

EMOTIONAL INTELLIGENCE IS CRUCIAL FOR SUCCESS IN THE WORKPLACE

Business is always personal. Especially when you work with a team. Succeeding together depends on understanding, valuing and connecting with healthy emotion.



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e·m·o·t·i·o·n·a·l in·tel·li·g·e

noun

The capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically.

WHICH IS MORE IMPORTANT?



<p>SCORING RANGE (0-100) AVERAGE SCORE 75</p> <p>EQ SCORES AMONG ADULTS HAVE DROPPED</p>	<p>SCORING RANGE (0-200) AVERAGE SCORE 100</p> <p>IQ SCORES HAVE JUMPED BY 25 POINTS IN RECENT YEARS</p>
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EQ IS MORE IMPORTANT TO SUCCESS IN LIFE/WORK

WHICH COUNTRIES ARE BEST WITH EQ SCORES?



TOP 5		BOTTOM 5	
COUNTRY	PERCENT OF POPULATION	COUNTRY	PERCENT OF POPULATION
1. Philippines	60	1. Singapore	36
2. El Salvador	57	2. Georgia	37
3. Bahrain	56	3. Lithuania	37
4. Oman	55	4. Russia	38
5. Colombia	55	5. Madagascar	38

UNITED STATES OF AMERICA RANKED 15TH
54% OF POPULATION EMOTIONALLY AWARE

WHAT COMPONENTS MAKE UP EMOTIONAL INTELLIGENCE

PERSONAL COMPETENCE
YOUR RELATIONSHIP WITH YOURSELF

→

SELF AWARENESS
HOW IN TUNE YOU ARE WITH YOUR EMOTIONS

SELF MANAGEMENT
YOUR ABILITY TO REGULATE YOUR EMOTIONAL STATE

SOCIAL COMPETENCE
YOUR RELATIONSHIP WITH OTHERS

→

SOCIAL AWARENESS
HOW IN TUNE YOU ARE WITH OTHERS' EMOTIONS

RELATIONSHIP MANAGEMENT
YOUR ABILITY TO NAVIGATE EMOTIONS IN INTERACTIONS WITH OTHERS

BENEFITS TO INCREASING EQ

400%
LESS LIKELY TO LEAVE JOB IF THEY HAVE A HIGH EQ MANAGER

People with a high degree of emotional intelligence **MAKE MORE MONEY**—an average of **\$29,000 MORE PER YEAR** than people with a low degree of emotional intelligence.

A study by McClelland in 1999 showed that after supervisors in a manufacturing plant received training in emotional competencies, such as how to listen better, lost-time accidents decreased by **50%** and grievances went down from 15 per year to three.

50%
DECREASE IN LOST-TIME ACCIDENTS

In a study conducted by Langhorn [2003] at Whitbread in the UK, restaurants managed by managers with high emotional intelligence showed an **ANNUAL PROFIT GROWTH OF 22%** versus an annual average growth of 15% for the same period

22%
ANNUAL PROFIT GROWTH
(VERSUS AVG. GROWTH OF 15% FOR SAME PERIOD)

90% OF HIGH PERFORMERS ARE HIGH IN EQ

6 WAYS TO IMPROVE YOUR EMOTIONAL INTELLIGENCE

- 1. POSITIVE ATTITUDE
- 2. MANAGE STRESS WELL
- 3. BE AWARE OF NONVERBALS
- 4. CONSTRUCTIVELY RESOLVE CONFLICT
- 5. CHOOSE WORDS WISELY
- 6. FORGIVE AND PEACEFULLY END CONFLICT

WHAT HAPPENS IF I DON'T IMPROVE MY EQ?

- 1. POOR INTERNAL ALIGNMENT
- 2. BURN UNNECESSARY ENERGY
- 3. CREATE CONFLICT
- 4. LEADERS CAN BE SOURCE OF PROBLEMS IF THEY DON'T HAVE HIGH EQ
- 5. ENERGY SPENT ON DRAMA MEANS LESS ENERGY ON PRODUCTIVITY AND EFFECTIVENESS
- 6. LOW ENGAGEMENT AMONG TEAM

CHOOSING EMPLOYEES WITH HIGH EQ

20% of companies measure emotional intelligence when choosing candidates.

ATTRIBUTES TO LOOK FOR

- 1. CHOOSE THEIR BATTLES WISELY
- 2. REMAIN CALM UNDER PRESSURE
- 3. RESOLVE CONFLICT EFFECTIVELY
- 4. ARE EMPATHETIC TO COLLEAGUES
- 5. LEAD BY EXAMPLE
- 6. PERSIST THROUGH STICKY SITUATIONS

TOP 3 MODELS TO EVALUATE EQ

- MODEL 1: BAR-ON MODEL
- MODEL 2: GOLEMAN MODEL
- MODEL 3: MAYER-SALOVEY MODEL

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