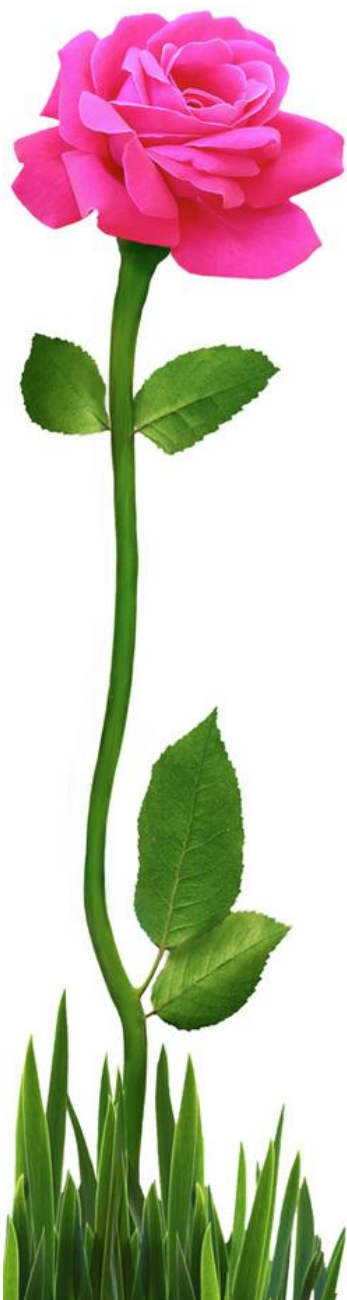


Remember



<https://www.facebook.com/TheBeautifulUnfolding>





THANK YOU!

<http://www.rosepinkharmony.com>

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