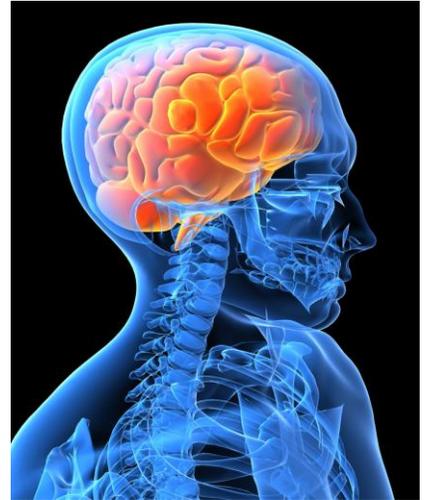


Managing Emotional Intelligence



Lisa Carver
Moxie Consulting, Inc.
lisa@getmoremoxie.com
www.getmoremoxie.com

SESSION OBJECTIVES

1. Define Emotional Intelligence (EI) and discuss importance.
2. Analyze the role of the brain in emotional intelligence.
3. Assess your emotional intelligence on the four EI dimensions.
4. Discuss the Goleman framework for EI and workplace application.
5. Implement a personal plan for strengthening your emotional intelligence.



I WANT TO KNOW:

Please list at least one thing you would like to know about emotional intelligence. Be specific.

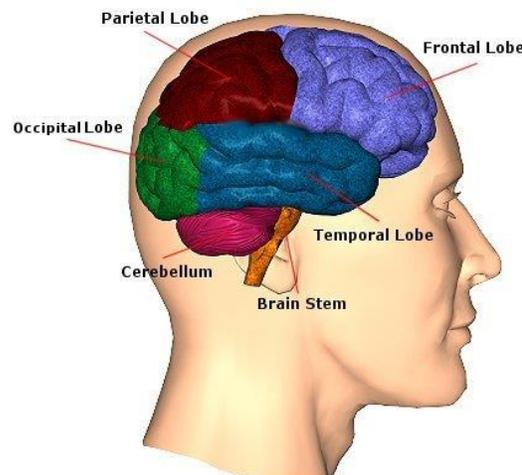
1. WHAT IS THE DIFFERENCE BETWEEN IQ AND EQ?

EI is the ability to:

- Sense and Understand
- Manage
- Communicate
- To discriminate among emotions and thoughts and use this information to guide future thinking and actions.
- EI does not merely mean “being nice” or submissive. Nor does it mean allowing free rein to your feelings – “letting it all hang out.”

2. THE ROLE OF THE BRAIN IN EMOTIONAL INTELLIGENCE

1. A person must have control over his/her emotions in order to utilize the rational, thinking part of the brain.
2. Our brains are more emotional than logical.
3. We “unlearn” old habits of thought, feeling and action that are deeply ingrained and integrate new ones. Such a process takes motivation, effort, time, support and sustained practice.



3. EMOTIONAL INTELLIGENCE QUIZ

Please note: This questionnaire is by no means an exhaustive measure of your emotional intelligence both because of its length and the fact that it is self-scoring. For a more complete and accurate picture of emotional intelligence, various online assessments can be purchased.

The Quick Emotional Intelligence Self-Assessment

*Adapted for the San Diego City College MESA Program

Rank each statement as follows:

0 (Never)	1 (Rarely)	2 (Sometimes)	3 (Often)	4 (Always)
Emotional Awareness – Total :				
0 1 2 3 4	My feelings are clear to me at any given moment.			
0 1 2 3 4	Emotions play an important part in my life.			
0 1 2 3 4	My moods impact the people around me.			
0 1 2 3 4	I find it easy to put words to my feelings.			
0 1 2 3 4	My moods are easily affected by external events.			
0 1 2 3 4	I can easily sense when I am going to be angry.			
0 1 2 3 4	I readily tell others my true feelings.			
0 1 2 3 4	I find it easy to describe my feelings.			
0 1 2 3 4	Even when I am upset, I am aware of what is happening to me.			
0 1 2 3 4	I am able to stand apart from my thoughts and feelings and examine them.			

Emotional Management – Total :				
0 1 2 3 4	I accept responsibility for my actions.			
0 1 2 3 4	I find it easy to make goals and stick with them.			
0 1 2 3 4	I am an emotionally balanced person.			
0 1 2 3 4	I am a very patient person.			
0 1 2 3 4	I can accept critical comments from others without becoming angry.			
0 1 2 3 4	I maintain my composure, even during stressful times.			
0 1 2 3 4	If an issue does not affect me directly, I do not let it bother me.			
0 1 2 3 4	I can restrain myself when I feel anger toward someone.			
0 1 2 3 4	I control my urges to overindulge in things that could damage my well being.			
0 1 2 3 4	I direct my energy into creative work or hobbies.			

Social Emotional Awareness – Total :				
0 1 2 3 4	I consider the impact of my decisions on other people.			
0 1 2 3 4	I can easily tell if people around me are becoming annoyed.			
0 1 2 3 4	I sense when a person’s mood changes.			
0 1 2 3 4	I am able to be supportive when giving bad news to others.			
0 1 2 3 4	I am generally able to understand the way other people feel.			
0 1 2 3 4	My friends can tell me intimate things about themselves.			
0 1 2 3 4	It genuinely bothers me to see other people suffer.			
0 1 2 3 4	I usually know when to speak and when to be silent.			
0 1 2 3 4	I care what happens to other people.			
0 1 2 3 4	I understand when other people’s plans change.			

Relationship Management – Total :					
0	1	2	3	4	I am able to show affection.
0	1	2	3	4	My relationships are safe places for me.
0	1	2	3	4	I find it easy to share my deep feelings with others.
0	1	2	3	4	I am good at motivating others.
0	1	2	3	4	I am a fairly cheerful person.
0	1	2	3	4	It is easy for me to make friends.
0	1	2	3	4	People tell me I am sociable and fun.
0	1	2	3	4	I like helping people.
0	1	2	3	4	Others can depend on me.
0	1	2	3	4	I am able to talk someone down if they are very upset.

Domain		Score
Emotional Awareness		
Emotional Management		
Social Emotional Awareness		
Relationship Management		
Measure your own effectiveness in each domain by using the following key:		
0-24	Area for Enrichment: Requires attention and development	
25-34	Effective Functioning: Consider strengthening	
35-40	Enhanced skills: Use as leverage to develop weaknesses	

4. THE GOLEMAN FRAMEWORK: EI – Four Learned Competencies

Bradbery, T and Greaves, J. *The Emotional Intelligence Quickbook*, Talent Smart, 2003.

Self-awareness — the ability to recognize your emotions and their impact. **Can you** walk into a room, meet a stranger and quickly sense that something is not as it seems?

Formerly known as “intuition,” this instinctual knowledge is based on emotional intelligence.

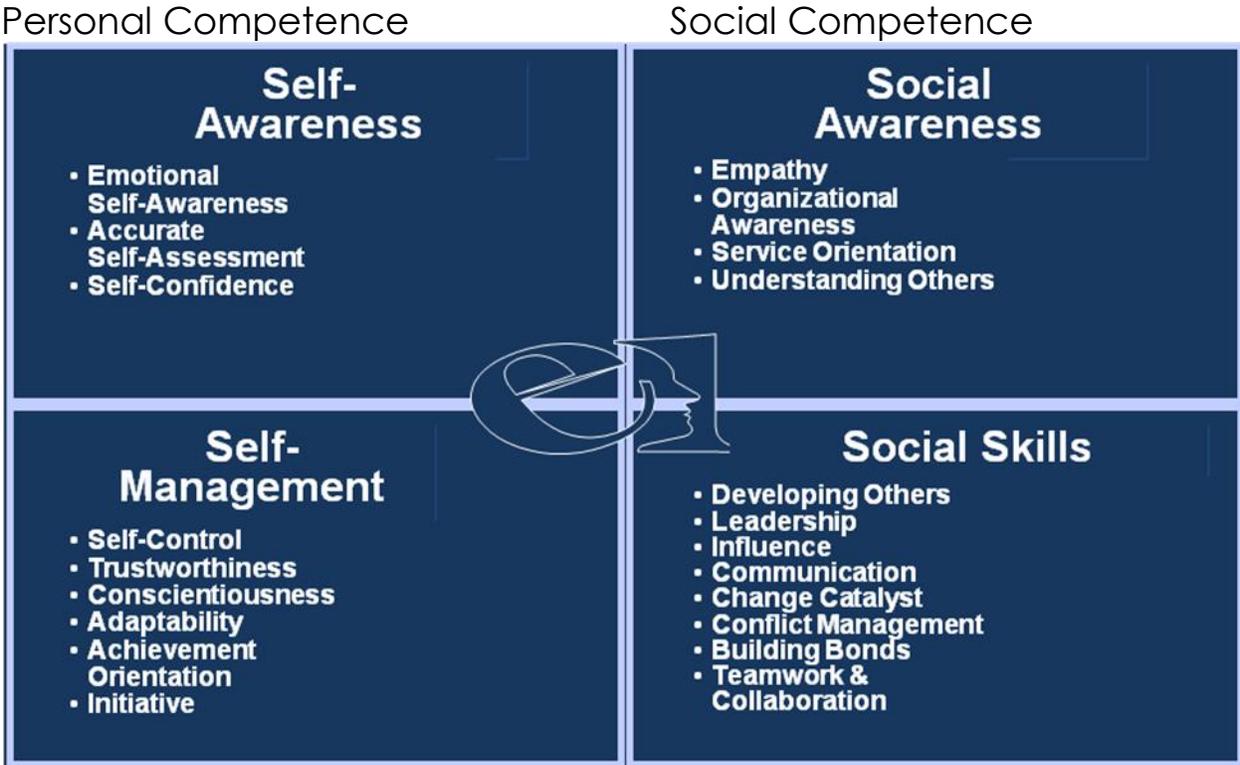
Self-management — the ability to control your emotions and behavior and adapt to changing circumstances. **Can you** adequately harness your anger, disappointment or fear so your emotions don’t interfere with your ability to listen or problem solve? Do you know when you need help, and can you ask for it?

Can you tell when you are unintentionally making another person uncomfortable or when someone who is smiling is really upset?

Social awareness — the ability to sense, understand, and react to the emotions of others and to feel comfortable socially.

Relationship management — the ability to inspire, influence, and connect to others and to manage conflict. **Can you** remain calm, energized and focused in the face of another’s distress or during an upsetting situation? Can you defuse conflict?

EMOTIONAL INTELLIGENCE FRAMEWORK



1. Self-Awareness – Knowing your internal, cognitive state, preferences, resources and intuitions.

- Understand negative thought processes/emotional triggers
- Recognize relationship between thoughts, feelings, and actions
- Learn to interrupt negative thinking
- The power of Proactivity

APPLICATION
How are your strengths and weaknesses in the area of self-awareness impacting your personal and professional roles? How would one or more of these situations improve if you were to become more self aware?
List one way you can improve your self-awareness:

2. Self-Management – managing your internal emotional/cognitive states, impulses and resources to obtain goals.

- Identify limiting beliefs
- Use goal setting and follow up to demonstrate power to change destiny
- Begin with the end in mind/consider possibilities
- Change leader
- Self-regulation

APPLICATION
How are your strengths and weaknesses in the area of self-management impacting your personal and professional roles? How would one or more of these situations improve if you were to become more self aware?
List one way you can improve your self-management:

3. Social Awareness - the ability to sense, understand, and react to others' emotions while comprehending social networks.

- Understanding others/empathy
- Paying attention to body language cues
- Effective communication skills
- Recognizing communication blockers
- Practicing active listening

APPLICATION
How are your strengths and weaknesses in the area of social awareness impacting your personal and professional roles? How would one or more of these situations improve if you were to become more self aware?
List one way you can improve your social awareness:

4. Social Skills - the ability to inspire, influence and develop others while managing conflict.

- Learn to be a leader
- Learn to be a follower
- Value contributions of all participants
- Follow through on commitments
- Understand conflict
- Seek consensus
- The art of listening effectively

APPLICATION
How are your strengths and weaknesses in the area of social skills impacting your personal and professional roles? How would one or more of these situations improve if you were to become more self aware?
List one way you can improve your social skills:

PERSONAL PLAN OF ACTION REGARDING EMOTIONAL INTELLIGENCE:

- How does this information shape the way you will interact with others?
- How can you use this information to be better at your job?
- How can you teach others about EI?

RESOURCES

Feel free to email me and I will provide a list of resources and online assessment options.

Thank you!