



Interpersonal Relationships and EI/EQ

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What we'll cover....

- What is emotional intelligence, why is it important?
- How does being 'emotionally intelligent' help me with work relationships
- What can I do to build my emotional intelligence



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The 10 skills you need to thrive in the fourth industrial revolution



2015

1. Complex problem solving
2. Co-ordinating with others
3. People management
4. Critical thinking
5. Negotiation
6. Quality control
7. Service orientation
8. Judgement and decision making
9. Active listening
10. Creativity

2020

1. Complex problem solving
2. Critical thinking
3. Creativity
4. People management
5. Co-ordinating with others
- 6. Emotional Intelligence**
7. Judgement and decision making
8. Service orientation
9. Negotiation
10. Cognitive flexibility

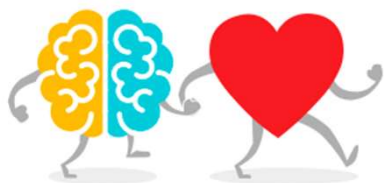
Future of jobs report, World Economic Forum 2018

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What is emotional intelligence..?



IQ and EQ



“Managing feelings so that they are expressed appropriately and effectively, enabling people to work together smoothly toward their common goals.”

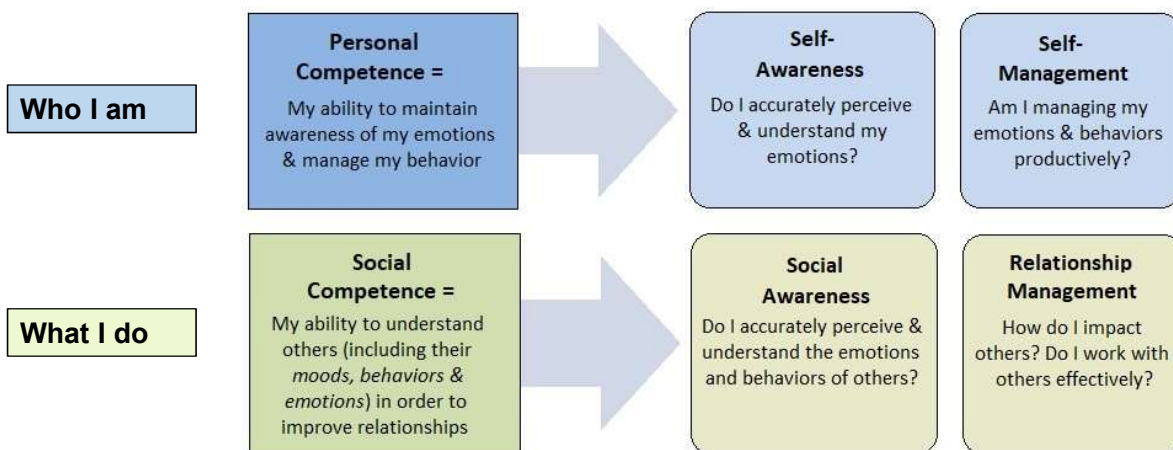
Daniel Goleman, 1999

The ability to recognize, interpret and process emotions in yourself and others.

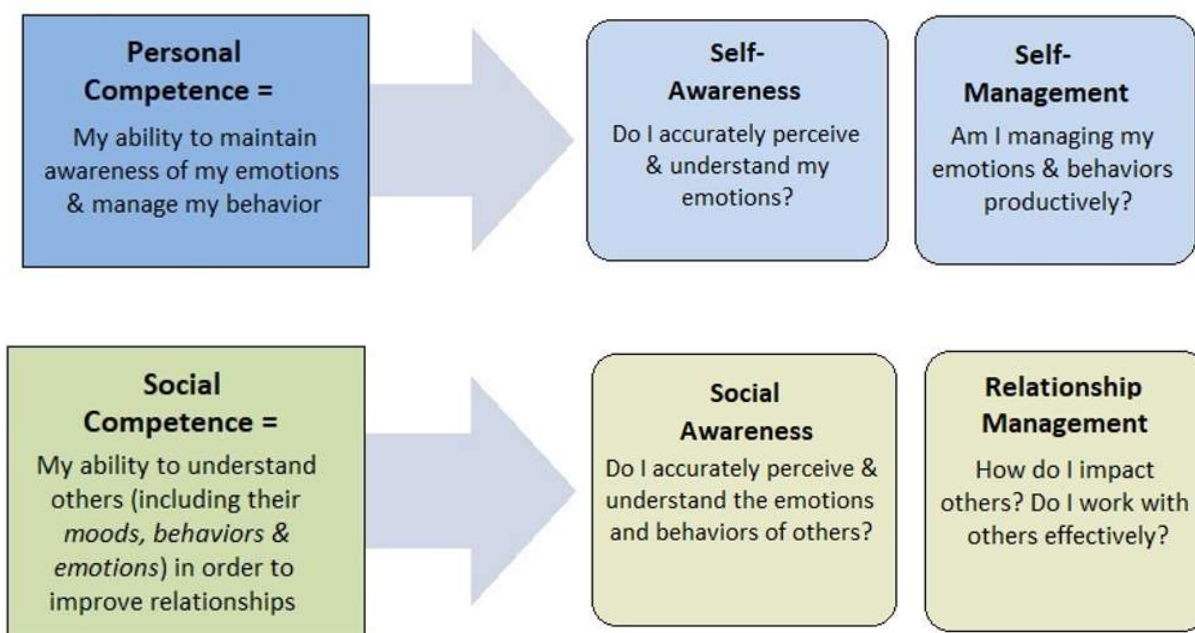
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Elements of emotional intelligence



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Break.....

- At work, how do you recognize and manage, emotions in yourself and others?
- How would being emotionally intelligent help you at work?

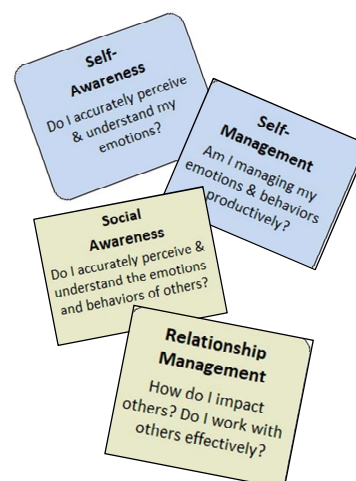
.....Feedback

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How does high EI help?





- Increased leadership ability
- Increased team performance
- Improved decision making
- Decreased work stress
- Reduced staff turn over
- Increased personal well-being



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What does emotional intelligence look like?




Low emotional intelligence	Aggressive Demanding Egotistical Bossy Confrontational		Assertive Ambitious Driving Strong willed Decisive	High emotional intelligence
	Easily distracted Glib Selfish Poor listener Impulsive		Warm Enthusiastic Sociable Charming Persuasive	
	Resistant to change Passive Unresponsive Slow Stubborn		Patient Stable Predictable Consistent Good listener	
	Critical Picky Fussy Hard to please Perfectionistic		Detailed Careful Meticulous Systematic Neat	

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How do I build emotional intelligence ?





EI skills can be learned – applying them is the hard bit!

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Building emotional intelligence



Self-Awareness

Do I accurately perceive & understand my emotions?

Self-Management

Am I managing my emotions & behaviors productively?

- Manage stress to remain emotionally aware and emotionally present
- Be comfortable with 'core' emotions
- Practice mindfulness

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Building emotional intelligence



Social Awareness

Do I accurately perceive & understand the emotions and behaviors of others?

Relationship Management

How do I impact others? Do I work with others effectively?

Recognise the importance of mindfulness
 Stay present in the moment
 Be aware of non-verbal cues – yours and others
 ...and recognize non-verbal communication
 Use humour and play to relieve stress
 See conflict as an opportunity and constructive

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To wrap....

- EI is one of the top skills needed to effectively lead and work in today's world
- EI is being aware of our own and other's emotions and how that impacts behaviour
- EI Can be built, and it takes practice

Questions?

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**“They may forget what you said,
but they will never forget how you
made them feel”**

Carl W.Buehner

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