Emotional Intelligence: Is EQ the new IQ?

Presented by Briana Garcia, SPHR
Objectives

• Understand the **key components** of emotional intelligence

• Improve your emotional intelligence, including **developing self-awareness** and your **ability to manage your emotions**

• Recognize and appreciate the **emotional strengths** and **challenges** of others

• **Promote the development** of emotional intelligence in others

• Use emotional intelligence to **enhance communication** and **performance**
What is Emotional Intelligence?

• The ability to recognize your emotions, understand what they're telling you, and realize how your emotions affect people around you.

• Your perception of others: when you understand how they feel, you gain the ability to manage relationships more effectively.

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Key Components of Emotional Intelligence

1. Self-Awareness
2. Self-Regulation
3. Motivation
4. Empathy
5. Social Skills
Key Components of Emotional Intelligence

1. Self-Awareness
   - When you're self-aware, you know how you're feeling all of the time, and you understand how those feelings are affecting the people around you.
Key Components of Emotional Intelligence

2. Self-Regulation

– This is the ability to control your emotions and actions. You can develop self-regulation by living your values, and by holding yourself accountable when you make a mistake.

Retrieved from www.mindtools.com
Key Components of Emotional Intelligence

3. Motivation

– Highly motivated people put off short-term rewards for long-term success.

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Key Components of Emotional Intelligence

4. Empathy

– This is when you have the ability to identify with other people, and understand their wants, needs and viewpoints.
Key Components of Emotional Intelligence

5. Social Skills

– This helps you work positively with other people, and manage conflict effectively.
How to Improve Your Emotional Intelligence

• Observe how you react to people
• Look at your work environment
• Do a self-evaluation
• Examine how you react to stressful situations
• Take responsibility for your actions
• Examine how your actions will affect others – *before you take those actions*
How to Recognize and Appreciate Emotional Strengths and Challenges of Others

• Put yourself in someone else’s position
• Pay attention to body language
• Respond to feelings
Promoting the Development of Emotional Intelligence in Others

- Find the dream
- Find out what’s really going on
- Close the gap
How to Use Emotional Intelligence to Enhance Communication and Performance

• Building trust
• Cooperation & Productive Participation
• Conflict Resolution
Key Points

So, is EQ the new IQ?

• Here’s a review of what we have discussed:
  – Five components of EQ
  – Improving your own EQ
  – Recognizing and appreciating emotional strengths and challenges of others
  – Promoting the development of EQ in others
  – Using EQ to enhance communication and performance
Questions?

Quiz: How Emotionally Intelligent Are You?

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