

Emotional Intelligence:

How to Develop Skills for Success




Presented by Alvena Peat



Emotional Intelligence


Picture this...

- Close your eyes and think about how you are feeling right now.
- Type in the emotion(s) you are feeling and why you are feeling them.



Emotional Intelligence

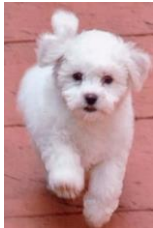
Picture this...



Picture this...



Picture this...



Today's Focus



The 4 Aspects of Emotional Intelligence

Activity

In your own words, how would you define emotional intelligence? Type in your response.



Emotional Intelligence: A Definition

“The ability to monitor one’s own and others’ feelings and emotions, to discriminate among them and to use this information to guide one’s thinking and actions.”

-Mayer and Salovey 1990

Aspects of Emotional Intelligence



Aspect 1: *Intrapersonal*



Intrapersonal emotional intelligence:

Self-awareness

The ability to recognize your own emotions as they occur.

This skill helps you gain self-control in emotional situations.

Self-Awareness

Emotional intelligence has to start with building an awareness of your own emotions—



Self-Awareness

Emotional intelligence has to start with building an awareness of your own emotions—not only recognizing



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Emotional Intelligence

Connecting Thoughts and Emotions

```

  graph LR
    A[Thought  
(story)] --> B[Emotion  
(feeling)]
    B --> C[Decision  
(action)]
  
```

Emotional Intelligence

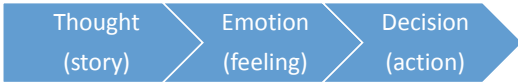
Analyze Your Thinking

- Consciously stop to evaluate thinking.
- Ask four questions:
 - “Is it true?”
 - “Can I know that it is absolutely true?”
 - “How do I react when I believe this thought?”
 - “Who would I be without this thought?”

Adapted from Byron Katie: The Work

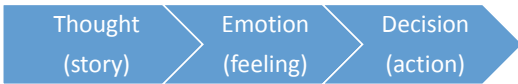
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Connecting Thoughts and Emotions



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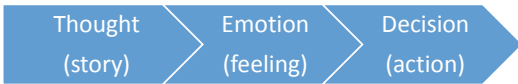
Connecting Thoughts and Emotions



Change the thought (story)

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Connecting Thoughts and Emotions

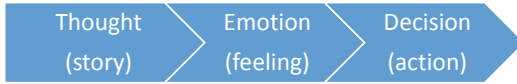


Change the thought (story)

Change the emotion (feeling)

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Connecting Thoughts and Emotions



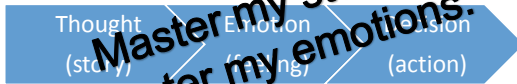
Change the thought (story)

Change the emotion (feeling)

Change the decision (action)

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Connecting Thoughts and Emotions



Change the thought (story)

Change the emotion (feeling)

Change the decision (action)

**Master my stories.
Master my emotions.**

Emotional Intelligence

Aspects of Emotional Intelligence



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Aspects of Emotional Intelligence

Interpersonal Skills

Resilience

Adaptability

"You never really understand a man until you consider things from his point of view. Until you climb inside his skin and walk around in it."

-Atticus Finch – To Kill a Mockingbird

Emotional Intelligence

Aspect 2: *Interpersonal*

Interpersonal emotional intelligence:

Social Awareness

The ability to recognize others' emotions.

Showing empathy enables you to have more positive relationships and minimize unproductive conflict.

Recognizing Emotions in Others



What are some things you can do to help you recognize emotions of others?

Type in your responses.

Recognizing Emotions in Others



- Spend time getting to know the other person.
- Ask for feedback.
- Express yourself.
- Pay special attention to the upper part of the face.

Recognizing Emotions in Others



https://greatergood.berkeley.edu/quizzes/ei_quiz

Type in your responses

Demonstrating Empathy



- Do: lead with listening. Hold off offering advice, judging, or telling them how to feel
- Do: be understanding without necessarily agreeing
- Do: use words and gestures to show you care

Aspects of Emotional Intelligence



Aspects of Emotional Intelligence



"It may not be my crowing that causes the sun to rise, but I can still awake to celebrate its rising."

*-The Chanticleer
by Edmond Rosland*

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Aspect 3: Adaptability

Adaptability is the skill to adjust to changing conditions.

This skill enables one to problem-solve more effectively,

as well as manage stress more productively.



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Characteristics of Adaptability

In your opinion, what are some of the behaviors and/or characteristics of an adaptable person?

Type in your responses.



Characteristics of Adaptability

- Open-minded
- Focused on outcomes, not processes
- Willing to put aside the need to be right
- Stand firm on principles and values



Cultivating Different Perspectives

- Listen to people who disagree with you.
- Eliminate “either/or” thinking. Look for the “and.”
 - Question yourself.
 - Play devil’s advocate.
 - Look from different altitudes.
 - Use intuition and logic.



Aspects of Emotional Intelligence



Emotional Intelligence

Aspects of Emotional Intelligence



The image shows three red checkmarks arranged in a 2x2 grid (with the bottom-right cell empty) and a brown sticky note with the word "Resilience" written on it, positioned to the right of the bottom-left checkmark.


*“Tis a lesson you should heed:
Try, try, try again,
if at first you don’t succeed,
Try, try, try again.”*

- Williams Edward Hickson

Emotional Intelligence

Aspect 4: Resilience

Resilience is the ability to bounce back from setbacks.



Having resilience increases your self-confidence.

Resilience helps you maintain a positive perspective in the face of negative events or attitudes.

Gaining an Accurate Perspective

Gaining an Accurate Perspective



Gaining an Accurate Perspective

Analyze Your Thinking

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Adapted from Byron Katie: The Work

Gaining an Accurate Perspective

Example:

Jay feels overwhelmed by so many deadlines he's facing. He's frightened that he will drop the ball on something.

When he analyzes his thinking, it will go like this: "I'm feeling overwhelmed because I'm afraid I won't be able to accomplish all that is on my plate.



Self-Awareness

Emotional intelligence has to start with building an awareness of your own emotions—not only recognizing what you are feeling, but why you are feeling it.



Gaining an Accurate Perspective

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Jay's Situation

"I'm feeling overwhelmed because I'm afraid I won't be able to accomplish all that is on my plate.

Is it true that you are not going to accomplish everything?

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Emotional Intelligence

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Who would you be without the thought of, "I'm overwhelmed and afraid?"

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Jay's response: *Frightened, lacking focus and I'm fatigued*

Who would you be without the thought of, "I'm overwhelmed and afraid?"

Jay's response: *Confident, focused and energized.*

Now you try it...

- Recall a situation that you have had negative thoughts about.
- On a piece of paper write your responses to the following 4 questions to analyze your thinking.
 - Is what I'm thinking about the situation true?
 - Can I know that it is absolutely true?
 - How do I react when I believe this thought?
 - Who would I be without this thought?

Emotional Intelligence

Bouncing Back

- ✓ Remind yourself of your previous successes.

Emotional Intelligence

Bouncing Back

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 - ✓ Accomplishments come in many shapes and sizes

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Emotional Intelligence

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Emotional Intelligence

Bouncing Back

- ✓ Remind yourself of your previous successes.
 - ✓ Accomplishments come in many shapes and sizes
- ✓ Identify your strengths.
 - ✓ If you have difficulty recognizing your own strengths, think about how a friend or colleague would describe you
- ✓ Take a risk.

Emotional Intelligence

Bouncing Back

- ✓ Remind yourself of your previous successes.
 - ✓ Accomplishments come in many shapes and sizes
- ✓ Identify your strengths.
 - ✓ If you have difficulty recognizing your own strengths, think about how a friend or colleague would describe you
- ✓ Take a risk.
 - ✓ Start small and set a goal that you are fairly certain you can achieve.



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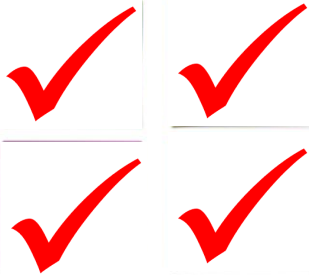
Aspects of Emotional Intelligence



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Emotional Intelligence

Aspects of Emotional Intelligence



Four red checkmarks are arranged in a 2x2 grid.

Emotional Intelligence

Aspects of Emotional Intelligence



Four sticky notes are arranged in a 2x2 grid. The top-left is green and labeled "Intrapersonal Skills". The top-right is yellow and labeled "Interpersonal Skills". The bottom-left is pink and labeled "Adaptability". The bottom-right is light brown and labeled "Resilience".

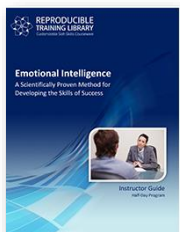
Thank You

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Includes:

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