

# Emotional Intelligence

## Why it Matters

Presented by Nancy Imbs

Polished<sup>®</sup>

COMMUNICATIONS PROFESSIONAL DEVELOPMENT

1

welcome

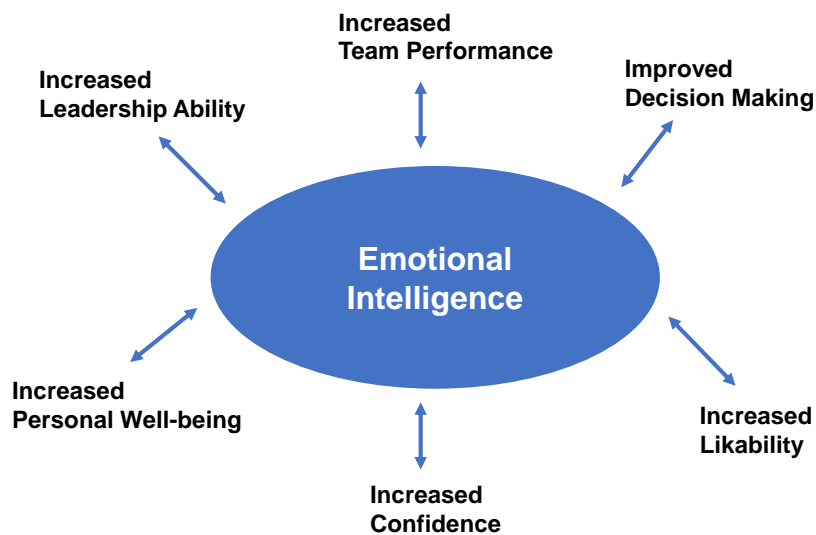
2

## Benefits of EI in the Workplace

- Helps leaders motivate and inspire good work by understanding others' motivations.
- Brings more individuals to the table and helps avoid the pitfalls of groupthink.
- Empowers leaders to recognize and act on opportunities.
- Assists in the recognition and resolution of conflict fairly
- Produces higher morale and assists others in tapping their professional potential.



3



4

***“IQ  
May get your  
FOOT IN THE DOOR.***

***EQ  
will determine  
HOW FAR YOU GO.”***

5



6



7

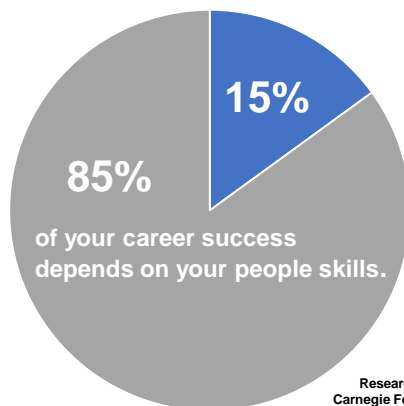


8



9

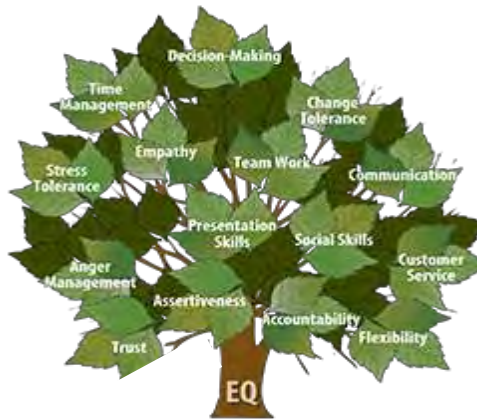
## People Skills Exceed Technical Skills



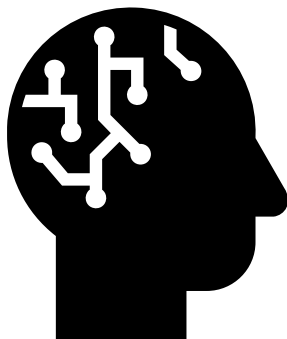
Research conducted by Harvard University,  
Carnegie Foundation and Stanford Research Center

10

## Foundation of Key Leadership Skills

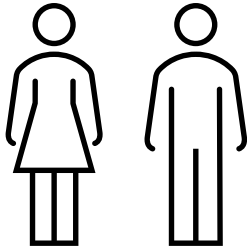


11



**90%** of top  
performers have  
high EI

12



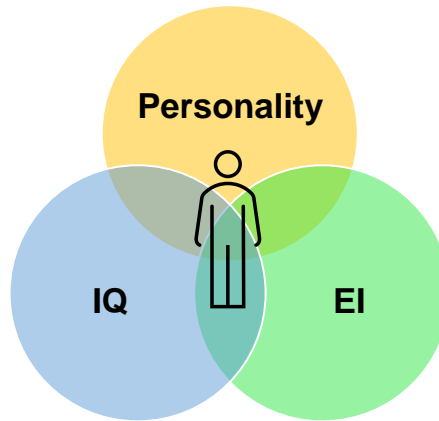
EI is responsible for  
**58%**  
of your job performance

13



People with high EI make  
**\$29,000 more annually**  
than their low EI counterparts

14



**EI is an essential part of the whole person.**

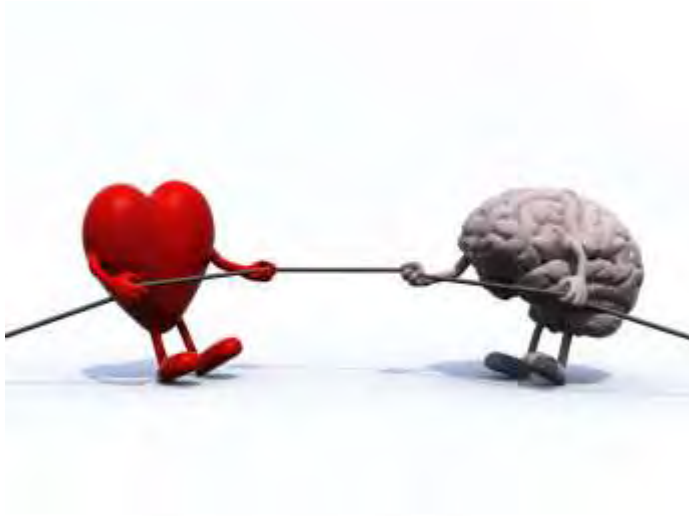
15

***“Anyone can become angry – that is easy.  
But to be angry with the right person,  
for the right degree, at the right time,  
For the right purpose, and in the right way  
that is not easy.”***

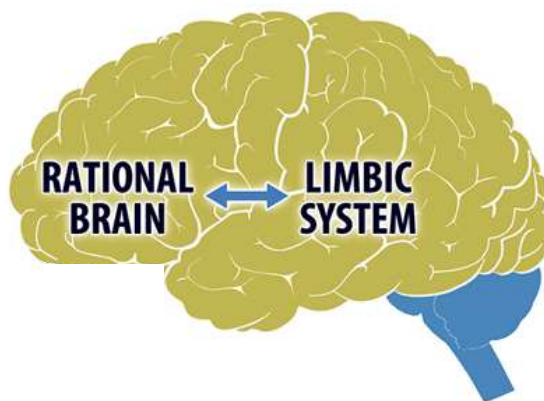
**~ Aristotle**

16





17



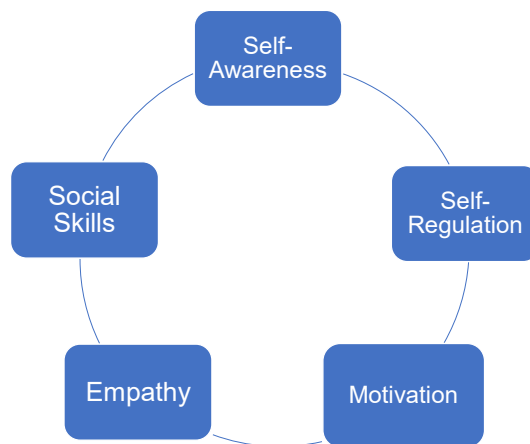
**EI is a balance between  
the rational and emotional brain.**

18

**Leadership means forming a connection  
with people at an emotional level.**

19

## **EI Domains\***



\*Daniel Goleman

20

# Self-Awareness

The ability to recognize and understand your moods, emotions, and drives, as well as their effect on others.

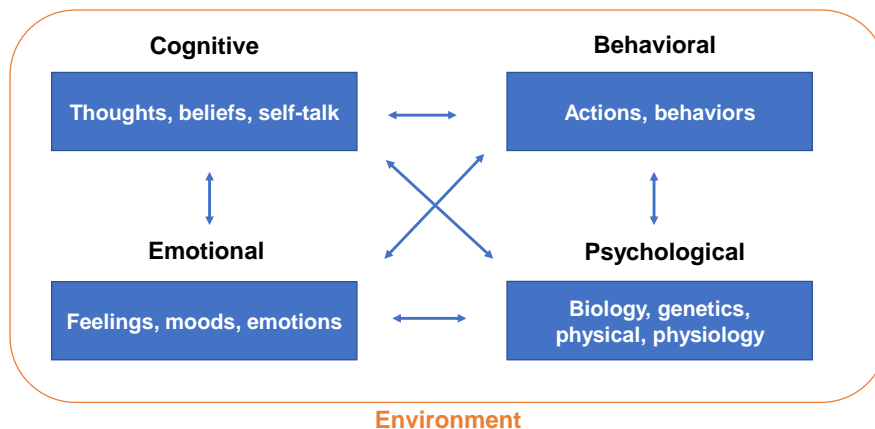
## Hallmarks

- Self-confident
- Realistic self-assessment
- Self-deprecating sense of humor



21

# Self-Awareness



22

***“Your intellect may be confused, but  
your emotions will never lie to you.”***

**~ Roger Ebert**

23

## **How to Improve Self-Awareness**

- Get feedback from others
- Take a leadership assessment
- Know your strengths and challenges
- Take an inventory of your habits
- Know your core values



24

## Self-Regulation

The ability to control or redirect disruptive impulses and moods;  
 the propensity to suspend judgement and think before acting.

### Hallmarks

- Trustworthiness and integrity
- Tolerance for ambiguity
- Openness to change



25

***“He who smiles rather than rages  
 is always the stronger.”***

**~Japanese Proverb**

26

## How to Improve Self-Regulation

- Become aware of your emotions & how you react
- Take time out
- Think about situations and your emotions and ways you could change what you do or the way you react
- Plant new thoughts: When you've identified emotions and reactions that aren't useful, replace them with new ones that are more positive.



27

## Motivation

**Loving what you do and doing what you love.**

### **Intrinsic Motivation**

Comes from within and fuels you with desire to:

- Overcome challenges
- Driven by a cause
- Produce quality work
- Interact with team members



28

# Motivation

**Extrinsic Motivation:** Motivated by external factors to achieve your goals:

- Pay raises
- Time off
- Bonuses
- Threat of job loss

## Hallmarks

- Positive thinking
- Commitment
- Initiative



29

***“The pessimist sees difficulty in every opportunity. The optimist sees the opportunity in every difficulty.”***

**~ Winston Churchill**

30

## How to Improve Motivation

- Set clear, ambitious, and accurate goals
- Challenge yourself
- Surround yourself with positive hard-working people
- Find enjoyment in what you're doing
- Remind yourself why you're doing this
- Manage your stress



31

## Empathy

The ability to understand the emotional makeup of other people. Skilled at how you treat others according to their emotional actions.

### Hallmarks

- Expertise and building and retaining good people
- Tolerance for the more challenging
- Service with a smile



32





33



34

***“Be not disturbed at being misunderstood;  
be disturbed rather  
at not being understanding.”***

**~ Chinese Proverb**

35

## **How to Improve Empathy**

- Practice active listening: don't interrupt, paraphrase, open-ended questions
- Wait until the other person is complete with their point of view before offering yours
- Avoid being defensive
- Use positive body language



36

## Social Skills

Proficiency in managing relationships and building networks; an ability to find a common ground and build rapport.

### Hallmarks

- Effective in leading change
- Persuasive
- Expertise in leading and building teams



37

***“When dealing with people,  
remember you are not dealing with  
creatures of logic,  
but with creatures of emotion.”***

**~ Dale Carnegie**

38

## How to Improve Social Skills

- Learn conflict resolution between team members, clients, or vendors
- Improve your communication skills by strengthening your assertive communications
- Learn how to praise others



39

## Social Awareness

- Ability to sense people's emotions, understand their perspectives and learn to take an active interest in things that concern them
- Organizational awareness and a sense of service



40

## Relationship Management

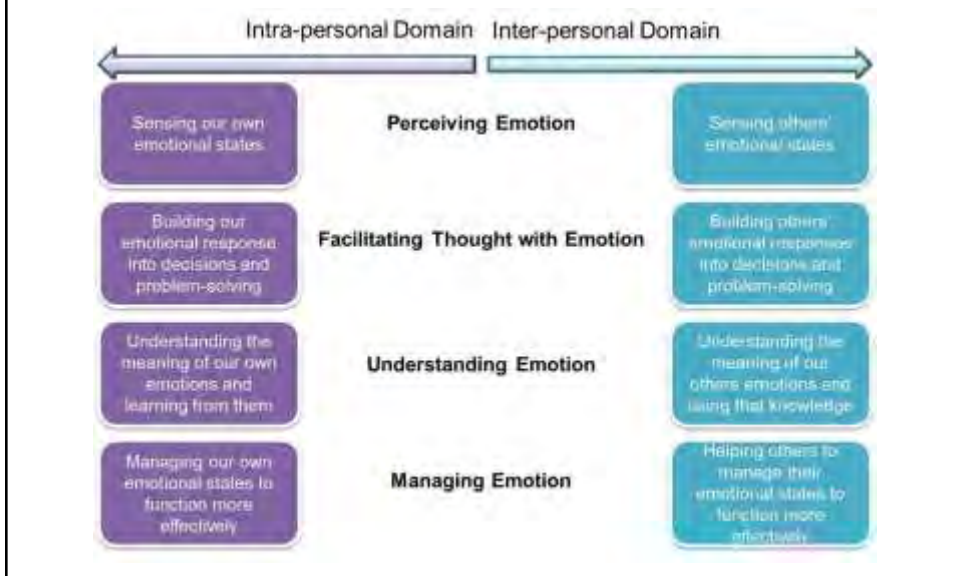
- Excel at teamwork and collaboration, an inspirational leader who knows how to resolve disagreements
- Guide and motivate others, ability to use wide variety of tactics for persuasion
- Initiate and lead people in a new direction, bolsters other's abilities through feedback and guidance



41

	Recognition	Regulation
Personal Competence	<b>Self-Awareness</b> The ability to recognize and understand your moods, emotions and drives as well as their effect on others.	<b>Self-Management</b> The ability to control or redirect disruptive impulses and moods, the propensity to suspend judgement, to think before acting.
Social Competence	<b>Social Awareness</b> The ability to understand the emotional makeup of other people in treating people according to their emotional reactions. (Empathy)	<b>Social Skills</b> Proficiency in managing relationships and building networks, ability to find common ground and build rapport.

42



43

Self-Awareness	Self-Management	Motivation	Empathy	Social Skills
<ul style="list-style-type: none"> <li>Keep a daily journal detailing your emotions.</li> <li>Take notice of the situations surrounding these emotions and the reason each emotion surfaced.</li> </ul>	<ul style="list-style-type: none"> <li>After examining your daily emotions, assess if they align with your values. For example, if you're trying to be calmer, notice if you are dedicated to deep-breaking exercises when stressed.</li> </ul>	<ul style="list-style-type: none"> <li>Assess your personal and professional goals.</li> <li>If you're not where you want to be, channel your inner optimism and create a new plan to achieve your goals.</li> </ul>	<ul style="list-style-type: none"> <li>Pay attention to the emotions and body language of others and respond appropriately.</li> <li>Try putting yourself in another person's position to gain a deeper understanding of the situation.</li> </ul>	<ul style="list-style-type: none"> <li>Work to improve your communication skills.</li> <li>Increased communication skills can lead to more teamwork and conflict resolution.</li> </ul>

44

## Your Emotional Intelligence

	Start	Stop	Continue
1			
2			
3			

45

## What Are 3 Things You Plan to Do Differently to Achieve Results?

#	Actions
1	
2	
3	

46

## Next Steps: 30 / 60 Days

Actions	Responsibility	Timing

47

$IQ + EQ = \text{Success}$

48



# Thank You!

**Nancy Schnoebelen Imbs**

**nancy@stlpolished.com**

**(314) 799-7851**

**stlpolished.com**

