

Emotional Intelligence

The CLAP

Agenda

- What is EQ?
- Academic Sources
- Popular Articles
- Interview Findings
- Developing Our EQ

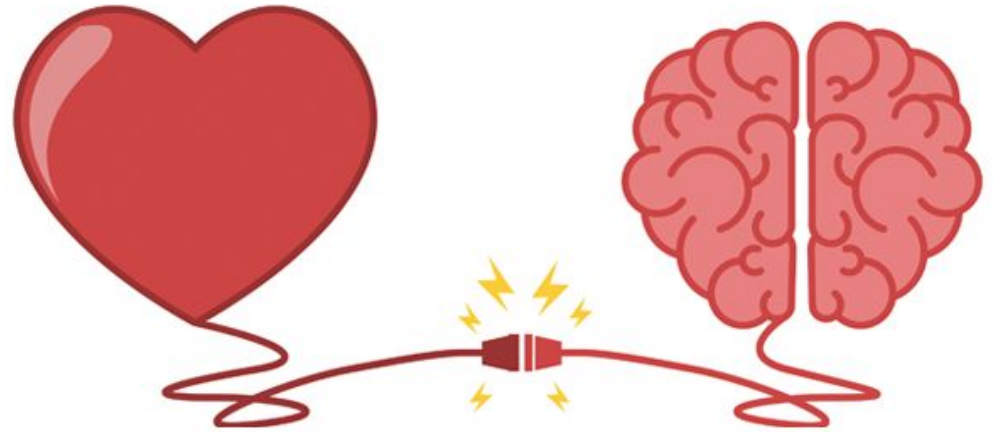
What is Emotional Intelligence? (EQ)

- The ability to recognize, understand, and manage your own and others emotions in order to communicate effectively and efficiently towards the goal
- Creating the conditions for success
 - Reading others
 - Managing relationships
- Everyday EQ

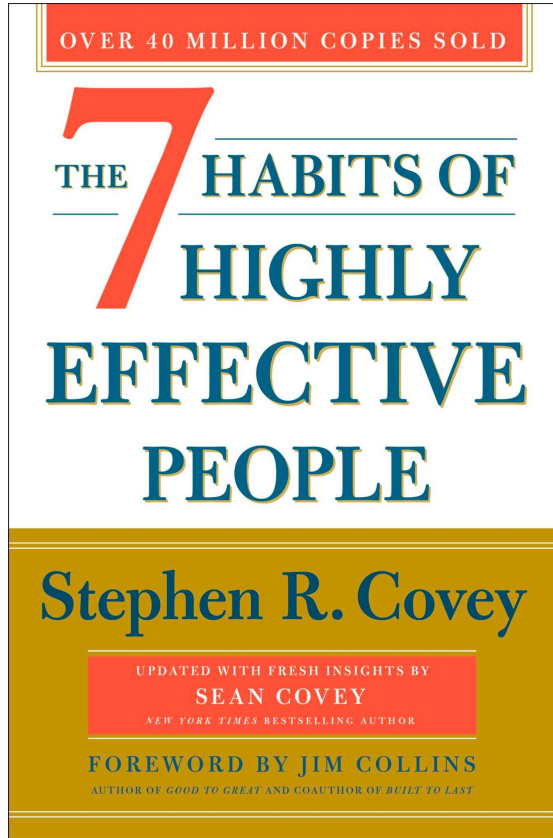


Parts of Emotional Intelligence? (EQ)

1. Self awareness
2. Self regulation
3. Social Skills
4. Empathy
5. Motivation



Academic Book



1. **Being Proactive** - Self Awareness
2. **Begin with the end in mind** - Personal motivation
3. **Put first things first** - Self regulation
4. **Think win win** - Social Skills
5. **Seek first to understand, then to be understood** - Empathy
6. **Synergize** - Social Momentum
7. **Sharpen the Saw** - Consistency

Academic Articles

Article Title - Emotional Intelligence as a Predictor of Academic Success and Professional Success

- I. This article discusses the importance of creating a clear definition of emotional intelligence.
- II. Once emotional intelligence can be properly measured then schools will have an idea what their students' most suitable career path should be.
- III. Research suggests that individuals with higher emotional intelligence may be better equipped to cope with academic and non-academic challenges.

Academic Articles Continued

Article Title - Emotional Intelligence and Organizational Effectiveness

- I. Emotional intelligence can best be described as the ability to observe one's own and other people's emotions, to recognize different emotions and label them accordingly, and to use emotional information to guide thinking and behavior.
- II. Employers with a strong grasp of emotional intelligence are able to motivate their co-workers to do their best work while understanding any concerns they might have.
- III. If leaders are able to build strong relationships with their teams through effective communication then an organization can do their best work in a timely manner.

Popular Articles - How to develop Emotional Intelligence

- Recognize your feelings, don't ignore them
 - Overwhelmed, bored, or uncertain
- Assess yourself
 - SWOT
- Use mindfulness (Your Own)
 - Aware of the moment
- Actively listen
 - Have tolerance, compassion, and empathy
 - Be curious and encouraging
- Social awareness (Others)
 - Environment
 - Notice tone, mood, emotions, and body language



Interview with Qualified Professional

Dr. Tom Buckmiller – Head of LEAD at Drake University

How did he define Emotional Intelligence?

How important is EQ within a team?

What are good traits of EQ? Bad traits?

Leaders v.s. Followers

How do we improve our EQ?

The 4 quadrants of emotional intelligence



Self-awareness



Self-management



Social awareness



Relationship management

Video - Developing Our Emotional Intelligence (3 mins)



How does EQ serve us as Leaders?

Scenario: You are the leader of a team, and one of your followers comes to you to talk about a challenge they are facing. They appear to be under a lot of stress. How would you respond?

- A) Give them clear and direct instructions on how to overcome their current challenge.
- B) Acknowledge their feelings and ask how you can help them.

Questions?