Emotional Intelligence

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What You’ll Learn Today

EQ Basics

How to Improve your EQ

Using EQ in real life
What is EQ?
Why does it matter to me?
Emotions inspire our actions all the time.

That’s why they’re called e-motions!
EQ Basics – Definition of EQ

Emotional Intelligence (EQ) is being aware that emotions can drive our behavior, the impact they can have on ourselves and others, and how to manage emotions intelligently – especially under pressure.
## EQ Basics – Four Key EQ Skills

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EQ Basics – Self-Awareness

The ability to be aware of your own emotional responses and the impact your resulting behavior has on others.
EQ Basics – Self-Regulation

Actively and consciously adapting your emotional responses and coping strategies to be more effective based on the situation.
Think of the last time that you had the thought: “OHH, so you want to take it there, huh?!”

…and then you took it ‘there’.
EQ Basics – Self-Regulation

Before you responded, did you ask yourself:

- How will this work out after I say this?
- I know what I want to say, but what should I say?
- Is there a better way to say this?
- If I were them, how would I want to hear this?
- If I were them, how would I react if I heard this?
EQ Basics – Self-Regulation

The ABC’s of Life

A: activating events of life
B: beliefs about the activating event
C: consequential emotions and behaviors
The ABC's of Life: Example

**A**: employee is given a project by supervisor

**B**: employee is excited/eager to do the project

**C**: employee puts together a project team and does research/work outside normal hours without being asked to
being aware of the feelings, needs, and concerns of others.
EQ Basics – Social Awareness

Example: Carrie

- Manager - Accounts Payable
- Very social person
- Walks around the office during her down time
How can Carrie improve her Social Awareness?
Tips for Social Awareness

• Listen actively, speak consciously
• Consider the environment
• Ask for input from others
• Reflect on past interactions
EQ Basics – Relationship Management

the ability to respond appropriately and effectively to the emotions or concerns of others.
EQ Basics – Relationship Management

Tips for Relationship Management

• Analyze past experiences
• Practice assertiveness
• Become more empathetic
• Be a consequential thinker
Using EQ in Life
Piecing it together
EQ in Leadership – Key Skills

1. Communication
2. Adaptability
3. Initiative
4. Motivation
EQ in Leadership – Communication

- Listen *actively* to others
- Think before you speak
- Put yourself in their shoes
- Avoid bad habits and tendencies
EQ in Leadership – Adaptability

- Be open to change – *expect it*
- Adapt *your* behavior to the situation
- Be aware of your internal and external impact
- Focus on your strengths
EQ in Leadership – Initiative

• Take a leadership role in organizational development
• Encourage new ideas
• Try new methods frequently
• Guide others into opportunity
Discover your employees’ motivators

Inspire others to grow with your improved EQ

Collaborate with others toward shared goals

Focus on the *human element* with EQ
What is EQ?

Why does it matter to me?
Higher EQ = More Engagement
More Engagement = Happier Employees
Thank You!