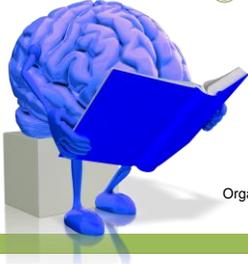


## Emotional Intelligence The Other Kind of Smart



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## What is Emotional Intelligence

The ability to understand and express your emotions to meet the requirements of day-to-day living, learning and relating to others.

What's the benefit?

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Anybody can become angry, that is easy;  
but to be angry with the right person, and to the  
right degree, and at the right time, and for the right  
purpose, and in the right way, that is not within  
everybody's power, that is not easy.  
-- Aristotle

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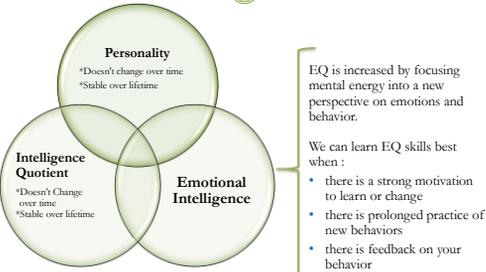
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## Improving Emotional Intelligence




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## Why is EI Important?

High EI individuals compared to those low on EI are:

- Less stressed
- Higher self-esteem
- Less lonely
- Better quality friendships and relationships
- Less aggressive
- More empathic
- Happier
- Less depressed

EI has twice the power of IQ to predict performance. EQ is also a better predictor than employee skill, knowledge, or expertise.

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## The Five Components of EI

Self-Awareness	The ability to recognize and understand your moods, emotions, and drive, as well	<ul style="list-style-type: none"> <li>•Self-confidence</li> <li>•Realistic self-assessment</li> <li>•Self-deprecating sense of humor</li> </ul>
Self-Regulation	<p>The ability to control or redirect disruptive impulses and mood.</p> <p>The tendency to suspend judgment – to think before action</p>	<ul style="list-style-type: none"> <li>•Trustworthiness and integrity</li> <li>•Comfort with ambiguity</li> <li>•Openness to change</li> </ul>
Motivation	<p>A passion to work for reasons that go beyond money or status</p> <p>A tendency to pursue goals with energy and persistence</p>	<ul style="list-style-type: none"> <li>•Strong drive to achieve</li> <li>•Optimism, even in the face of failure</li> <li>•Organization commitment</li> </ul>
Empathy	<p>The ability to understand the emotional make-up of other people</p> <p>Skill in treating people according to their emotional reactions</p>	<ul style="list-style-type: none"> <li>•Expertise in building and retaining talent</li> <li>•Cross-cultural sensitivity</li> <li>•Service to clients and customers</li> </ul>
Social Skills	<p>Proficiency in managing relationships and building networks</p> <p>An ability to find common ground and build rapport</p>	<ul style="list-style-type: none"> <li>•Effectiveness in leading change</li> <li>•Persuasiveness</li> <li>•Expertise in building and leading teams</li> </ul>

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## Self-Awareness

The ability to recognize and understand your moods, emotions, and drives, as well as their effect on others.




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## Characteristics of Self-Awareness

- Realistic Self-Assessment
- Self-Confidence
- Self-deprecating sense of humor
- Both strengths and weaknesses are acknowledged and managed effectively.

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## What Does High or Low EI Look Like?

### HIGH

- 'I feel...'
- Open expression of emotions
- Not preoccupied with negative emotions
- Can identify the feelings of others
- Emotionally resilient
- Decisions based on feelings and logic
- Accepts self and others
- Good listener
- Talks about problems

### LOW

- 'You always make me feel...'
- Cannot share feelings verbally
- Negative feelings dominate
- Not perceptive to others' feelings
- Carries grudges, unforgiving
- Acts without reasoning or logic
- Not accepting of self or others
- Poor listener
- 'Flips out' when there is a problem

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## Understanding Emotions

Happiness	Remorse	Depression	Anger	Fear	Inadequate
Delighted	Galty	Dejected	Enraged	Panicky	Broken
Cheerful	Exposed	Gloomy	Outraged	Terrified	Defeated
Euphoric	Humble	Miserable	Grouchy	Scared	Overwhelmed
Jovial	Embarrassed	Disappointed	Resentful	Cautious	Helpless
Overjoyed	Flustered	Distressed	Vindictive	Nervous	Inferior
Energetic	Regretful	Rotten	Impatient	Anxious	Useless
Exhilarated	Humiliated	Upset	Fuming	Troubled	Powerless
Tickled pink	Judged	Hopeless	Infuriated	Alarmed	Flawed
Lively	Demanded	Worried	Grabby	Troubled	Deficient
Pleased	Wicked	Sorrowful	Irritated	Uneasy	Incapable
Light-hearted	Disgraced	Grim	Resentful	Shaky	Ineffective
Thrilled	Contite	Awful	Upight	Defensive	Excluded

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## Be Observant

- People won't always tell you when they're upset or when they're frustrated. You have to learn how to read their emotions all on your own.
- Observe how people react and relate to different things.
  - How do they react upon hearing good news and bad news?
  - A slight twitch of the lips can have different meanings.
  - An arch of an eyebrow also has its own connotation.
- By observing people's quirks and circumstances, you'll be able to deduce their respective emotions quite easily.

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## Reach Out

- One great way to enhance your emotional intelligence is by reaching out. You'll have an easier time understanding what it is that made that person feel a certain way.
- If someone is crying, go to them and ask what the problem is. As their story unfolds, you'll be able to grasp the context of their tears.
- In the future, you'll be able to look back on these incidents and know what to expect should a similar situation occur.

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## Calm Yourself Down

- Sometimes, we become too overloaded with emotions. I'm not just talking about our own personal emotions here, but that of others as well.
- If you want to enhance your emotional intelligence, you must also learn how to calm yourself down. Try to de-stress in the way that soothes you the best.
- Does it include meditation or getting a massage? Get enough sleep. Take 30 minutes for yourself each day. Create relationship with emotionally intelligent people.

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## A Self Awareness



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“When our emotional health is in a bad state, so is our level of self-esteem. We have to slow down and deal with what is troubling us, so that we can enjoy the simple joy of being happy and at peace with ourselves.”

— Jess C. Scott



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