

# *Emotional Intelligence at Work*

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The problem is not with emotionality,  
but with the appropriateness of emotion and  
its expression.

Aristotle

# Characteristics of Emotional Intelligence

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- Emotional Self-Awareness
- The Ability to Rationally Manage Strong Feelings
  - think before reacting
- A Tendency to Use Emotions for Self-Motivation
  - i.e., get the butterflies to fly in formation
- The Ability to Recognize and Manage Emotions in Others



# The Importance of Emotional Intelligence

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- Our Emotions are Like Software, Determining How Well We Can Use Our Other Abilities
- People with Well Developed Emotional Skills are More Likely to be Content & Effective
  - use the mental skills leading to productivity
  - get along with others
- More Important than IQ
  - Harvard study
  - Massachusetts study
  - sports performance analogy

EMOTIONAL  
INTELLIGENCE



# The Problem with Living by Unmanaged Emotions

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- Emotions can be Fickle, Irrational, and Constantly Changing
- Unconscious Emotions Often Drive Unwanted Behavior
  - i.e., tail wagging the dog
- Repressed Emotions Can Lead to Illness
- You can Become a Slave to Your Passions



# Keys to Emotional Intelligence: Awareness of Your Emotional State

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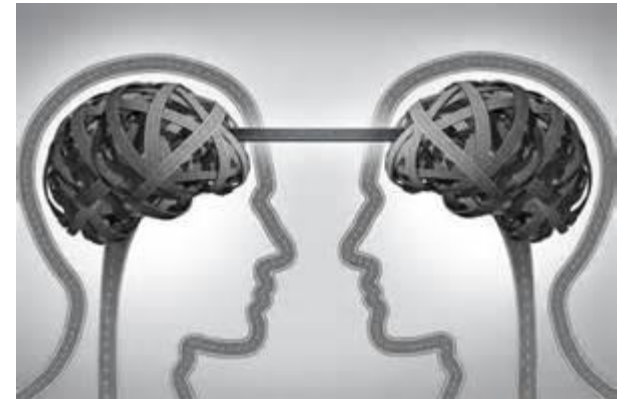
- Practice Emotional Self-Awareness
  - what you feel & why you feel it
- The Connection Between Emotions, Thoughts, & Beliefs
  - exercise
- Strategies to Remain Aware
  - journaling
  - feedback from friends
  - counseling



# Keys to Emotional Intelligence: Managing Reactions to Difficult Situations

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- Be Aware of the Dynamics of Overreaction
  - underlying issues (control, safety, self-image)
  - contributing factors (energy level, stress level)
  - button-pushers (difficult people)
- Physiological, Emotional Reactions to Intense Pressure (Fight or Flight, etc.)
- Practice Responding, Instead of Reacting
  - exercise



# Keys to Emotional Intelligence: Learning to Have Difficult Conversations Rationally

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- Step 1 – Recognize the Difficulty of the Situation
  - be aware of your feelings
  - prepare (take a deep breath, say a prayer)
  - watch your timing
- Step 2 – Seek First to Understand, Then be Understood (Covey)
  - calm yourself
  - ask the person if this is a good time
  - learn their position first (ask questions)
  - seek a win-win outcome







# About EAS

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The Employee Advisory Service is a State sponsored program designed to help employees and their dependents with personal, family or work related issues that may adversely impact their work performance. EAS helps to restore the health and productivity of employees and the workplace as a whole. Problems are addressed in the quickest, least restrictive and most convenient manner while maximizing confidentiality and quality.

Call us at our toll free number 1-866-327-9133, to schedule a confidential appointment.

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