



What's the Big Deal with Emotional Intelligence?

CSWEA YP Leadership Academy

Carol A. Cortez, Ph.D.

April 2, 2012





What is it?

A form of intelligence relating to the emotional side of life, including the ability:

- ❖ To recognize and manage one's own and others' emotion
- ❖ To motivate oneself and restrain impulses
- ❖ To handle interpersonal relationships effectively

≡ Why Does it Matter?



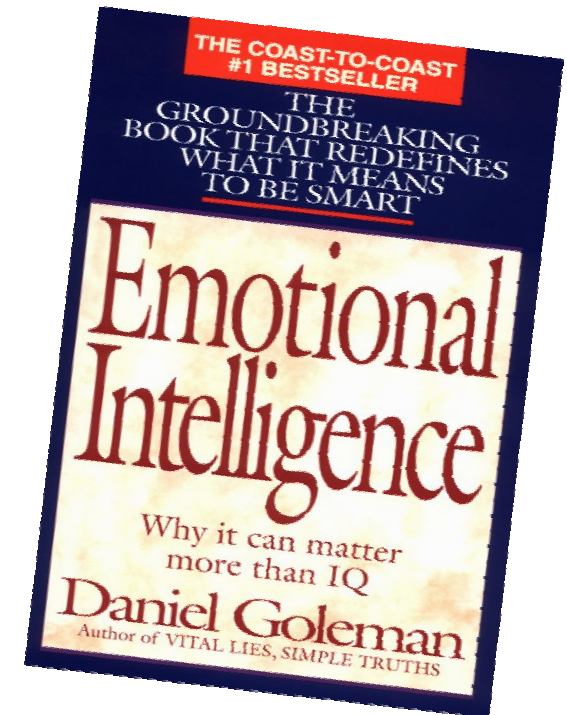
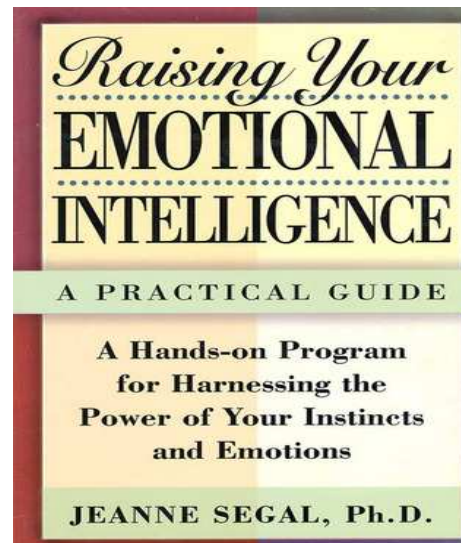
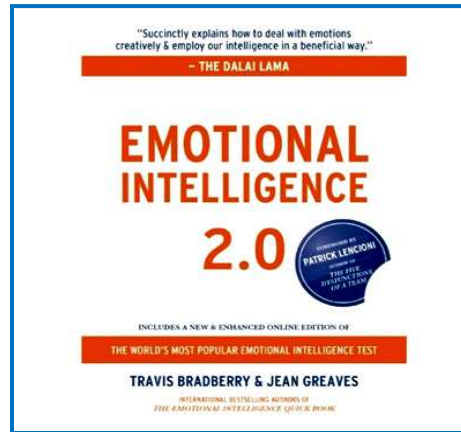
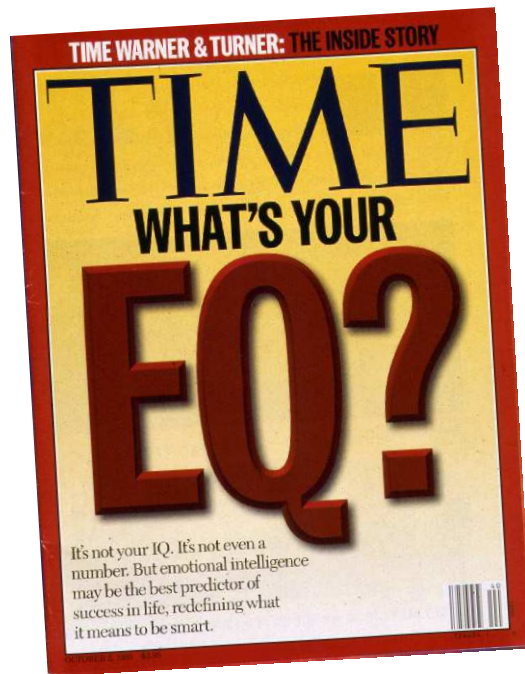
Accounts For
More Career
Success
than IQ

≡ Why Does it Matter?

Individuals with *more* emotional intelligence:

- ❖ Decisive
- ❖ Straightforward and composed
- ❖ Adept at work/life balance
- ❖ Able to build and mend relationships
- ❖ Skilled at change management
- ❖ Cooperative and collaborative team player

Emotional Intelligence in the News



≡ Why Does it Matter?

Individuals with *less* emotional intelligence:

- ✓ Easily irritated
- ✓ Quick strong reactions
- ✓ Easily distracted
- ✓ Strong emotions
- ✓ Lack empathy
- ✓ Chronically distressed



EQ on the Job

- ❖ Companies increasingly assessing EQ as part of the selection process, with great results
 - ▶ **Air Force** - Saved \$3,000,000 a year on a \$10,000 investment
 - ▶ **L'Oreal** - Realized a \$91,370 increase per head for salespeople selected for EQ skills



Emotional Intelligence Model

Personal Competence

Self-Awareness
Self-Regulation
Motivation



Social Competence

Empathy
Social Skills



Personal Competence: Self Awareness

The Core of Emotional Intelligence

- v Deep understanding of one's emotions; how your feelings affect you, other people, and your job performance
 - ▶ **Emotional awareness**
 - ▶ **Self confidence**
 - ▶ **Accurate self-assessment**

Personal Competence: **Self Regulation**

√ Ability to control emotions and impulses

- ▶ **Self control**
- ▶ **Trustworthiness**
- ▶ **Conscientiousness**
- ▶ **Innovation**
- ▶ **Attitude**
- ▶ **Flexibility in handling change**



Personal Competence: Motivation



- ✓ Ability to call up feelings of confidence, optimism, and enthusiasm
 - ▶ Achievement drive
 - ▶ Commitment
 - ▶ Initiative
 - ▶ Optimism

Social Competence:

Empathy

- ✓ Ability to identify with and understand the wants, needs and viewpoints of others
 - ▶ Sensing others' emotions
 - ▶ Understanding others
 - ▶ Developing others
 - ▶ Taking active interest in others' concerns
 - ▶ Developing greater interpersonal sensitivity



Social Competence: Social Skills

- ✓ Ability to channel emotions to support relationship development/maintenance
 - ▶ **Communication**
 - ▶ **Conflict management**
 - ▶ **Leadership**
 - ▶ **Change catalyst**
 - ▶ **Collaboration/cooperation**
 - ▶ **Team capabilities**



How to Improve your EQ

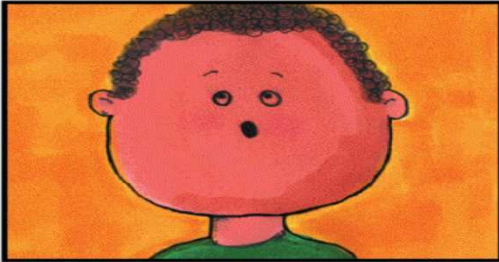
Work from the Inside Out

Start by Increasing your Self-Awareness

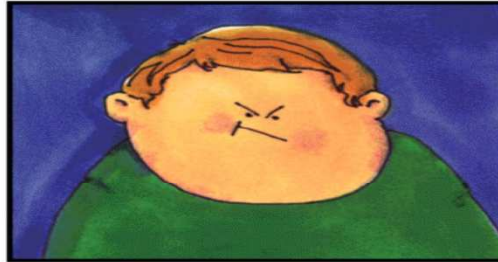
- ✓ Notice and name your emotions.
- ✓ Identify triggers to negative emotions.
- ✓ Observe how you react to people. Do you rush to judgment or stereotype?
- ✓ Examine how you react to stressful situations. Do you become upset every time there's a delay or something doesn't happen the way you want?



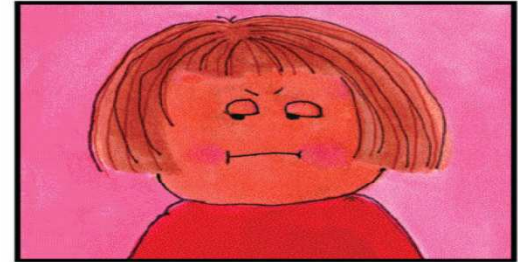
Feelings



Afraid



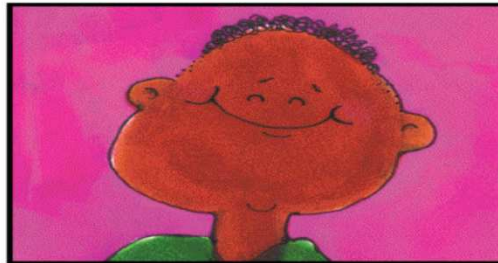
Angry



Bored



Excited



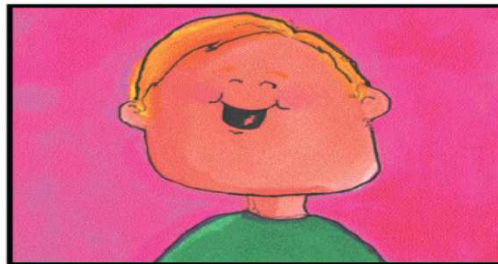
Happy



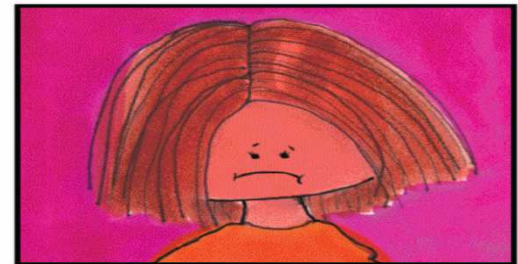
Hurt



Lonely



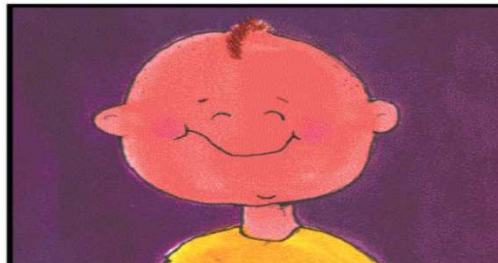
Proud



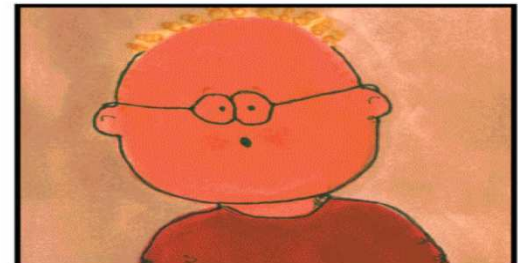
Sad



Shy



Silly



Surprised



Resources

- ✓ **Talentsmart.com**
 - ▶ White papers, movie clips, materials & assessment
- ✓ **Myskillsprofile.com**
 - ▶ Free online EQ assessment
- ✓ **DanielGoleman.com**
 - ▶ Leadership, ecological intelligence, EQ
- ✓ **Psychometriclab.com**
 - ▶ Web-based materials & TEIQue assessment

