

# Emotional Intelligence

Presented by  
Dadabek Achildiev

TIME WARNER & TURNER: THE INSIDE STORY

TIME

WHAT'S YOUR

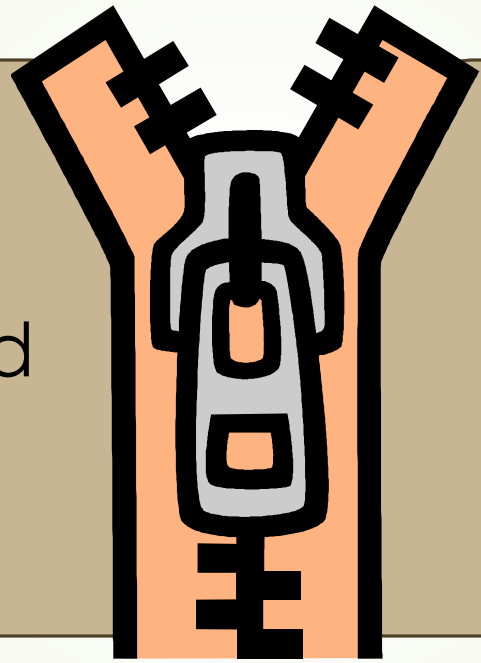
EQ?

It's not your IQ. It's not even a number. But emotional intelligence may be the best predictor of success in life, redefining what it means to be smart.





# Emotional Intelligence (EI) Defined



Ability to  
recognize and  
understand  
emotions

Using this  
awareness to  
manage  
yourself and  
relationships  
with others

# Johnny Mac – Emotionally Intelligent?



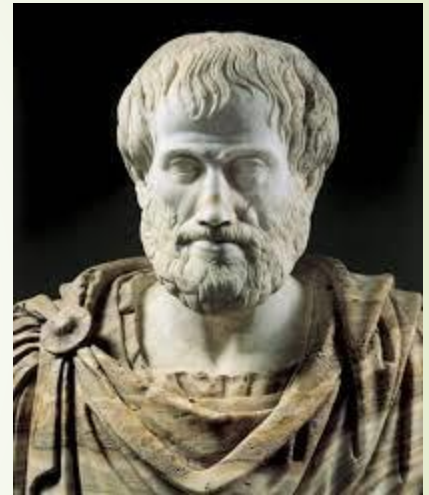
<http://youtu.be/C8Nyc9jzSDg>

Aristotle says,

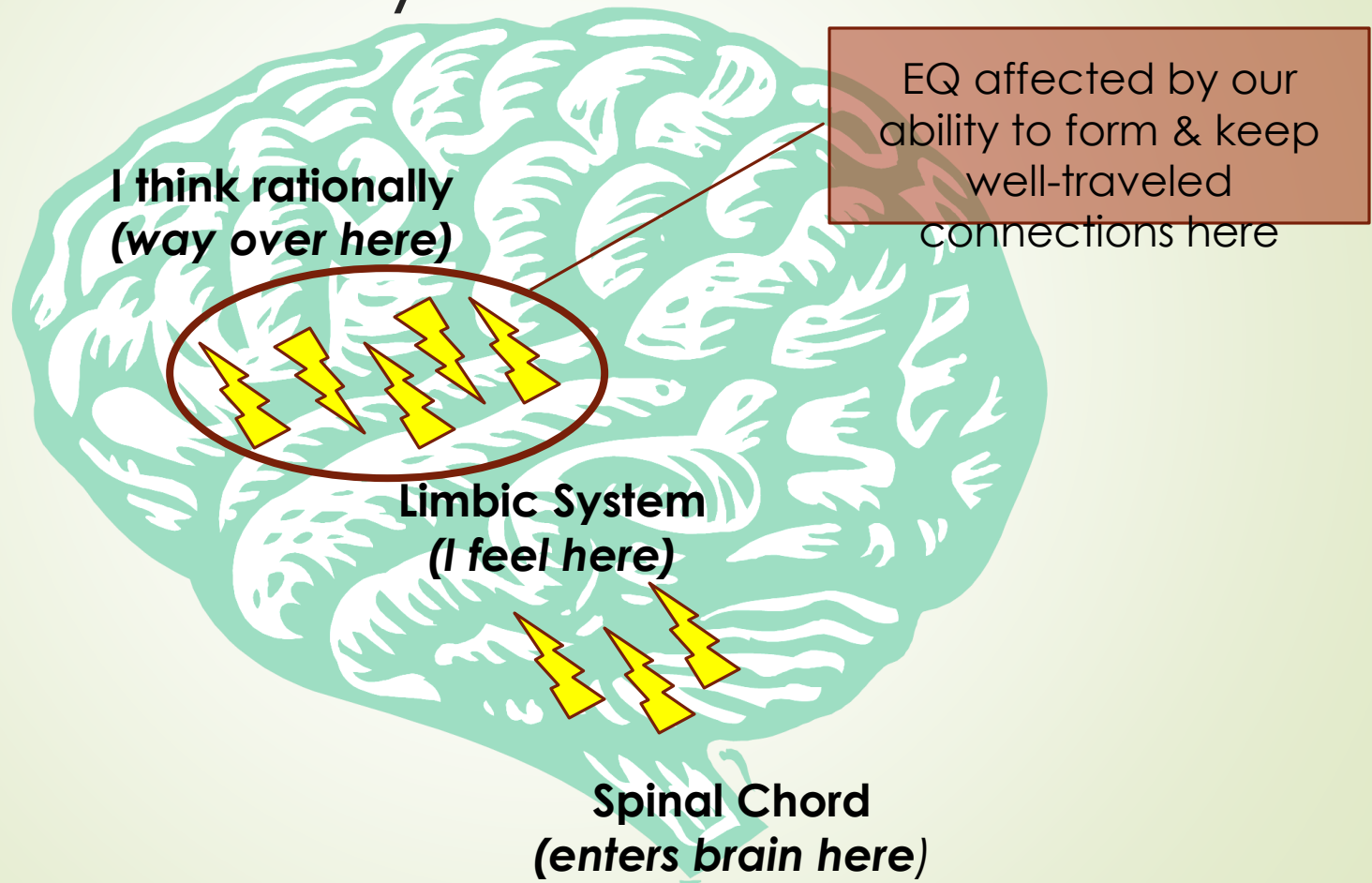
“


Anybody can become angry – that is easy, but to be angry with the right person and to the right degree and at the right time and for the right purpose, and in the right way – that is not within everybody's power and is not easy.

”



# Science Behind EI – Brain Pathways





# 4 Skills of Emotional Intelligence

WHAT I SEE

WHAT I DO

**Self-Awareness**

**Self-Management**

Emotional  
Intelligence

**Social Awareness**

**Relationship  
Management**

**PERSONAL  
COMPETENC  
E**

**SOCIAL  
COMPETENC  
E**



# EQ Quiz Instructions

- ▶ Read each question and select 1-5, based on your immediate response to the item.
  - ▶ 1 = Strongly Disagree
  - ▶ 2 = Disagree
  - ▶ 3 = Neither Agree or Disagree
  - ▶ 4 = Agree
  - ▶ 5 = Strongly Agree



# EQ Quiz Scoring

- Add up your score to determine where you stand on Emotional Intelligence
  - 119 or higher = Above Average EI
  - 98 – 118 = Moderate EI
  - 97 or lower = Low EI

# EQ vs. Job Title



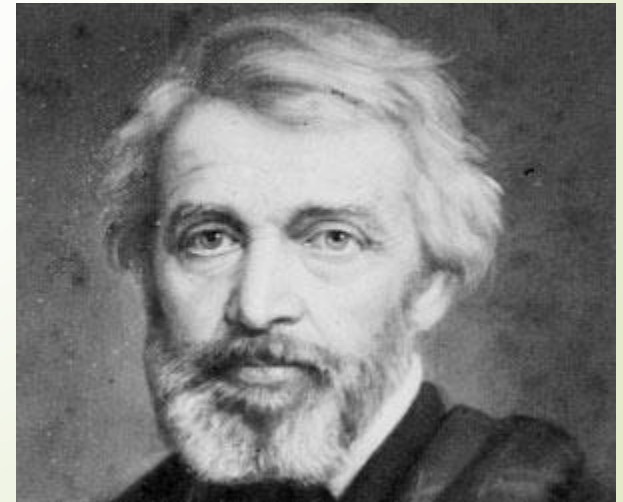
*Often promote based on intellect instead of EQ*

# EI Starts with Self-Awareness

## Self-Awareness

- Ability to accurately perceive your own emotions
- Stay aware of your emotions as they happen
- Keep on top of how you tend to respond to specific situations and people

“The greatest of faults is to be conscious of none”



Thomas Carlyle



# Improving Self-Awareness

[http://youtu.be/1bYO-mm\\_MvM](http://youtu.be/1bYO-mm_MvM)

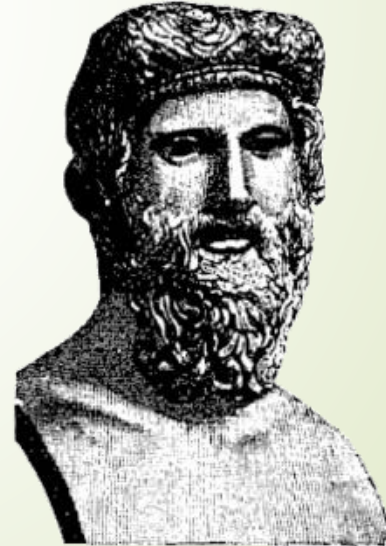
- Know Thyself
  - See yourself for who you are (what do you think and feel)
  - Watch your emotions like a hawk (even physiological signs)
- Track & backtrack your emotions in a difficult conversation or meeting – learn your tendencies in emotionally arousing situations
- Use paired sharing (peer or supervisor)
- Own your actions – take full responsibility for what you say and do

# Use Awareness to Self- Manage

## Self-Management

- Ability to use awareness of your emotions to stay flexible and positively direct your behavior
- Managing your emotional reactions to all situations and people

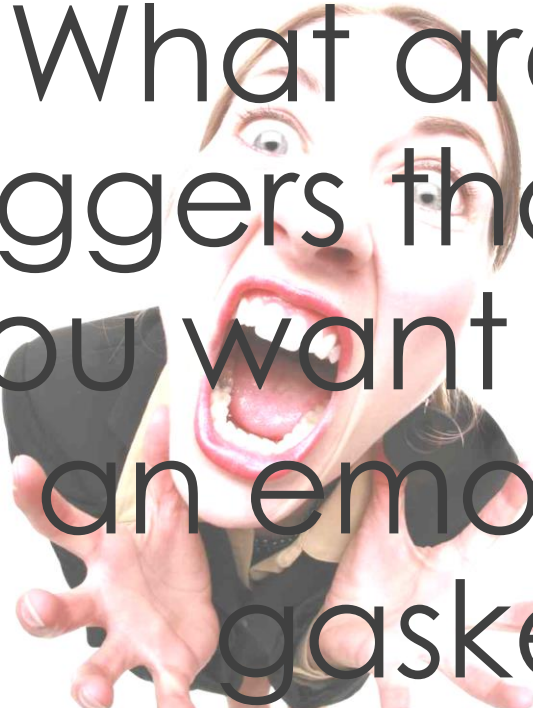
“The first and best victory is to conquer” If



Plato

# Emotional Triggers

What are the triggers that make you want to blow an emotional gasket?



A woman with reddish-brown hair is shown from the chest up, holding a mobile phone to her ear. She has a very expressive, shouting face with her mouth wide open and eyes wide. The background is a soft, out-of-focus grey. Several colorful, tilted banners are overlaid on the image, each containing a text label for an emotional red flag or breakdown.

# Emotional Red Flags & Breakdowns

Angry tirades

Door Slamming

Email letter bomb

Use of sarcasm and inappropriate humor

Withdrawal & Isolation

Holding grudges and getting even

Passive Aggressive behavior

# Becoming Socially Aware

## Social Awareness

- Ability to accurately pick up on emotions in other people
- Understand what is really going on
- Understanding what other people are thinking and feeling even if you don't feel the same way

<http://youtu.be/S2XvxDalwCw>

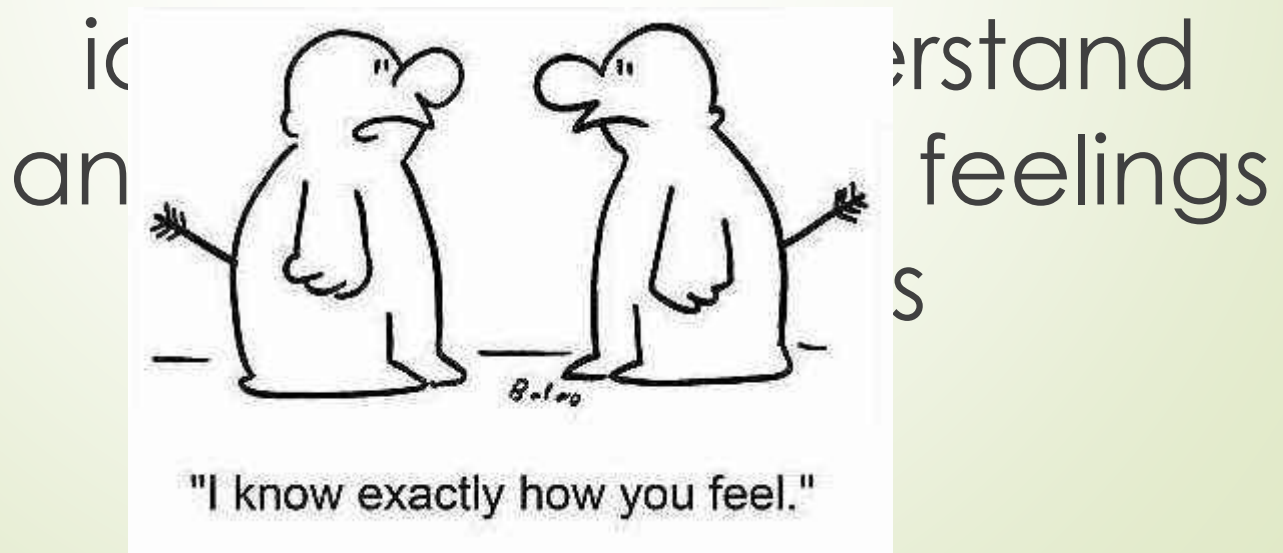
“Resolve to be tender with the young, compassionate with the aged, sympathetic with the striving and tolerant with the weak and wrong. Sometime in your life, you will have seen all of them.”



Gautama Buddha

# Social Awareness Requires Empathy

Empathy is the ability to see the world from another's point of view and to



# Improving Social Awareness

- Spend extra time observing, asking & listening
- Maintain eye contact
- Give the speaker your full attention
- Playback and summarize
- Try on their shoes
- Suspend your judgment
- Read body language
- Decipher emotions in speech tone



# Use Awareness to Manage Relationships

## Relationship Management

- Ability to use awareness of your emotions and emotions of others to manage interactions successfully
- Ensure clear communication and effective handling of conflict

<http://youtu.be/5SnSzo4AbRI>

“People aren't either wicked or noble. They're like chef salads with good things and bad things chopped up and mixed together in a vinaigrette of confusion.”




Lemony Snicket



# Improving Relationship Management

- Seek to build high quality, high trust relationships
- Try to discover what role emotions are playing in your interactions with others
- If you sense tension or other emotional reactions in a person's body language or speech, ask questions to seek to understand
- Be quick to settle disputes, differences of opinion and misunderstandings



# What does EI have to do with ECP?

**WHAT I SEE**

**WHAT I DO**

## Self-Awareness

- Ability to accurately perceive your own emotions
- Stay aware of your emotions as they happen
- Keep on top of how you tend to respond to specific situations and people

## Self-Management

- Ability to use awareness of your emotions to stay flexible and positively direct your behavior
- Managing your emotional reactions to all situations and people

## Social Awareness

- Ability to accurately pick up on emotions in other people
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## Relationship

## Management

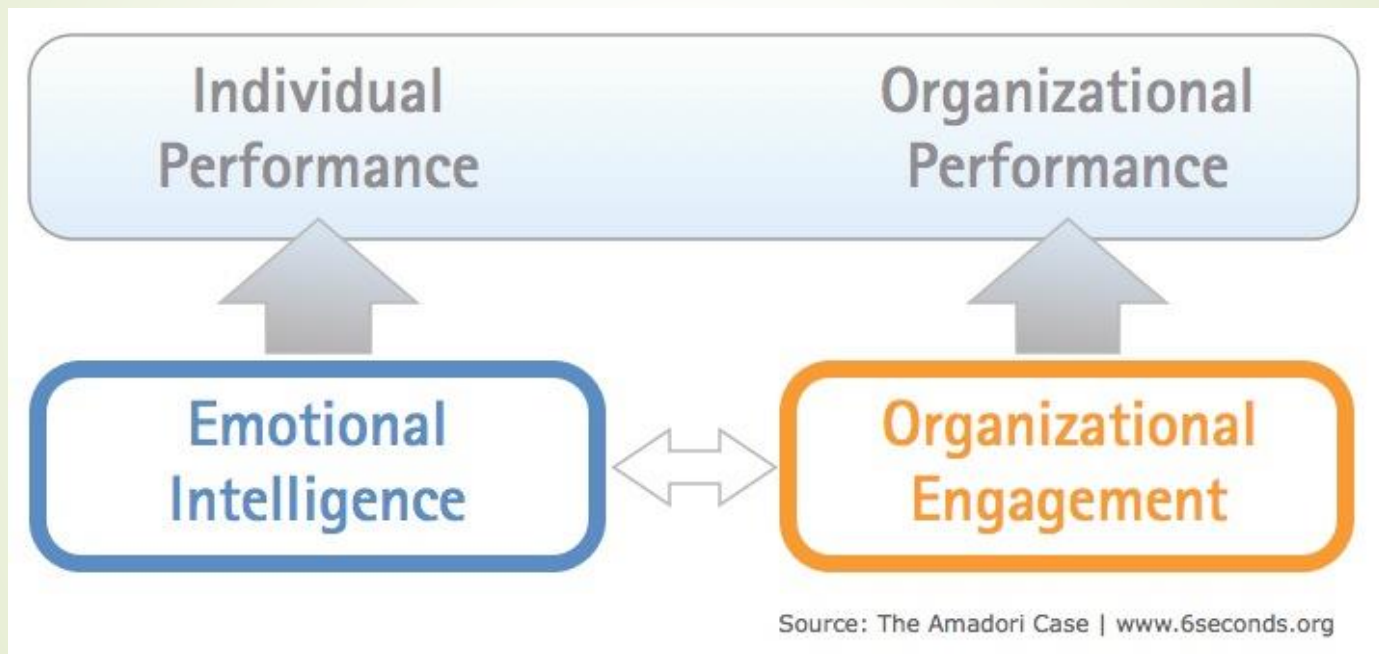
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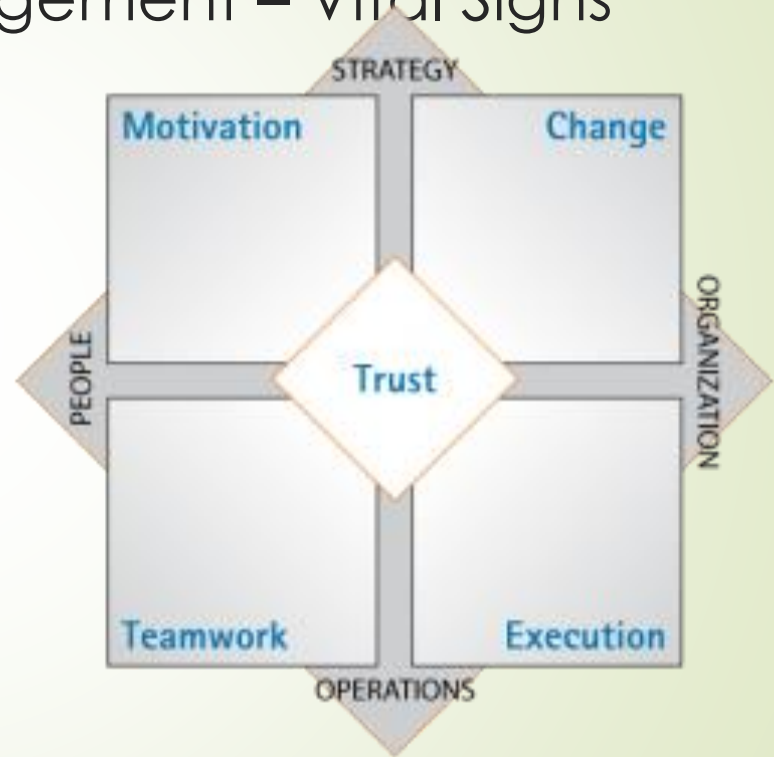
Individual & Organizational Performance



# What does EI have to do with ECP?

## Organizational Engagement – Vital Signs

- ➔ **Trust:** People have a sense of safety & assurance to share and go beyond their comfort zones

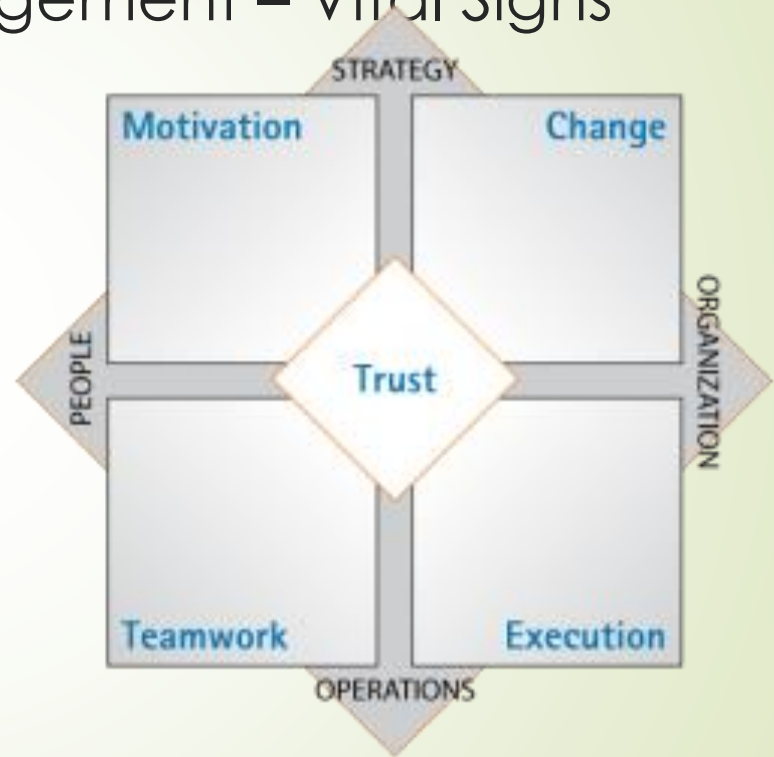


Fariselli, L., Freedman, J., & Ghini, M. (2013). White Paper: Linking bottom line performance to emotional intelligence and organizational climate. Retrieved September 18, 2014 from [6seconds.org](http://6seconds.org).

# What does EI have to do with ECP?

## Organizational Engagement – Vital Signs

- ➔ **Motivation:** People feel energized and committed to doing more than the minimum

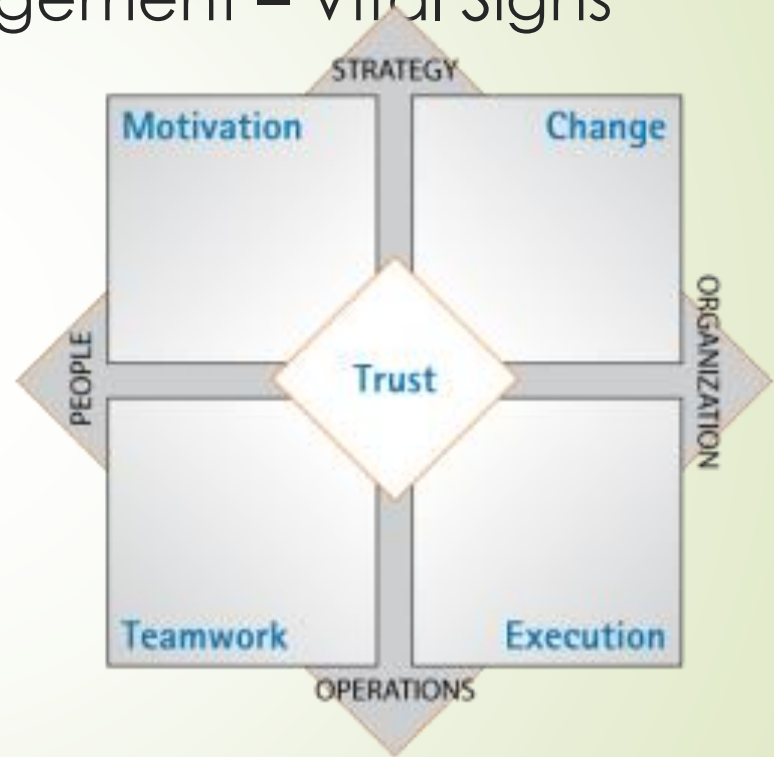


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## Organizational Engagement – Vital Signs

- **Change:** Employees and institutions are adaptable and innovative



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## Organizational Engagement – Vital Signs

- ▶ **Teamwork:** People collaborate and communicate to take on challenges

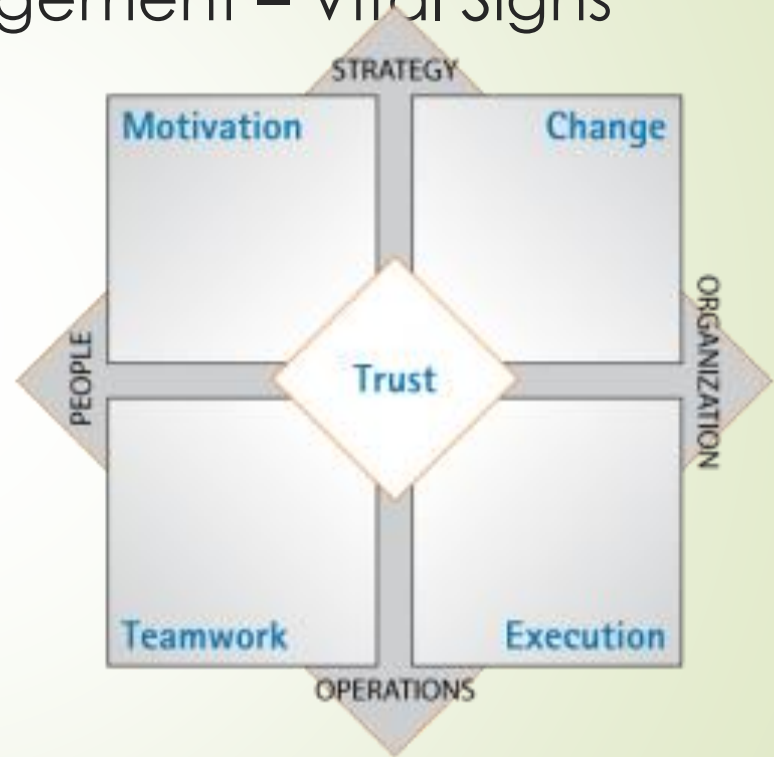


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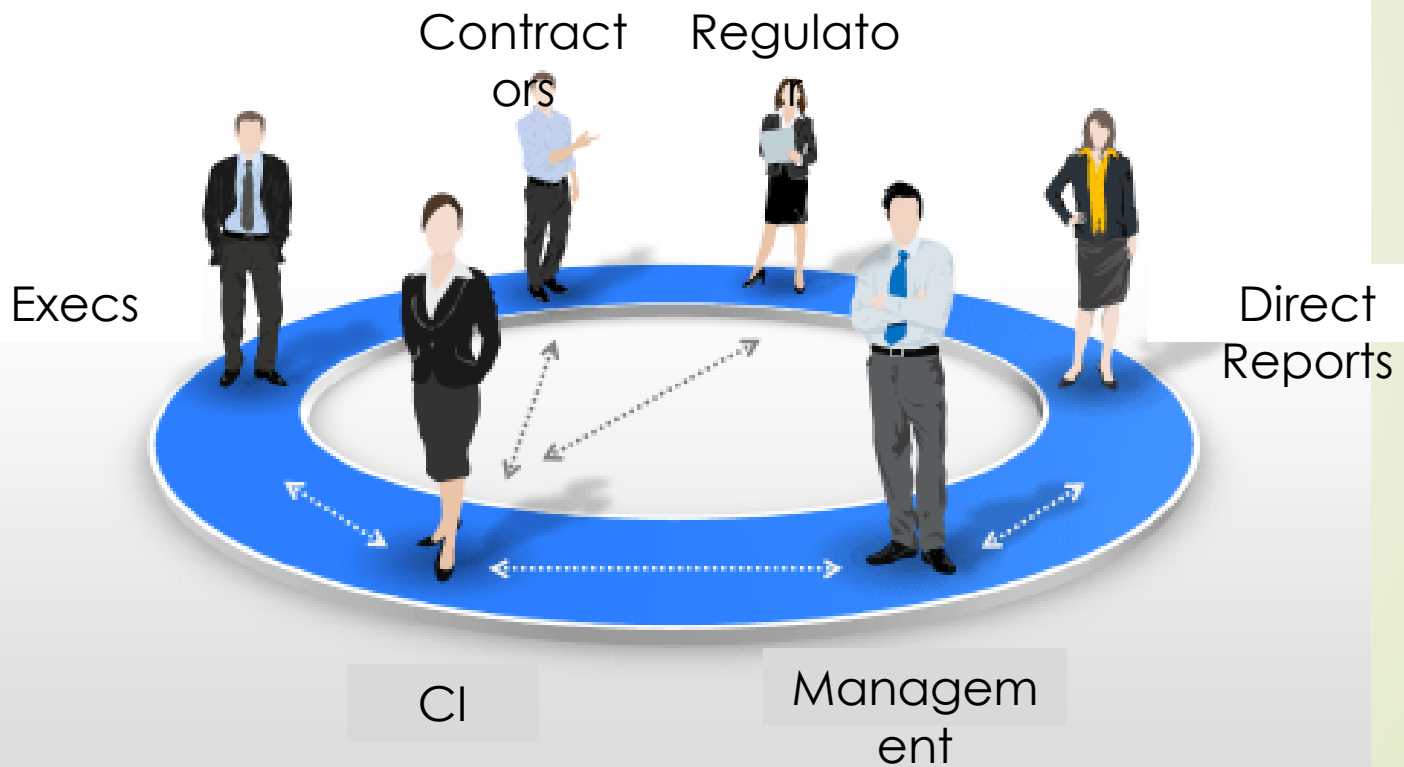
- **Execution:**  
Individuals are both focused and accountable



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# What does EI have to do with ECP?

## Stakeholder



# Final Thoughts

“

If your emotional abilities aren't in hand, if you don't have self-awareness, if you are not able to manage your distressing emotions, if you can't have empathy and have effective relationships, then no matter how smart you are, you're not going to get very far.”

Dr Daniel Goleman

ABHINAV  
BHADURI



# EI Resources

- ▶ Websites

- ▶ Talentsmart.com
- ▶ Eiconsortium.org
- ▶ Eisource.com
- ▶ 6seconds.org

- ▶ Books / Articles

- ▶ Goleman
  - ▶ Emotional Intelligence (1995)
  - ▶ Working with emotional intelligence (1998)
- ▶ Bradberry & Greaves: Emotional Intelligence Quick Book
- ▶ Anthony Mersino: Emotional Intelligence for Project Managers
- ▶ Emily Sterrett: Managers' Pocket Guide to Emotional Intelligence



# Reference

- The Oxford Handbook of Creativity, Innovation, and Entrepreneurship (Oxford Library of Psychology) Reprint Edition by Christina Shalley (Editor)
- Meaningful Writing & Self-Publishing: Your Guide to Igniting Your Pen, Faith, Creativity & Entrepreneurship by Christina DeMara | May 13, 2018
- Hot Small Business Ideas: 25 Smokin' Hot Start Up Business Ideas To Spark Your Entrepreneurship Creativity And Have You In Business Fast! by James Harper | Aug 21, 2015
- Dream, Sink, Launch: Lessons on Creativity, Productivity, and Resilience from the Real Entrepreneurship Journey by Kristy Jackson Ed.S. | Jan 1, 2021
- Dream, Sink, Launch: Lessons on Creativity, Productivity, and Resilience from the Real Entrepreneurship Journey by Kristy Jackson Ed.S. | Jan 1, 2021
- Organizational Creativity: A Practical Guide for Innovators & Entrepreneurs by Gerard J. Puccio , John F. Cabra , et al. | Apr 13, 2017