



# Emotional Intelligence

# CONCERN: EMPLOYEE ASSISTANCE PROGRAM

A Benefit for Employees and Families



CONCERN:EAP



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- Work/Life Benefits
  - Parenting and Childcare Resources
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  - Financial Counseling
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- Short Term Counseling 1-8 visits per issue per 12-month period
- Free Confidential – 24/7 800 number answered “live”



# Getting Started

- Call for an appointment 6:30 AM to 5:00 PM (Pacific Time) Monday through Friday
- In crisis situations, call 24/7 for immediate telephone support
- For more information
  - Ask your HR/Benefits Department
  - [www.concern-eap.com](http://www.concern-eap.com)
  - Call CONCERN at (800) 344-4222





# Emotional Intelligence

# Objectives



- **Define Emotional Intelligence & recognize some of your personal EQ strengths and challenges**
- **Pinpoint situations at work that trigger strong feelings and recognize your personal responses to ‘hot buttons’**
- **Develop strategies for increasing EQ through self regulation, self-awareness and empathy**
- **Understand how to increase EQ through self regulation and self-awareness and empathy**

# What is EQ?



- **EQ is the capacity for recognizing our own feelings and those of others, for motivating ourselves and for effectively managing emotions in ourselves and our relationships**
  - According to Emotional Intelligence expert Daniel Goleman

# Basic elements of EQ



- **Social Skills**
- **Self-awareness**
- **Self regulation**
- **Motivation**
- **Empathy**





# Why is EQ important?



- **75 % of careers are derailed for reasons related to emotional incompetence**
  - Inability to handle interpersonal problems
  - Unsatisfactory team leadership during times of difficulty or conflict
  - Inability to adapt to change or elicit trust.

# EQ and You



- **What has been your own experience with EQ, either personally or through observation of others in the workplace?**
- **How much has EQ contributed to, or detracted from, your own job success?**
- **How important do you think EQ is to success in your workplace?**

# Self - Assessment



- **How do I rate on Emotional Intelligence?**

# What determines success?



- **Intelligence**
- **Expertise**
- **Education and training**
- **Self-management**





- **We are being judged by a new yardstick: not just how smart we are, or by our training and expertise, but also by how well we handle ourselves and each other-**
  - Daniel Goleman ‘Emotional Intelligence at Work’

# EQ at work is your capacity for:



- **Self-Awareness-**
  - recognizing feelings and behaviors
- **Self-Regulation**
  - managing feelings and behaviors
- **Self-Motivation**
  - staying motivated through setbacks
- **Effective Relationships and Empathy**
  - building rapport and understanding

# Situation and Emotion



- **Situations at work that can trigger strong feelings?**

# 5 unpleasant emotions at work



- **Fear**
- **Anger**
- **Feeling 'down'**
- **Guilt**
- **Insecurity**





# Self Awareness



- **Recognize your feelings as they occur**
- **Identify ‘hot buttons’ (situations, events and people) that trigger emotional responses**

# Recognizing Emotions



- **What emotions tends to be the strongest ones for you at work?**
- **How do you ‘feel’ that emotion in your body?**
- **How do you behave when you experience that emotion?**

# Self-Regulation



- **Manage feelings, moods and thoughts**
- **Cope with physiological changes that occur as a result of emotions**
- **Control behavior to avoid acting impulsively**



- **What we invest in gets stronger. What we don't invest our energy in gets weaker-**
  - Tony Schwartz - 'The power of engagement'
- **What do you choose to invest your energy in?**

# Managing unpleasant emotions



- **Buy time**
- **Calm yourself**
- **Analyze the situation from a different perspective / Ask ‘is there another way to view this situation?’**
- **Decide on the action you want to take**

# Select an Option



- **Do nothing; let it go**
- **Confront the situation**
- **Remove yourself from the situation**

# Confronting Situations



- **Set the stage**
- **State the problem in objective way**
- **Indicate the impact of the problem on business needs**
- **Ask for other person's point of view**
- **Ask for resolution for situation**

# Self-Motivation



- **Recognize connection between emotions and performance**
- **Stay motivated in spite of setbacks**
- **Focus on problem solving as opposed to blaming others**
- **Use emotions for positive purposes such as reaching goals**



# Empathy & Rapport



- **Be sensitive and understanding of others**
- **Listen and acknowledge feelings**
- **Offer support and help**
- **Build rapport and collaborate**

# EQ at work



- **Develop self awareness, self-regulation and self-motivation for yourself**
- **Develop empathy, rapport and collaborative skills with others**
- **Which competency do you want to improve?  
What strategies will you use?**