

Goleman, D. and Cherniss, C. (2024)

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Perkins, N. and Schmid, A.(2019)

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Harnessing Emotional Intelligence: Navigating Challenges for Personal Growth.

“EI is the ability to accurately perceive, understand, and manage one’s own emotions and those of others.” Goleman and Cherniss (2024, p.7)

What Emotional intelligence skills are important for me to use?

Emotional intelligence can positively impact both the workplace and personal well-being in multiple ways, with the skills gained being highly transferable. Listed below are the key EI skills used within my workplace:

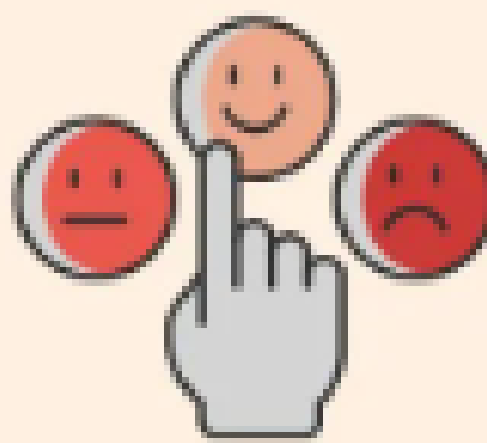
- Empathizing with others
- Listening to others
- Understanding others’ perspectives
- Not being afraid to apologise

Reflection on my personal EI development.

According to Perkins and Schmid 2019, Effective communication and interpersonal skills stem from self-awareness and are deeply connected to emotional intelligence. To gain a better understanding of my own emotional intelligence I have identified some strengths and weaknesses that are relevant to my daily life.

Strengths	Weaknesses
• Resilience • Social intelligence • Communication	• Mental health • Giving and receiving constructive feedback • Decision making

EMOTION REGULATION STRATEGIES



Name the emotion



Validate the emotion



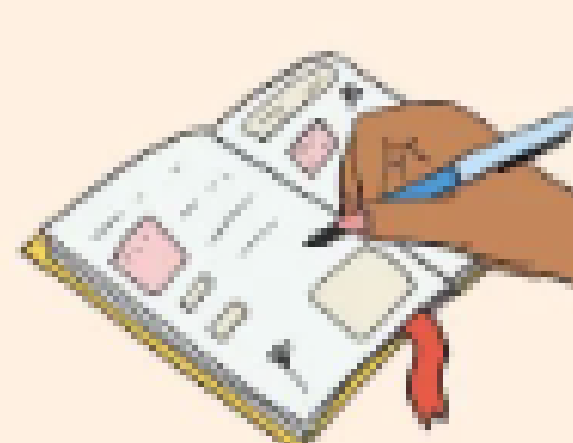
Identify triggers



Meditation or mindfulness



Talking through emotions



Journaling



Notice when you need a break



Good sleep hygiene



Consider therapy

EMOTIONAL INTELLIGENCE (EI)

Motivation

Empathy

Self Awareness



Self-Regulation

Social Skills



Introduction

Emotional Intelligence (EI) is the ability to recognize, understand, and manage emotions in oneself and others. In the workplace, it enhances communication, teamwork, leadership, and decision-making. High EI fosters a positive work environment, reduces conflict, improves productivity, and strengthens relationships, leading to a more successful and engaged workforce.

How does poorly executed EI affect the workplace?

Workplaces lacking emotional intelligence often face numerous challenges that could be resolved through greater awareness and understanding of both their own emotions and those of others. Challenges faced in workplaces with low EI are:

- Unhealthy conflict
- Unhappy employees
- Employee Burnouts / Stress & illness
- High employee turnover

Objective

The aim is to recognise the crucial role of EI in managing relationships and leading teams, this poster focuses on identifying personal emotional challenges and leveraging that awareness for personal and professional growth using EI.

EI improvement plan

- Manage my own feelings and mental health. (By writing things down and keeping a diary of moods, feelings the causes and the consequences)
- Acknowledge and give constructive feedback. (By acknowledging strengths and weaknesses, keeping an open dialogue with specific goals and managing tone and delivery.)
- Improve decision making. (By recognising my own emotions, avoiding making impulsive decisions, building relationships based on trust and keeping a focus on the long-term goals)

06. Conclusion

Emotional intelligence is crucial for building strong relationships, managing stress, and making informed decisions. It enhances communication, empathy, and self-awareness, leading to personal and professional success.

