

# **Emotional Intelligence**

# Objectives;

Define emotional intelligence.

Discuss the four attributes of emotional intelligence.

Explain the importance of emotional intelligence.

Explain the five key skills to improve emotional intelligence.

# What is emotional intelligence?

Emotional intelligence (EQ) is the ability to identify, use, understand, and manage emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges, and defuse conflict.

# Activity



- Read the traits of each sign and select the one that most accurately captures how you work with others on teams
- Stand at that point

# Activity



What are the strengths of your style? (3-4 adjectives)

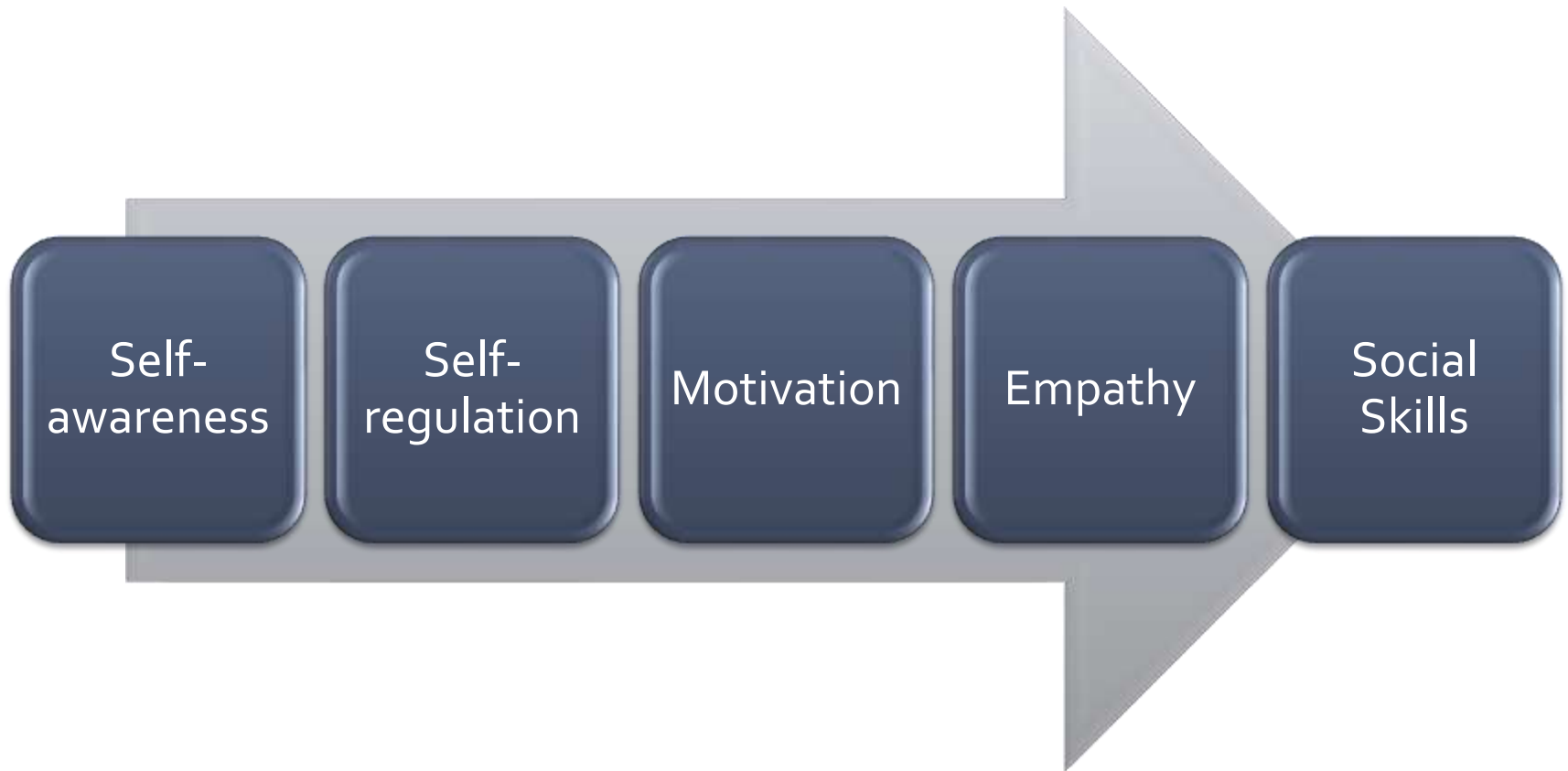
What are the limitations of your style? (3-4 adjectives)

What style do you find most difficult to work with and why?

What do people from other "directions" or styles need to know about you so you can work together effectively?

What's one thing you value about each of the other three styles?

# Four attributes for emotional intelligence



# Emotional intelligence affects;



Your  
performance  
at work



Your physical  
health

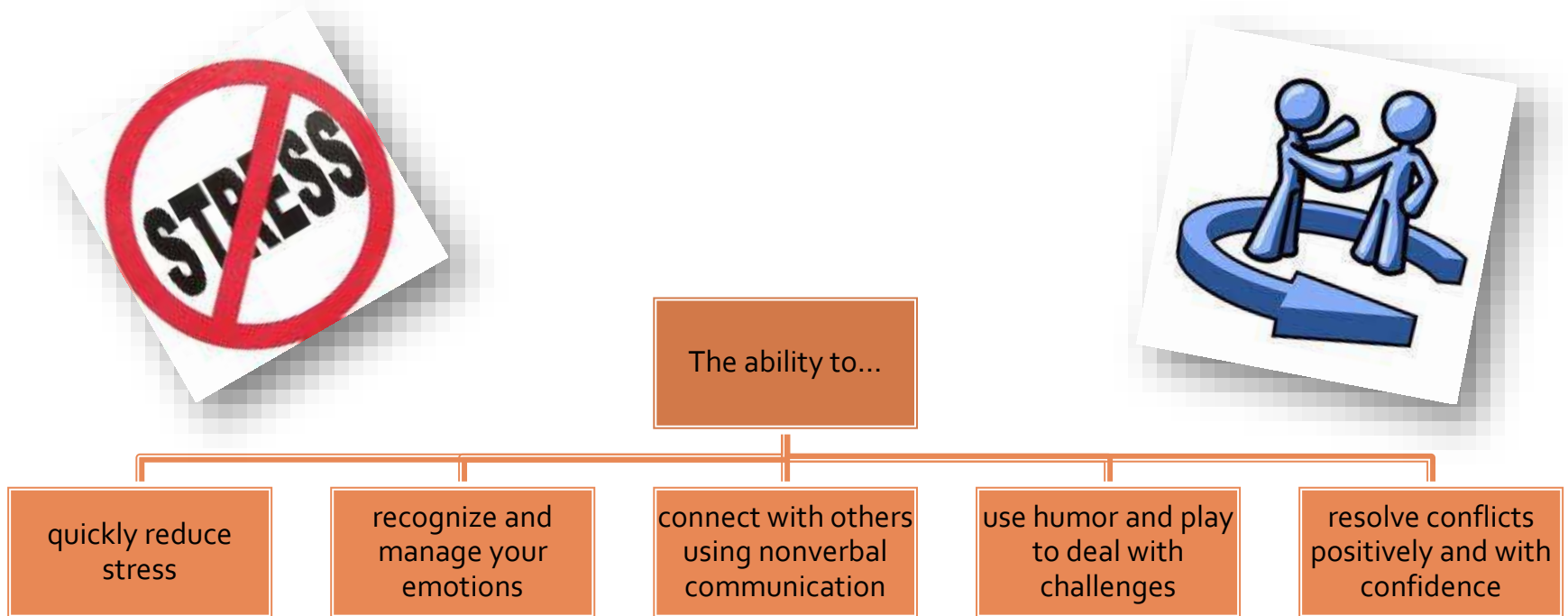


Your mental  
health



Your  
relationships

# Emotional intelligence (EQ) consists of five key skills

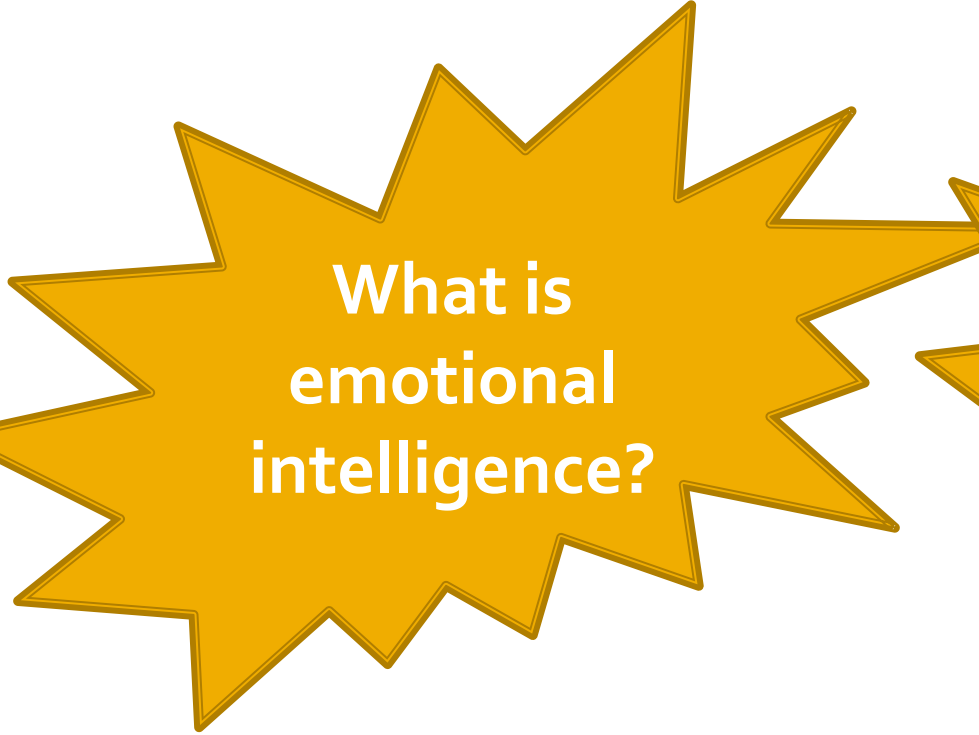




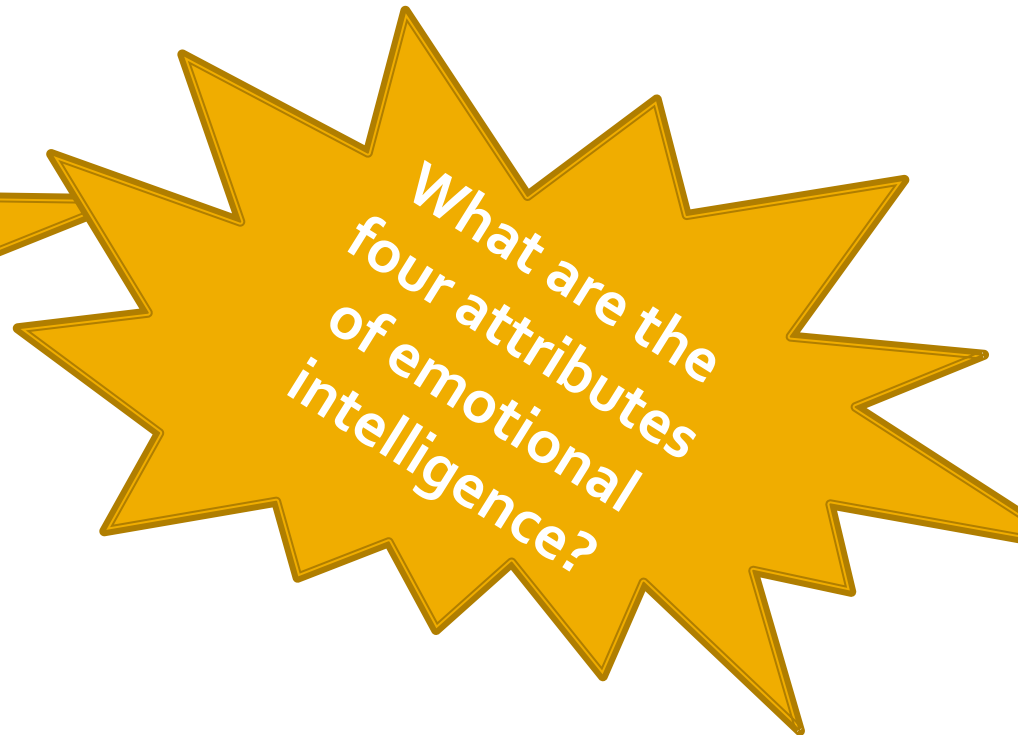
# GROUP ACTIVITY ANSWERS

| <b>The ability to quickly reduce stress</b>   | <b>The ability to recognize and manage your emotions</b>   | <b>The ability to connect with others using nonverbal communication</b>  | <b>The ability to use humor and play to deal with challenges</b>   | <b>The ability to resolve conflicts positively and with confidence</b>   |
|---|--|--|--|--|
| This might be by using breathing exercises, counting to 10, or walking away from the situation. | Being able to understand your emotions and have moment-to-moment awareness of your emotions is the best way to learn to control your emotions. | Accomplish this by focusing on the person, keeping eye contact, and observing the body language. It is also important to know that this body language occurs not only while you are talking, but as you are listening as well. | A good laugh can reduce our stress and lighten the mood and our emotions. Humor, laughter, and play are natural antidotes to life's difficulties; they lighten your burdens and help you keep things in perspective. A good hearty laugh also reduces stress, elevates mood, and brings your nervous system back into balance. | Remember to stay focused, pick your battles, forgive, and learn to end arguments you know are getting out of hand or ones you can't win. |

# Recap



What is  
emotional  
intelligence?



What are the  
four attributes  
of emotional  
intelligence?

## Questions?

