

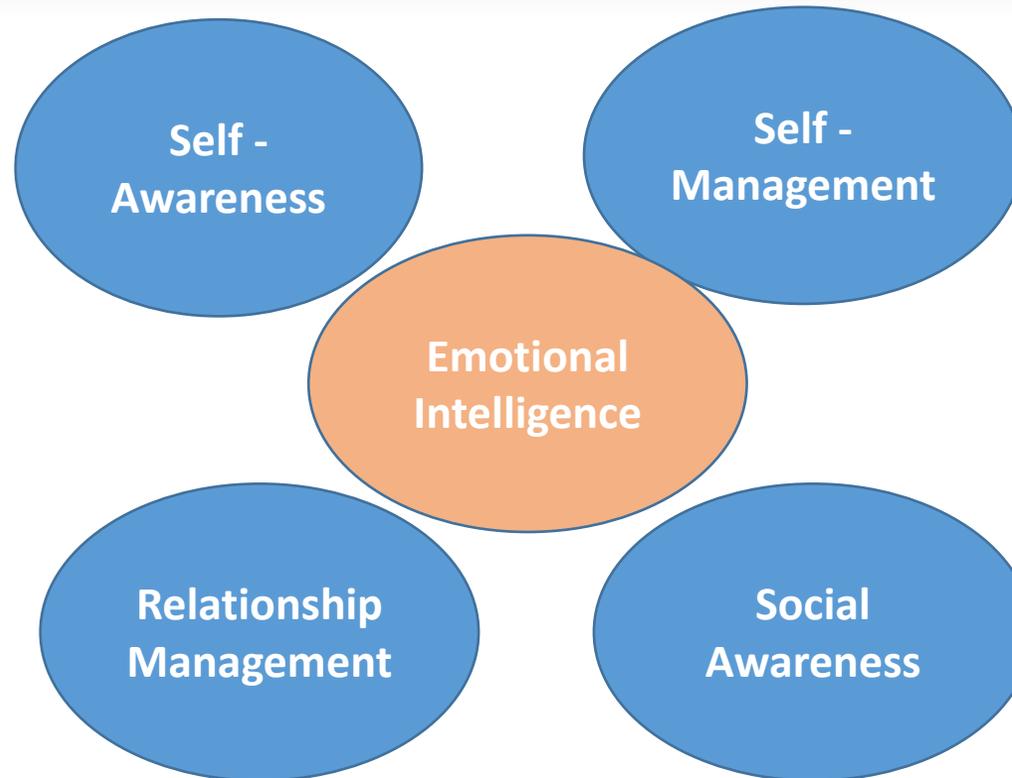
Emotional Intelligence Day 3

EI Quiz – assessing your ability



ELEMENTS OF EMOTIONAL QUOTIENT

Let's
recap



Self Awareness – Understand own moods and emotions

Self Management – Control over emotions – think before acting !!

Social Awareness – Develop a rapport with new people

Relationship Management – Understand others' emotions and treat them as they wish to be treated

Ei Quizz

How Emotionally Intelligent are You?

Boosting Your People Skills

(You will not be asked to share your scores, these are for your personal information)

15-34

You need to work on your emotional intelligence. You may find that you feel overwhelmed by your emotions, especially in stressful situations; or, you may avoid conflict because you think that you'll find it distressing.

It's likely, too, that you find it hard to calm down after you've felt upset, and you may struggle to build strong working relationships.

Don't worry – there are plenty of ways that you can build emotional intelligence.



35 – 55

Your emotional intelligence level is... OK.

You probably have good relationships with some of your colleagues, but others may be more difficult to work with.

The good news is that you have a great opportunity to improve your working relationships significantly



56-75

You're an emotionally intelligent person. You have great relationships, and you probably find that people approach you for advice. However, when so many people admire your people skills, it's easy to lose sight of your own needs.

Researchers have found that emotionally intelligent people often have great leadership potential.

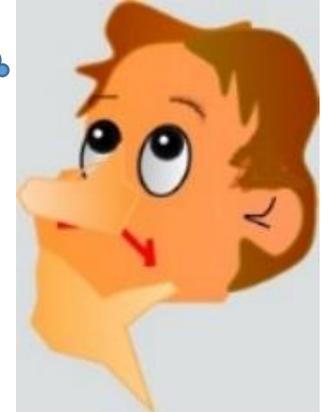


Social Skills :(Questions 5, 9, 14)

- Even if you're not a natural "people person," it is possible to develop better social skills.
- From the quiz, which communication skills do you need to improve on?
- Find out how you can develop trust and rapport with people – this is an essential part of building good working relationships.
- Don't shy away from negative situations– learn how to deal with conflict and other difficult situations effectively - think about your own values, and tolerance boundaries and seek 'concrete' solutions.
- If you're uncomfortable with social situations, work on building self confidence. Start slowly, but then look for opportunities to practice your skills with bigger groups. For example, you could offer to attend conferences on behalf of your team.



Self-Awareness (Questions 1, 8, 11)



People with high self-awareness are aware of their moods as they are having them.

To increase self-awareness learn about mindfulness.

This involves focusing on the present moment – including how you're feeling, and keep a diary in which you write about and analyse emotional situations you experience from day to day.

Empathy: 3,13,15

Empathy is the ability to recognise other people's emotions and understand their perspectives; "the fundamental people skill."

To develop empathy, start by simply thinking about other people's viewpoints. Imagine how they may be feeling, and use active listening skills to understand them fully when they express their emotions to you



Try to understand the other person's feelings during the conversation. Look at their body language, try not to interrupt or talk about your own issues; it can tell you a lot about their emotions.

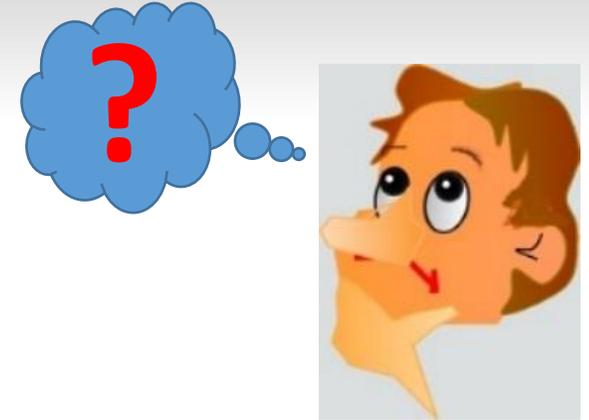
If you watch and listen to others, you'll quickly become attuned to how they feel.

Child Psychology - Developing Empathy



Self-Regulation (Questions 2, 4, 7)

- Staying in control.
- Learn how to manage your emotions effectively.
- If you're angry, note what triggers this feeling, and think about why this happens.
- Use deep breathing to calm yourself down, and give yourself time to pause before you respond to emails or requests, so that you don't say something that you'll later regret.
- You may also be affected by other negative feelings and emotions, such as anxiety and stress.
- Accountability is also an important element of self-regulation – take responsibility for your actions and behaviours, and make sure that these align with your values.

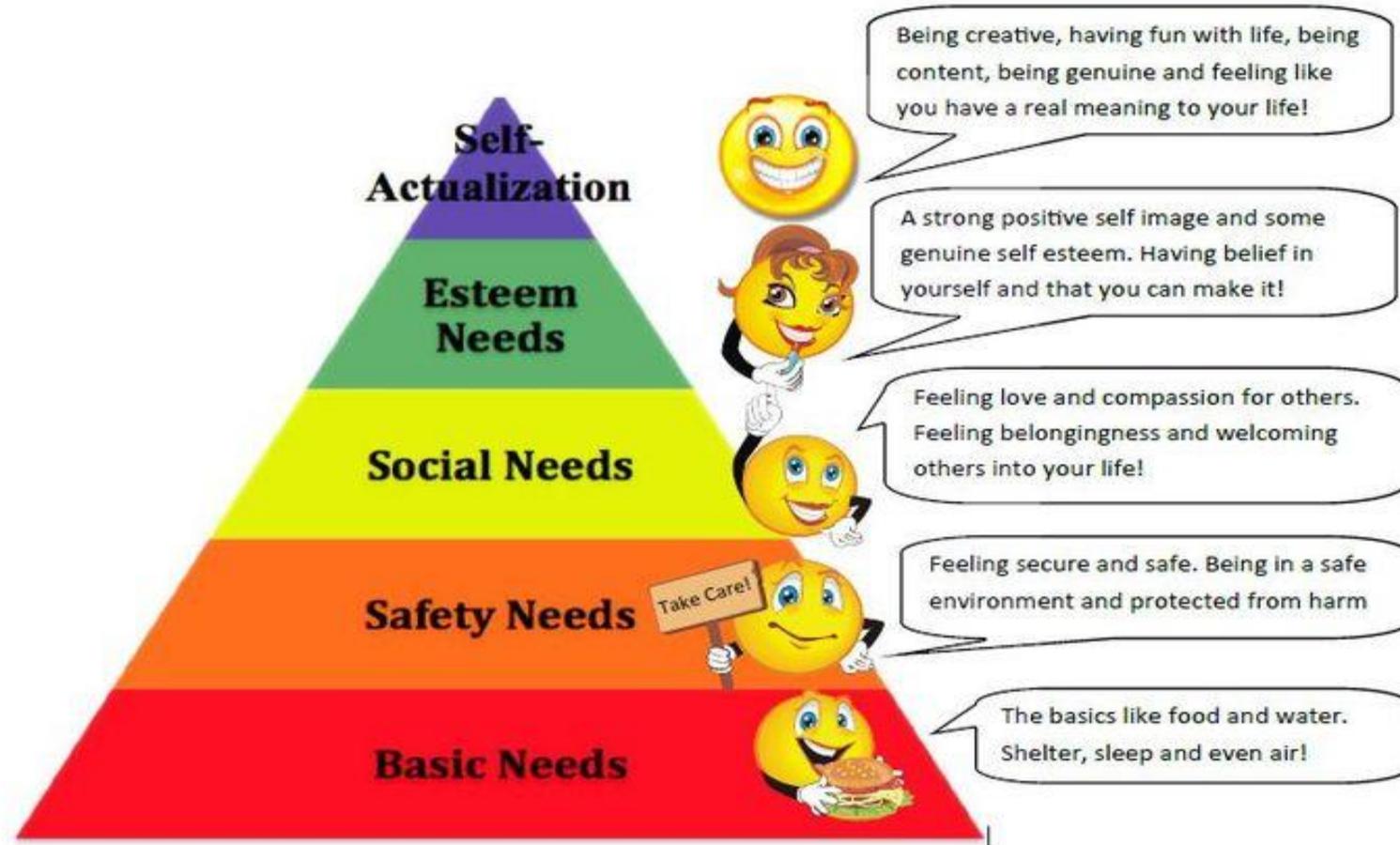


Motivation (Questions 6, 10, 12)



- **Self-motivation is strongly affected by emotions – when you're distracted by your emotions, you may find it hard to see tasks through.**
- **Increase motivation by developing self discipline and by looking for and celebrating small wins – simple jobs that, when you've completed them, give you a sense of achievement.**
- **Set yourself longer-term goals. When you decide what you want to achieve, you'll focus on what really matters to you. This can be highly motivating, especially when you connect personal goals with career-related ones.**
- **If you're still struggling to get motivated in your current role, take some time to rediscover your purpose**

Motivation theory – (Abraham Maslow - 1943 the hierarchy of needs)



Mindfulness

Has its roots in Buddhist meditation

A state of active, open attention on the present

Observing your thoughts and feelings without judging them good or bad

Being in the moment and awakening to your current experience, rather than dwelling on the past or anticipating the future.

Mindfulness exercise

- Close your eyes and sit back - Try not to get drawn into judging the music instead neutrally allow yourself to get lost in the journey of sound for the duration of the song.
- Allow yourself to explore every aspect of track. Even if the music isn't to your liking at first, let go of your dislike and give your awareness full permission to climb inside the track and dance among the sound waves.
- The idea is to just listen, to become fully entwined with the composition without preconception or judgment of the genre, artist, lyrics or instrumentation.

Think about only you, the music, the here and now



Please sit in your circles without speaking

Now you may speak if you wish

However, you may only speak about 'the here and now'



BREAK



Best Performance

Choose somebody in the room that you don't know well yet, and write on your paper a performance you would like them to give to the rest of the group



Developing empathy

Would you have written something different if you knew that YOU were to be the performer ?



Let's think about situations where empathy is an essential requirement

Self Regulation



Self Regulation in 3 steps

We break Self-regulation skills into 3 main areas:

- **Physical** Identifying warning signs and learning how to calm the body down.
- **Emotional** Identification and expression of feelings. Working to instill a sense of empowerment and responsibility for one's own emotions.
- **Cognitive** Involves healthy vs. unhealthy thoughts, organization/planning and motives for behaviors.

Conflicts and negotiation

Find somebody in the room who is same gender and similar height & build to yourself.

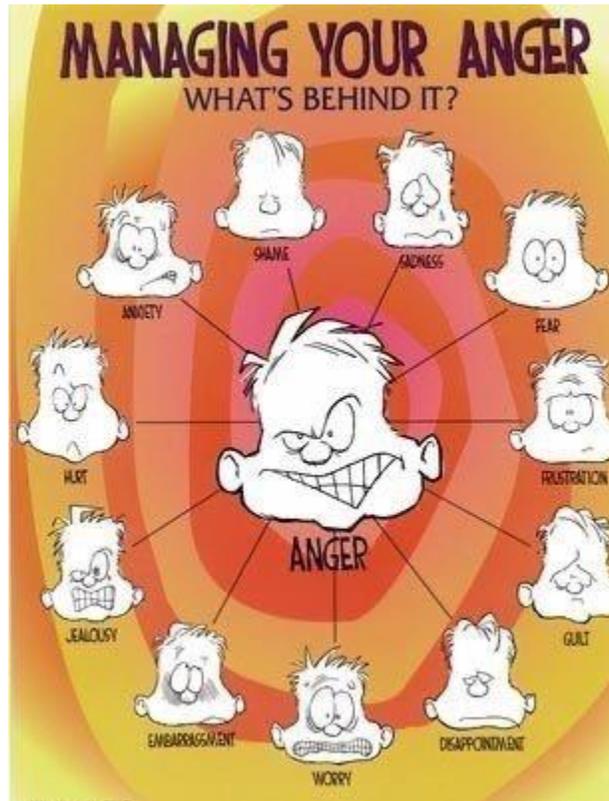
In pairs, stand facing each other. Put your arms straight out in front of you to shoulder level and touch palms with the other person.

You are going to push as hard as you can against each other so stand in a way that is safe.



KEEP PUSHING UNTIL YOU ARE TOLD TO STOP





Now please sit together in your pairs

**How did that
FEEL??**

In your groups, you are now 2 teams – team A & Team B

Mandez, the keeper of the only remaining Mandarina Orange (a very rare variety) and is the one with whom the teams must negotiate.

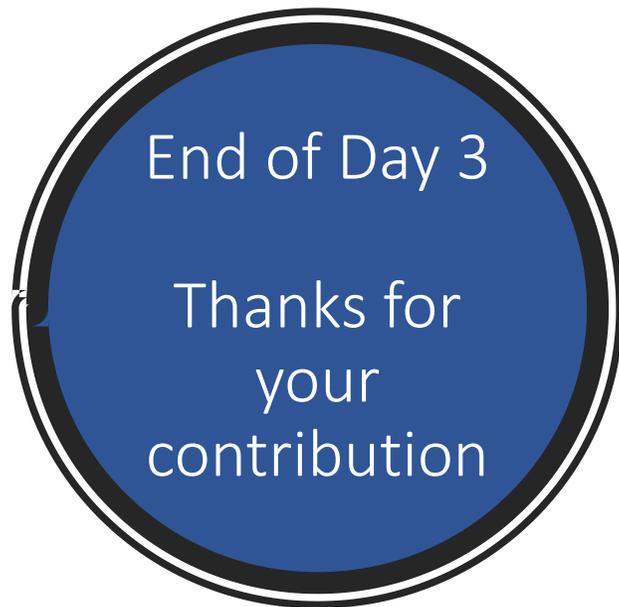


Mandez will give each team a set of secret instructions – when you have shared them among the team, show this by raising your hands

Now let us begin !!

Difficult conversations





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