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Emotional Intelligence In The Workplace



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TEXAS TECH UNIVERSITY
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EMOTIONAL INTELLIGENCE IN THE WORKPLACE

Presented By:
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Leveraging our Viewpoints

- Working with our:
 - assumptions
 - perceptions
 - expectations

Emotional Intelligence

- Emotional Intelligence: the ability to manage ourselves and our relationships effectively.
- Emotional Intelligence consists of 4 fundamental capabilities
 - self-awareness
 - self-management
 - social awareness
 - social skill



Self-Management

Knowing your Hot Buttons is an important step in Self-Awareness



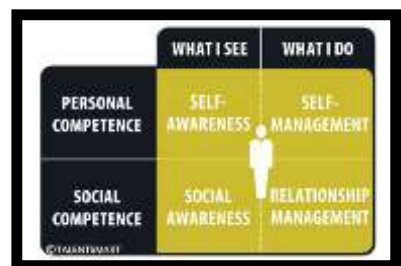
Emotional Intelligence

- Relationship Management
 - your ability to use your awareness of your own emotions and those of others to manage interactions successfully
 - this ensures two things
 - clear communication
 - the effective handling of conflict



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Strategies for Using Emotional Intelligence

■ Self-Management

- breathe right
- count to 10
- sleep on it
- talk to someone (skilled self-manager)
- smile and laugh more
- visualize yourself succeeding
- learn a lesson from everyone you encounter



Strategies for Using Emotional Intelligence

■ Relationship Management

- be open and curious
- avoid giving mixed signals
- take feedback well
- acknowledge the other person's feelings
- don't avoid the inevitable
- make your feedback direct and constructive
- tackle the tough conversations



Resources

- Emotional Intelligence 2.0 (Book)
 - *Travis Bradberry & Jean Graves*
- Emotional Intelligence (Book)
 - *Daniel Goleman*
- Working with Emotional Intelligence (Book)
 - *Daniel Goleman*
- Social Intelligence (Book)
 - *Daniel Goleman*
- Start with Why (Book)
 - *Simon Sinek*
- Conversational Intelligence (Book)
 - *Judith E. Glaser*
- TalentSmart (Website)
 - www.talentsmart.com
- Daniel Goleman (Website)
 - www.danielgoleman.info
- 6 Seconds (Website)
 - www.6seconds.org
- Start with Why (Website)
 - www.startwithwhy.com
- Institute for Health and Human Performance (Website)
 - www.ihhp.com



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