



# INTEGRATED INSTITUTE OF PROFESSIONAL MANAGEMENT

## Our Accreditations



## Our Standards



# EMOTIONAL INTELLIGENCE



Loss of productivity

Low moral

Poor teamwork

Work related accidents

- are often the results of organizations inability to manage the emotions of its workforce



What if there were ways to harness emotions and use them to everyone's mutual advantage? There is, it is called  
**-EMOTIONAL INTELLIGENCE**



# What is Emotional Intelligence?

**Emotional Intelligence** is an ability to recognize the meanings of emotion and their relationships, and to reason and problem-solve on the basis of them. EI is involved in the capacity to perceive emotions, assimilate emotion-related feelings, understand the information of those emotions, and manage them.

As the pace of change increases, and our workplaces make greater demands on our cognitive, emotional, and physical resources, emotional intelligence will continue to emerge, not as something "nice" to have, but as an increasingly important set of "must-have" skills.

# Personal Benefits of Emotional Intelligence

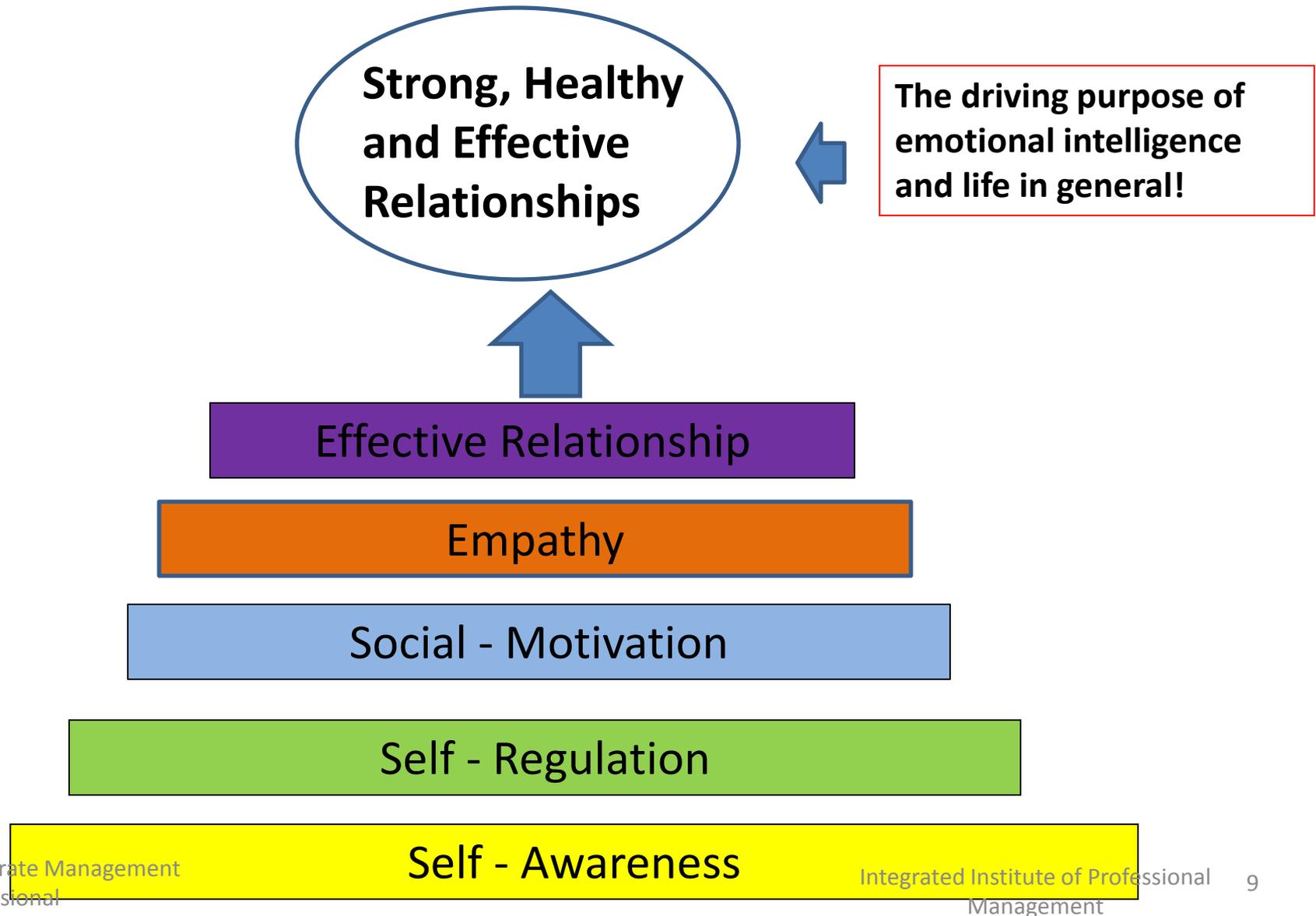
- Greater career success
- Stronger personal relationships
- Increased optimism and confidence
- Better health

# Professional Benefits of Emotional Intelligence

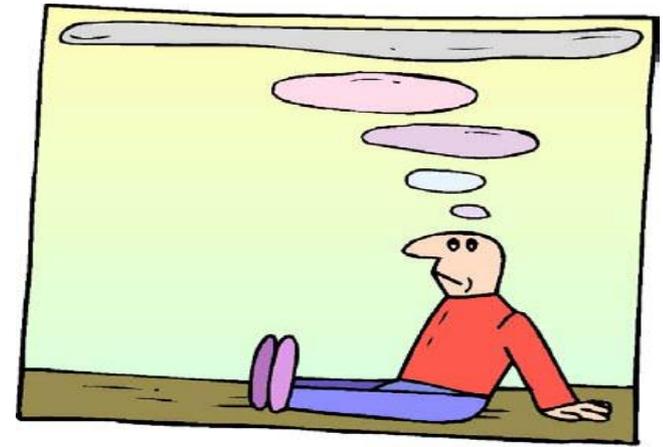
- Effective leadership skills
- Improved communication
- Less workplace conflict
- Better problem solving skills
- Increased likelihood of promotion



# EI- THE 5 CRUCIAL COMPETENCIES



# 1. Self Awareness



The more we know about ourselves, the better we are able to control and choose what kind of behaviours we will display in a work setting. Without self-awareness, our emotions can blind us and guide us to do things or to become people we really don't want to be.

## 2. Self Regulation



When we learn to manage our emotions well, we become masters of mood management. We are able to handle stress and communicate more constructively and consistently. As a result, we appear more level-headed and trustworthy to others.

# 3. Self Motivation



Employees who are highly self-motivated realize that every job has its less enjoyable elements, but they plow ahead. They accept change and are more flexible, have better attitudes, persist toward goals despite obstacles and setbacks

# 4 Empathy



Once we have become more honest and intentional with our emotions, it is time to look outward. Emotional intelligence is about tuning into our own feelings as well as the feelings of those around us: *learning to see things from another person's perspective so that we can relate to them better.*

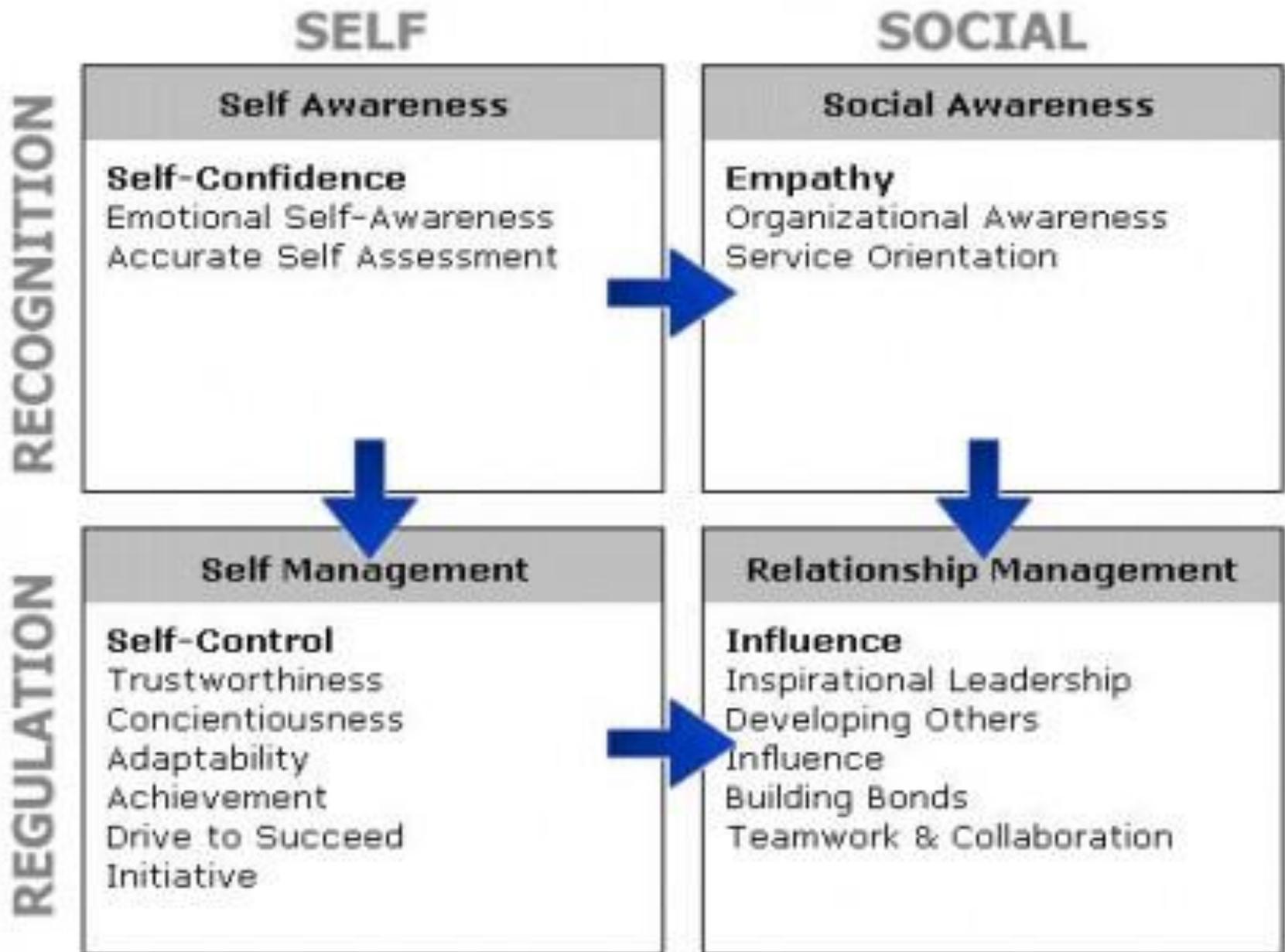
# 5. Effective Relationships

Mastering the abilities of **self-awareness**, **self-regulation**, **self-motivation** and **empathy** pave the way for attaining a greater skill in handling relationships. In order to be effective in our teams and organizations, we need to bring these skills together to become “socially intelligent.”

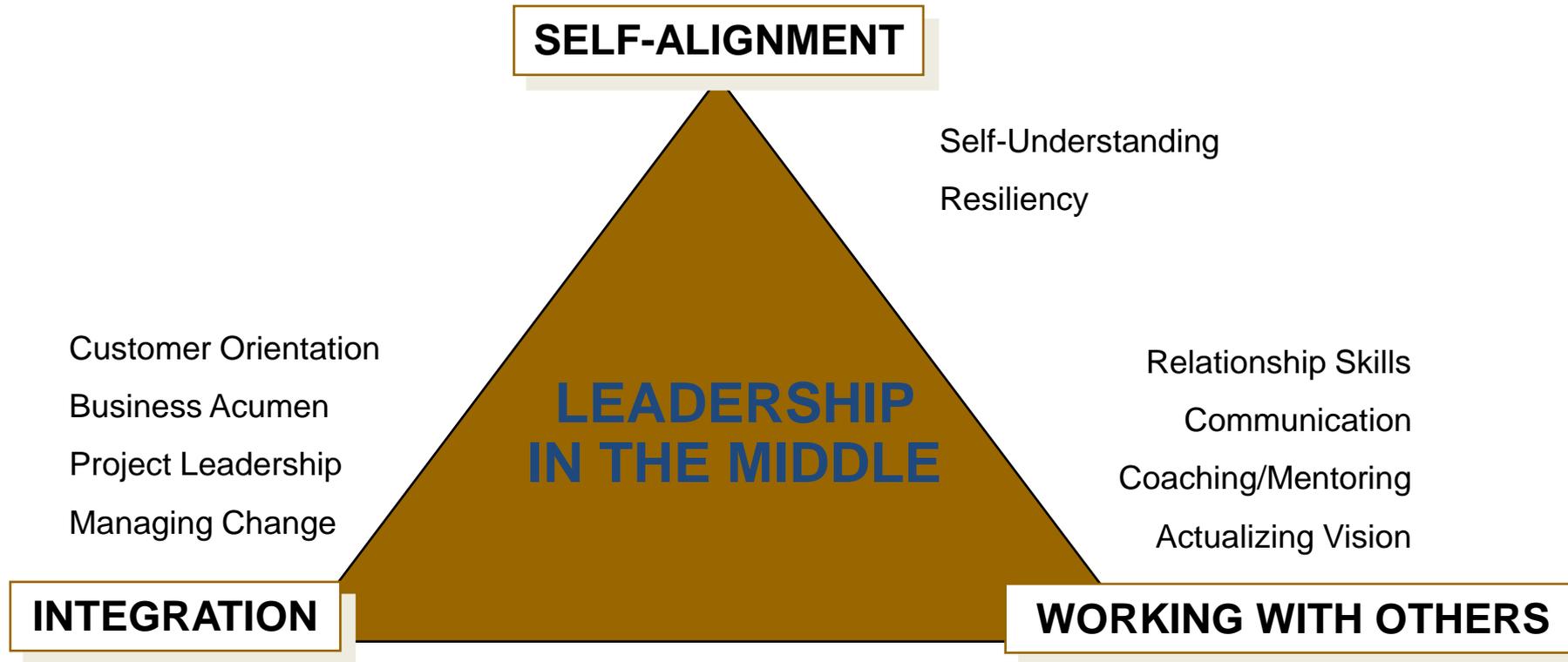


# Some Effects of Poor EI

- Withdrawal and social problems
- Anxiety and depression
- Attention or thinking problems
- Delinquency and aggression
- Fights, put downs and name calling at school/work
- Poor parent child relationship
- Poor teacher child relationship
- Poor therapist child relationship



# What is Leadership?



# OUTCOMES

A leader who is emotionally intelligent will



- Listen to and employ their emotions for better decision-making
- Be more intentional in their actions
- Create an environment where people want to work

# OUTCOMES cont'd



- Show they care and build trust by displaying sensitivity and concern
- Use their energy and enthusiasm to motivate others while tempering negative responses to distressing situations

# Simple & Powerful Tips

1. Take time every day to appreciate what is right in the world/your life
2. Increase your emotional word vocabulary
3. Talk to others using “I Message”
4. Be your own best friend
5. Listen with your heart
6. Talk back to yourself
7. Tune in to your body
8. Smile more

# QUOTATIONS



**Never speak out of anger,  
Never act out of fear,  
Never choose from impatience,  
But wait... and peace will appear.**

**–Guy Finley**



**Success is not final. Failure is not fatal. It is the courage to continue that makes the difference.**

**— Winston Churchill**

# Congratulations>>>

- Next>>>