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
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 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: SOWI
Please complete a training evaluation.

Thank you!

https://app.smartsheet.com/b/form/dacb2d9b38564db4af5ab8426d91ad6
Questions & Answer

Emotional Intelligence: A Guide to How it Works