Strengthening Your Emotional Intelligence

You can strengthen your Emotional Intelligence (EI) through desire, tools, and practice!

**Desire.** You must have a desire to strengthen your EI.

**Tools:** You must have some EI tools and techniques to apply.

**Practice:** You must practice these tools and techniques over and over.

Nothing worthwhile comes easy!

Our Learning Objectives. By the end of this training, you will be able to--

1. Define emotional intelligence and describe its components.

2. Describe the four emotional styles and how they often react under distress.

3. Describe and demonstrate a variety of techniques to—
   a. Increase your self-awareness
   b. Increase your awareness of and empathy for others
   c. Improve your emotional self-control over unhelpful emotions
   d. Help others regain and maintain self-control over unhelpful emotions
   e. Influence helpful emotions in yourself
   f. Influence helpful emotions in others

Presented By
**Rich St. Denis**
(678) 523-8462
RichStDenis@earthlink.net
What is Emotional Intelligence

Humans have many forms of intelligence!

According to Professor Howard Gardner at Harvard, there are multiple types of intelligence:

✓ Analytical/Mathematical/Logical Intelligence (IQ)
✓ Musical/Rhythmic Intelligence
✓ Linguistic Intelligence
✓ Artistic/Spatial Intelligence
✓ Physical Intelligence
✓ Emotional Intelligence (EI or EQ)

Emotional Intelligence is being smart and effective about emotions.

It involves skill in—

Emotional Literacy  This is the ability to--

✓ Sense, name, and understand emotions
✓ Express emotions appropriately and clearly

Emotional Labor  This is the ability to--

✓ Prevent intense emotions from turning into disruptive behavior
✓ Cope with destructive emotions if they erupt in yourself and others
✓ Defuse destructive emotions and behaviors in yourself and in others

Emotional Leadership  This is the ability to--

✓ Arouse healthy emotions and behaviors in yourself
✓ Inspire healthy emotions and behaviors in others

High Emotional Intelligence makes for star performers and great teams.

Research shows that –

o Emotional Intelligence is a primary factor that makes for consistently great people and great organizations.

o People with high EI outperform others 85% of the time.

o But people with high IQ are top performers only 20% of the time.

Emotional Intelligence can be strengthened--through desire, tools, and practice.
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What constructive emotions help people to do their best at work?

What destructive emotions keep people from doing their best at work?

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*Emotionally intelligent people arouse helpful emotions and minimize the unhelpful ones.*
Emotional Intelligence Skills

Emotional Intelligence is being smart and effective about emotions. It involves--

- **Emotional Literacy** — identifying and understanding emotions — yours and those of others
- **Emotional Labor** — controlling unhelpful emotions and actions — yours and those of others
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We have **Social Mastery** when we show emotional intelligence in dealing with others.
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| **High EI in any one Area:** | 15 - 20 | **High Overall EI:** | 90 - 120 |
| **Moderate EI:** | 10 – 14 | **Moderate EI:** | 60 - 89 |
| **Low EI:** | Below 10 | **Low EI:** | Below 60 |
Deepen Your Awareness of Yourself and Others…and Understand the Differences between You and Others

Conduct a detailed inventory of yourself and others.

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- Recognition, esteem, prestige, pride
- Inclusion, belonging, acceptance, nurturance
- Security, safety, certainty, stress-avoidance
- Physical comfort

Tendencies, habits, patterns of behavior…

- When leading
- When acting as a team member
- When interacting with more powerful people
- When communicating
- When making decisions
- When dealing with risk and pressure
- When dealing with divisive conflict and difficult behavior

Get a coach, spotter, or mentor to help you assess yourself and others.
Understand the Four Emotional Styles

This framework can help you understand four different ways that people act, communicate, and react to distress, crises, and conflict.

Degree of Self-Expression

Degree of Emotional Display

Note: Different cultures have their own norms for self-expression, emotional display, and handling conflict.
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An emotional hijack (an Amygdala Hijack) occurs when we experience a sudden, unexpected threat to our well-being, values, needs, or wants.
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- Rigid Robot
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  “Yes” Person
- Silent, Unresponsive Clam
- Wishy-Washy Indecisive
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Control Unhelpful Emotions (Like Too Much Fear or Anger)

1. Anticipate and plan for situations that may cause you to lose control.

What causes a distressing reaction (fight, flight, freeze) in me? What situations make me angry and combative...or...afraid and passive?

My Plan: The next time ____________________________ occurs instead of ____________________________, I will ____________________________.

Sample: The next time _______ attacks me and makes snarky comments about me, instead of feeling angry, furious, and outraged and yelling back things I will later regret, I will remain calm, ask “What you mean?” and actively listen for at least two minutes.

2. When hijacked by intense emotion, slow things down and choose your response.

Use the Red-Yellow-Green Light approach.

Red Light Stop Do not react.
Yellow Light Think/Feel Plan your response.
Green Light Act Speak and act out of choice.

Listen actively. Avoid talking until calmer.

Count to 10. Don’t act for 10 seconds or until calm.

Listen to your breathing. Breathe slowly and deeply.

Take a long drink of water.

Name the emotion, reject it, and replace it. Right now I am feeling ________________, but I choose not to feel that way. Instead I choose now to feel ________________.

If you can name it, you can claim it. If you can claim it, you can tame it.

These techniques can definitely help you maintain greater self-control.
Defuse the Unhelpful Emotions in Yourself and Others

Here’s a great way to control your defensive reactions and help people calm down:

Follow the A’s of Active Listening:

A  Attend to the other person completely!  Focus and maintain eye contact.
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A  Ask to hear more.  Keep them talking.  Keep yourself listening.  Ask questions.
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A  Agree with something.  Find something you can legitimately agree with.
A  Appreciate their input.  Thank them for being forthright with you.

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<tr>
<td></td>
<td>Tell me more.</td>
</tr>
<tr>
<td></td>
<td>How so?</td>
</tr>
<tr>
<td></td>
<td>What else?</td>
</tr>
<tr>
<td>The Exploder</td>
<td>So what you are saying is….</td>
</tr>
<tr>
<td></td>
<td>I can see you’re upset.</td>
</tr>
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</tr>
<tr>
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<td>I can agree with you that…</td>
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By faithfully practicing this technique, you can become really adept at defusing dysfunctional conflict.
Inspire Helpful Emotions in Yourself and Others

You can arouse healthy emotions in yourself and others if you--


2. Look at bad things in a positive way. Reframe negatives into positives.

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<th>Instead say this:</th>
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<td>That person is a jerk.</td>
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3. Talk about past successes. Recall the specific times that things went well.

4. Talk about the importance, benefit, or value of what needs to be done.

4. Set a short-term, realistic, but challenging goal that requires a bit of stretch.

Most people are about as happy as they make up their mind to be.
--Abraham Lincoln
My Commitments to Strengthening My Emotional Intelligence

Review  I will review this booklet and my notes on these dates: ______ and ______

Discuss  I will discuss the things I learned today with others:

What I will discuss  With Whom  When

Apply  I will apply a lesson of this course as soon as I can:

What I will do  When

Get Feedback on My Efforts  I will ask for and listen to feedback on how I am doing.

What feedback I will request  From whom  When

Learn More  I will do the following to learn more about Emotional Intelligence:

What I will do  When

Be Accountable  I will hold myself accountable to do these things.

I will ask _____________ to help me stay accountable for all this.

You can strengthen your Emotional Intelligence but only if you have desire, learn a few tools, and put them into practice over and over.
Strengthening Your Emotional Intelligence

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Take a long drink of water.

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<td></td>
<td>Tell me more.</td>
</tr>
<tr>
<td></td>
<td>How so?</td>
</tr>
<tr>
<td></td>
<td>What else?</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>The Constant Complainer</td>
<td></td>
</tr>
<tr>
<td></td>
<td>So what you are saying is….</td>
</tr>
<tr>
<td></td>
<td>I can see you’re upset.</td>
</tr>
<tr>
<td></td>
<td>Anything else?</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>I can agree with you that…</td>
</tr>
<tr>
<td></td>
<td>I appreciate your speaking to me.</td>
</tr>
<tr>
<td></td>
<td>So what’s the next step?</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Think and choose your response.</td>
</tr>
<tr>
<td></td>
<td>So here’s what I think…..</td>
</tr>
</tbody>
</table>

By faithfully practicing this technique, you can become really adept at defusing dysfunctional conflict.
Inspire Helpful Emotions in Yourself and Others

You can arouse healthy emotions in yourself and others if you—


2. Look at bad things in a positive way. Reframe negatives into positives.

   Don’t say this:        Instead say this:
   
   That person is a jerk.    That behavior is unhelpful but can change.
   I can’t handle this!      I will try my best!
   I don’t know how!         I will figure out a way!

3. Talk about past successes. Recall the specific times that things went well.

4. Talk about the importance, benefit, or value of what needs to be done.

4. Set a short-term, realistic, but challenging goal that requires a bit of stretch.

Most people are about as happy as they make up their mind to be.
--Abraham Lincoln
My Commitments to Strengthening My Emotional Intelligence

**Review**  I will review this booklet and my notes on these dates: ______ and ______

**Discuss**  I will discuss the things I learned today with others:

<table>
<thead>
<tr>
<th>What I will discuss</th>
<th>With Whom</th>
<th>When</th>
</tr>
</thead>
</table>

**Apply**  I will apply a lesson of this course as soon as I can:

<table>
<thead>
<tr>
<th>What I will do</th>
<th>When</th>
</tr>
</thead>
</table>

**Get Feedback on My Efforts**  I will ask for and listen to feedback on how I am doing.

<table>
<thead>
<tr>
<th>What feedback I will request</th>
<th>From whom</th>
<th>When</th>
</tr>
</thead>
</table>

**Learn More**  I will do the following to learn more about Emotional Intelligence:

<table>
<thead>
<tr>
<th>What I will do</th>
<th>When</th>
</tr>
</thead>
</table>

**Be Accountable**  I will hold myself accountable to do these things.

I will ask _______________ to help me stay accountable for all this.

You can strengthen your Emotional Intelligence but only if you have desire, learn a few tools, and put them into practice over and over.