

## Emotional Intelligence & Emotional Quotient



LEVERAGING PEOPLE FOR TOMORROW...

# Emotional Intelligence

The technical skills that helped secure your first promotion might not guarantee your next

If you aspire to be in a leadership role, there's an emotional element you must consider

EQ & EI helps you successfully coach teams, manage stress, deliver feedback, and collaborate with others

# Emotional Intelligence/Quotient

EI & EQ the ability to understand, use, and manage your own emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges and defuse conflict

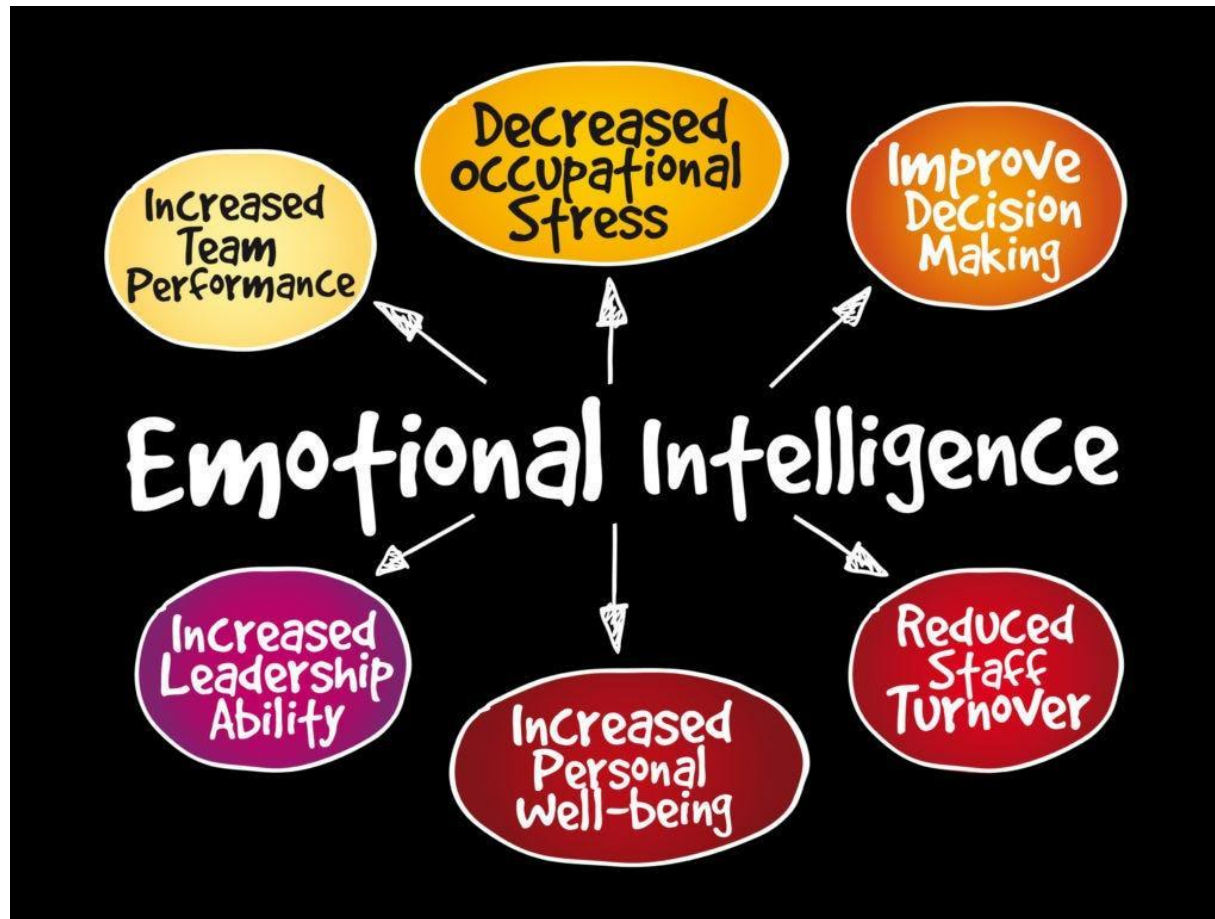


# Emotional Intelligence



Emotional intelligence never stops growing. Because we are always evolving as people, EQ is something that must be nurtured

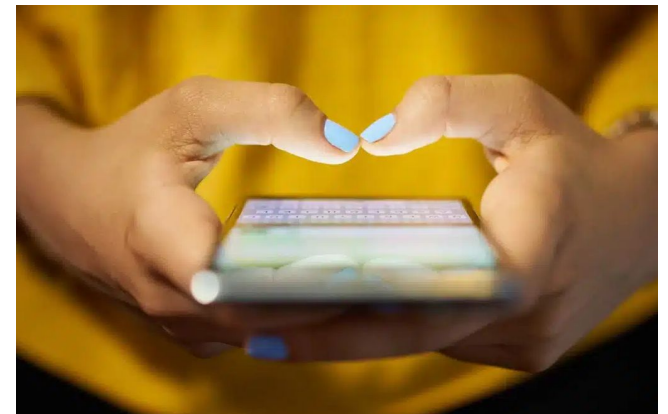
# Emotional Intelligence Supports....



# Core of Emotional Intelligence ...

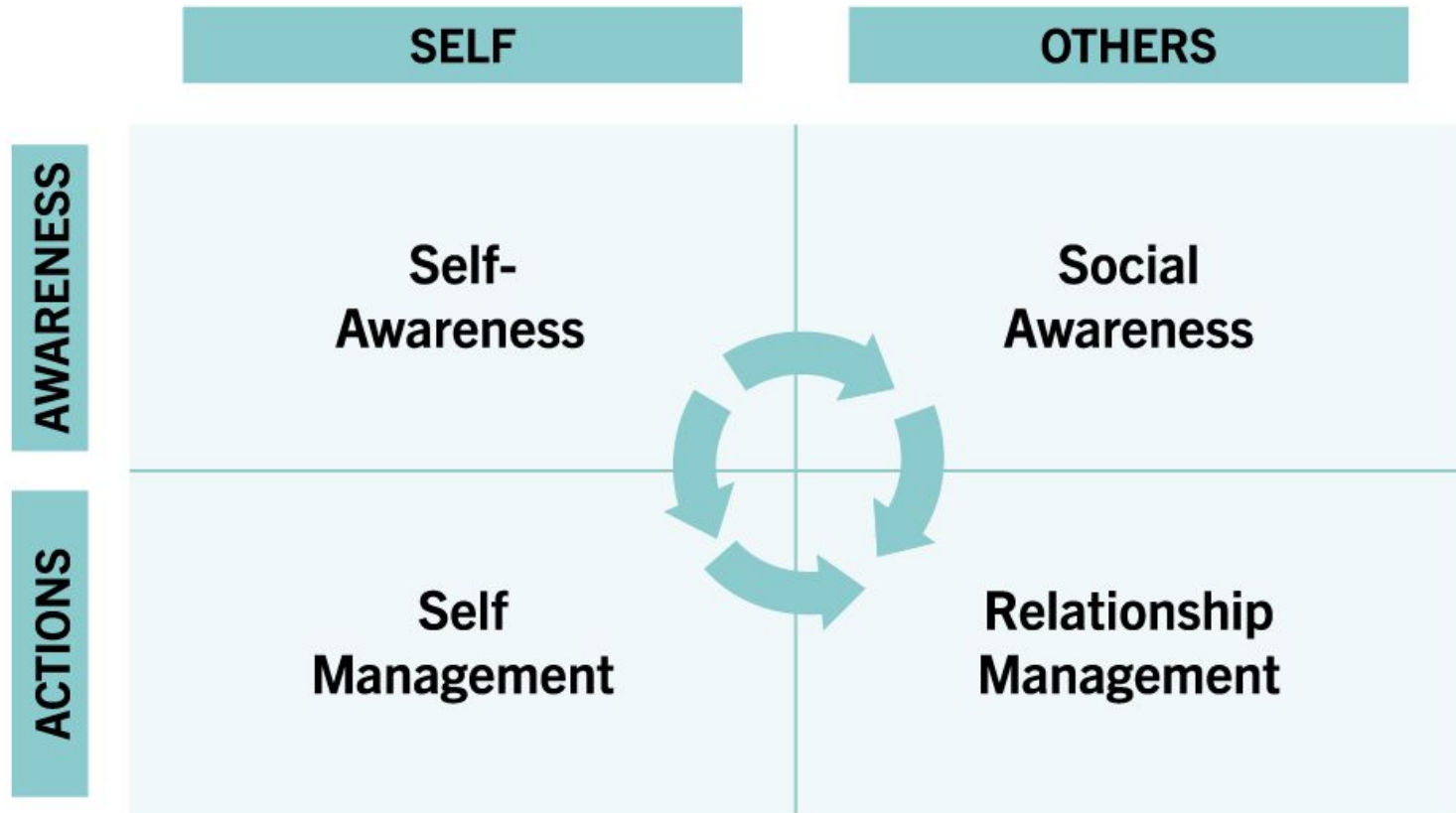
There are four core domains of Emotional Intelligence

- Self-Awareness
- Self-Management & Control
- Social Awareness
- Relationship Management





# Emotional Intelligence - Core Competence



# 5 Aspects of Emotional Quotient

- Empathy
- Effective Communication
- Self-Awareness
- Self-Regulation
- Motivation





# Empathy Building Strategies

1. Start listening to others more without interrupting
2. Put yourself in someone else's shoes, especially during a disagreement
3. Recognize and show your appreciation for your team members
4. Be open to sharing your feelings where appropriate
5. Volunteer for a role in a worthy cause, e.g., a community project
6. Practice loving-kindness meditation or mindfulness
7. Work on your body language and reading that of others



# Empathy Communication Advantage

1. Sociable managers carry more persuasive influence
2. Cultivates an awareness of yourself and your team members
3. Adept at both conflict and relationship management
4. Enhanced social awareness
5. Better leadership and mentorship for helping develop rising talent
6. Expert at collaboration and cooperation



# Strategies to Build **Social Skills**

1. Show interest in other people
2. Enhance verbal and non-verbal(body language) communication skills
3. Observe and learn from the social skills of others
4. Practice confident eye contact
5. Ask open-ended questions(cannot be answered with a yes/no)
6. Develop a repertoire of icebreaker questions to start conversations
7. Listen more and practice active listening



# Strategies to Build Self Awareness

1. Be mindful of your strengths, weaknesses, thoughts, and emotions
2. Identify your triggers to help manage your own emotions
3. Keep a journal so you can reflect and learn from your experiences
4. Consider how your actions affect those around you
5. Use positive self-talk
6. Develop a growth mindset
7. Take psychometric tests



# Self Image/**Self Awareness**



Recognizing how  
someone is feeling,  
without them having to  
say anything

Using gut feeling to  
take/guide decisions

# Strategies to Build Self Regulation

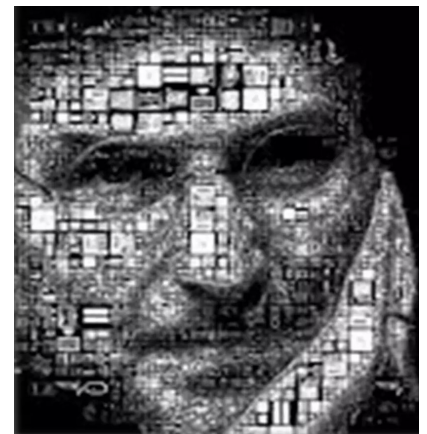
1. Be attentive to your thoughts and feelings
2. Learn to accept your emotions and become more [emotionally resilient](#)
3. Develop distress tolerance skills to handle negative emotions
4. Learn to view every new challenge as an opportunity
5. Know that there is always a choice on how you respond
6. Prepare to take responsibility for your actions
7. Stay mindful of your moral values while leading your team





# Strategies to Build Self Motivation

1. Set small, measurable, and realistic goals
2. Introduce interesting challenges to keep up momentum
3. Celebrate incremental achievements as well as end goals
4. Find intelligent ways to turn obstacles into opportunities
5. Be mindful of your role as a leader and its direct effect on your team
6. Reflect on your progress and look for ways to do better
7. Be open to change



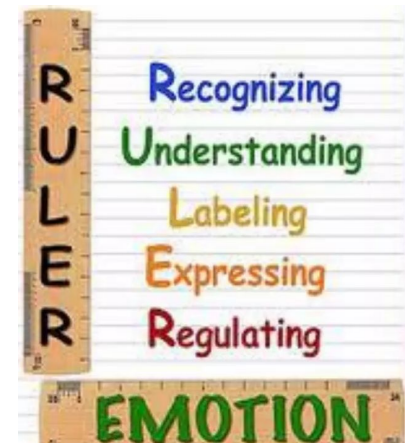
# Understand & Analyze emotions

1. Recognize What events are likely to trigger different emotions
2. Knows that emotions can combine to form complex blend of feelings
3. Realizes that emotions can progress overtime & transition from one to another
4. Provides a rich emotional vocabulary for greater precision in describing feeling & blend of feelings



# Managing emotions

1. Develop mood regulation skills, productive ways to change mood
2. Avoid over & under regulation
3. Feel energized, not angry
4. Show Respect to others
5. Set Stretch Goals
6. Seek natural means rather than alcohol, tobacco or other drugs
7. Apply stress coping strategies
8. Use optimistic explanatory style
9. Don't be judgemental



# Education in EI - Keep Educating Self

1. Become Emotionally Literate, Educate your heart & mind ... it is very important
2. Each morning have a community/feeling circle – how do you feel & why
3. Distinguish between thoughts & feelings
4. Take Stretch Goals
5. Read stories to emphasise the tools
6. Tell your own stories to enhance the tools/take decisions
7. Children role play characters in creating the stories



## Characteristics of a low EQ Person



"If only I had a different job ... .."

"If only I had finished graduation ... .."

"If only I had been handsome/beautiful ..."

"If only my spouse had stopped drinking ..."

"If only I had been born rich and famous..."

"If only I had good contacts..."

"If only I had better friends ..."

"If only I had married someone else ..."



## Characteristics of a High EQ Person

A time to be aggressive and a time to be passive,

A time to wait and a time to watch,

A time to be together and a time to be alone,

A time to fight and a time to love,

A time to work and a time to play,

A time to cry and a time to laugh,

A time to confront and a time to withdraw,

A time to speak and a time to be silent,

A time to be patient and a time to decide.



# Characteristics of Emotional Balanced Person

1. Knowing one's Feelings
2. Managing Emotions & feelings appropriately
3. Able to motivate self
4. Ability to persist in face of frustrations
5. Ability to control impulses & delay gratifications
6. Ability to empathize with others
7. Capacity to Hope
8. Social Competencies – Connecting with others



# How to Develop EQ

1. Conduct a “personal inventory”
2. Analyse the setting & identify the skills needed
3. Enlist trusted friends
4. Focus on building few competencies
5. Practice, Practice & Practice
6. Be observant & reflective
7. Don't expect immediate results
8. Learn from your mistakes
9. Acknowledge your success

**"The winds and waves are always on the side of the best navigators." (Vincent Van Gogh)**

# How IQ Different from EQ

IQ is measure of an Individual Personal Information Bank

Memory, vocabulary & Visual Motor Skills

IQ is set & peaks at age of 17

IQ remains constant thorough adulthood & predict 10-20% of life success

90-90% of success is dependent on EQ/EI

EQ can be improved throughout life

# In Summary

Emotional Intelligence 2.0 helps you build your EQ skills through the development of four key pillars: self-awareness, self-management, social awareness, and relationship management

These pillars will help you process your emotions, manage your triggers, develop healthy habits, and succeed in your career path



# Bottom Line

Emotional Intelligence is, therefore an ability to:

Understand the need and feelings of oneself and other people

Manage one's own feelings.

Respond in an appropriate

# LET US EMBRACE THE FUTURE









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