

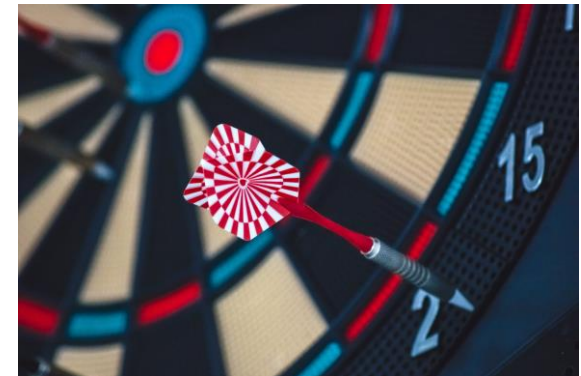


Introduction to Emotional Intelligence

Introduction to Emotional Intelligence

By the end of the Power Hour Expert session you will be able to:

- Describe (in broad terms) what emotional intelligence is and why it is important at work
- Recognise emotions in yourself and explain how they affect your behaviour
- Explain 4 core emotional competences
- Take action to develop your emotional intelligence

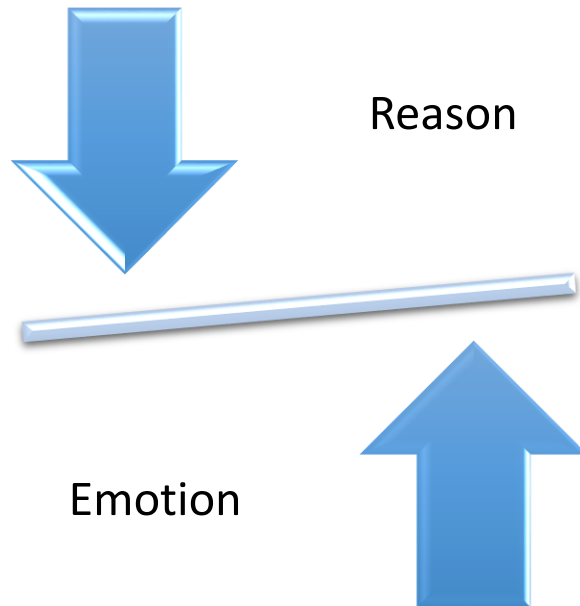


Definitions

“Emotional Intelligence is the ability to monitor one’s own and others emotions, to discriminate amongst them, and to use the information to guide one's thinking and actions”
(Salovey and Mayer, 1990)

“The capacity to be aware of, control, and express one’s emotions, and to handle interpersonal relationships judiciously and empathetically”.
The Oxford Dictionary

The Role of Emotions



Emotions (and emotional responses) provide 'shortcuts' to behaviours designed to protect us.



Emotional Needs

security

attention

autonomy and
control

emotional
connection

feeling part of
a community

emotional
intimacy

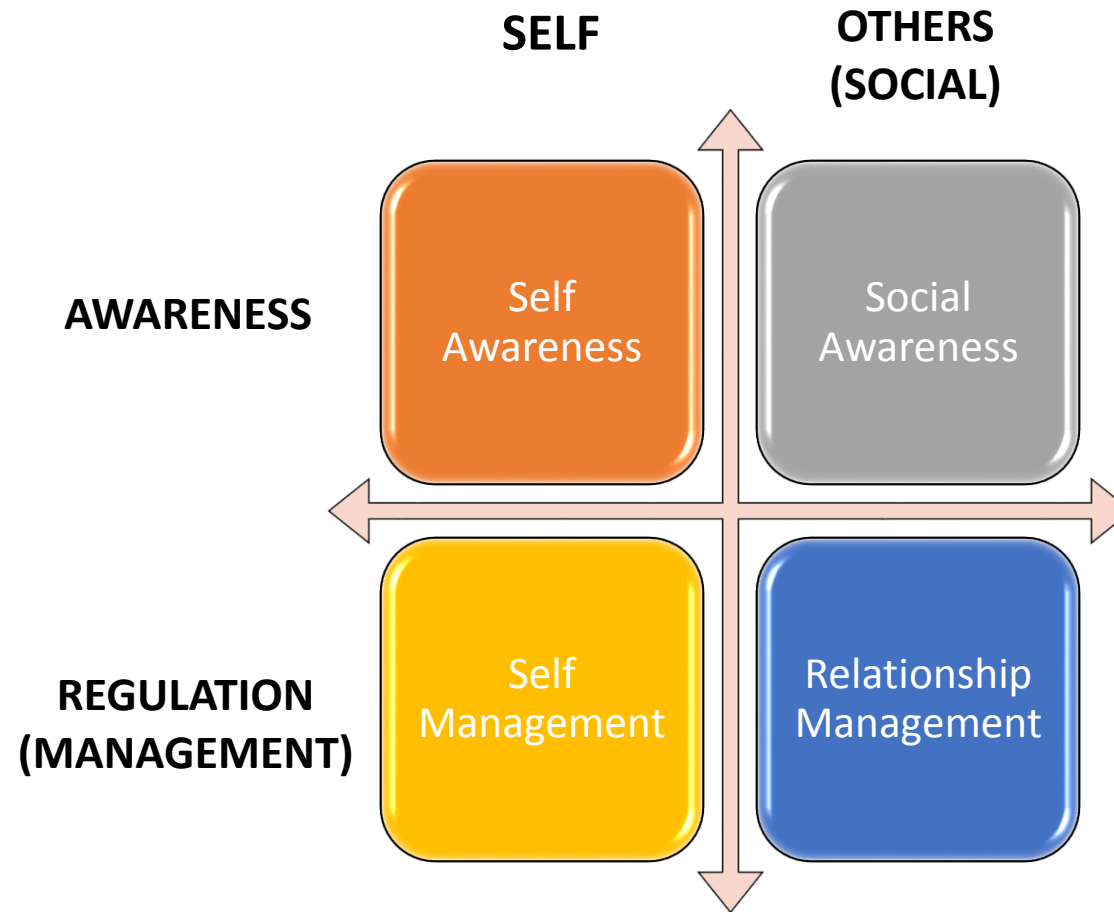
privacy

status

competence

having
meaning and
purpose

The Emotional Competence Grid



The Emotional Competence Grid



Using Emotional Intelligence

Feel

- Become aware of a feeling or emotion

Recognise

- Identify and name the feeling/emotion

Interpret

- Think about why you feel this way and identify what's causing the feeling

Decide

- Make a rational decision about what this feeling means and the choices you have in terms of responding

Act

- Choose your behaviour based on a full understanding of the situation

Developing Your EI

1. Label your feelings, rather than labelling people or situations.
2. Distinguish between thoughts and feelings.
3. Take more responsibility for your feelings.
4. Use your feelings to help them make decisions.
5. Show respect for other people's feelings.
6. Feel energised, not angry.
7. Validate other people's feelings.
8. Practise getting a positive value from their or your emotions.
9. Don't advise, command, control, criticise, judge or lecture others.
10. Avoid people who invalidate you.

Make it Work at Work

What are you going
to **DO** as a result of
this Power Hour
Session?





Thank You
&
Good Luck