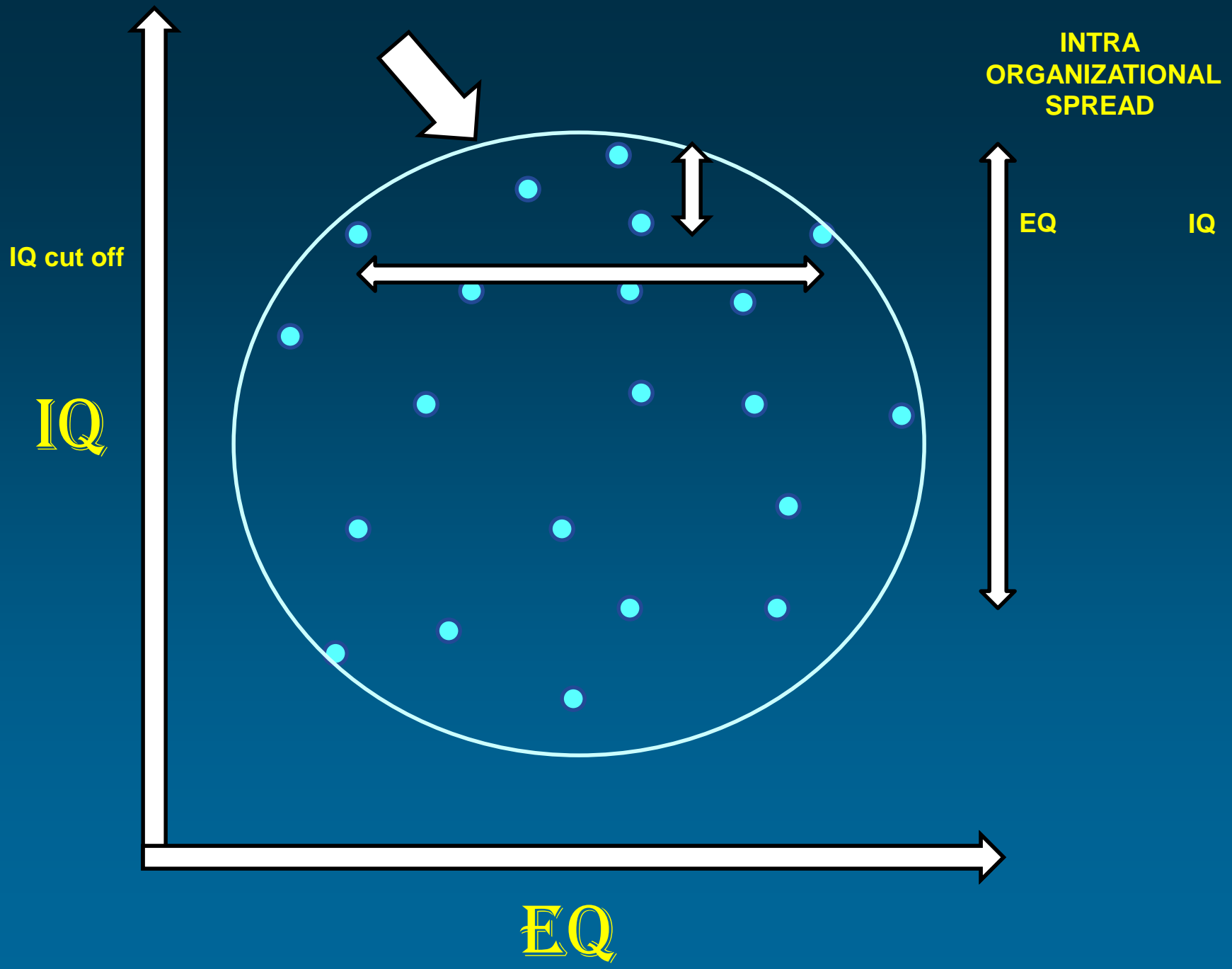


Emotional Intelligence



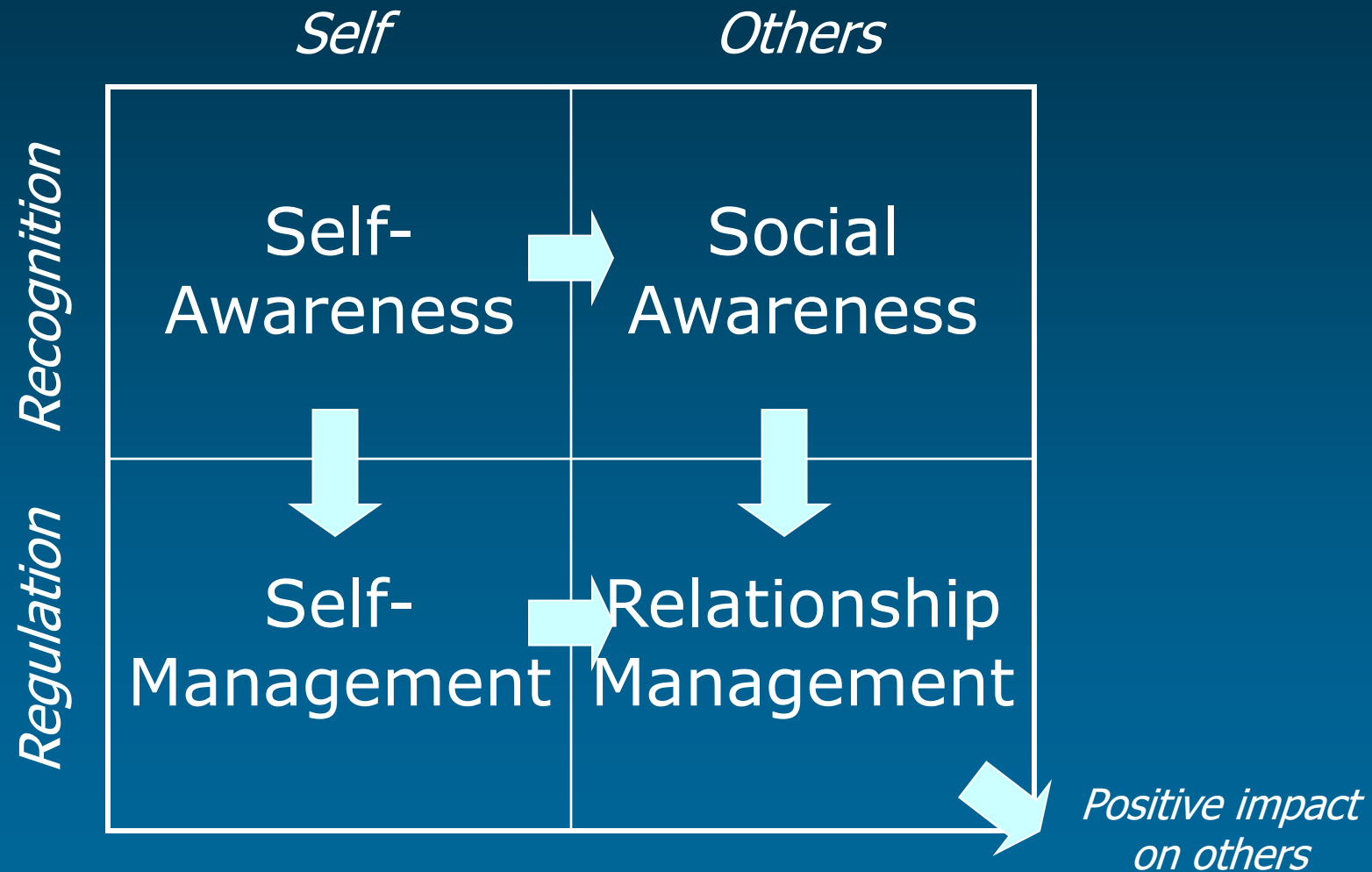
Emotional Intelligence Defined

...refers to a person's abilities to perceive, identify, understand, and successfully manage emotions in oneself and others...

The ability to think and reason about emotions...

Emotional Intelligence

The Conceptual Model



Emotional Intelligence Competencies Framework

Self-Awareness <ul style="list-style-type: none">• Emotional self-awareness• Accurate self-assessment• Self-confidence	Social Awareness <ul style="list-style-type: none">• Empathy• Organizational awareness• Service orientation
Self-Management <ul style="list-style-type: none">• Emotional self-control• Trustworthiness• Conscientiousness• Adaptability• Achievement-orientation• Initiative• Optimism	Relationship Management <ul style="list-style-type: none">• Developing others• Influence• Inspirational leadership• Communication• Conflict management• Change catalyst• Bond building• Teamwork and collaboration

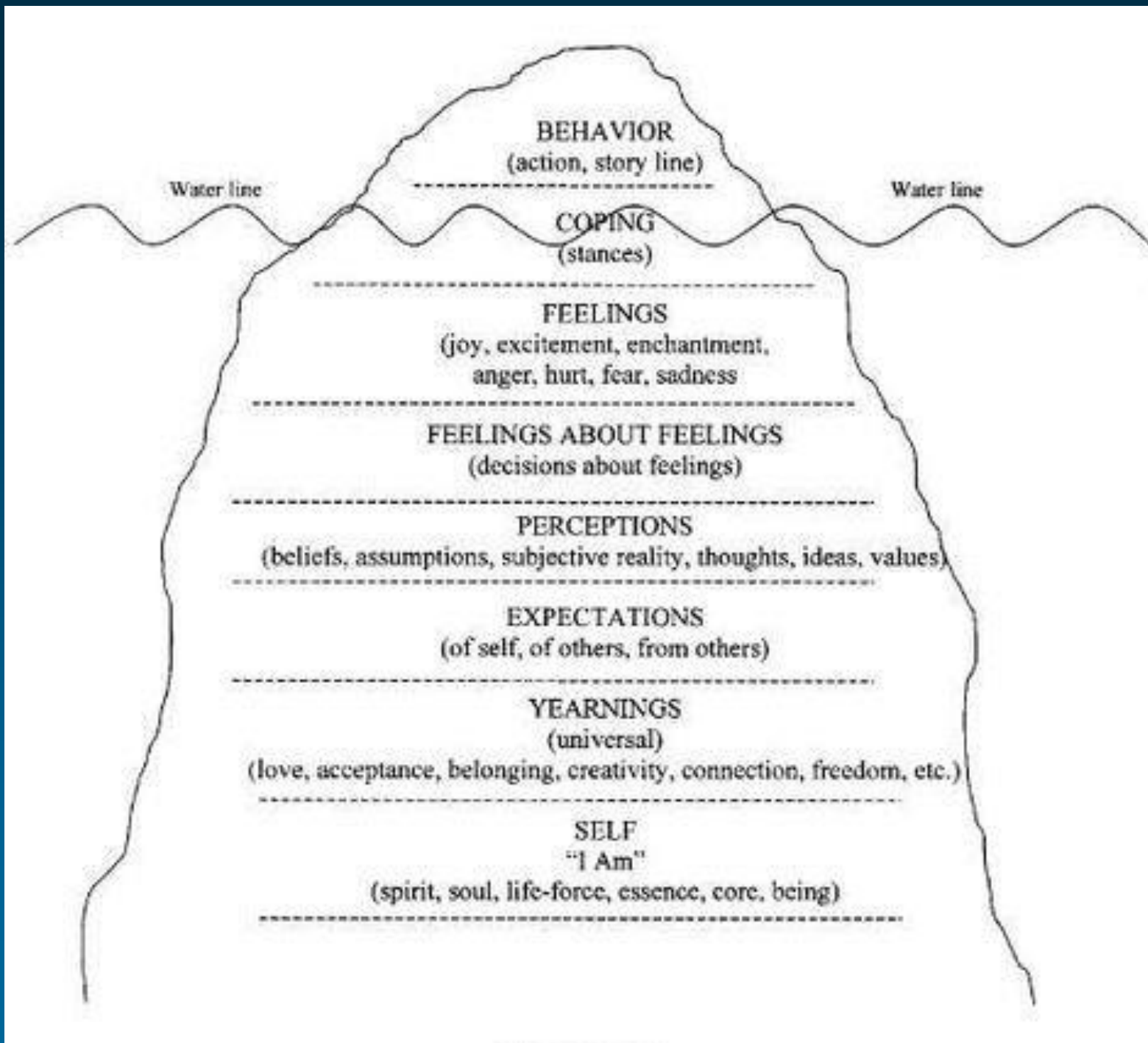
Self Awareness

“The” Core of EI

Self-awareness competencies

- Emotional self-awareness

*Where we lack awareness,
we allow the unconscious patterns to control
our destiny!*



Self Management

Self-Management

- the ability to control disruptive, unproductive, or harmful emotions and desires.
- ...never too late to manage one's emotions

Self-management competencies

- Emotional Self-Control
- Trustworthiness
- Conscientiousness
(managing and honoring responsibilities)
- Adaptability
(ability to adjust to changing situations & overcome obstacles)
- Achievement-orientation
(high internal standards)
- Initiative
(seizing opportunities)
- Optimism

Viveka

Social Awareness

Awareness of others' emotions

“I think about how others might feel before I give my opinion.”

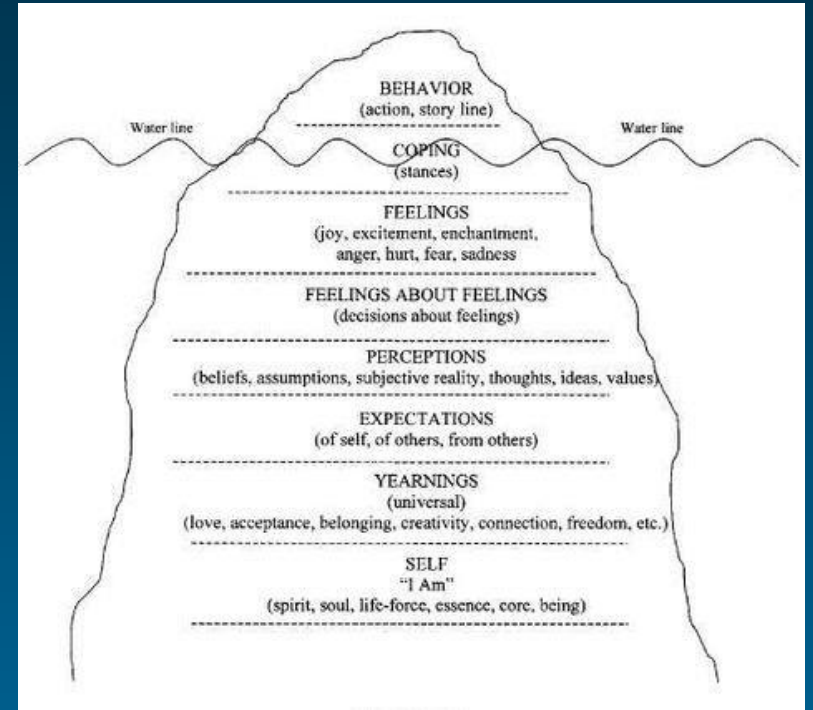
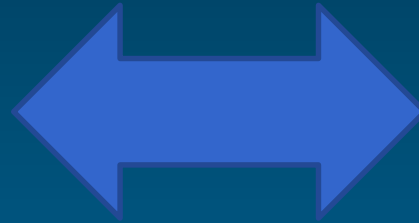
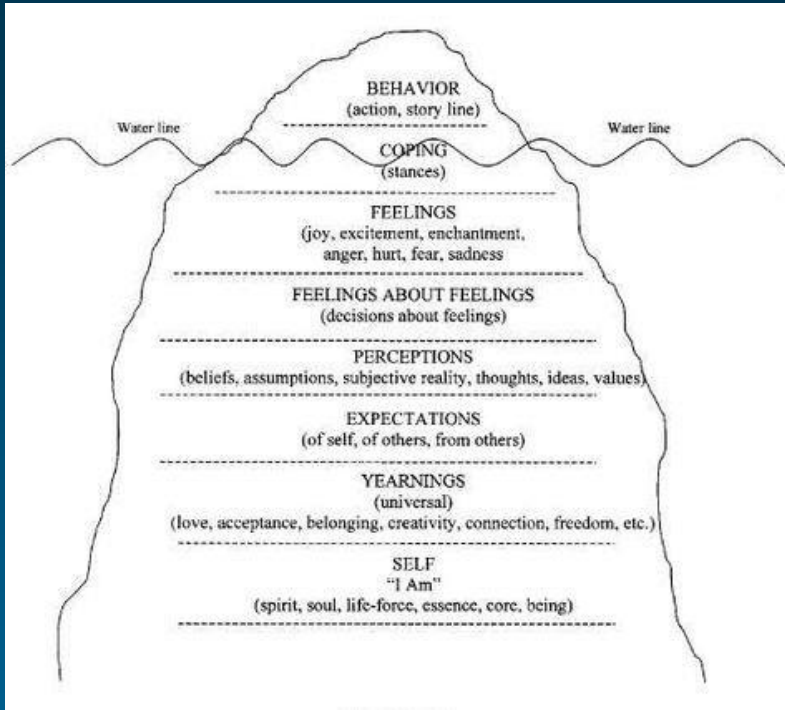
“I can sense someone's feelings even when it is unspoken.”

“I can get new people I meet to talk about themselves.”

“I am good at ‘reading between the lines’ when someone is talking.”

Social Awareness

- Primarily, an ability to understand others... EMPATHY!



Relationship Management

Relationship Management

- An ability to connect with others and build positive relationships
- Treating others with compassion, sensitivity, and kindness

Relationship management competencies

- Developing others
- Influence
- Inspirational leadership
- Communication
- Conflict management
- Change catalyst
- Bond building
- Teamwork and collaboration

Neo-Cortex Emotions

Compassion, Flow, Humility,
Gratitude, Altruism, Honesty,
Forgiveness, Patience in spite
provocation, Thoughtful Tolerance