

TUESDAY, August 23, 2022

12:00pm to 1:00pm EST

Emotional Intelligence The Secret to Your Success

**PRESENTED BY
Joel Silverstone**



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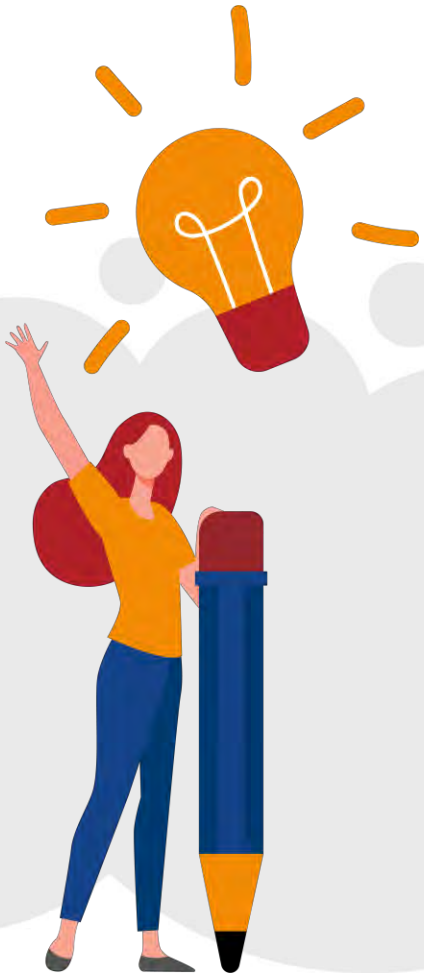
WEBINAR OUTLINE

What is covered in this webinar?

- **Understand** emotional intelligence
- **Learn techniques** to use, and appreciate the role of emotional intelligence in the workplace
- **Understand** the different **emotions** and how to manage them
- Become more **confident** in your ability to manage conflicts and stress



Emotional Intelligence Defined



Emotional intelligence is our ability to:

- Accurately identify emotions in ourselves and others
- Understand and manage emotions
- Use and effectively communicate emotional feelings

EQ or IQ?

- Emotional intelligence, also called EQ, is the ability to be **aware of** and to **manage emotions** and **relationships**
- It's a **pivotal factor** in personal and professional **success**
- IQ will get you in the door, but it is your EQ, your ability to connect with others and manage the emotions of yourself and others, that will determine success.



EQ Leads the Way



Emotional intelligence (EQ) is a strong predictor of performance



90% of top performers score high on emotional intelligence



A UC Berkeley study found that emotional intelligence was 400% more powerful than IQ when predicting who would have success in their field

Characteristics of Emotional Intelligence



- Positive thinking
- Recognize change
- Purpose
- Connection

Characteristics of Emotional Intelligence



- Persistence and perseverance
- Resilience
- Optimism
- An internal locus of control
- A sense of perspective

Emotional Intelligence

Four Elements

	What I See	What I Do
Personal Competence (Me)	Self-Awareness	Self-Management
	Your ability to accurately perceive your emotions in the moment and understand your tendencies across situations	Your ability to use awareness of your emotions to stay flexible and positively direct your behaviour
Social Competence (Other)	Social Awareness	Relationship Management
	Your ability to accurately pick up on emotions in other people and get what is really going on	Your ability to use your awareness of your own emotions and those of others to manage interactions successfully

Emotional Intelligence Strategies

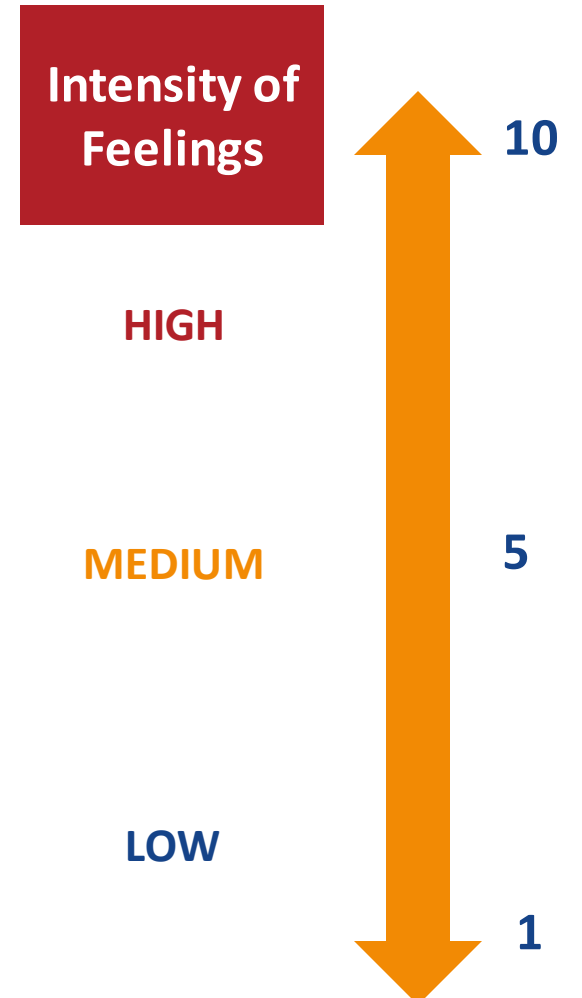
Self-Awareness

1. Quit treating your feelings as good or bad



Self-Awareness – Emotion Range

Happy	Sad	Angry	Afraid	Ashamed
<ul style="list-style-type: none"> • Elated • Thrilled • Exuberant • Ecstatic • Passionate 	<ul style="list-style-type: none"> • Agonized • Hurt • Dejected • Hopeless • Miserable 	<ul style="list-style-type: none"> • Furious • Outraged • Boiling • Irate • Seething 	<ul style="list-style-type: none"> • Terrified • Petrified • Fearful • Panicky • Frantic 	<ul style="list-style-type: none"> • Sorrowful • Remorseful • Disgraced • Mortified • Admonished
<ul style="list-style-type: none"> • Cheerful • Gratified • Good • Relieved • Satisfied 	<ul style="list-style-type: none"> • Somber • Lost • Distressed • Let down • Melancholy 	<ul style="list-style-type: none"> • Upset • Defensive • Frustrated • Agitated • Disgusted 	<ul style="list-style-type: none"> • Apprehensive • Frightened • Threatened • Uneasy • Intimidated 	<ul style="list-style-type: none"> • Apologetic • Unworthy • Guilty • Embarrassed • Secretive
<ul style="list-style-type: none"> • Glad • Contented • Pleasant • Pleased • Mellow 	<ul style="list-style-type: none"> • Unhappy • Moody • Upset • Disappointed • Dissatisfied 	<ul style="list-style-type: none"> • Perturbed • Annoyed • Uptight • Resistant • Irritated 	<ul style="list-style-type: none"> • Cautious • Nervous • Worried • Timid • Anxious 	<ul style="list-style-type: none"> • Bashful • Ridiculous • Regretful • Uncomfortable • Pitied



Emotional Intelligence Strategies

Self-Awareness

1. Observe the ripple effect from your emotions
2. Lean into your discomfort
3. Know who you are and what pushes your buttons



Emotional Intelligence Strategies

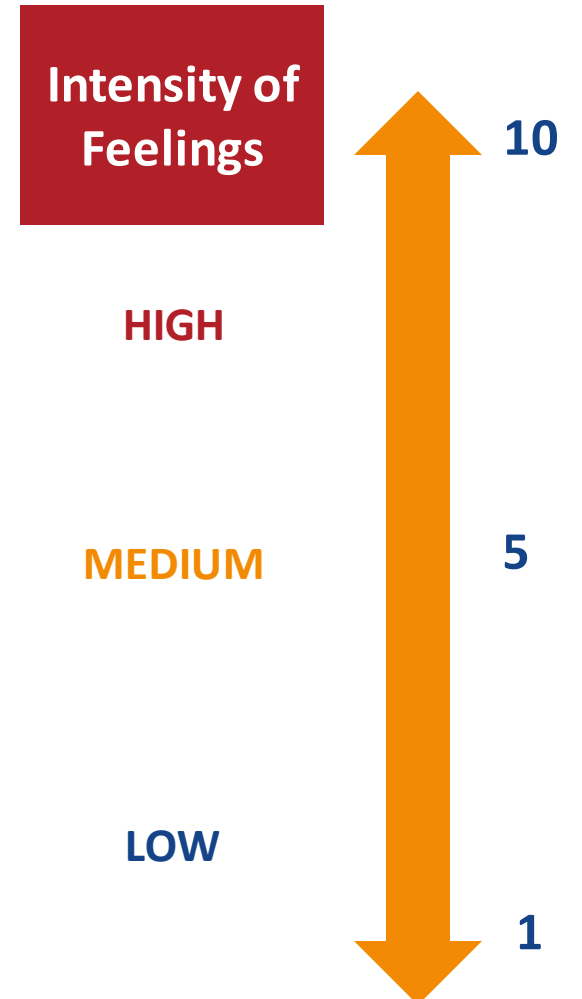
Self-Awareness

1. Visit your values
2. Check yourself
3. Seek feedback



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The Sources of Our Emotions Are Often Our Needs



- We tend to think that our emotions are caused by someone or something else
- Our emotions arise based on our needs being met or not
 - When our needs are met, we feel happy, satisfied, proud...
 - When our needs are not met, we feel angry, sad, frustrated...
- We are more likely to have our needs met if we can effectively communicate what they are

Fundamental Human Needs

Expanding our vocabulary of needs will also help us to more clearly communicate what they are

Protection	Affection	Understanding	Participation
<ul style="list-style-type: none">▪ Safety▪ Security▪ Financial▪ Stability	<ul style="list-style-type: none">▪ Appreciation▪ Empathy▪ Recognition▪ Respect	<ul style="list-style-type: none">▪ Knowledge▪ Learning	<ul style="list-style-type: none">▪ Communication▪ Contribution▪ Cooperation▪ Inclusion
Creation	Identity	Freedom	
<ul style="list-style-type: none">▪ Challenge▪ Growth▪ Inspiration▪ Stimulation	<ul style="list-style-type: none">▪ Meaning▪ Purpose▪ Self-expression	<ul style="list-style-type: none">▪ Autonomy▪ Choice▪ Freedom▪ Independence	

Emotional Intelligence

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Emotional Intelligence Strategies

Self-Management

- Breathe
- Count to...
- Sleep on it

- Set aside some time in your day for problem solving
- Take control of your self-talk
- Visualize yourself succeeding

- Speak to someone who is not emotionally invested in your problem
- Put a mental recharge into your schedule
- Accept that change is just around the corner

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What Is Said



Social Awareness

What Is Not Said

“Seek First to Understand. Then to Be Understood”

“If I were to summarize in one sentence the single most important principle I have learned in the field of interpersonal relations, it would be this:

Seek first to understand, then to be understood.”

DR. STEPHEN R. COVEY

The 7 Habits of Highly Effective People®



How Do You Rate Your Listening Ability?

- Do you **stop listening** to everything when you strongly disagree with the speaker on one point?
- Do you **assume** or **anticipate** regarding the other person's views?
- Do you feel **you can judge** most people quite quickly before hearing them out?
- Do you encourage others to **elaborate** or clarify points you have misunderstood?

Practice Listening

**Next conversation:
Rate yourself on a scale of 1-10**



Did I make them feel heard?

Feel understood?

Did I add value or was I being competitive?

Emotional Intelligence Strategies

Social Awareness

- Watch body language
- Make timing everything
- Develop a back-pocket question

- Be present
- Practice the art of listening

- Step into their shoes
- Seek the whole picture

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Empathy



#1 Cognitive Empathy



#2 Emotional Empathy



#3 Compassionate Empathy

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Upcoming Classes

Software Training

August 30 & 31, 2022

**Creating Accessible Documents
in Microsoft Office**

September 14 & 15, 2022

Becoming a Pro with Power BI

October 17, 2022

**Creating Accessible Documents
in Microsoft Word**

November 16 & 17, 2022

Excel Power Pivot

Professional Skills Training

August 25, 2022

**Understanding and Developing
Effective Communication Strategy Skills**

September 1, 2022

Great Leadership Conversations Means Feedback

September 13, 2022

**Emotional Intelligence – The Path to Professional
Success**

September 28, 2022

Conflict Be Gone! Navigating Difficult Conversations

Upcoming Webinars

September 20, 2022

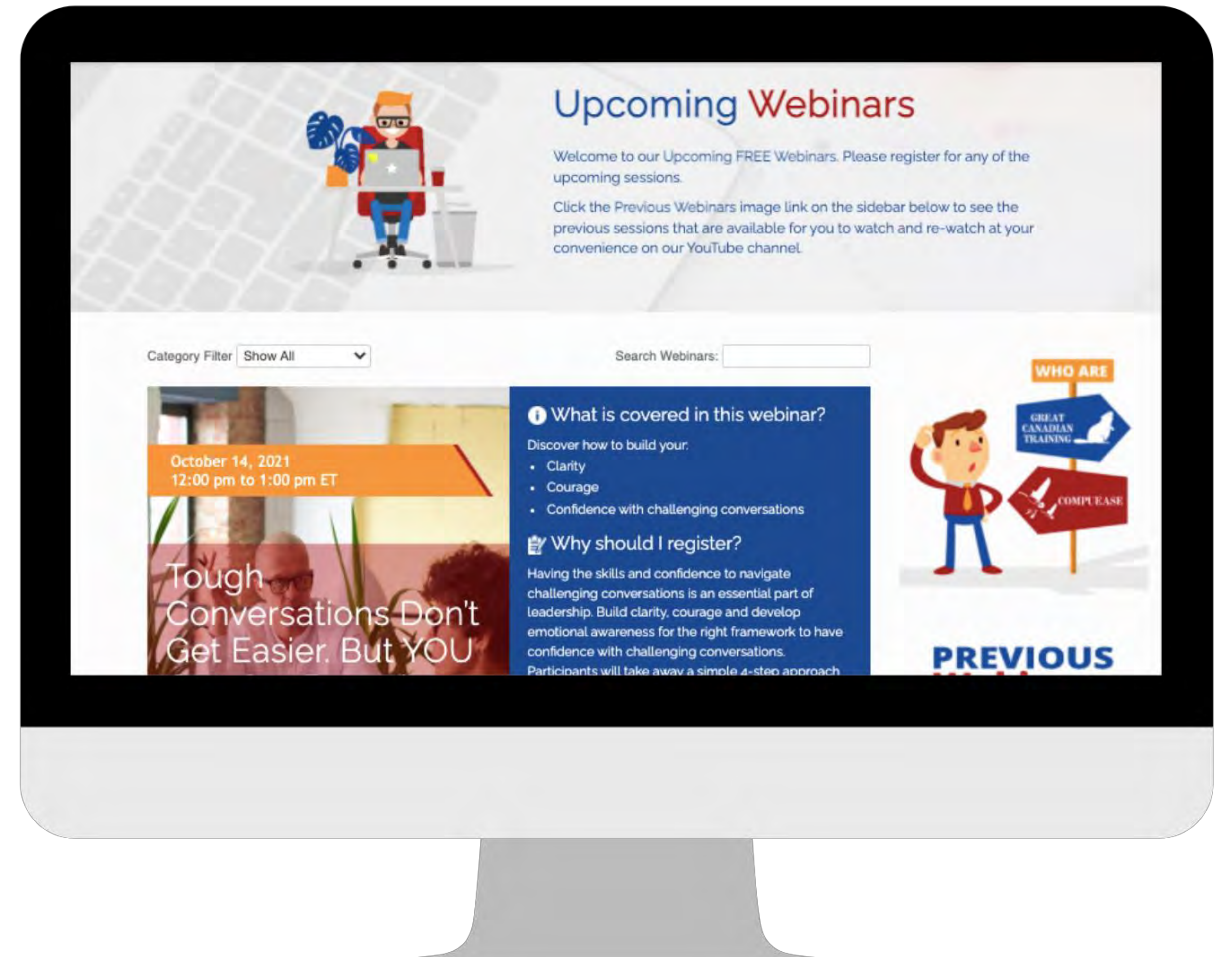
Making Your Charts a Work of Art

October 19, 2022

Give Feedback Like a Leader, Not a Critic!

November 17, 2022

Power Up With Power Query



Business Card



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