

Emotional Intelligence

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Communication Skills

What is emotional intelligence?

Why do we have feelings?

Why is EI important in the workplace?

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Definitions of Emotional Intelligence

Knowing:

How you feel and what to do about it

Where you are going and how to get there

What you are doing and why you are doing it

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The awareness of and ability to manage one's emotions in a healthy and productive manner

“An innate ability which gives us our emotional sensitivity and our potential for learning healthy emotional management skills.”

Steve Hein

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Self-Awareness

- a) **Emotional awareness:** recognising your emotions and their effects
- b) **Accurate Self-assessment:** Knowing your strengths and limitations
- c) **Self-confidence:** A strong sense of your self-worth and capabilities

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a. Emotional Awareness

People with this competence:

Know what they are feeling and why

Understand the links between their feelings and what they think

Recognise how their feelings affect their performance

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Common Negative Feelings in the Workplace

- Disrespected
- Unappreciated
- Unfulfilled
- Unchallenged
- Unmotivated
- Apathetic
- Exploited
- Bored
- Criticised
- Unsupported
- Hindered
- Over-controlled
- Underestimated
- Powerless
- Overworked
- Underpaid
- Stressed
- Judged
- Replaceable
- Unimportant
- Afraid and Insecure

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b) Accurate Self-Assessment

People with this competence are:

Aware of their strengths and weaknesses

Reflective, learn from experience

Open to feedback

Able to show perspective about themselves

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Blind Spots

Blind Ambition

Unrealistic Goals

Relentless Striving

Drives Others

Power Hunger

Insatiable need for Recognition

Preoccupation with Appearances

Need to seem Perfect

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Self-Confidence

People with this competence:

Present themselves with self-assurance
Can voice views which may be unpopular
Are decisive despite uncertainties and pressures

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2. Self-regulation

a) Self control

b) Trustworthiness

c) Conscientiousness

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a. Self-control

Manage impulse emotion well and express appropriately

Stays composed, positive and calm in testing situations

Thinks clearly and stays focused under pressure

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b. Trustworthiness

Act ethically

Build trust through reliability

Admit mistakes and confront unethical actions in others

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c. Conscientiousness

Keeps promises

Hold accountability for meeting objectives

Are organised and careful in their work

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3. Motivation

- a) Achievement drive
- b) Commitment
- c) Optimism

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Motivation

How do we feel when we 'fail'?

How do we feel when we 'succeed'?

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a. Achievement Drive

Are results-oriented, with high drive to meet objectives and standards

Set challenging goals and take calculated risks

Learn how to improve their performance

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b. Commitment

Have sense of purpose in larger vision of the organisation

Use the organisation's core values in decision-making and clarifying choices

Seek out opportunities to achieve the larger vision

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c. Optimism

Persist despite obstacles

Operate from hope of success rather than fear of failure

See setbacks as manageable circumstance rather than personal flaw

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