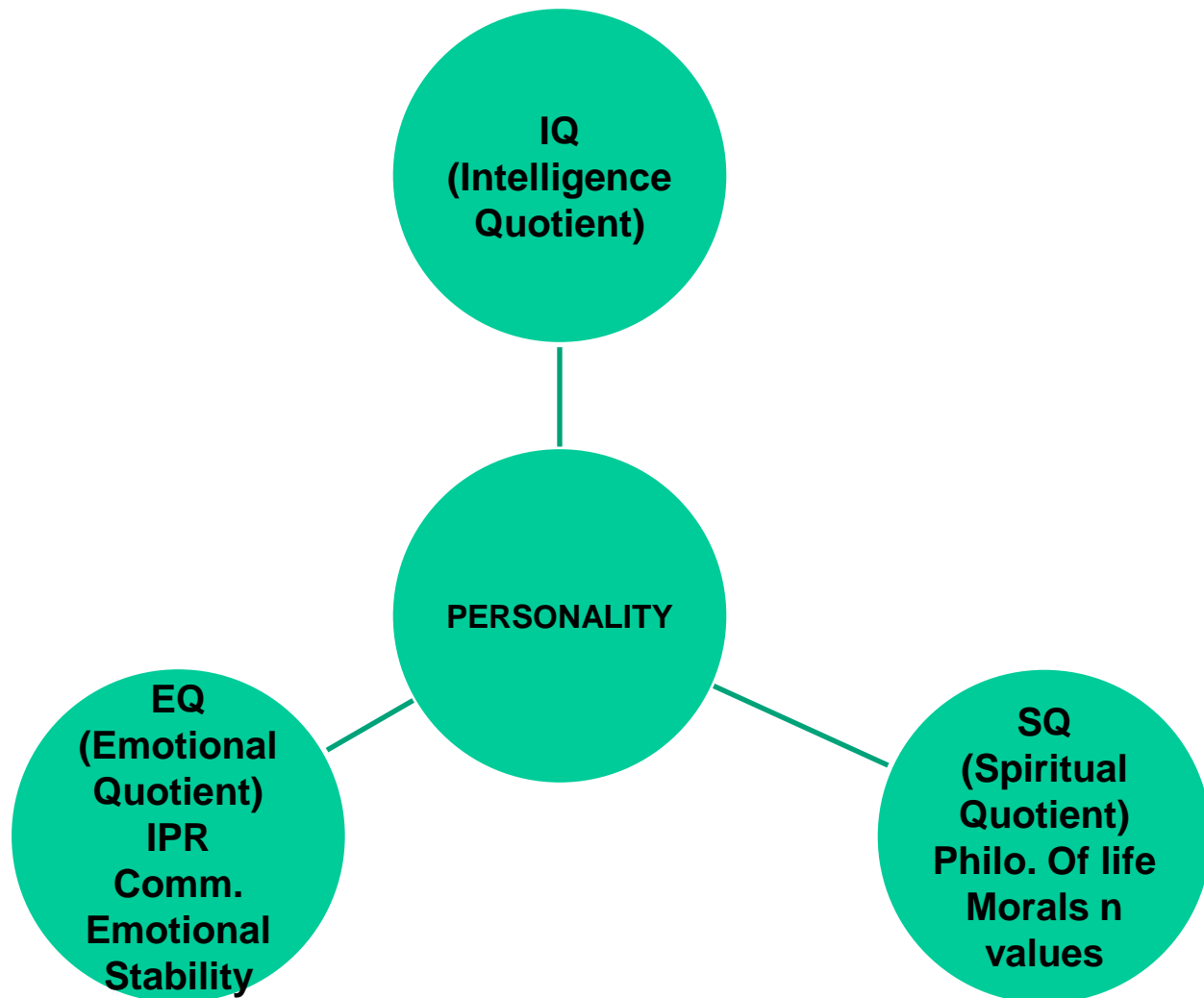




The 'I' or the 'PERSONALITY' – may be divided into:





For a wheel of life to roll smoothly, All spokes of the wheel IQ, EQ and SQ should have been equally developed!!



Be Prepared

Please check your pockets, purse, briefcase, cell phone, wallet for an item that “speaks” about who you are.

It could be a photo, jewelry, membership card, screen photo, memento, stub, souvenir, etc.



Emotional Intelligence History

Darwin

Thorndike

Bar-On

Mayer & Salovey

Goleman



EQ Definitions

Formal Definition: the ability to use your emotions to form an optimal relationship with yourself and others.

Daniel Goleman Definition: the capacity for recognizing our own feelings and those of others, for motivating ourselves and for managing emotions well in ourselves and others.



EQ = Emotional Intelligence





Goleman's EQ Model



EQ Findings



- High EQ people are happier, healthier and more successful in relationships.
- High EQ people exhibit:
 - Balance between emotion and reason
 - Awareness of their own feelings
 - Empathy and compassion for others
 - Signs of high self-esteem
- We aren't all created emotionally equal - we have different emotional temperaments.
- The way we act out, express ourselves, and use our emotions can be changed!



EQ at Work

- 70% of the reasons for losing a customer are EQ related.
- 59% of workers report they do not receive recognition for a job well done.
- 75% of workers say they do not find management's leadership inspiring.
- 50% of time wasted in the workplace is due to the lack of trust.
- Everyday 50,000 people quit their jobs.
- 85% of workers report they could work more effectively.
- 80% of Americans do not look forward to going to work.



EQ at Work (cont)

- EQ is greater than 85% of what enables “star performers” to develop into great leaders.
- EQ allows people to think more clearly under pressure, eliminating time wasted by anger, anxiety and fear.
- As a determinant of high performance, EQ is twice as important as technical and cognitive skills combined.
- Workers with high EQ get along better and solve problems more efficiently.
- Workers with high EQ positively impact people they interact with – they are good role models of excellent performance.



Goleman's EQ Model





Self-Awareness

Self-awareness means having a deep understanding of one's emotions...how their feelings affect them, other people and their job performance...

Daniel Goleman



Self-Awareness

People with high skill levels of self-awareness:

- Interact easily with team members and clients who are demanding.
- Make decisions in a calm state of mind.
- Accurately assess themselves and exhibit openness.
- Are quietly self-confident.
- Accurately assess people and situations.



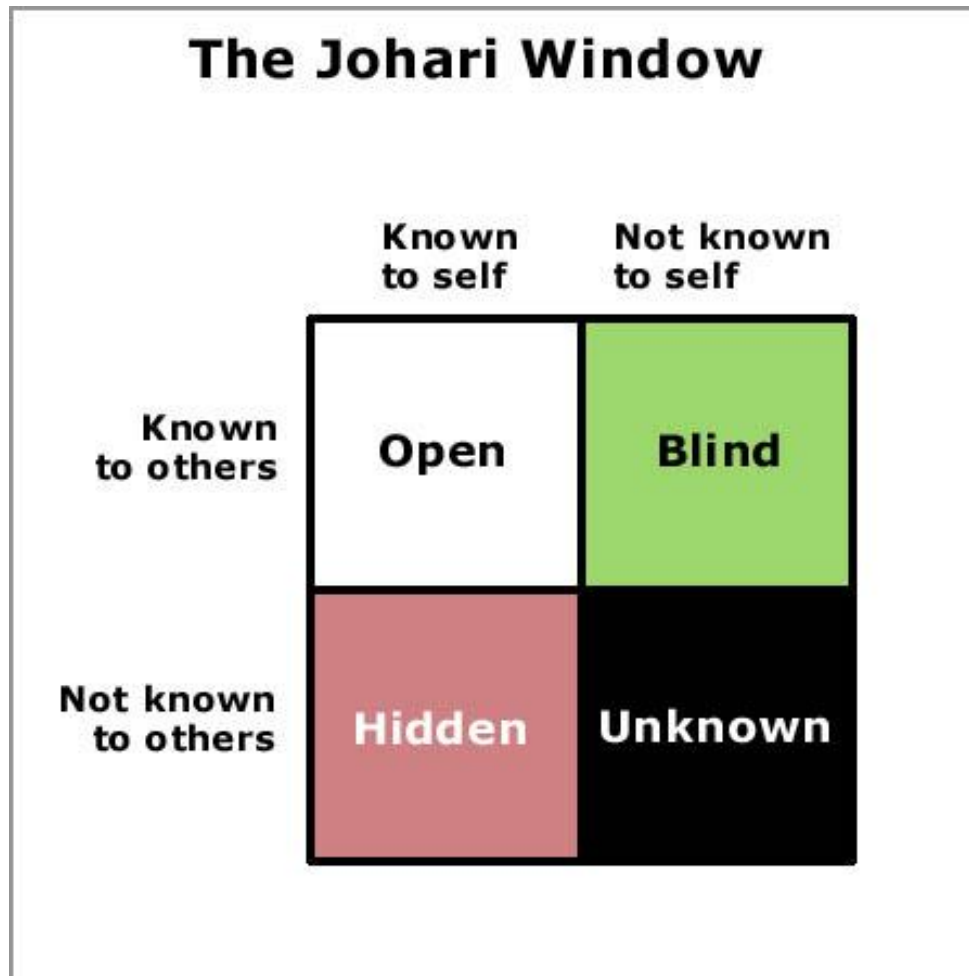
Components of Self-Awareness

- Emotional Awareness - recognizes one's emotions and their effects.
- Accurate Self-Assessment - knowing one's strengths and limits.
- Self-Confidence - a strong sense of one's self-worth and capabilities.



Components of Self-Awareness

- Accurate Self-Assessment





Components of Self-Awareness

- **Self-Confidence**
 - Understand your talent
 - Suspend self-doubt and push through feelings of self-doubt to boost confidence



Self-Awareness Activity

Name That Emotion





Actions to Build Self-Awareness

- Develop habit of self-observation
- Spend time daily on self-reflection
- Keep a journal
- Ask for feedback



Goleman's EQ Model





Self-Management

Self-management, which is like an on-going inner conversation, is the component of EQ that frees us from being prisoners of our feelings. People engaged in such a conversation...find ways to control (emotional impulses) and even to channel (emotions) in useful ways...

Daniel Goleman



Components of Self-Management

- Self-Control
- Trustworthiness
- Conscientiousness
- Adaptability
- Innovation



Self-Management

The ultimate act of personal responsibility at work may be taking control of our own state of mind.

Daniel Goleman



Self-Management Activity

Self-talk



**Constructive Inner
Dialog Activity**

**What Are You Telling
Yourself Lately Activity?**

OR



Actions to Build Self-Management

- Develop constructive inner dialogs
- Avoid distorted thinking
 - Overgeneralizations
 - Destructive labeling
- Derail counterproductive behavior
 - Sarcasm
 - Avoidance
 - Boastfulness
- Use humor
- Redirect your emotional energy
- Take time out to relax
- Behavior rehearsal



Goleman's EQ Model





Self-Motivation

(People who possess self-motivation skills) are driven to achieve beyond expectations...The key word here is achieve...They are motivated by a deeply embedded desire to achieve for the sake of achievement (alone)...

Daniel Goleman



Self-Motivation

- People with high skill levels of self-motivation:
- Initiate improvements in their jobs, departments and division
 - Succeed at difficult assignments more often than those with low self-motivation
 - Are less likely to quit their job or leave the organization
 - Motivate their staff and others they interact with
 - Magnetize a cadre of people around them with the same traits



Components of Self-Motivation

- Achievement drive
- Commitment
- Initiative
- Optimism



Self-Motivation Activity

Eye On the Goal



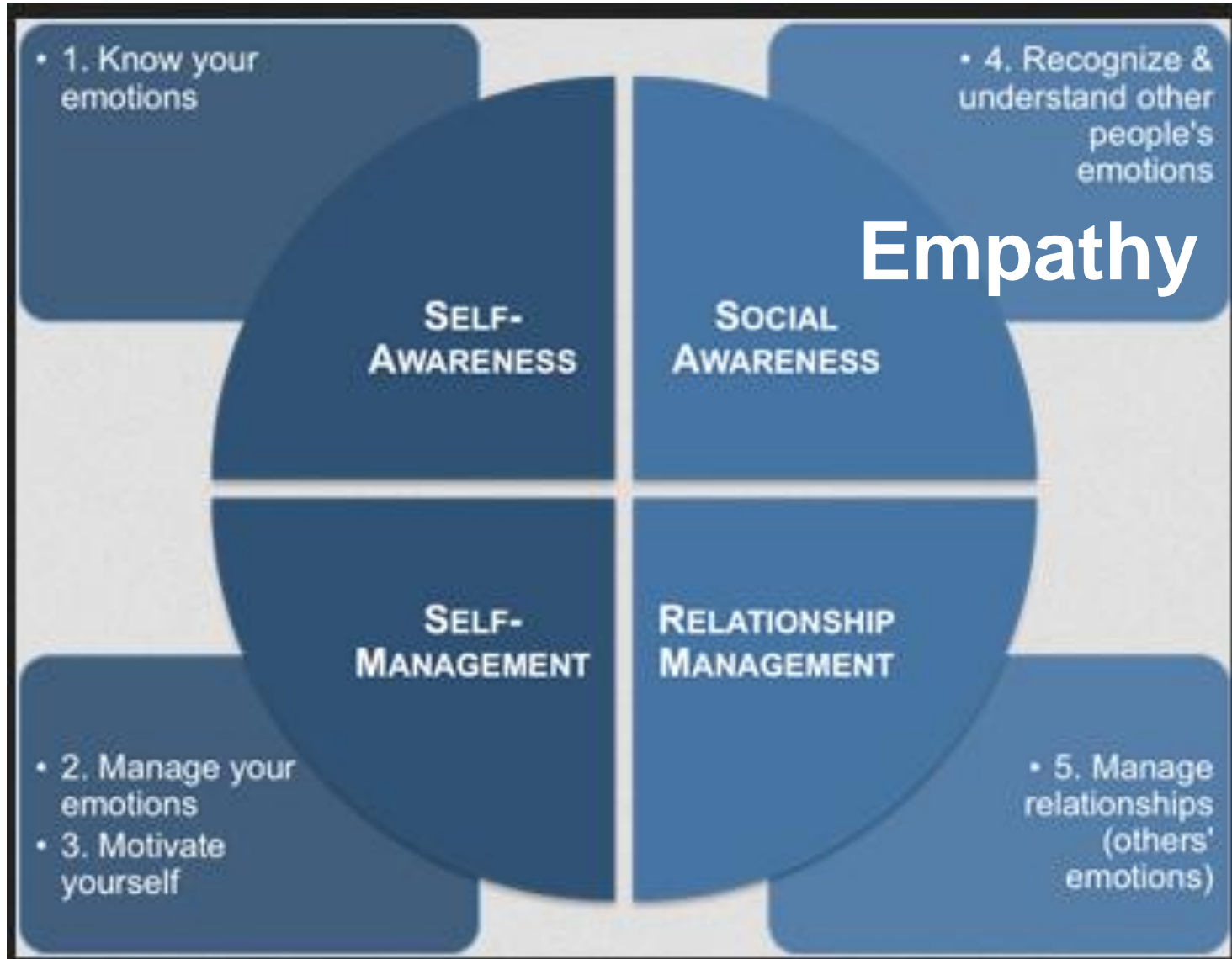


Actions to Build Self-Motivation

- Use motivational self-statements (affirmations)
- Use positive mental imagery
- Find an emotional mentor
- Create a healthy work environment



Goleman's EQ Model





Empathy

...empathy means thoughtfully considering employee's (other's) feelings - along with other factors - in the process of making intelligent decisions...

Daniel Goleman



Empathy

People with high skill levels of empathy:

- Frequently inform people during times of change and uncertainty
- Promote collaboration
- Develop all staff to their potential
- Develop and retain the intellectual capital of the organization
- Achieve consistently high performance of direct reports
- Enjoy increased job motivation and satisfaction of staff



Components of Empathy

- Understanding others
- Developing others
- Serving others
- Leveraging diversity
- Political awareness



Empathy Notes

- Understanding is not the same as agreement
- Research suggests a negative correlation between being in positions of power and empathetic abilities
- In a team oriented, customer focused organization, empathy is critical



Empathy Quiz – Thank you



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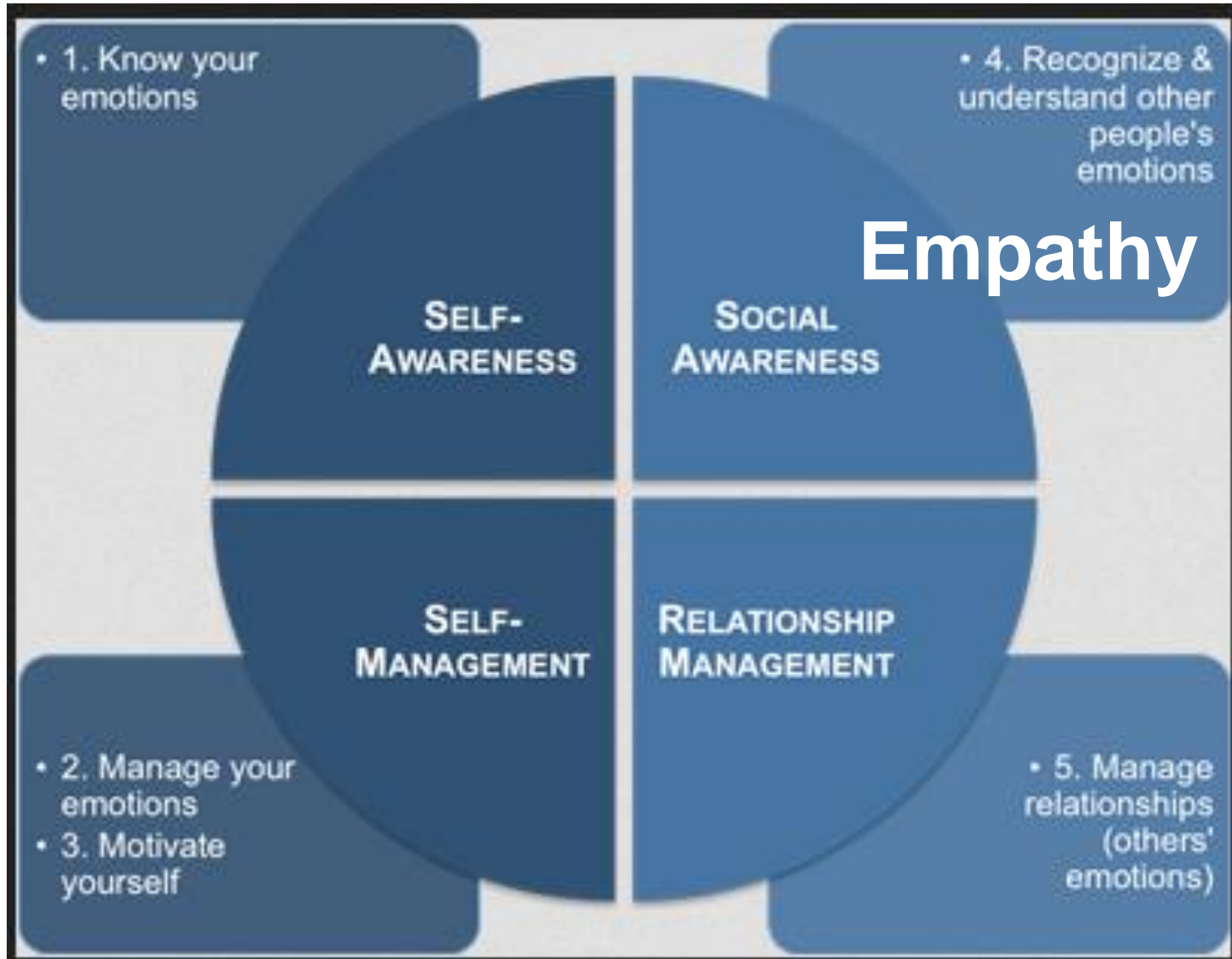


Actions to Build Empathy

- Look for the good and similar
- Assume people have the best of intentions
- Practice a “walk in their shoes”
- Listen better
- Try to identify with what the other person is saying and feeling (perhaps by reflecting on an experience you’ve had that produced a similar emotion in you)



Goleman's EQ Model





Managing Relationships

Adeptness at inducing desirable responses in others.

Daniel Goleman



Managing Relationships

People with high skill levels of managing relationships:

- Can count on a wide circle of colleagues during difficult times
- Find the “common ground” among differing views
- Effectively leads teams
- Achieve change initiative objectives



Components of Managing Relationships

- Influence
- Communication
- Conflict management
- Leadership
- Change catalyst
- Building bonds
- Collaboration and cooperation



Actions to Build Managing Relationships

- Know the relationship boundaries and expectations
- Use appropriate self-disclosure
- Keep confidences
- Be enthusiastic
- Listen more and talk less



Survivor



Handle Conflict

Key Strategy

Don't offend

Don't be offended.

I'm offended by how easily
you're offended.



Key Strategy

There are some things, I just don't have to have an opinion on!



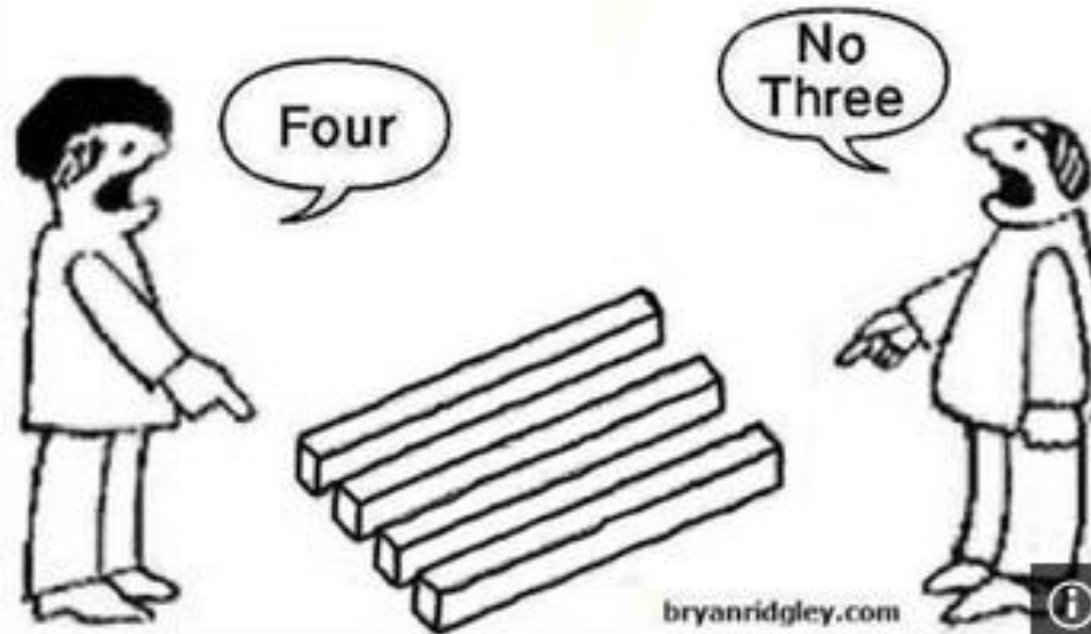
Key Strategy

Don't assume motive.



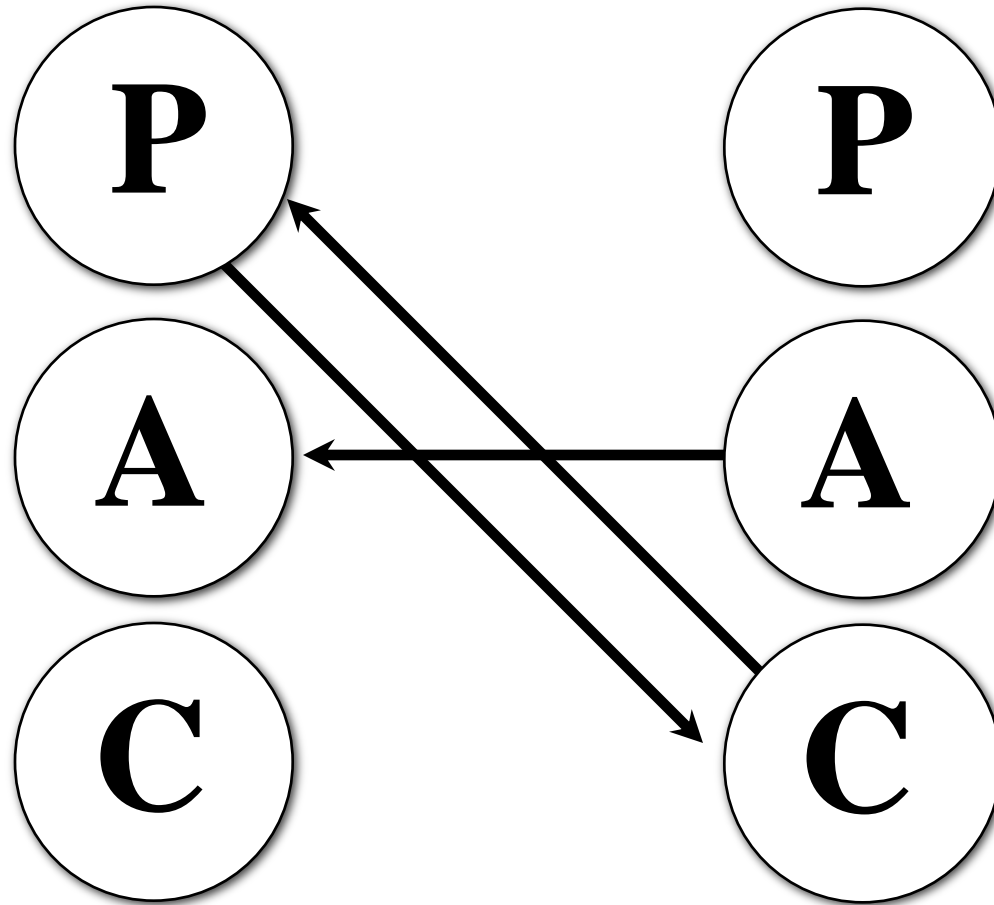
Key Strategy

Let's agree to disagree, agreeably.





Proactive Approaches





Take the...

Listen

Empathize

Apologize

Do something or
Direct to someone who can



Saying “No” Nicely

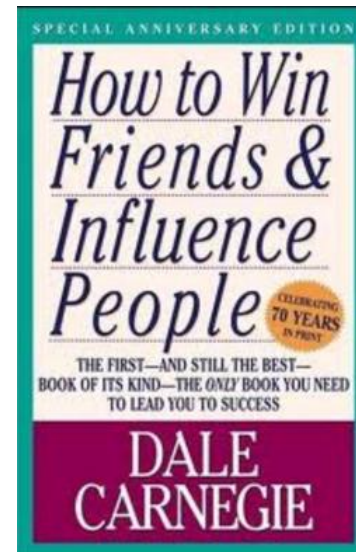
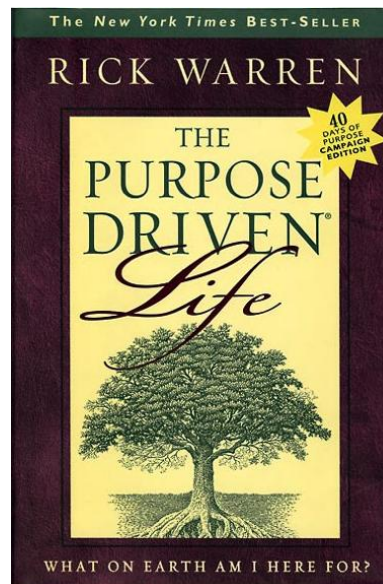
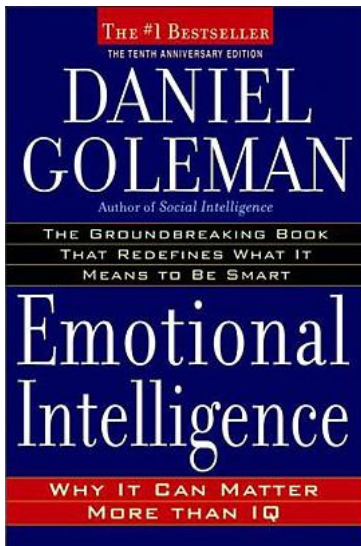
- N** eutralize through a positive beginning
- I** mmediately empathize
- C** ourteously explain
- E** mphasize your desire to help



Thank you

- My name is Prof. Edara Sreenivas
- *If any of my stories aren't true - they should've been.*

Three books that I recommend:





**Let this session not be the end but
the beginning of a relationship that
we form...**

Feel free to contact

esreddy67@gmail.com

789311985

