

## Emotional Intelligence, Applied

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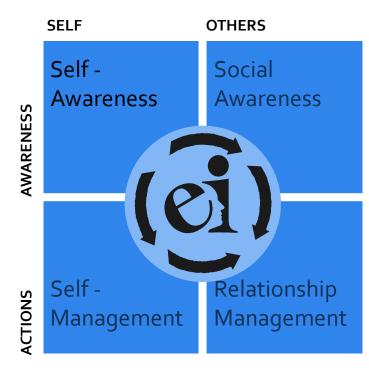
## Definition of Emotional Intelligence (EI)

Emotional Intelligence is the ability to monitor your own emotions as well as the emotions of others, to distinguish between and label different emotions correctly, and to use emotional information to guide your thinking and behavior and influence that of others.



#### **Domains & Competencies of El**

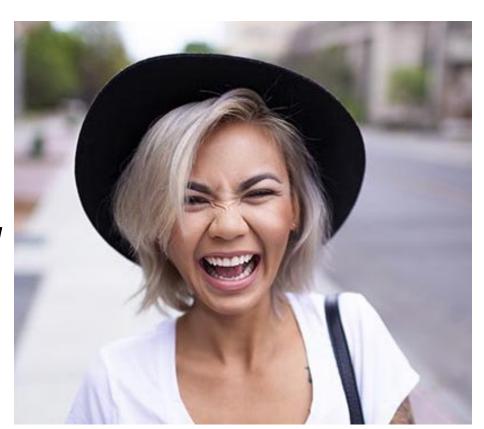
- Emotional selfawareness
- Emotional self-control
- Adaptability
- Achievement orientation
- Positive outlook

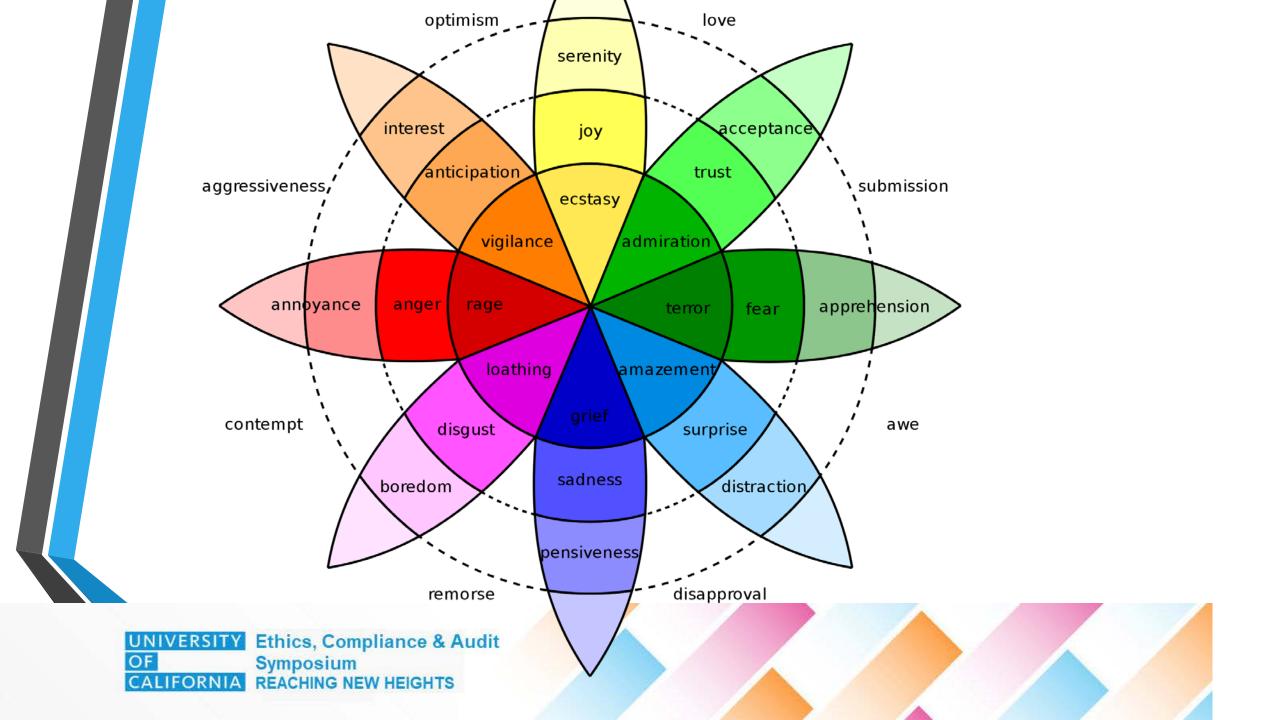


- Empathy
- Organizational awareness
- Influence
- Inspirational leadership
- Coach and mentor
- ConflictManagement
- Teamwork

#### 1. Self-Awareness

Plutchik's Circumplex Model







Identify Your TRIGGERS

## Visit Your Values



## 2. Self-Management





#### Focus Your Attention on Your Freedoms, Rather than Your Limitations



#### 3. Social Awareness

Greet People by Name



#### **Grow Your EMPATHY**

Practice the Art of Listening



#### Understand the Rules of the Culture Game



## 4. Relationship Management

Be Open and Curious

Courage is a love affair with the unknown. – Osho



## COLLABORATE... Explain Your Decisions, Don't Just Make Them



# Tackle a Tough Conversation



### "My Intention"

I will (do/action) so that (effect).

As a result, (benefit).

I will know that I am successful when (evidence/ "Feedback from the Universe").

#### Thank You!



