



EMOTIONAL INTELLIGENCE: A GUIDE TO HOW IT WORKS



Agenda

- Introduction/Overview
- Emotions, Moods, Feelings
- The Science behind Emotional Intelligence
- Using Emotional Intelligence
- Closing/Action Plan



Learning Objectives

- After completing this training, you will be able to:
- Explain what Emotional Intelligence is and is not
- Identify your own primary and secondary emotions
- Describe the connection between the brain and emotional responses
- Use Emotional Intelligence to change and control your emotions
- Apply Emotional Intelligence to your own situations

Did you ever know anyone who...

- Just didn't get it?
- Said the wrong thing?
- Did the wrong thing?
- Couldn't get along with anyone? Or everyone?
- Missed cues at meetings/parties?
- You just couldn't be around?
- Drove you crazy!

Emotional Intelligence

What it is:

- Understanding your own emotions
- Picking up on others' cues
- Managing your responses/reactions to others
- Being appropriate in social situations
- Developing relationships
- Treating others well

What it is not:

- Being smart
- IQ
- Controlling others' emotions
- Manipulating others
- Extroversion/Introversion



“ANYONE CAN BECOME ANGRY - THAT IS EASY, BUT TO BE ANGRY WITH THE RIGHT PERSON AT THE RIGHT TIME, AND FOR THE RIGHT PURPOSE AND IN THE RIGHT WAY - THAT IS NOT WITHIN EVERYONE'S POWER AND THAT IS NOT EASY”

- ARISTOTLE, ANCIENT GREEK PHILOSOPHER

Emotions, Moods, Feelings

- What is an emotion?
- Why is it valuable to understand what you are feeling?
- Why is it important?
- How do feelings affect your mood?

Our emotions and moods are contagious

Primary and Secondary Emotions

Primary emotions happen in the moment/real time; they move us to action.

- Joy
- Happiness
- Fulfillment
- Contentment
- Peace
- Fear
- Shame
- Sadness
- Hurt
- Guilt
- Frustration
- Dissatisfaction
- Disappointment

Secondary emotions are complicated and built up; they hinder us

- Disapproval
- Disdain
- Hatred
- Coldness
- Hostility
- Persecution complex
- Paranoia
- Distrust
- Worry
- Anxiety
- Insecurity
- Low self-esteem
- Self-hatred
- Depression
- Anger/Rage
- Jealousy

Next...

We know how we feel...

What does it mean?

Keep a journal of your emotions and your behaviors...

- When I am angry, I yell
- When I am sad, I cry
- When I am hurt, I shut down
- When I am overwhelmed, I make mistakes

Understanding Emotions

- Learn how to be the best listener
- Watch others' body language
 - What are they are really feeling?
 - What emotion is their tone conveying?
 - Do their tones and their emotions match?
- Become more comfortable sharing your emotions

Understanding the Brain

Thalamus

- Relay center between our conscious and subconscious
- Helps us to react appropriately

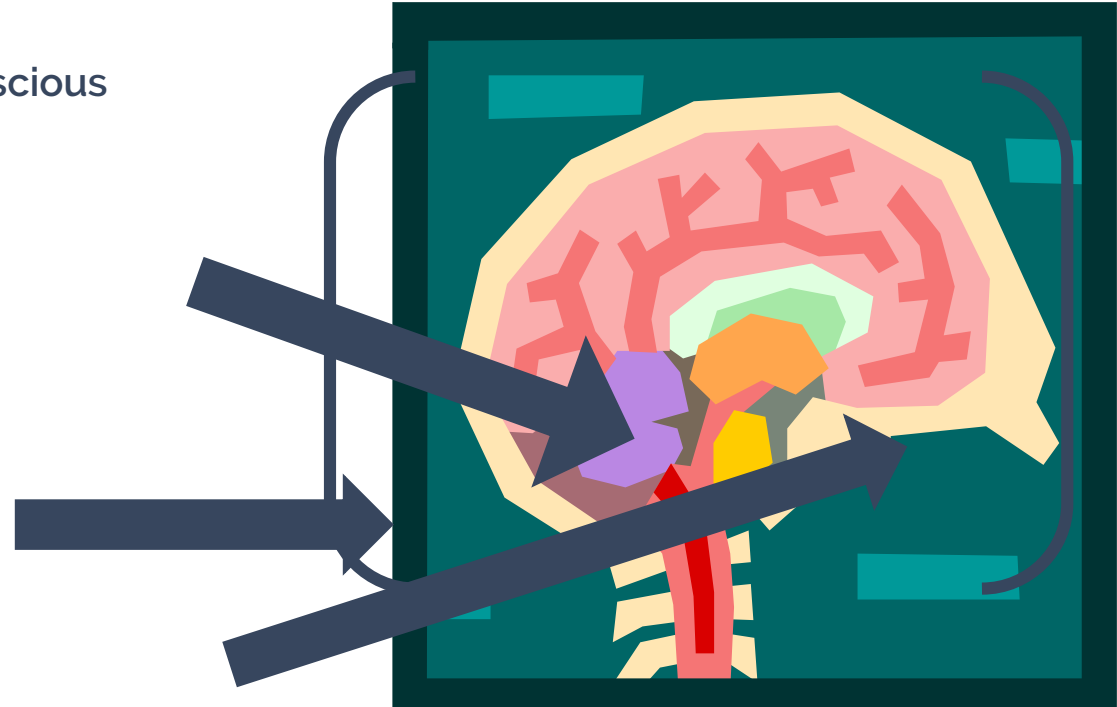
Cortex

- Thinking center
- Helps us make sense & sends messages

Amygdala

- Regulates emotional responses

Here is our chance to change behavior





HOW DOES EMOTIONAL INTELLIGENCE REALLY WORK?

Our Response to Triggers

- Traffic
- Awakened by a scary noise
- Yelling at work
- Worrying email/phone call
- Impending deadline
- Bad news

TRIGGER

- Activation of “lower” brain regions
- Irrational, kneejerk reaction , entirely emotional
- “Scream and Yell”
- Activation of “higher” brain regions
- Calm response, combination of emotion and logic
- “Work to fix it”

The Key Ingredient: Empathy

- Ask questions to understand how others are feeling
- How do your words/actions affect others?
- Anticipate how others are feeling

Changing your Emotions

- How does a lucky rabbit foot make you feel?
- Has music ever changed your mood?
- A picture of your family?
- The smell of coffee?
- Listening to a story about someone who did something amazing?

Reprogram or rewire your brain: What works for you?

Controlling your Emotions

Identify how you feel and then...

- Pause
- Walk away
- Take a deep breath
- Do a crossword puzzle, Sudoku, etc.
- Laugh
- Relax
- Paint, draw, cook

The Benefits of Emotional Intelligence at Work

On the job, people with higher emotional intelligence excel at:

- Staying calm under pressure
- Resolving conflict effectively
- Behaving with empathy
- Leading by example
- Those with high levels of Emotional Intelligence delegate more effectively and more emphatically
- Increasing our Emotional Intelligence makes us better employees, leaders, colleagues and teammates



Emotionally Intelligent People are...

- Empathetic...care how others feel
- Willing to change...and open to it
- Positive people, that others want to be around
- Focused on achieving goals while motivating others
- More productive

Activity

Think about an interaction or situation at home or at work that caused an emotional response in you, that didn't go well.

- Who was involved?
- What triggered your response?
- What was the outcome?
- Based on what you learned today, what could you have done differently?

Most Important Point

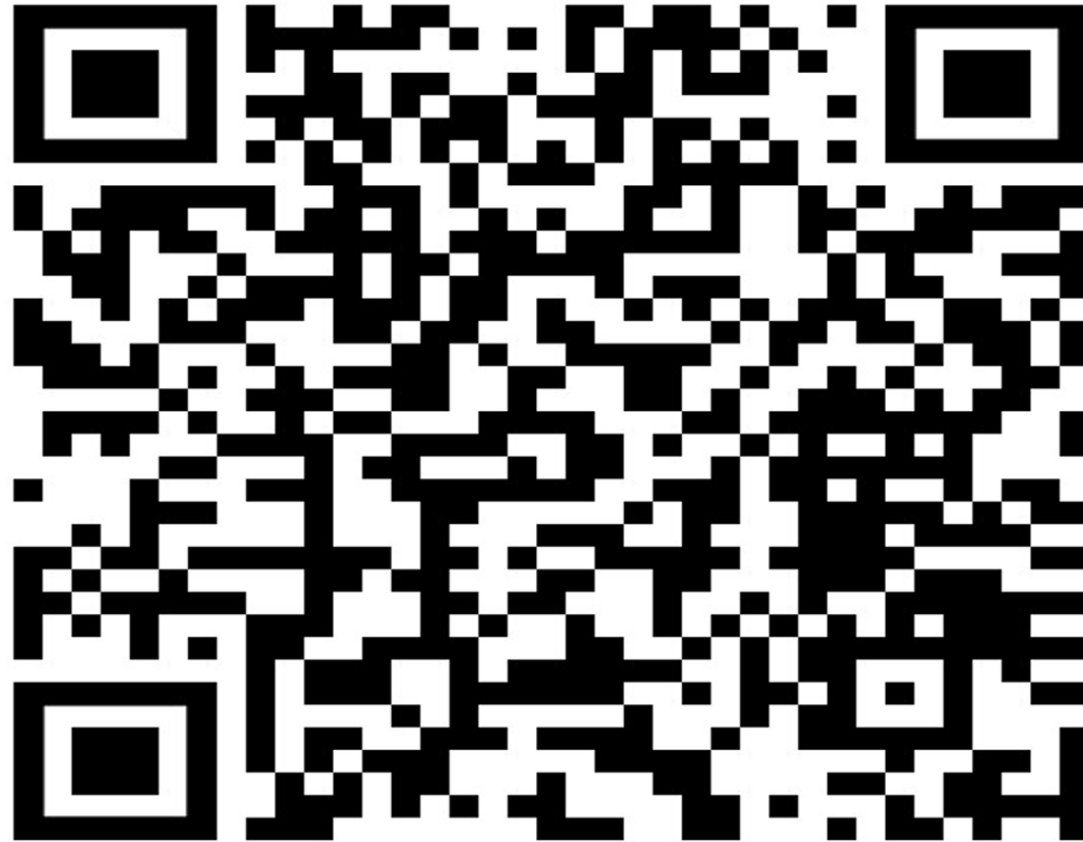
- Reflect back on the information presented today.
- What is the most important thing you learned?
- What is one thing you will do to become more Emotionally Intelligent?

Your Kepro EAP

- EAP Services available to employees, any household members and dependents
- Confidential
- EAP Counselors available 24/ 7/ 365 via 833-539-7285
- Up to 6 in person counseling sessions, per issue, per year
- Management Consultations
- Financial/ Legal Consultation and Referral Service
- Work/ Life & Convenience Services
- <https://sowi.mylifeexpert.com> Company code: SOW I

**Please
complete
a training
evaluation.**

Thank you!



<https://app.smartsheet.com/b/form/dacb2d9b38564db4afb5ab8426d91ad6>



Questions & Answer

Emotional Intelligence:
A Guide to How it Works