

Emotional Intelligence

A Guide to How it Works

Participant Guide



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Emotional Intelligence

A Guide to How it Works



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Agenda

- Introduction/overview
- Emotions, moods, feelings
- The science behind emotional intelligence
- Using emotional intelligence
- Closing/action plan



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Learning Objectives



By the end of this training, you will be able to:

- Explain what emotional intelligence is and is not
- Identify your own primary and secondary emotions
- Describe the connection between the brain and emotional responses
- Use emotional intelligence to change and control your emotions
- Apply emotional intelligence to your own situations

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Did You Ever Know Anyone Who...

- Just didn't get it?
- Said the wrong thing?
- Did the wrong thing?
- Couldn't get along with anyone? Or everyone?
- Missed cues at meetings/parties?
- You just couldn't be around?
- Drove you crazy!

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Emotional Intelligence

What it is:	What it is not:
<ul style="list-style-type: none"> • Understanding your own emotions • Picking up on others' cues • Managing your responses/reactions to others • Being appropriate in social situations • Developing relationships • Treating others well 	<ul style="list-style-type: none"> • Being smart • IQ • Controlling others' emotions • Manipulating others • Extroversion/introversion

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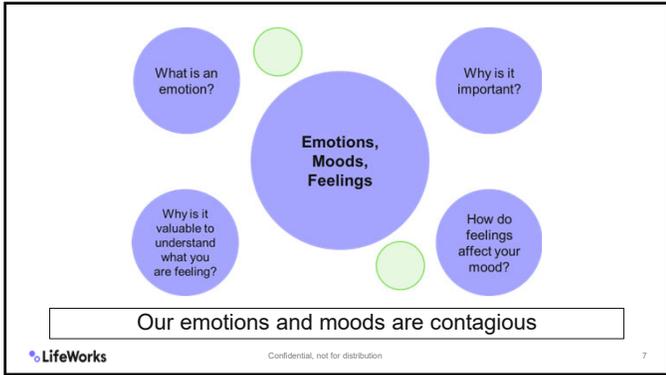
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"Anyone can become angry - that is easy, but to be angry with the right person at the right time, and for the right purpose and in the right way - that is not within everyone's power and that is not easy"

Aristotle
Ancient Greek philosopher

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Primary and Secondary Émotions

Primary emotions happen in the moment/real time; they move us to action

- Joy
- Happiness
- Fulfillment
- Contentment
- Peace
- Fear
- Shame
- Sadness
- Hurt
- Guilt
- Frustration
- Dissatisfaction
- Disappointment

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Primary and Secondary Émotions (con't)

Secondary emotions are complicated and built up; they hinder us

- Disapproval
- Disdain
- Hatred
- Coldness
- Hostility
- Persecution complex
- Paranoia
- Distrust
- Worry
- Anxiety
- Insecurity
- Low self-esteem
- Self-hatred
- Depression
- Anger/rage
- Jealousy

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Next...

We know how we feel...

What does it mean?

- Keep a journal of your emotions and your behaviors...
- When I am angry, I yell
- When I am sad, I cry
- When I am hurt, I shut down
- When I am overwhelmed, I make mistakes

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Understanding Emotions

- Learn how to be the best listener
- Watch others' body language
- What are they really feeling?
- What emotion is their tone conveying?
- Do their tones and their emotions match?
- Become more comfortable sharing your emotions

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Understanding The Brain

Thalamus
Relay center between our conscious and subconscious
Helps us to react appropriately

Cortex
Thinking center
Helps us make sense and send messages

Amygdala
Regulates emotional responses



Here is our chance to change behavior

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How Does Emotional Intelligence Really Work?

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Our Response to Triggers

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graph LR; Trigger[TRIGGER] --> Lower[Activation of "lower" brain regions]; Trigger --> Higher[Activation of "higher" brain regions]; Lower --> Irrational[Irrational, kneejerk reaction, entirely emotional]; Higher --> Calm[Calm response, combination of emotion and logic "Work to fix it"]
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- Traffic
- Awakened by a scary noise
- Yelling at work
- Worrying email/phone call
- Impending deadline

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The Key Ingredient: Empathy

Ask questions to understand how others are feeling

How do your words/actions affect others?

Anticipate how others are feeling

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Changing Your Emotions

- How does a lucky rabbit's foot make you feel?
- Has listening to music ever changed your mood?
 - A picture of your family?
 - The smell of coffee?
 - Listening to a story about someone who did something amazing?

Reprogram or rewire your brain: what works for you?



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Controlling Your Emotions

Identify how you feel and then...

- Pause
- Walk away
- Take a deep breath
- Do a crossword puzzle, Sudoku, etc.
- Laugh
- Relax
- Paint, draw, cook

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The Benefits of Emotional Intelligence at Work

On the job, people with higher emotional intelligence excel at:

- Staying calm under pressure
- Resolving conflict effectively
- Behaving with empathy
- Leading by example

Those with high levels of emotional intelligence delegate more effectively and more emphatically

Increasing our emotional intelligence makes us better employees, leaders, colleagues and teammates

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Emotionally Intelligent People Are...

- Empathetic...care how others feel
- Willing to change...and open to it
- Positive people, that others want to be around
- Focused on achieving goals while motivating others
- More productive



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Activity

Think about an interaction or situation at home or at work that caused an emotional response in you, that didn't go well

Who was involved?

What triggered your response?

What was the outcome?

Based on what you learned today, what could you have done differently?

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Most Important Point

Reflect back on the information presented today.

What is the most important thing you learned?

What is one thing you will do to become more emotionally intelligent?

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Access your Employee and Family Assistance Program (EFAP)

For confidential support and access to resources, contact your EAP using WorkHealthLife.com or the LifeWorks app.

Contact your leader or HR to learn how to access your organization's EAP.



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