



# Emotional Intelligence and Change

Getting your EQ to work for you

# Purpose

- To improve your **awareness of self** and of how you impact others
- To become active participants in creating and maintaining **healthy work relationships**
- To facilitate enhanced **performance**

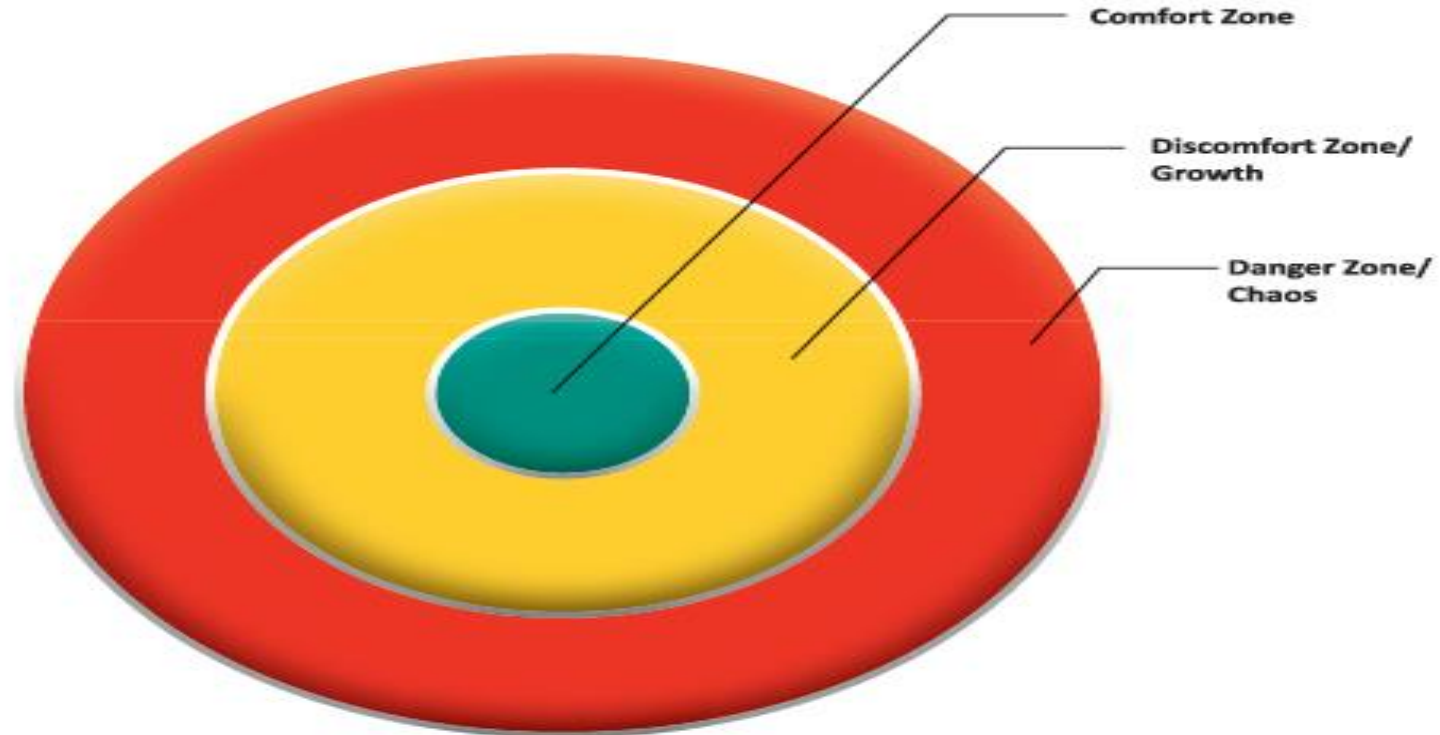
# Content

- Understanding Emotional intelligence
- Emotional Intelligence Model
- What Emotional Intelligence is **not**
- Personal Reflection

# Framing the conversation

- There is no right or wrong, but rather what serves you
- The opportunity that comes with discomfort
- The impact we have on others
- Getting your emotional intelligence to work for your

# Learning process

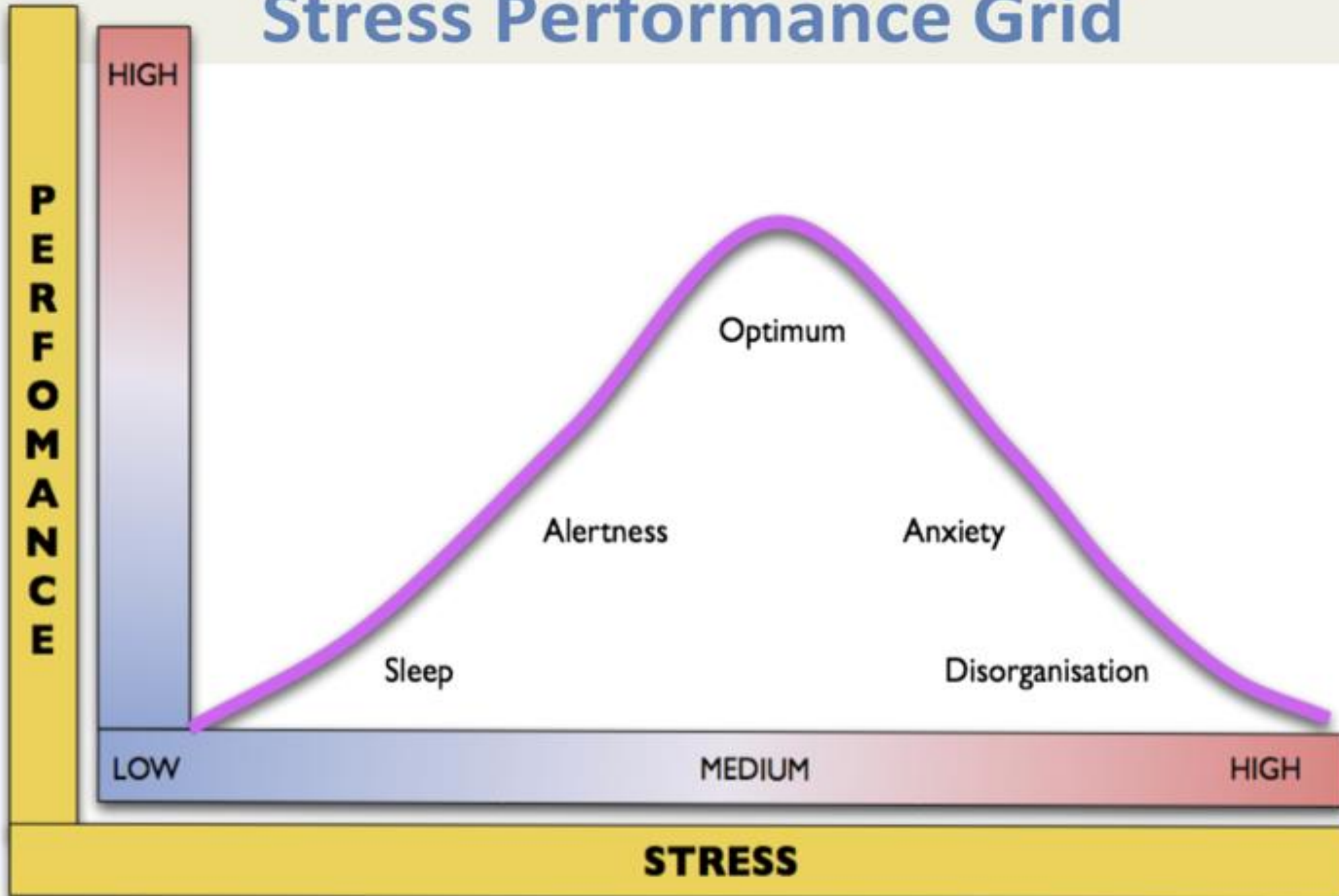


**Comfort:** It is only when moving out of comfort zone that any development takes place

**Discomfort:** In this zone the most growth takes place, the brain is creating new mental mind maps and a level of discomfort is experienced

**Danger:** It is important to use the Change Cycle to move from the danger/chaos zone as this creates stress

# Stress Performance Grid

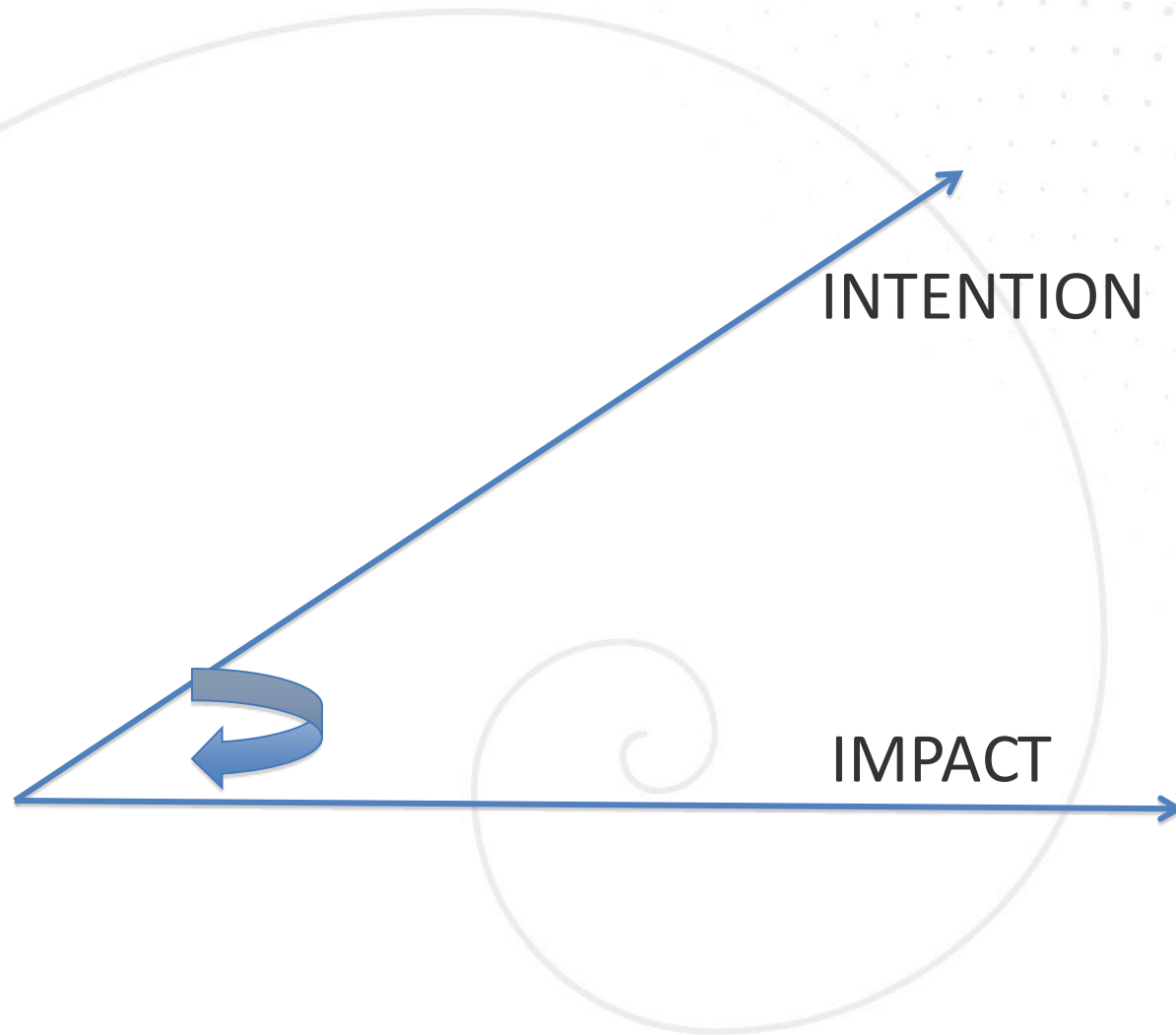


# Framing the conversation

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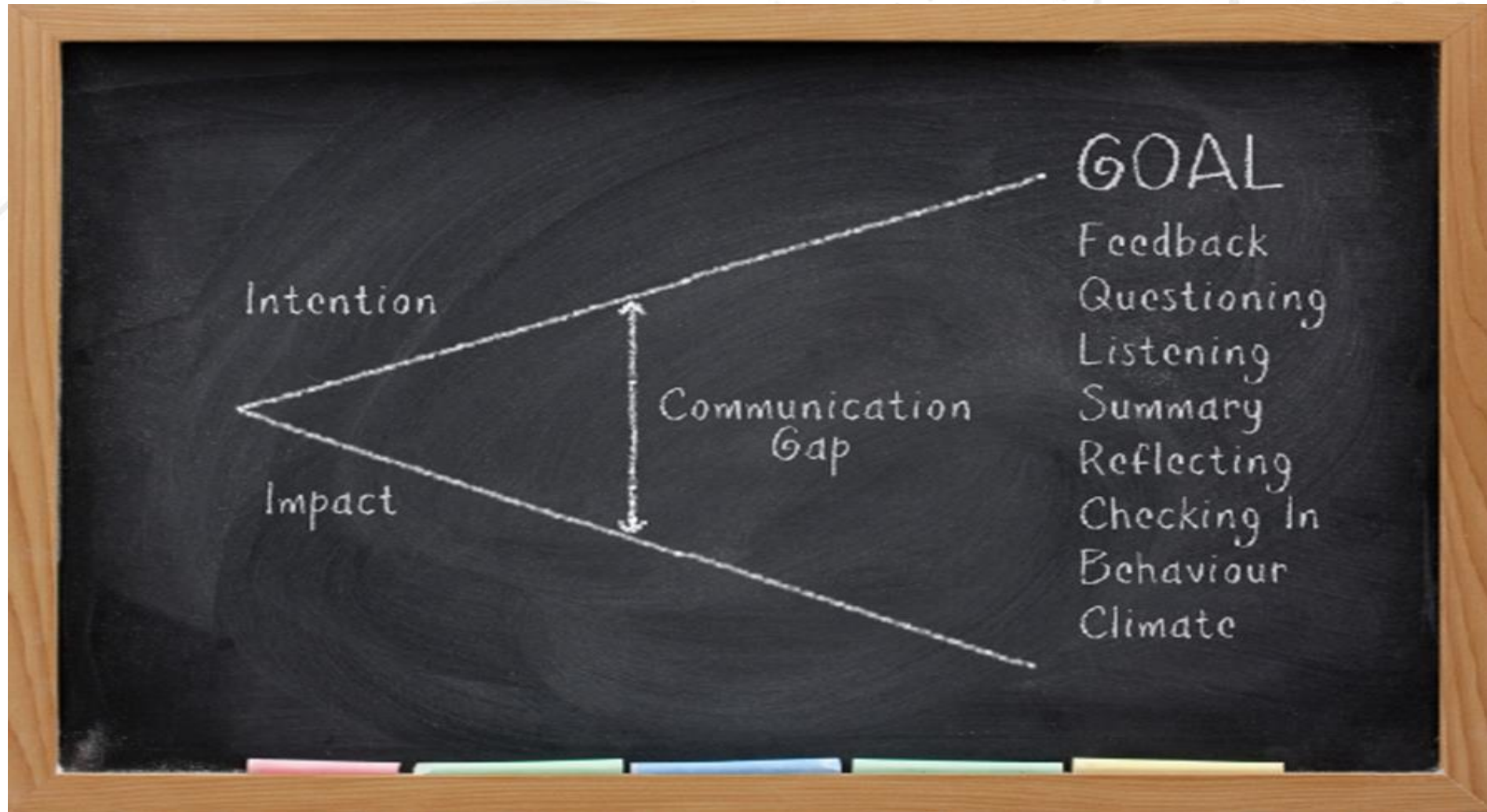


# Understanding our impact





# Understanding our impact



# Understanding EQ



- Emotional Intelligence is the ability to **understand** and **manage** yourself, your **emotions** and your **impact** on and relationship with others
- The ability to craft a plan to improve areas of the self and to actualize your full potential

# Emotional Intelligence Model





# Self Perception

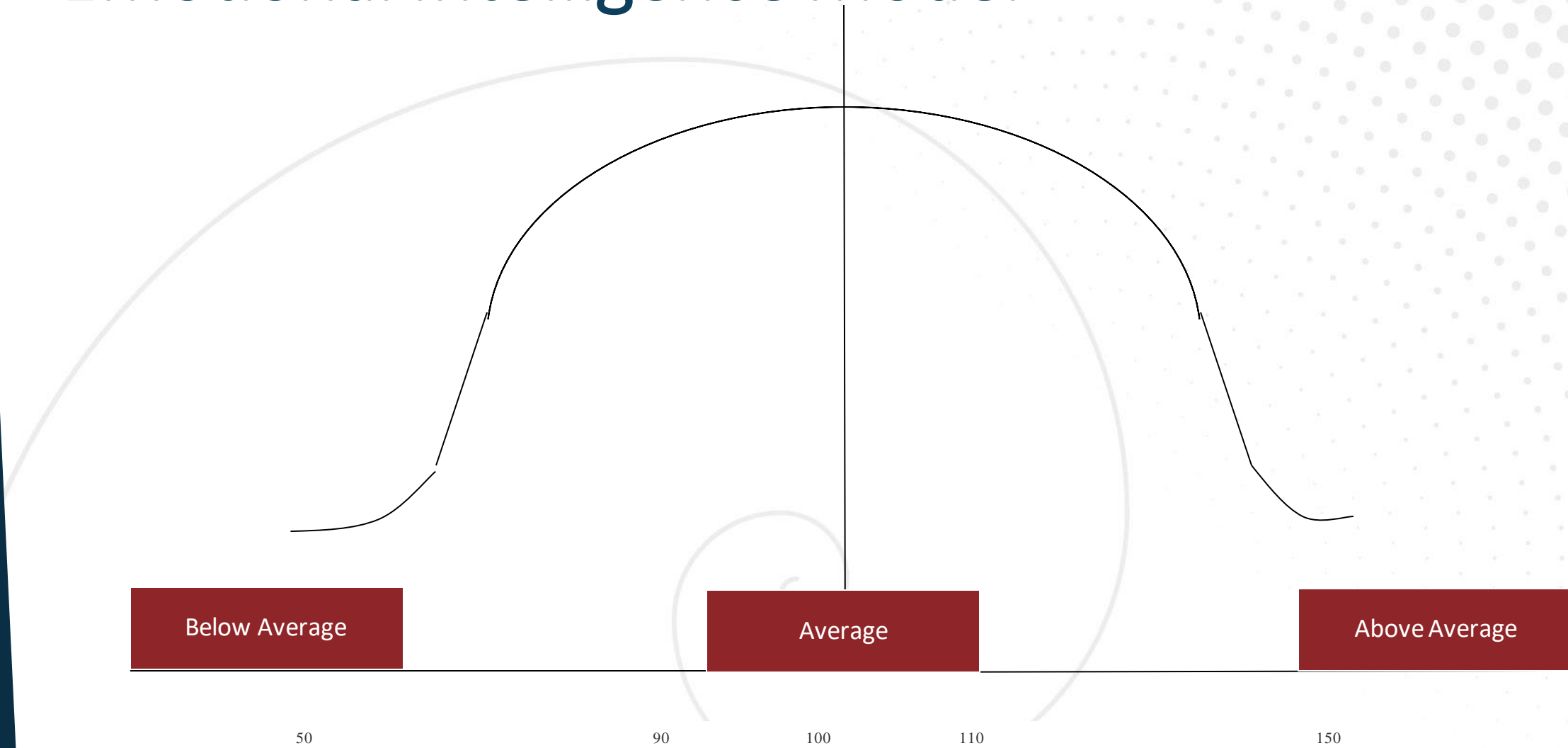
Self Regard

Self Actualisation

Emotional Self awareness

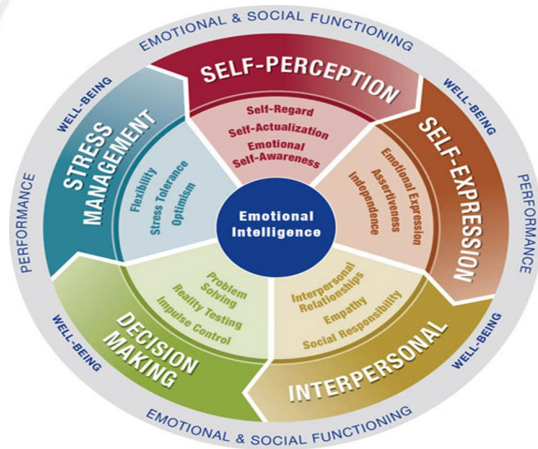
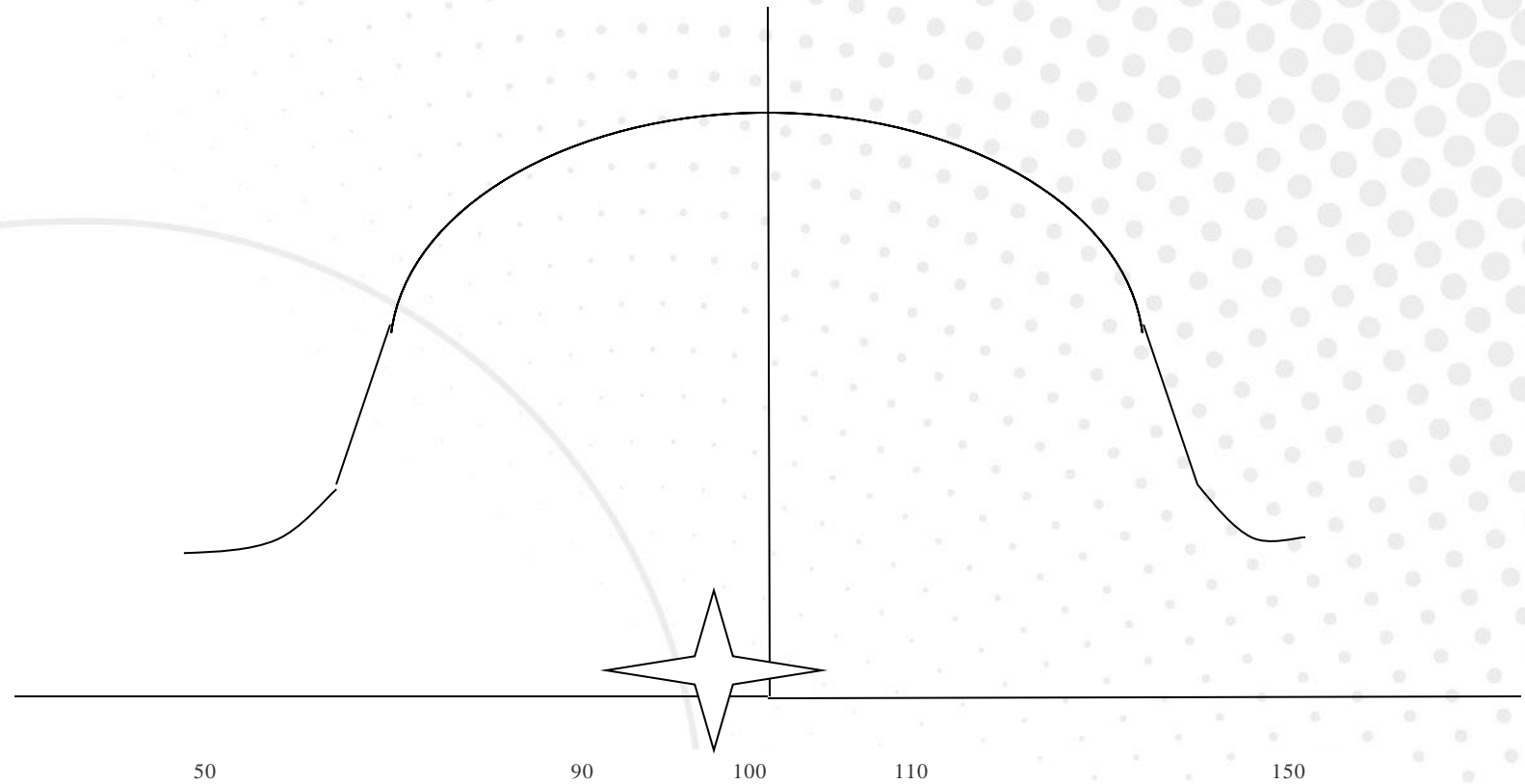


# Emotional Intelligence Model



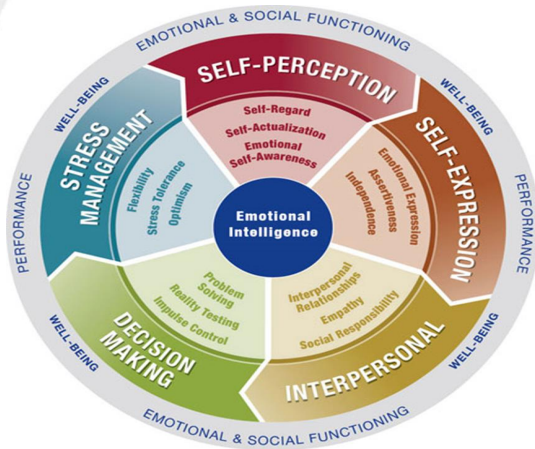
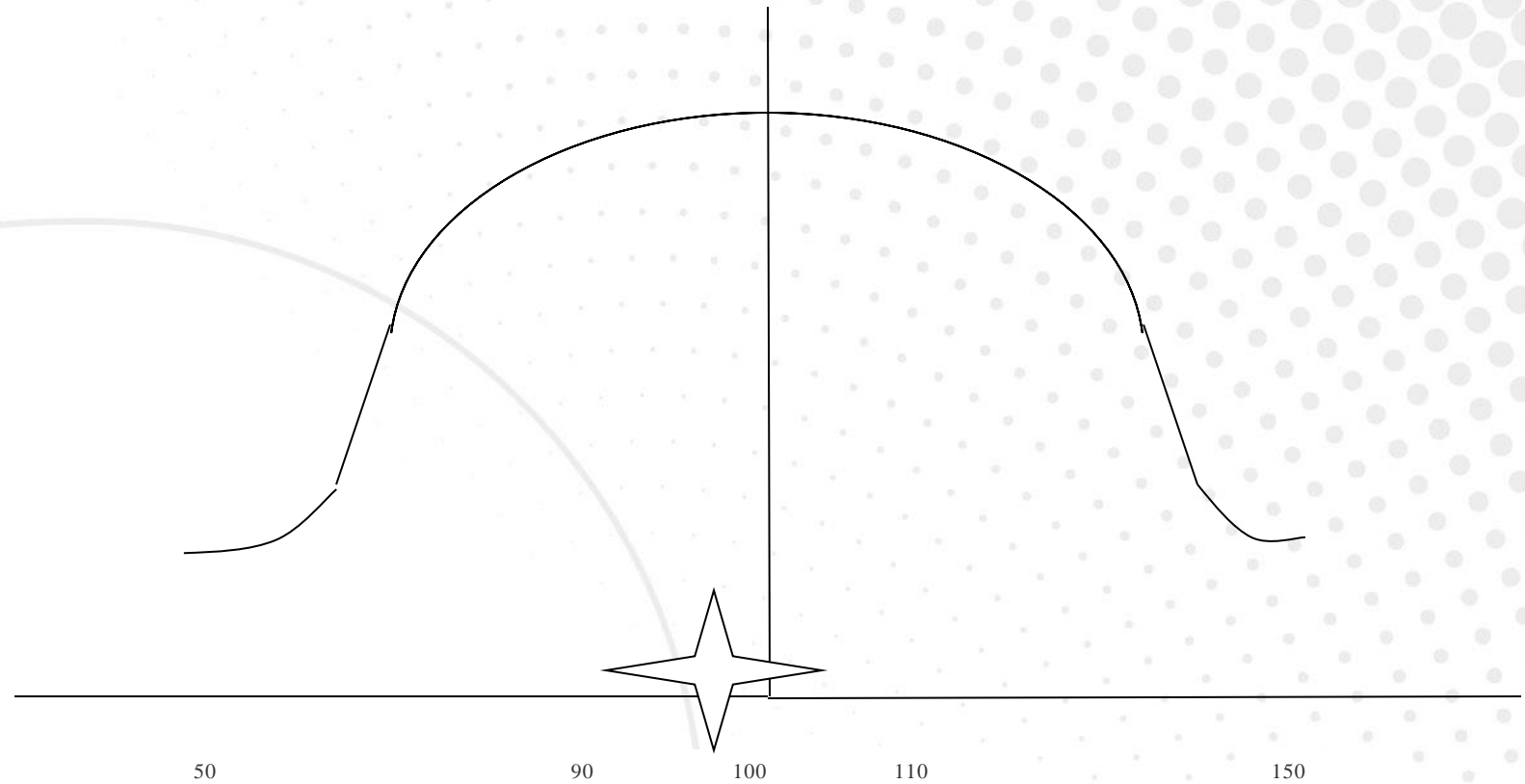
# Self Perception

- Emotional self-awareness
- Self Regard
- Self Actualisation



# Self Expression

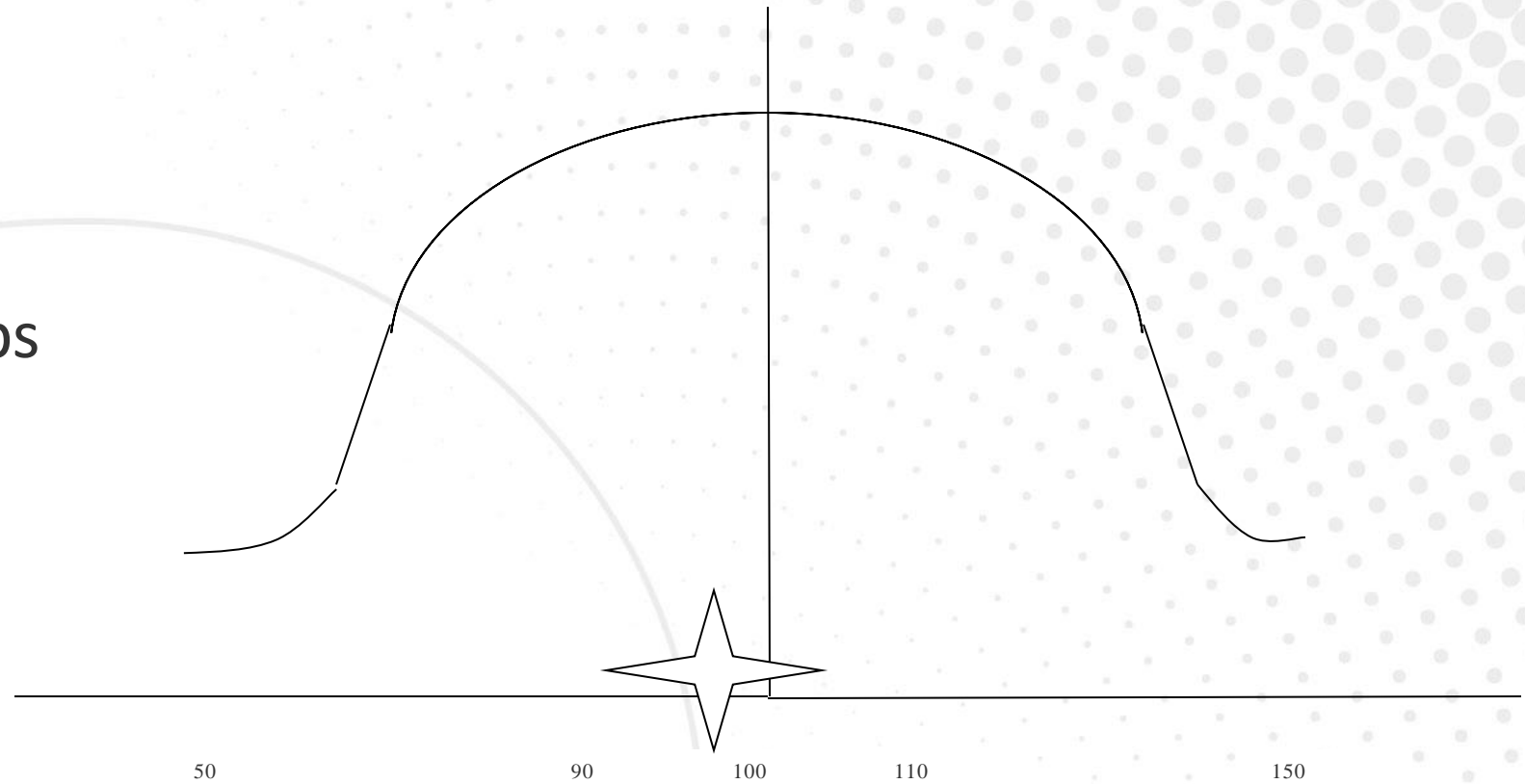
- Emotional Expression
- Assertiveness
- Independence





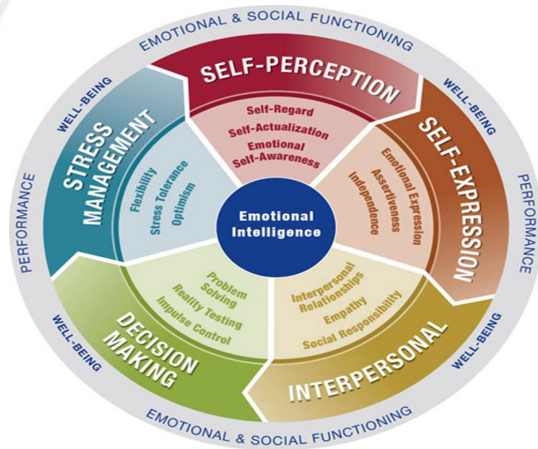
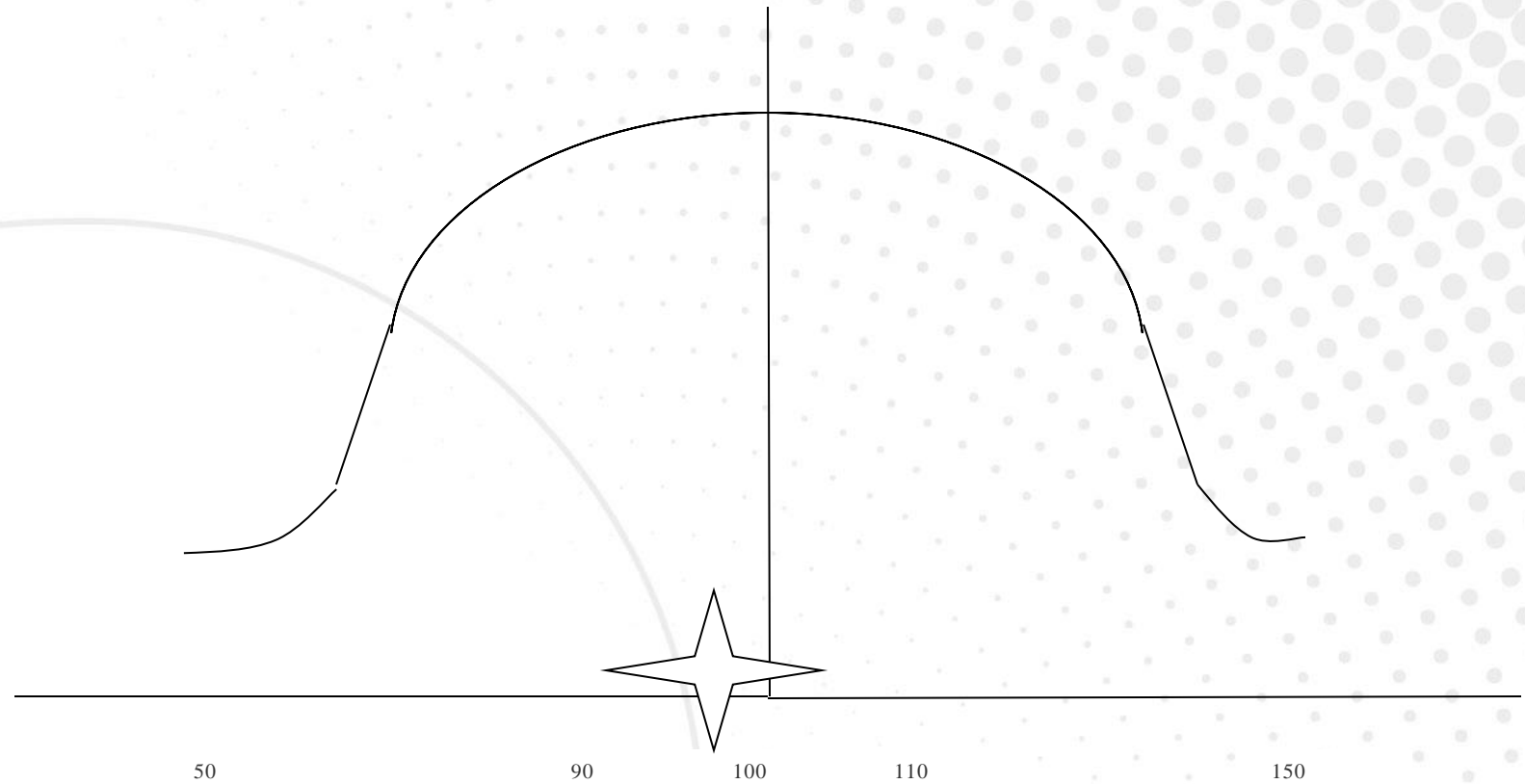
# Interpersonal

- Interpersonal Relationships
- Empathy
- Social Responsibility



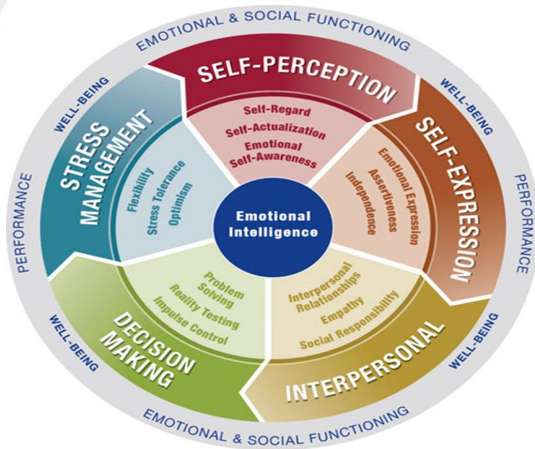
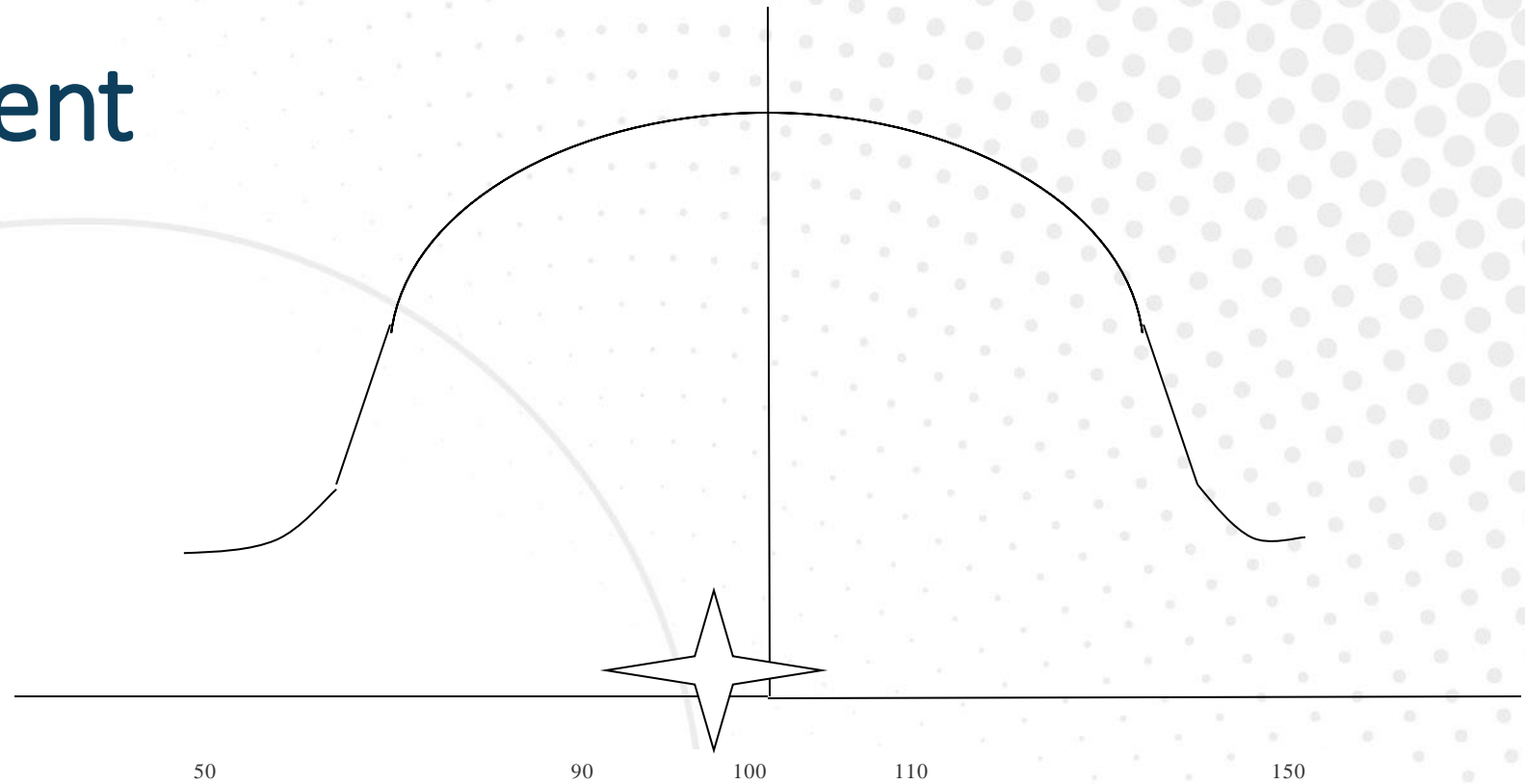
# Decision-making

- Problem Solving
- Reality Testing
- Impulse Control



# Stress management

- Flexibility
- Stress Tolerance
- Optimism



# EQ Summary

## Emotional Intelligence description

- Relationship with yourself
- How you tell your truth
- Relationship with others
- How you arrive at conclusions
- How you adapt to change

## Emotional Intelligence slice



# Difference between IQ and EQ

## **IQ**

- Focuses on cognitive, academic & intellectual capabilities
- Considered genetic, fixed and therefore unchangeable
- Traditionally defined intelligence – too narrow

## **EQ**

- Focuses on ability to perceive, understand & manage/ use emotions
- Not considered genetic and therefore **can be developed**
- Broader definition of intelligence

# Reflection

- Is it more sustainable to have an above average IQ or EQ in your business?



# Reflection

- IQ will get you the contract but EQ will facilitate your growing the contract





# Reflection...

- Do you like your EQ profile?
- What areas need to be celebrated?
- What areas need to be improved?
- Sound board with a trusted friend/ family member/ mentor



# Implications for change





# Thank you