



EMOTIONAL INTELLIGENCE PARTICIPANT GUIDE

Name

Emotional Intelligence

At the completion of this course, participants will be able to:

- Define Emotional Intelligence and why it is important
- Learn the core skills of emotions intelligence
- Discuss strategies to recognize and manage our emotions

Overview

What distinguishes great leaders from merely good ones? It isn't IQ or technical skills, says Daniel Goleman. It's emotional intelligence: a group of skills that enable the best leaders to maximize their own and their follower's performance.

Your emotional intelligence (EI) is a foundation for so many other skills—it impacts most everything you say and do each day. Emotional intelligence is the single biggest predictor of performance in the workplace and the strongest driver of leadership and personal excellence.

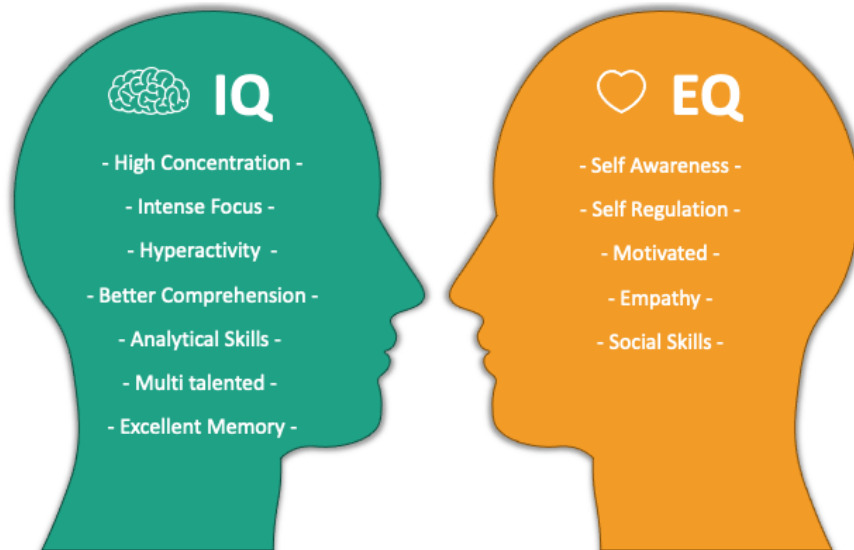
Emotional intelligence (EI) is the ability to identify and manage one's own emotions as well as the emotions of others. For success in careers and one's personal life, EI is more important than IQ. To thrive today, it's important to develop mature emotional intelligence skills necessary to better understand, empathize and negotiate with others. This session addresses the competencies needed for high-level emotional intelligence and skills necessary for that achievement.

Definitions

What's the difference?

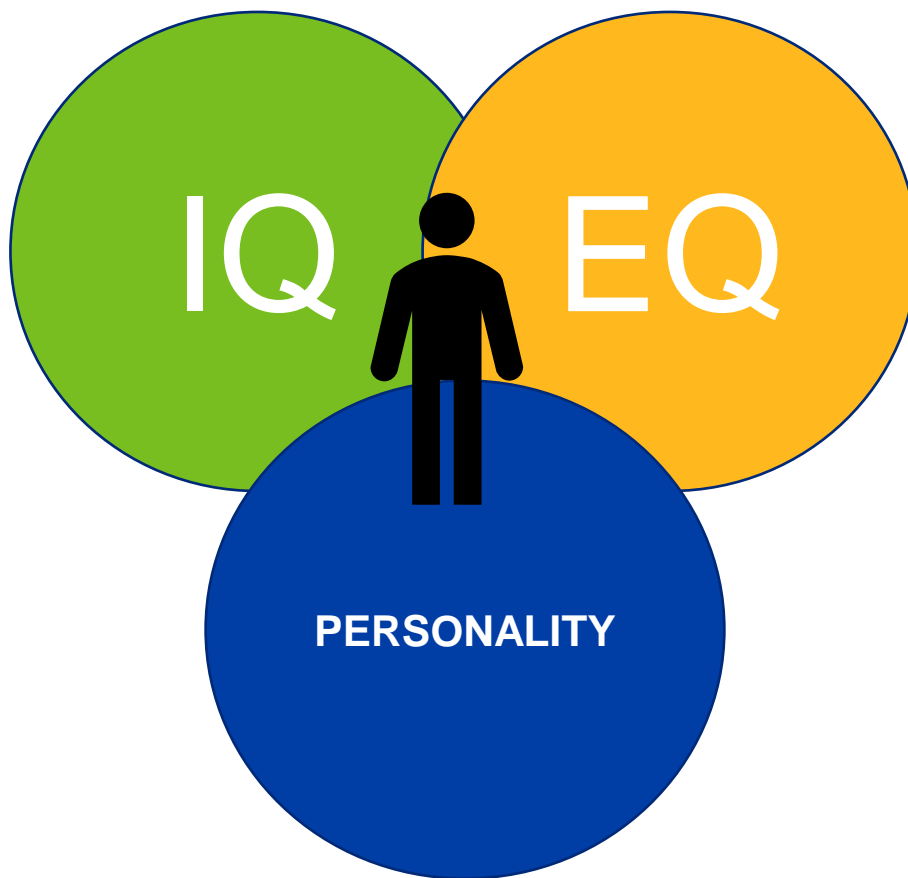
The research shows that IQ contributes to 20% of your success in life. The other 80% of success depends on your EQ.

IQ	EQ
(Intelligence Quotient)	(Emotional Quotient)
- Definition -	
Derived as a score from one of the tests that are standardized and designed to be able to assess intelligence	Also known as emotional intelligence, this is about the ability to be able to assess, identify and control the emotions of the self and of others
- Abilities -	
<ul style="list-style-type: none"> • Information is learned, understood and applied to skills, logical reasoning, word comprehension, math skills, abstract and spatial thinking • Irrelevant information is being filtered out 	<ul style="list-style-type: none"> • Emotional meaning are understood and used to facilitate thinking • Own emotions are identified, evaluated, controlled and expressed • Emotions of other are also perceived and assessed

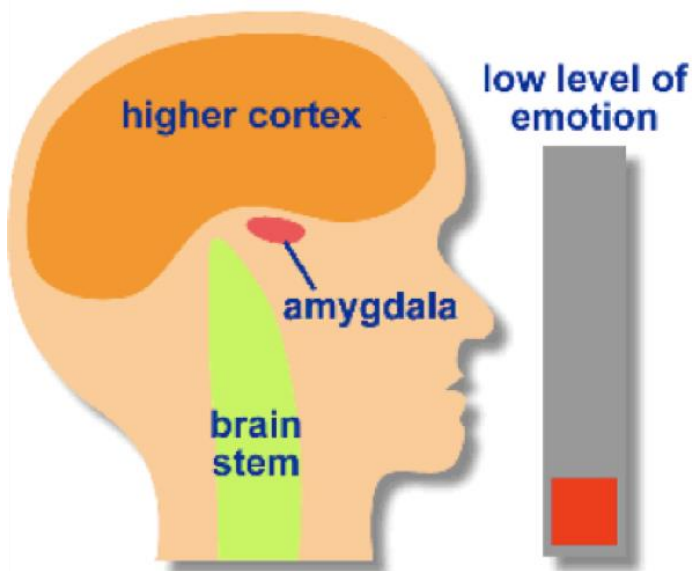


IQ, EQ and Personality

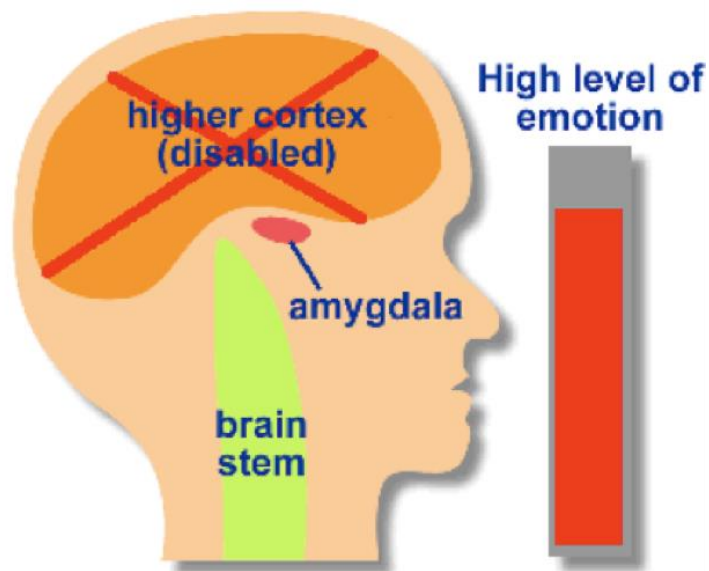
There is no known connection between IQ and emotional intelligence; you simply can't predict emotional intelligence based on how smart someone is. Intelligence is your ability to learn, and it's the same at age 15 as it is at age 50. Emotional intelligence, on the other hand, is a flexible set of skills that can be acquired and improved with practice. Although some people are naturally more emotionally intelligent than others, you can develop high emotional intelligence even if you aren't born with it.



Amygdala Hijack – When Emotions Take Over



Low emotion
(calm, relaxed)



High emotion
(anger, fear, excitement, love, hate, disgust, frustration)

Tip: Did you know? Your amygdala is more likely to experience high emotions if you don't get enough sleep or you are hungry?

Amygdala Hijack – Reflection

Self-management builds on the basis on self-awareness and is the ability to control your emotions so that they don't control you. Many of us may have trouble managing emotions like anger, sadness or frustration. Understanding your anger and how to manage it is important in maintaining relationships and self-control.

Positive Emotions	Negative Emotions
Happiness	Anger
Excitement	Disappointment
Joy	Exhaustion
Peaceful	Frustration
Relaxed	Stressed
Calm	Concerned
Cheerful	Worried
Caring	Anxious
Flexible	Defensive
Harmonious	Confused

Think of a time when you were angry and how you handled it. Describe your reaction and behaviors below:

The last time I was angry I....

Planning for the Future

Now, think about how you would like to process anger in the future. Describe healthy management skills and behaviors. Some suggestions are listed in the box to the right.

Emotional Control
BREATHE DEEPLY GO FOR A WALK DISTRACT YOURSELF THINK BEFORE SPEAKING TAKE A BREAK TAKE A SHOWER LIE DOWN WRITE IT OUT

The Four Skills of Emotional Intelligence

Emotional intelligence is made up of four core skills that pair up under two primary competencies: **personal competence** and **social competence**.

Personal competence is about you, your awareness of your own emotions and how you manage them, Social competence is about you with other people, it's how you are reading and responding to other people.

	Recognition	Regulation
Personal Competence	<p>Self-Awareness</p> <ul style="list-style-type: none"> • Self-confidence • Awareness of your emotional state • Recognizing how your behavior impacts others • Paying attention to how others influence your emotional state 	<p>Self-Management</p> <ul style="list-style-type: none"> • Keeping disruptive emotions and impulses in check • Acting in congruence with your values • Handling change flexibly • Pursuing goals and opportunities despite obstacles and setbacks
Social Competence	<p>Social Awareness</p> <ul style="list-style-type: none"> • Picking up on the mood in the room • Caring what others are going through • Hearing what the other person is “really” saying 	<p>Relationship Management</p> <ul style="list-style-type: none"> • Getting along well with others • Handling conflict effectively • Clearly expressing ideas/information • Using sensitivity to another person’s feeling (empathy) to manage interactions successfully

Self-Awareness

Idea in Practice



EI Component	Definition	Hallmarks	Example	Personal Example
Self-Awareness	Self-awareness is having a clear understanding of your strengths, limitations, emotions, beliefs, and motivations	<ul style="list-style-type: none">• Self-confidence• Realistic self-assessment• Self-deprecating sense of humor• Thirst for constructive criticism	A leader knows tight deadlines bring out the worst in him. So he plans his time to get work done well in advance.	

1

Observe the ripple effect from your emotions.

2

Know who and what pushes your buttons.

3

Stop and ask yourself why you do the things you do.

Self-Management

Idea in Practice



EI Component	Definition	Hallmarks	Example	Personal Example
Self-Management	<p>The ability to control or redirect disruptive impulses and moods</p> <p>The ability to suspend judgment to think before acting</p>	<ul style="list-style-type: none">• Trustworthiness• Comfort with ambiguity• Openness to change	When you botch a presentation, you resist the urge to scream. Instead, you consider the possible reasons for the failure, explains the consequences and explores solutions.	

1

Count to ten.

2

Sleep on it.

3

Take control of your self-talk.

Social Awareness

Idea in Practice



EI Component	Definition	Hallmarks	Example	Personal Example
Social Awareness	<p>The ability to understand the emotional makeup of other people</p> <p>Skill in treating people according to their emotional reactions</p>	<ul style="list-style-type: none">• Expertise in building and retaining talent• Cross-cultural sensitivity• Service to clients and customers	<p>An American consultant and her team pitch a project to a potential client in Japan. Her team interprets the client's silence as disapproval and prepares to leave. The consultant reads the client's body language and senses interest. She continues the meeting, and her team gets the job.</p>	

1

Practice the art of listening.

2

Timing is everything.

3

Step into their shoes.

Relationship Management Awareness

Idea in Practice



EI Component	Definition	Hallmarks	Example	Personal Example
Relationship Management	<p>Proficiency in managing relationships and building networks</p> <p>An ability to find common ground and build rapport</p>	<ul style="list-style-type: none">• Effectiveness in leading change• Persuasiveness• Expertise in building and leading teams	<p>A manager wants his company to adopt a better internet strategy. He assembles a team to create a prototype web site. He persuades members of the company to fund the website. The company forms an internet division and puts him in charge of it.</p>	

1

Align your intention with your impact.

2

Build trust.

3

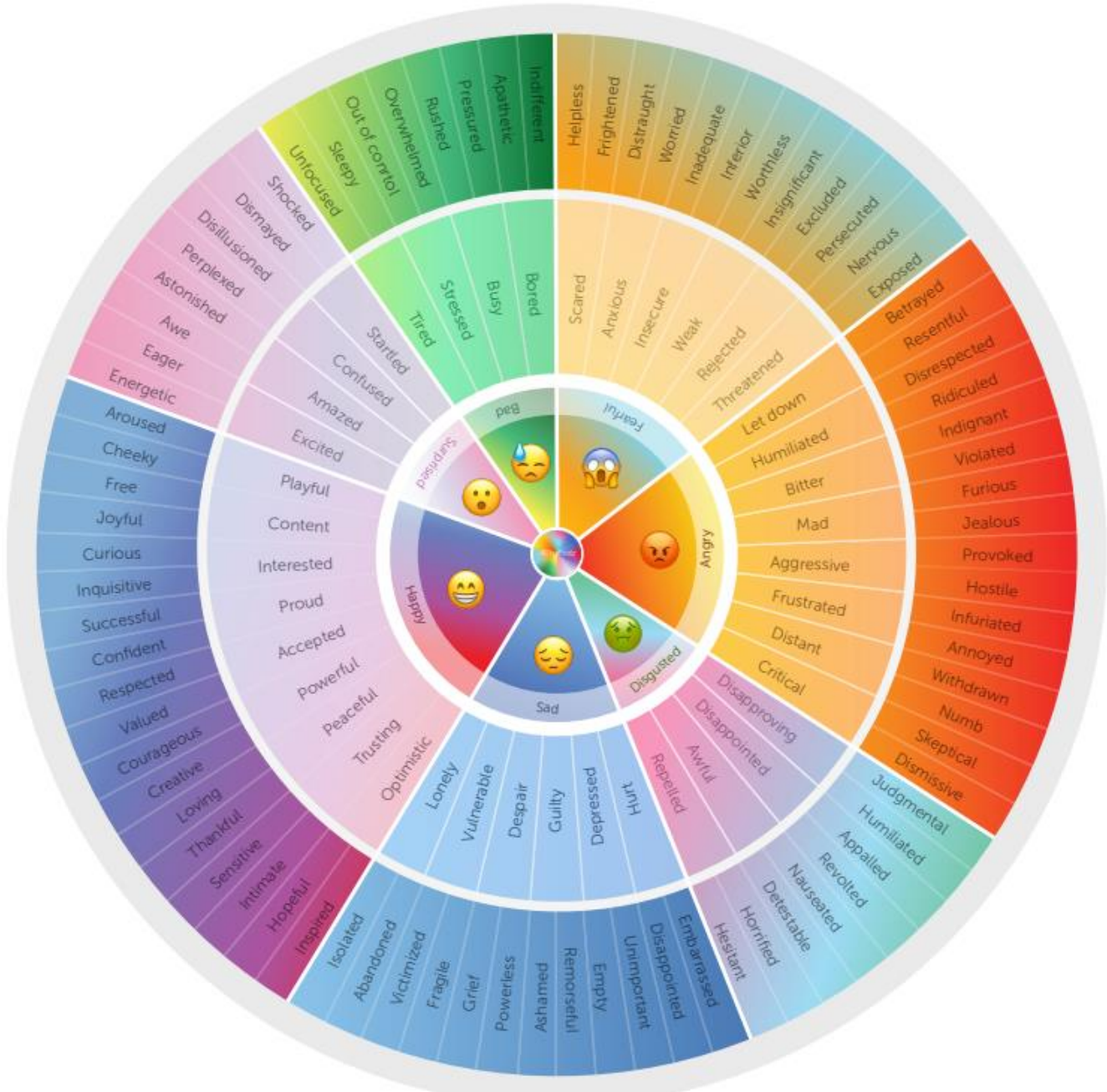
Explain your decision, don't just make them.

The Emotion Wheel

Activate your brain's executive function

Increase your emotional intelligence

Maintain a record of your feelings



Think about a time you experienced high emotions or an “Amygdala Hijack”
 What Happened?

Responding with Emotional Intelligence

How would you handle this situation with emotional intelligence?

1. You work hard on a project, but nothing goes right. The end result is not up to standard because of factors outside of your control (project partners, timeline change, inability of a partner to deliver, change of parameters last minute, illness, etc.). Your colleague criticizes you for your performance in front of the team, stating that if you were not able to complete the project, you should have gone to him and asked for help or asked to transfer it early on.

2. Your colleague told you they were almost finished on a project and would turn it in. You made plans around that, and now they are late and you are responsible not only for your lost time, but that of your boss.

Responding with Emotional Intelligence

How would you handle this situation with emotional intelligence?

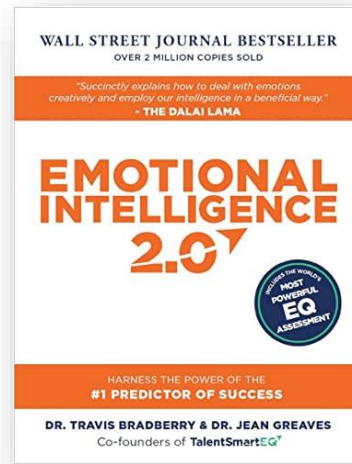
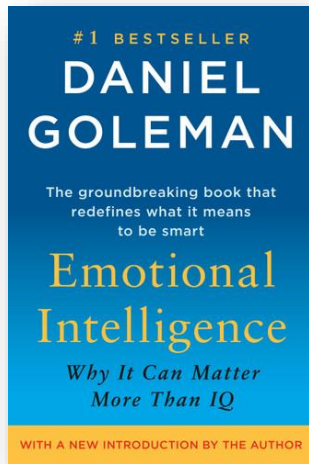
3. Your department has been having a lot of problems and tensions are high. Two colleagues start an argument over who was responsible for a task that was left unfinished and is now holding up a large project. They call you into it, asking you to name who was responsible.

4. Your colleague turns several tasks around behind schedule, leaving you waiting and behind on your own work. You're frustrated with the wait but your colleague doesn't seem to care.

The Benefits of Growing Your Emotional Intelligence



Additional Topic Resources



LinkedIn Learning

UC RIVERSIDE | UC Learning Center

Transferable Skills
Library



Want to receive the latest
in professional
development offerings?

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Human Resources
Employee and Organizational
Development