

# Emotional Intelligence

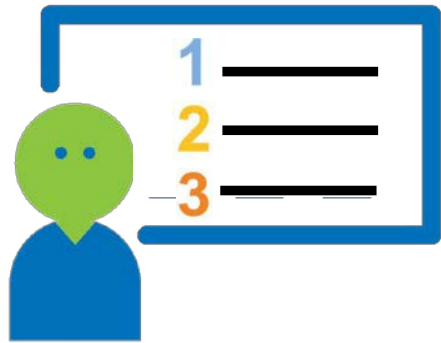


Anthony Gray, SHRM-CP  
Director of Corporate Training - eni



# What You'll Learn Today

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**EQ** Basics



How to  
Improve  
your **EQ**



Using **EQ**  
in **real life**

*What is **EQ**?*

*Why does it matter  
**to me?***

***Emotions** inspire our **actions** all the time.*



***That's why they're called e-**motions**!***

# EQ Basics – Definition of EQ

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Emotional Intelligence (EQ) is being aware that emotions can drive our behavior, the impact they can have on ourselves and others, and how to manage emotions intelligently – especially under pressure.

# EQ Basics – Four Key EQ Skills

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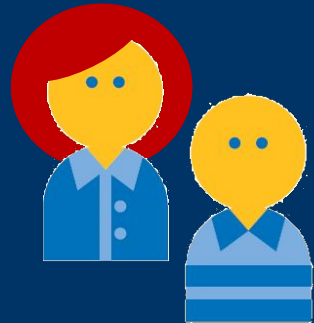
Self-Awareness

2



Self-Regulation

3



Social Awareness

4



Relationship Management

# EQ Basics – Self-Awareness

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The ability to be  
**aware of your own emotional responses**  
and the impact your resulting behavior  
has on others.

# EQ Basics – Self-Regulation

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Actively and consciously  
adapting your emotional responses and  
coping strategies  
to be more effective based on the  
situation.



# EQ Basics – Self-Regulation

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Think of the last time that you had the thought:  
“OHH, so you want to take it **there**, huh?!”

...and then **you** took it ‘there’.

# EQ Basics – Self-Regulation

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**Before** you responded, did you ask yourself:

- How will this work out after I say this?
- I know what I *want* to say, but what ***should*** I say?
- Is there a better way to say this?
- If I were them, how would I want to hear this?
- If I were them, how would I react if I heard this?



# EQ Basics – Self-Regulation

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## *The **ABC**'s of Life*

**A**: activating events of life

**B**: beliefs about the activating event

**C**: consequential emotions and behaviors



# EQ Basics – Self-Adjustment

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## *The **ABC**'s of Life: Example*

**A**: employee is given a project by supervisor

**B**: employee is excited/eager to do the project

**C**: employee puts together a project team and does research/work outside normal hours without being asked to

# EQ Basics – Social Awareness

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being aware of the  
feelings, needs, and concerns  
of others.

# EQ Basics – Social Awareness

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## *Example: Carrie*

- Manager - Accounts Payable
- Very social person
- Walks around the office during *her* down time



*How can Carrie improve her  
**Social Awareness?***



# EQ Basics – Social Awareness

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## *Tips for Social Awareness*

- Listen actively, speak consciously
- Consider the environment
- Ask for input from others
- Reflect on past interactions



# EQ Basics – Relationship Management

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the ability to  
respond appropriately and effectively  
to the emotions or concerns of others.

# EQ Basics – Relationship Management

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## *Tips for Relationship Management*

- Analyze past experiences
- Practice assertiveness
- Become more empathetic
- Be a *consequential thinker*



Using EQ in Life

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Piecing it together

# EQ in Leadership – Key Skills

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1. Communication
2. Adaptability
3. Initiative
4. Motivation

# EQ in Leadership – Communication

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- Listen *actively* to others
- Think before you speak
- Put yourself in their shoes
- Avoid bad habits and tendencies

# EQ in Leadership – Adaptability

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- Be open to change – **expect it**
- Adapt **your** behavior to the situation
- Be aware of your internal and external impact
- Focus on your strengths

# EQ in Leadership – Initiative

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- Take a leadership role in organizational development
- Encourage new ideas
- Try new methods frequently
- Guide others into opportunity

# EQ in Leadership – Motivation

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- Discover your employees' motivators
- Inspire others to grow with your improved EQ
- Collaborate with others toward shared goals
- Focus on the **human element** with EQ



*What is **EQ**?*

*Why does it matter  
**to me?***



*Higher **EQ** = More Engagement*



***More Engagement = Happier Employees***

***Thank You!***

