

# ***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 –

- Emotional Intelligence is a **primary factor** that makes for consistently great people and great organizations.
- **People with high EI outperform others 85% of the time.**
- But **people with high IQ are top performers only 20% of the time.**

***Emotional Intelligence can be strengthened--through desire, tools, and practice.***

# Identify What Emotions Are Helpful and Unhelpful at Work

What constructive emotions help people to do their best at work?

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

## Helpful Emotions

You Want to Influence

## Unhelpful Emotions

You Want to Prevent or Defuse

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

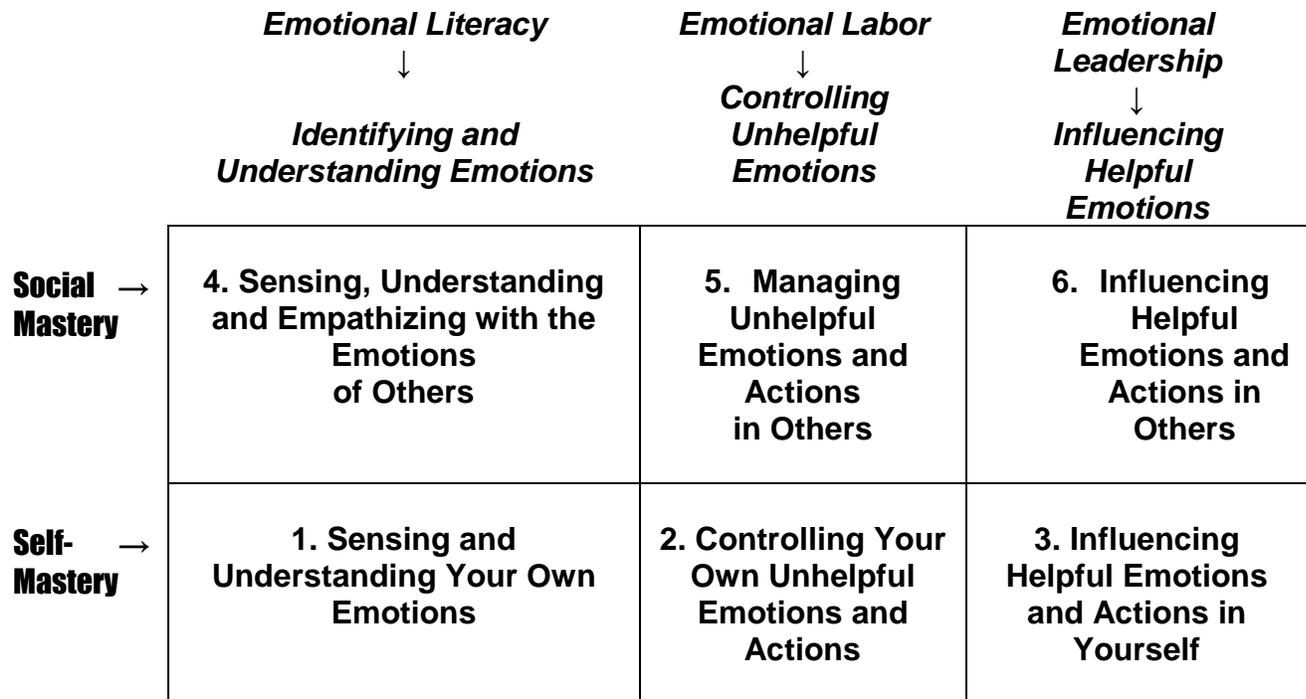
# Emotional Intelligence Skills

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

**Emotional Leadership** influencing helpful emotions and actions – in yourself and others



We have **Self-Mastery** when we are emotionally intelligent about ourselves.

We have **Social Mastery** when we show emotional intelligence in dealing with others.

## Assess Your Level of Emotional Intelligence

- 4 = Exactly like me.
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- \_\_\_1. I am in tune with my emotions. I usually sense and understand what I am feeling.
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**Interpretation:**

High EI in any one Area: 15 - 20  
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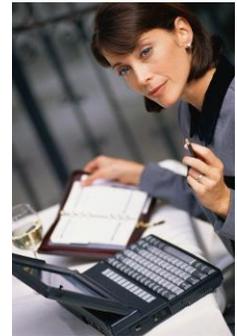
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**Conduct a detailed inventory of yourself and others.**

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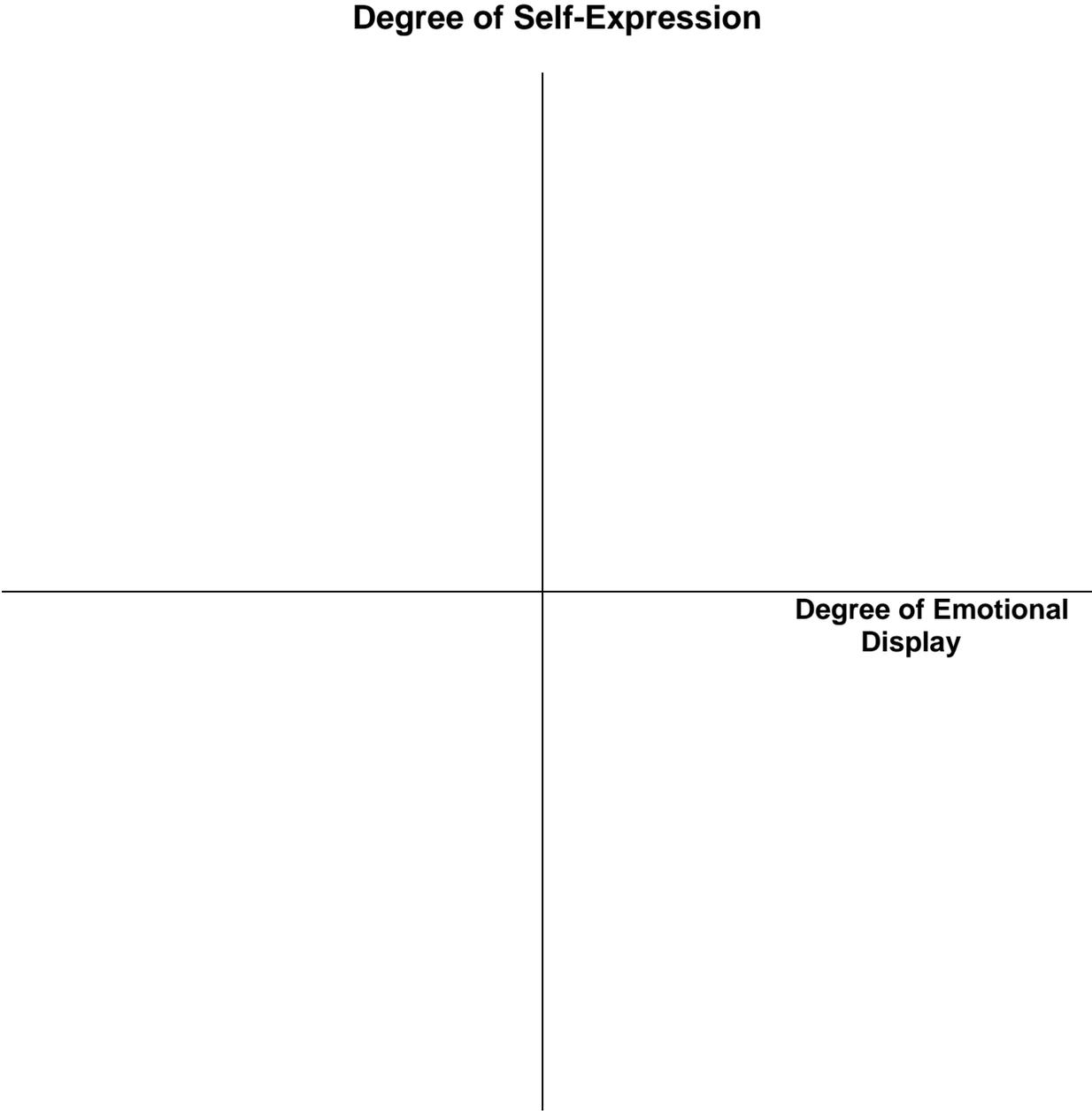
When dealing with risk and pressure

When dealing with divisive conflict and difficult behavior

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# 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.



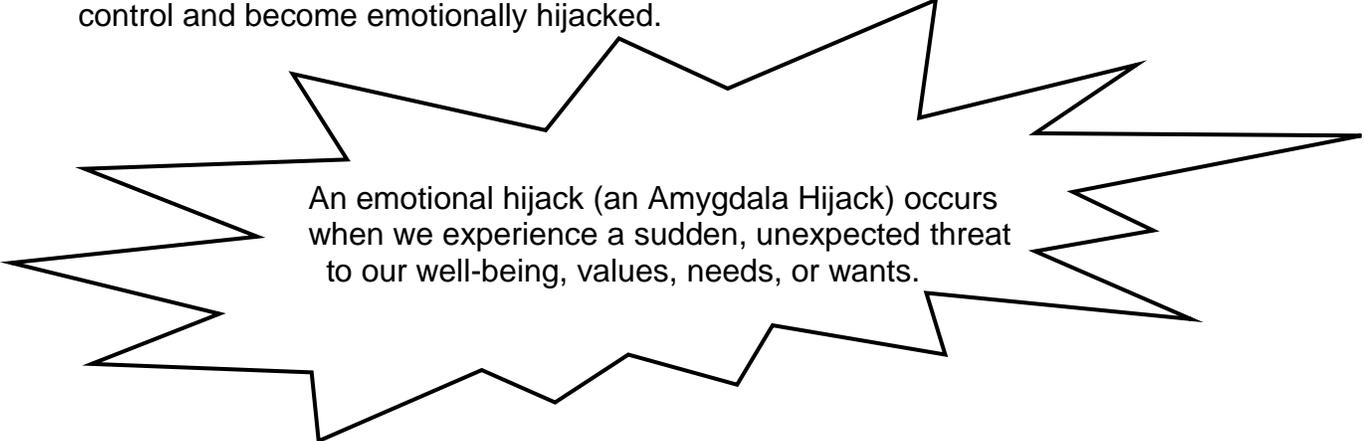
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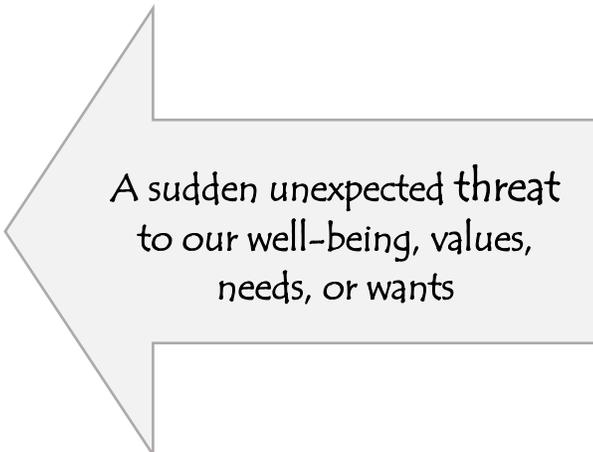
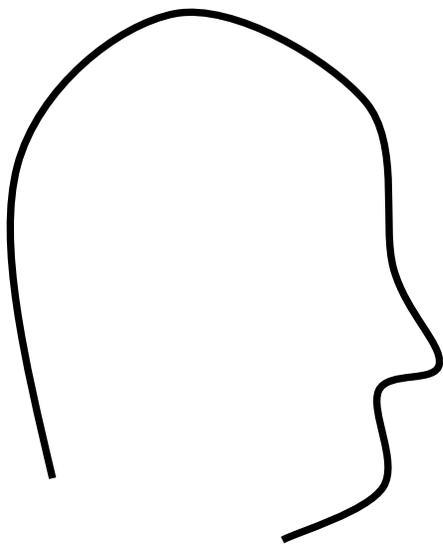
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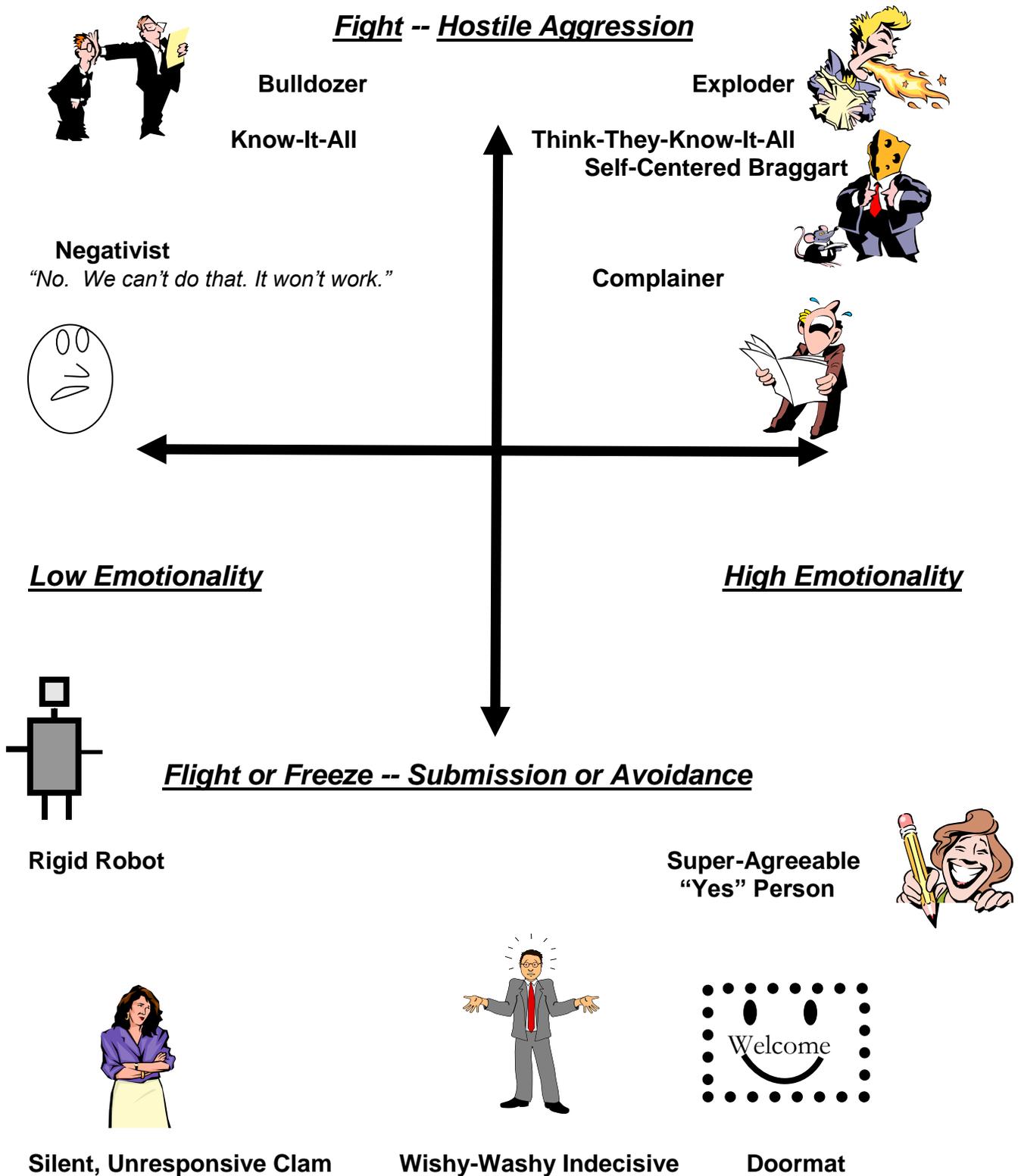


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# Understand the Varying Unhelpful Emotional Reactions (Amygdala Hijacks) in the Face of Distressing Threats



# 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?*

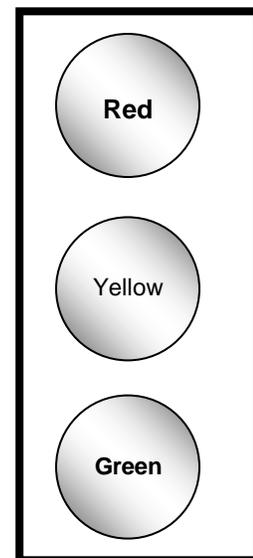
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Sample: *The next time* \_\_\_\_\_ *attacks me and makes snarky comments about me,*  
*instead of feeling angry, furious, and outraged and yelling back things I will later regret,*  
*I will remain calm, ask "What you mean?" and actively listen for 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.
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**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.*  
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*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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**Them**  
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*The Exploder*



The Constant Complainer

**You**  
**Listening Well to Maintain Self-Control**

*Tell me more.  
How so?  
What else?*

*So what you are saying is....  
I can see you're upset.  
Anything else?*

*I can agree with you that...  
I appreciate your speaking to me.  
So what's the next step?*

Think and choose your response.

*So here's what I think.....*

***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--

- 1. Smile. Look motivated. Talk positive.**
- 2. Look at bad things in a positive way. Reframe negatives into positives.**

Don't say this:

*That person is a jerk.*

*I can't handle this!*

*I don't know how!*

Instead say this:

*That behavior is unhelpful but can change.*

*I will try my best!*

*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:

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

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

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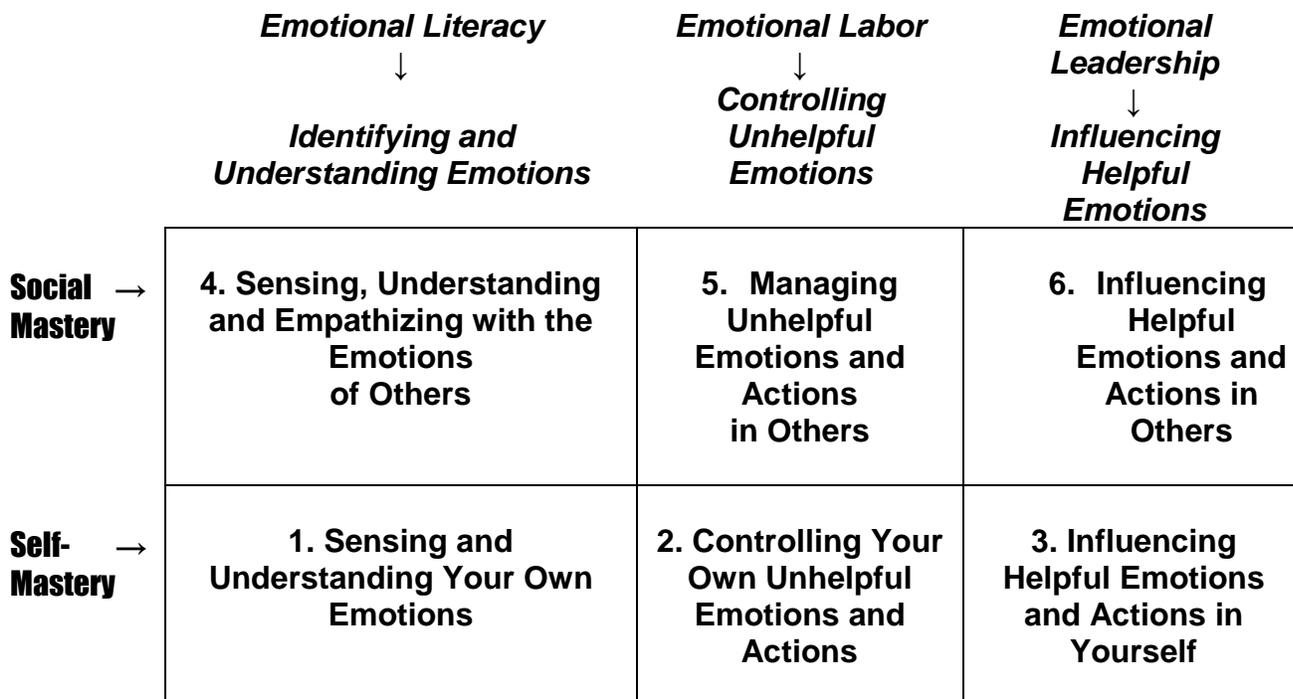
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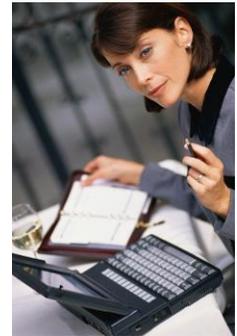
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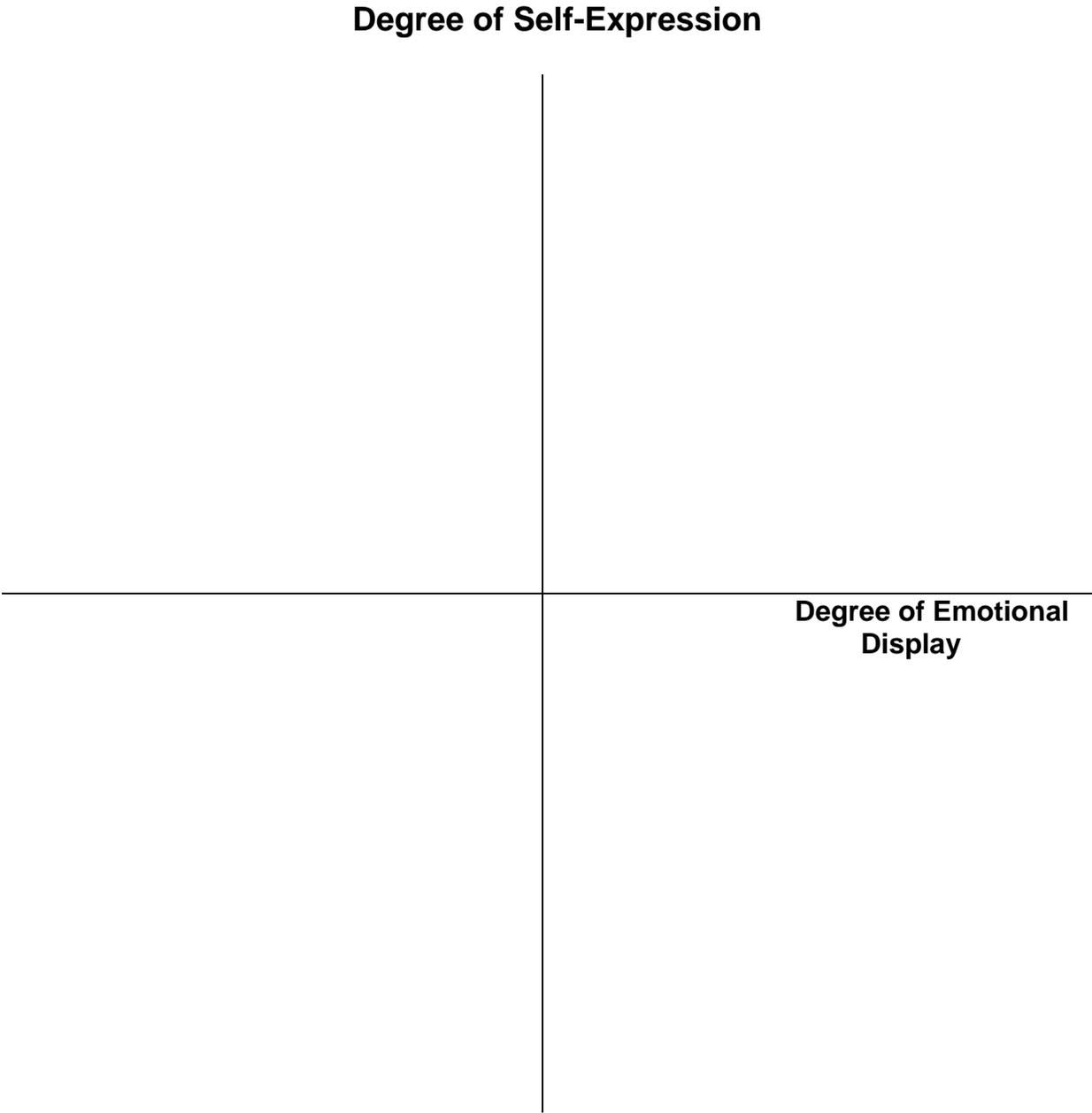
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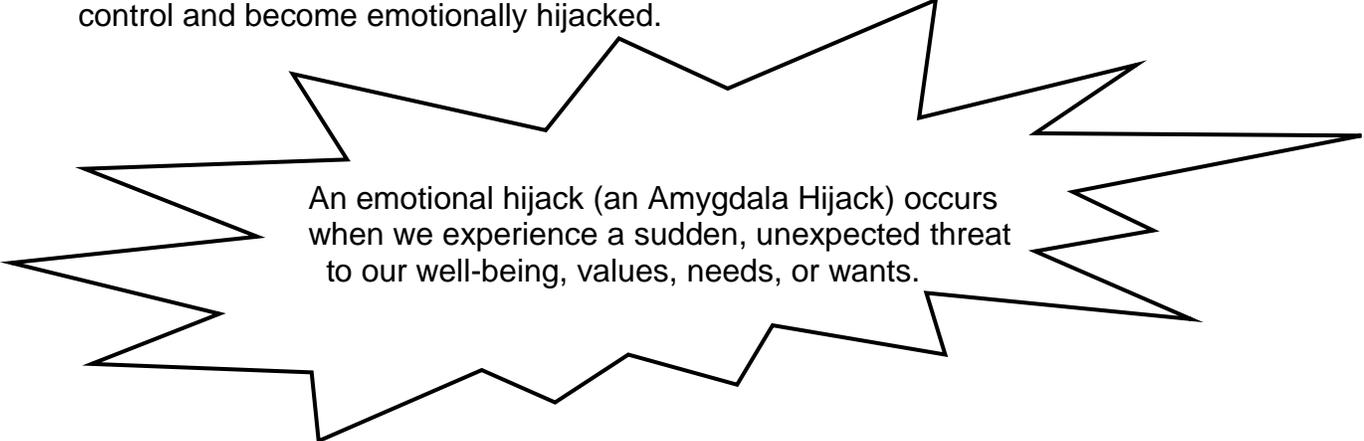
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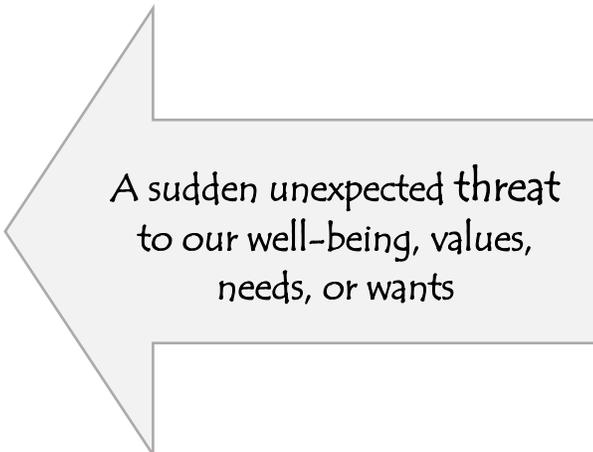
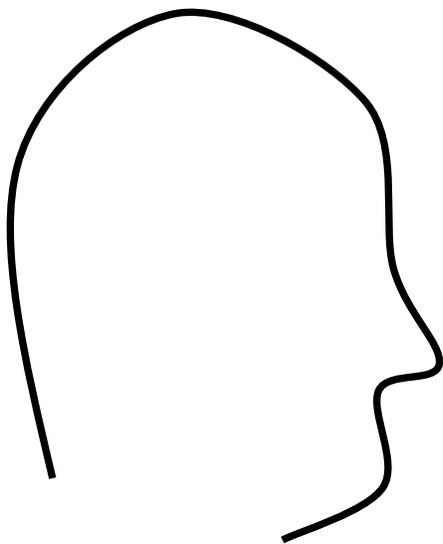
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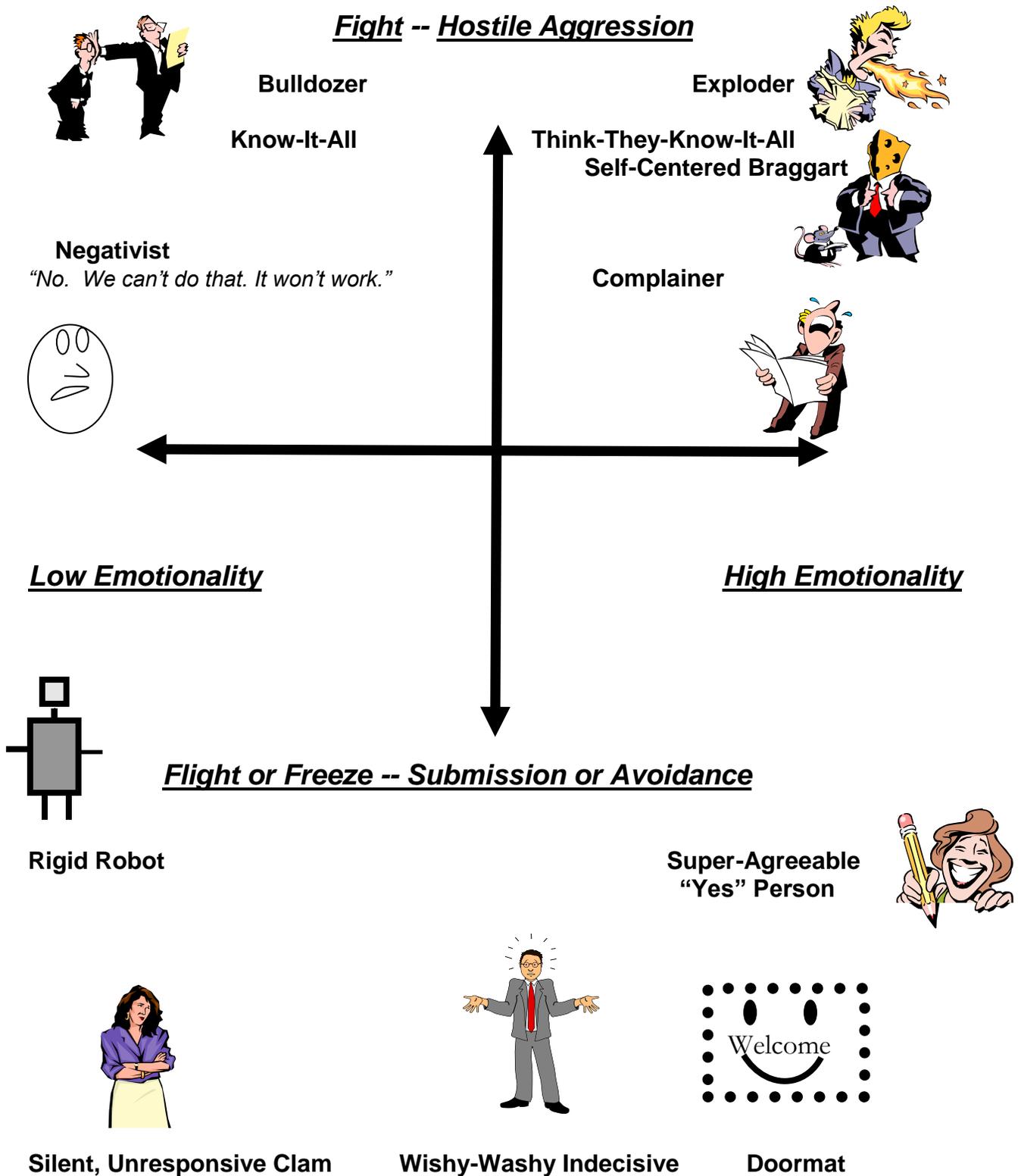


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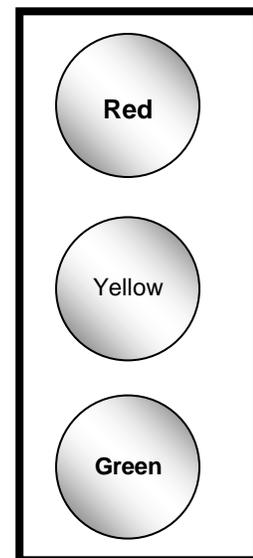
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***These techniques can definitely help you maintain greater self-control.***

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

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*Tell me more.  
How so?  
What else?*

*So what you are saying is....  
I can see you're upset.  
Anything else?*

*I can agree with you that...  
I appreciate your speaking to me.  
So what's the next step?*

Think and choose your response.

*So here's what I think.....*

***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--

- 1. Smile. Look motivated. Talk positive.**
- 2. Look at bad things in a positive way. Reframe negatives into positives.**

Don't say this:

*That person is a jerk.*

*I can't handle this!*

*I don't know how!*

Instead say this:

*That behavior is unhelpful but can change.*

*I will try my best!*

*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:

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.***