

Voiceover for Improving Emotional Intelligence training

Slide 1.1

Welcome to Improving Emotional Intelligence, a training based on the book Emotional Intelligence 2.0 by Travis Bradbury and Jean Greaves.

Slide 1.2

So, why is emotional intelligence important? Your emotional intelligence has a significant impact on your professional success. EQ accounts for 58% of performance in all types of jobs and it is the strongest driver of leadership and personal excellence. There is a direct link between high EQ and earnings. What is great about EQ, unlike IQ, is that EQ is a flexible skill that can be learned and improved over time, with practice.

Slide 1.3

The goal of this training is to help you improve your emotional intelligence, so that you can be a more successful leader in the workplace. By the end of this training you'll be able to:

- Define emotional intelligence, self-awareness, self-management, social awareness, and relationship management
- Self-assess your level of emotional intelligence
- Create an action plan to improve your emotional intelligence in the workplace

Slide 1.4

Emotional intelligence is defined as your ability to recognize and understand emotions in yourself and others, and your ability to use this awareness to manage your behavior and relationships. There are 4 key skill areas of emotional intelligence, which we will cover in detail in this training - self-awareness, self-management, social awareness, and relationship management

Slide 1.5

Before we dive into the 4 skill areas, let's take a moment to self-assess our current level of emotional intelligence. This 15 question self-evaluation is adapted from the website *mind tools*, and is a quick way to evaluate your emotional intelligence at a high level. There are many EQ assessment tools out there, and we encourage you to explore them to better understand your areas of opportunity. To complete this self-assessment, please evaluate each statement as you actually are, rather than as you think you should. Once you've finished the quiz, review your results and feedback, and keep them in mind as you proceed through the rest of the training. Click the "start quiz" button to begin.

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Now let's explore the 4 skill areas of emotional intelligence. Please complete each skill module and then take the final assessment to review your learnings

Slide 2.1 - Self-awareness

Let's start with Self-awareness. Self-awareness is a foundational skill, which makes it easier to use the other emotional intelligence skills. It involves understanding your tendencies and making sense of your emotions.

To understand your emotions, you need to spend time thinking about where they come from and why they are there. It is important to remember that emotions always serve a purpose and they always come from somewhere. Honest self-reflection is key to improving self-awareness.

When you are self-aware, you are more likely to pursue the right opportunities that align with your strengths, and to keep your emotions from holding you back.

83% of people high in self-awareness are top performers, while only 2% of bottom performers are high in self-awareness

Slide 2.2

We can define self-awareness as your ability to accurately perceive your own emotions in the moment and to understand your tendencies across situations. This involves:

- Noticing and staying on top of your typical reactions to specific events, challenges and people
- Pausing to reflect on why you are feeling an emotion
- And tolerating the discomfort of focusing on feeling that may be negative

Interestingly enough, just thinking about self-awareness can help you improve your self-awareness.

Now that we know what self-awareness is, let's read through a few workplace scenarios and gauge the level of self-awareness of some fictional coworkers.

Slide 2.6

So, beyond thinking about self-awareness--how can you improve this skill? Three techniques that you can practice are:

- not treating feelings as good or bad
- feeling your emotions physically
- and spotting your emotions externally

Click into each of these techniques to learn more.

Slide layer 2.6.1

It's human nature to separate emotions into good ones and bad ones. We feel bad about getting angry, or upset when sadness clings to us.

Passing judgement on whether our emotions are good or bad just heaps more emotions on top of the pile, and prevents the original feeling from running its course.

Next time you feel an emotion begin to build, take notice immediately. Refrain from labeling it as good or bad and remind yourself that the feeling is there to help you understand something important.

Slide layer 2.6.2

When you experience an emotion, electric signals set off in your brain and ignite physical sensations in your body. Your mind and body are tightly connected, so one way to understand your emotions as they are happening is to spot the physical changes that accompany them.

Try closing your eyes when you are alone, feel how fast or slow your heart is beating, notice the pace of your breathing and sense the tenseness in your arms, legs, neck and back. Think through one positive and one negative event from your life that generated strong emotions and revisit them in enough detail that you can feel your emotions stir. Note physical changes that accompany the feelings. In the beginning, just open your mind to noticing the sensations and practice correlating them to emotions. As you improve, you'll find that you're often physically aware of an emotion before you're mentally aware of it

Slide layer 2.6.3

If you're having trouble looking within to spot your emotional patterns and tendencies, try looking outside yourself at the movies, music, and books you identify with. When something resonates with you, take a moment to reflect on why. What do the lyrics reveal about how you feel? What thoughts and feelings of that fictional character parallel your own?

Take a closer look at these moments to better understand yourself. Sometimes you just can't find the words to say what you are feeling until you see it in front of you.

3.1 - Self-management

Self-management is dependent on your self-awareness, and involves managing your reactions to situations or people. It is more than just resisting explosive behavior; people with high self-management are able to manage their tendencies over time and to act positively in diverse situations.

The key to self-management is the ability to put your momentary needs on hold to pursue long term, important goals. It involves committing to goals, delaying gratification and seeing things through.

3.2

Self-management is defined as your ability to use your awareness of your emotions to stay flexible and direct your behavior positively. It involves:

- Controlling your emotional reactions to situations and people
- Tolerating uncertainty and adapting your behavior to follow the best course of action
- Putting your momentary needs on hold to achieve a larger goal
- And maintaining a positive outlook regardless of stressors or difficult situations

Now that we understand self-management a bit better, let's read through a few workplace scenarios and gauge the level of self-management of some fictional coworkers

3.6

Three techniques that you can play around with to improve your self-management are:

- Sleeping on it, or counting to 10
- Creating an emotions vs. reason list
- And making your goals public

Slide layer 3.6.1

When you feel yourself getting angry or frustrated, pause and take a deep breath, saying “one” to yourself as you exhale. Keep breathing and counting until you get to 10. This will relax you and stop you from taking rash action long enough to develop a more clear, rational perspective of the situation. Want to be more subtle? Bring a drink to meetings and whenever you feel you may blurt out an emotionally charged statement, take a drink to give yourself time to calm down and craft something more constructive to say.

Sometimes you'll need more than a breather or a sip of water to deal with uncomfortable situations. Try “sleeping on it” and give yourself more time to self-manage with more clarity and perspective.

Slide layer 3.6.2

When you feel your emotions tugging you one way and your rational mind tugging the other, make a list that distinguishes two sides so that you can clear your mind and account for your emotions without letting them take control.

The next time you find yourself in a stressful situation, get in touch with your emotions by putting them on paper. Draw a line down the middle of a page to make 2 columns—in the first column write what your emotions are telling you to do, in the second write what your reason is telling you to do. Where are your emotions clouding your judgement, and where is your reason ignoring important emotional cues? The list will make it easier to see whether you should allow the emotional or rational sides of your thinking to influence your decision.

Slide layer 3.6.3

Much of self-management comes down to motivation, and using the expectations of others is a powerful way to get going. Making your goals public to friends, family or coworkers is a powerful motivator because their awareness creates a sense of accountability.

Share your goals with someone who you know will pay attention, and ask them to monitor your progress and hold you accountable. You could even give them the power of reward or punishment.

4.1 - Social awareness

Social awareness is a foundational skill for social competence. It often means understanding what other people are thinking and feeling, even if you do not feel the same way.

It is easy to get caught up in your own emotions, but in order to accurately absorb information from those around you, you need to consider the perspectives of others. Listening, observing and empathizing are key to high social awareness.

4.2

Social awareness can be defined as your ability to accurately pick up on emotions in other people and understand what is really going on with them. This involves:

- Empathizing with different perspectives, thoughts and feelings outside of your own
- Listening well and observing what's going on around you
- And reading a group's emotional currents to identify organizational dynamic

Now, let's read through a few workplace scenarios and gauge the level of self-awareness of some fictional coworkers

4.6

Three techniques to improve social awareness are:

- Greet people by name
- Be present
- And practice the art of listening

Slide layer 4.6.1

Greeting by name is a personal and meaningful way to engage someone, that comes across as warm and inviting.

Trouble remembering names? After being introduced, reply with "Hello, [and then their name]" to help cement it to memory. Try to use their name twice in your initial conversations,

Make it a goal to remember people's names and to use them in greeting—this will make others feel more of a connection to you and will help increase your awareness of those around you at a more personal level.

Slide layer 4.6.2

As adults we are constantly worrying about the past and stressing about the future, which makes it impossible to focus on the present. Social awareness requires that you live in the moment, so you can notice what's happening with others right now.

Make being in the present moment a habit; if you are at the gym, be at the gym. If you are in a meeting, be at the meeting. When you feel yourself being somewhere else mentally, consciously snap back to the present.

Slide layer 4.6.3

Listening is a skill that is losing ground in society today, as our focus is challenged and we're stretched in different directions.

When someone speaks--Make sure to listen to the words, tone, speed and volume of the voice. What is not being said? Are there hidden messages below the surface?

Practice by stopping everything you are doing when someone is talking--don't multitask, look directly at the person, and turn off background noise. Do this at home and at work.

5.1

The fourth and final skill involved in emotional intelligence is relationship management

Relationship management often relies on the first three emotional intelligence skills: self-awareness, self-management, and social awareness. It involves managing social interactions successfully by using your awareness of your emotions and others' emotions.

People with high relationship management skills are clear communicators, strong conflict managers, network builders, and influencers. They understand the importance of building relationships, even with people who they don't see eye to eye with. They make the most out of every interaction that they have with other people, and use their skills to build teams, coach and mentor, and lead by inspiration.

5.2

Relationship management is defined as your ability to use your awareness of your emotions and those of others to manage interactions successfully. There are many different competencies within relationship management that you can work to improve:

- Influencing others, involves using the connections you have with many different people to work towards a goal or a decision
- Conflict management means being able to initiate direct, constructive conversations in challenging situations
- Giving feedback and support to teammates or direct reports can foster long-term development of others
- Inspiring others and guiding them towards a common vision
- And lastly teamwork, or working with others towards a goal while sharing the responsibility and the reward

Now, let's read through three workplace scenarios and gauge the level of relationship management of some fictional coworkers

5.6

3 tips for improving your relationship management skills are:

- Explaining your decisions
- being open and curious

- and only getting mad on purpose

Slide layer 5.6.1

To support an idea, we need to understand why the decision was made. Instead of making a change and expecting others to accept it, take time to explain the why behind it, including alternatives. If you can, ask for ideas and input ahead of time. Put yourself in others' shoes and make sure to acknowledge how the change will affect others.

Transparency and openness make people feel like they are trusted, respected and connected to their organization.

Plan ahead for decisions: work backwards to list who will be affected, to write up the why and how each decision will be made, and to set aside time to communicate upcoming changes to those impacted.

Slide layer 5.6.2

Be open by sharing information about yourself with others. When people know about you, there's less room for them to misinterpret you.

Be curious by showing interest in the other person and making an effort to learn about them. Make sure your tone is inquisitive, not judgmental. You will learn information that will help you manage the relationship, and the other person will appreciate the interest shown in him or her.

Slide layer 5.6.3

This requires reflection and a great sense of self-awareness to work. Anger is an emotion that exists for a reason; if you manage it properly and use it purposefully, you can get results that enhance your relationships. Expressing anger in appropriate ways communicates your strong feeling and reminds people of the gravity of a situation. Expressing anger too much or at the wrong time desensitizes people to what you are feeling, making it hard for others to take you seriously.

Use your self-awareness to think about and define your degrees of anger—from what annoys you to what sends you off the deep end. Write down examples and reflect on when it would be appropriate to show a level of anger. Make sure you fully understand and can manage your anger before bringing it out and trying to use it with a purpose.

6.1 - Final slide

Congrats. You've completed the training. Now it's time to reflect on your initial self-assessment score and feedback, and to decide which techniques you need to practice. Create your action plan and take a screenshot or print it out for yourself. Remember that your emotional intelligence can always be improved and practice makes perfect.