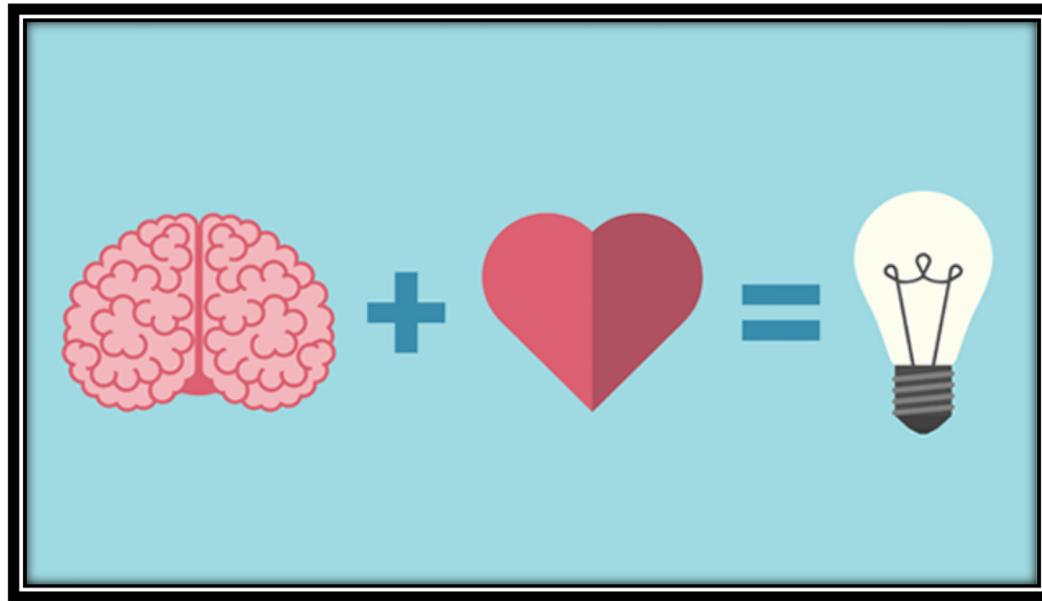


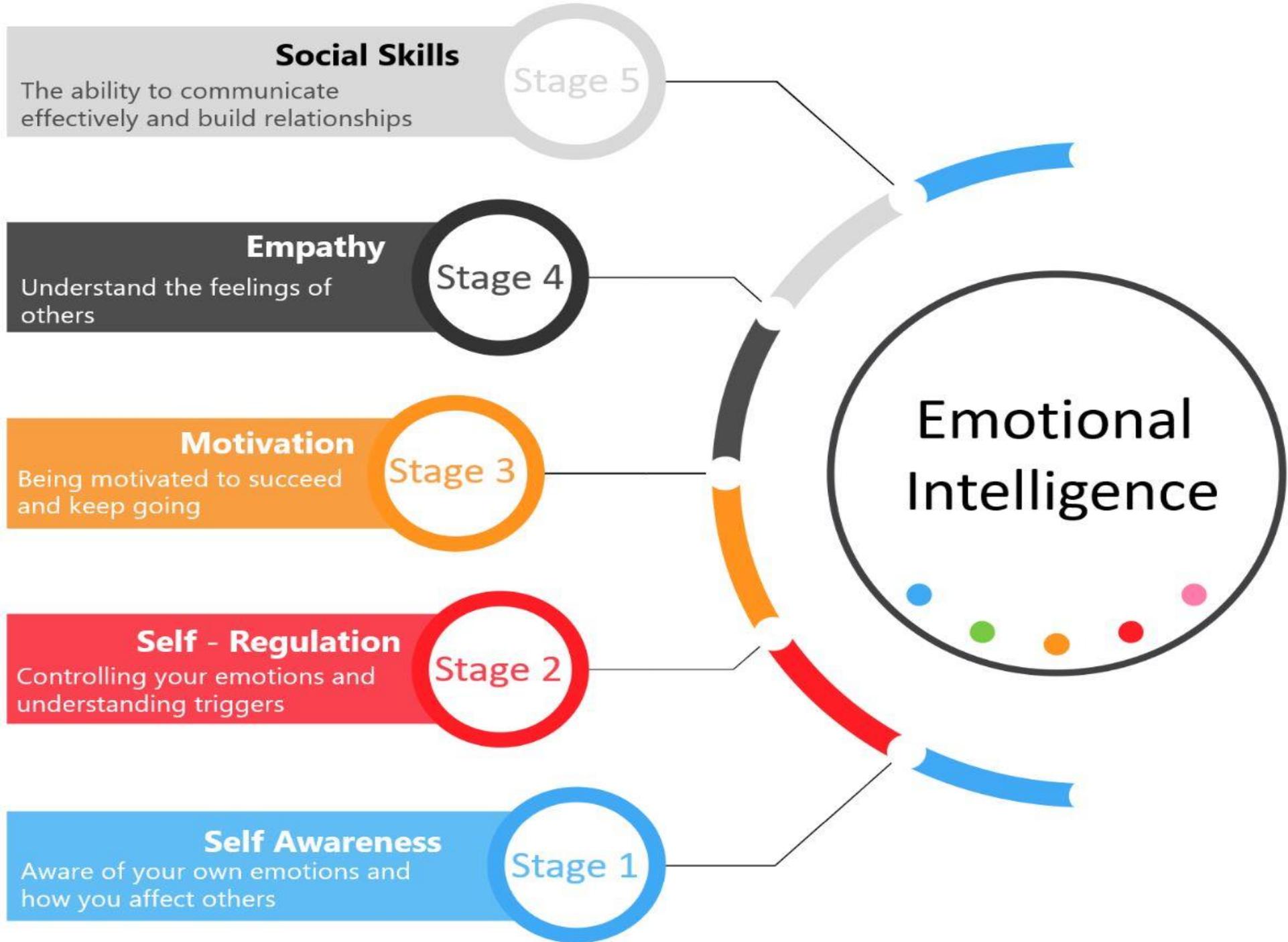
Emotional Intelligence: What is it?



SESSION 1

Emotional Intelligence (EI)

- ▶ EI is the ability to understand, use, and manage your own emotions in a positive way to relieve stress, communicate effectively, empathize with others, overcome challenges, and defuse conflict.
- ▶ EI helps you set the tone for your team and can have far-reaching effects
- ▶ Enhancing your EI will boost your effectiveness as a leader
- ▶ EI is made up of 5 components



Social Skills

The ability to communicate effectively and build relationships

Stage 5

Empathy

Understand the feelings of others

Stage 4

Motivation

Being motivated to succeed and keep going

Stage 3

Self - Regulation

Controlling your emotions and understanding triggers

Stage 2

Self Awareness

Aware of your own emotions and how you affect others

Stage 1

Emotional Intelligence

Why EI Matters

Self Awareness

As a leader, you perform better when you are honest and aware of your strengths and weaknesses.

Without the ability to reflect and view yourself objectively, you may lean toward blaming others or failing to see how your actions contribute to outcomes.

Self Awareness helps you recognize and understand your moods and emotions, and their effect on others.

Why EI Matters

Self Regulation

Being aware of your emotions and their impact on others is a good start. Being able to manage these emotions and the reactions they cause is the next step.

Good leaders must be able to handle pressure and refrain from emotional outbursts or strong negative reactions. These types of reactions can cloud decision-making, break team morale, and cause confusion.

Emotionally intelligent leaders hold their emotions in check and channel their energy into creating positive outcomes.

Why EI Matters

Motivation

No team can be effective if it's leader lacks self-motivation. A driven leader is passionate, dedicated, and highly focused on achieving goals.

Emotionally intelligent leaders exude optimism, which is infectious. Optimism lifts employee morale and drive. These leaders look for ways to do better, turn goals into actionable steps, and celebrate achievements along the way.

Why EI Matters

Empathy

Empathy helps leaders bond with their team through compassion and understanding. Relating to others builds respect, making it easier to work together.

By paying attention to team members' moods and actions, you can recognize behaviors that warn of potential problems. With empathy, a leader will understand the impact of these moods/actions on others and take steps to improve the situation before it becomes toxic.

Why EI Matters

Social Skills

Good social skills have a direct impact on almost all aspects of leadership. Good communication skills are an essential component of EI in the workplace.

Good social skills make you more approachable and help you deal with challenging situations, improve interpersonal relationships, and build team effectiveness.

And, Finally...

- ▶ Leaders play a crucial role in whether an employee feels supported.
- ▶ Small moments can have a big impact so take the time to acknowledge your thoughts and feelings before taking action.
- ▶ Put yourself in their shoes.
- ▶ Reframe toward the positive in every situation.
- ▶ More info and tools in upcoming sessions.

Click on the button below to take the quiz for this session.

[QUIZ](#)