

# Identify Emotional Intelligence Tools to Improve Your Communication Impact

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1 – 2 PM CST

## Objectives/Outcomes

- ▶ Define emotional intelligence (EI).
- ▶ Understand the differences between EQ and IQ/EI.
- ▶ Understand the 5 main features of emotional intelligence.
- ▶ Explore tips and resources on how to improve your emotional intelligence.
- ▶ Examine the three working generations (with highest populations) and how it impacts emotional intelligence.

## Defining Emotional Intelligence

- ▶ “Emotional intelligence (otherwise known as Emotional Quotient) is 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.” - [www.helpguide.org](http://www.helpguide.org)
- ▶ “The capacity for recognizing our own feelings and those of others, for motivating ourselves and for managing emotions well in ourselves and in our relationships.” - *Emotional Intelligence: Why it can matter more than IQ*, Daniel Goleman

## Emotional Intelligence

- ▶ Two Fold:
  - ▶ Recognizing, understanding and managing our own emotions.
  - ▶ Recognizing, understanding and influencing the emotions of others.
- ▶ Feelings play a big role in communication.
  - ▶ Emotional awareness, or the ability to understand feelings, will help you succeed when communicating with other people.
- ▶ Understanding how a person is communicating with you is more important than what is actually being said.

## IQ vs EQ/EI

- ▶ Intelligence Quotient (IQ) is only one measure of intelligence
- ▶ Higher IQ does not assume better communications
  - ▶ Using IQ instead of EQ as our fall back for communication
- ▶ Intellectual ability or your intelligence quotient (IQ) isn't enough on its own to achieve success in life.
- ▶ IQ and EQ exist in tandem and are most effective when they build off one another.

## 5 Features of Emotional Intelligence

- ▶ **1. Self-Awareness** - You recognize your own emotions and how they affect your thoughts and behavior. You know your strengths and weaknesses, and have self-confidence.
- ▶ **2. Managing Emotions** - You're able to control impulsive feelings and behaviors, manage your emotions in healthy ways, take initiative, follow through on commitments, and adapt to changing circumstances.
- ▶ **3. Empathy** - You can understand the emotions, needs, and concerns of other people, pick up on emotional cues, feel comfortable socially, and recognize the power dynamics in a group or organization.
- ▶ **4. Motivation** - You understand the intentions of your actions, words and behaviors and those of others.
- ▶ **5. Social Skills** - You know how to develop and maintain good relationships, communicate clearly, inspire and influence others, work well in a team, and manage conflict.

## Self-Awareness

- ▶ It's like a mirror that shows us who/what/how we really are.
- ▶ Be aware of how you come across to others.
  - ▶ What messages are you sending?
  - ▶ Is what you're sending what you intend?
  - ▶ Be aware of your non-verbal cues
- ▶ Focus on growing your STRENGTHS
  - ▶ Not improving on your weaknesses, as we're usually taught to.

## Managing Emotions

- ▶ Our thoughts create our emotions
- ▶ Being able to connect to your emotions—having a moment-to-moment connection with your changing emotional experience—is the key to understanding how emotion influences your thoughts and actions.
- ▶ To become emotionally healthy—you must reconnect to your core emotions, accept them, and become comfortable with them. Practicing mindfulness helps.
- ▶ Emotional self-control is necessary for accomplishment
  - ▶ Delaying gratification
  - ▶ Stifling impulses

## Empathy

- ▶ The ability to know how another person feels without them speaking words.
- ▶ The more open you are to your own emotions, the better you'll be able to read the emotions of others.
  - ▶ Allows you to best help others because you can recognize what they want and need.
- ▶ Must read non-verbal cues
  - ▶ Tone of voice
  - ▶ Gestures
  - ▶ Facial expressions

## Motivation

- ▶ Understanding the purpose for action is key
- ▶ Do Not Make Assumptions
  - ▶ Asking good questions will help you avoid making assumptions and drawing wrong conclusions.
  - ▶ Making assumptions isn't the problem, it's believing them as the truth that damages relationships.
- ▶ Recognize misunderstandings and think through the situations before reacting.

## Social Skills

- ▶ Ability to manage the emotions of others
  - ▶ Responding instead of reacting
- ▶ Social Competence
  - ▶ Ability to handle social interactions effectively
  - ▶ Getting along well with others, being able to form and maintain close relationships, and responding in adaptive ways in social settings.
- ▶ Good communication
  - ▶ Both giving and seeking good and honest feedback
  - ▶ Knowing how to disagree
  - ▶ Feeling safe to be yourself

## Emotional Intelligence Affects

- ▶ **Work Performance**
- ▶ **Physical Health**
- ▶ **Mental Health**
- ▶ **Relationships**
- ▶ **Social Intelligence**

## Benefits of Emotional Intelligence

- ▶ EQ allows you to: gauge the situation, adapt as needed, and to come to a satisfactory resolution.
- ▶ Those who leverage emotional intelligence have a greater ability to influence, persuade, and connect with others.
  - ▶ This is especially important for those in positions where they need to manage, lead, influence, and successfully engage others.

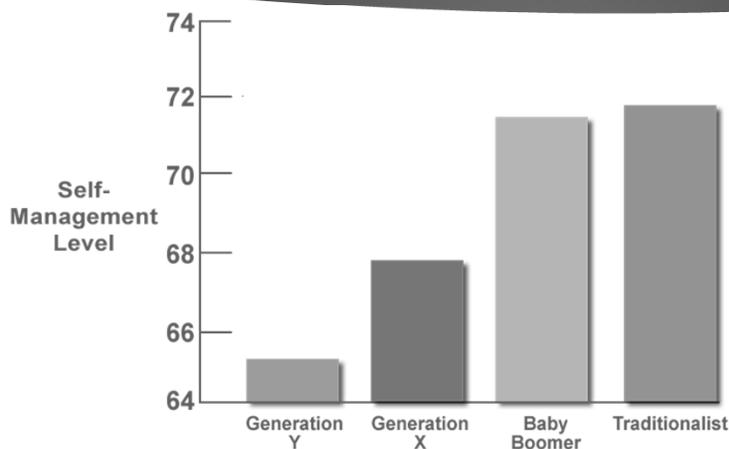
## Emotional Intelligence Tips

- ▶ Read about interpersonal skills that you'd like to improve and tackle one at a time.
- ▶ Set aside time to examine your reactions to various situations and practice your response.
- ▶ Instead of rushing through decisions and reacting to situations, take a moment to pause and think.
- ▶ Use a journal to keep track and make connections between behaviors and feelings.
- ▶ Good communication requires you to build trust between yourself and the person with whom you're communicating.
- ▶ Know when to bite your tongue – self regulation.

## Multiple Generations at Work

- ▶ **Generation Y/Millennials: Born around 1980 – 2000**
  - ▶ Sociable, confident, prefers coaching to traditional supervision.
  - ▶ Largest workforce population.
- ▶ **Generation X: Born early 1960s – 1980**
  - ▶ Flexible, independent, skeptical, and tech-savvy.
  - ▶ Most bosses are Gen X
  - ▶ Smallest workforce population
- ▶ **Baby Boomers: Born 1943 – 1960**
  - ▶ Value personal growth, team involvement, and personal gratification.
  - ▶ 2<sup>nd</sup> largest workforce population

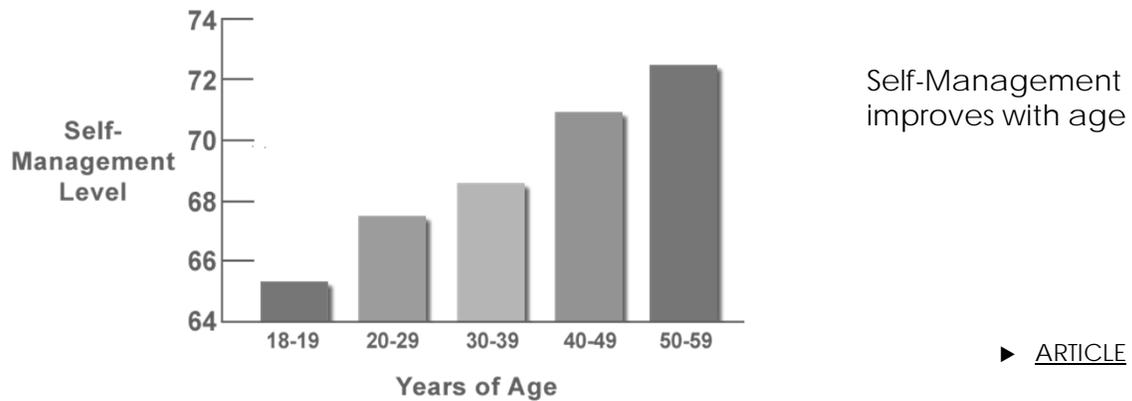
## Generational Ability to Self-Manage



Self-Management is key to emotional intelligence as it allows us to therefore manage the emotions of others.

▶ [ARTICLE](#)

## Age Ability to Self-Manage



## Resources

- Emotional Intelligence: Why It Can Matter More Than IQ, Daniel Goleman
- Emotional Intelligence 2.0, Travis Bradberry and Jean Greaves
- <https://managementisajourney.com/understanding-and-managing-the-4-generations-in-the-workplace/>

Thank You!

Questions?

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