



EMOTIONAL INTELLIGENCE

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4 DOMAINS OF EMOTIONAL INTELLIGENCE:

Self-Awareness

Self-Management

Social Awareness

Relationship Management





WHAT IS EMOTIONAL INTELLIGENCE?

The ability to be aware of, control, and express one's emotions, and the ability to interpret, understand and respond to the emotions of others.

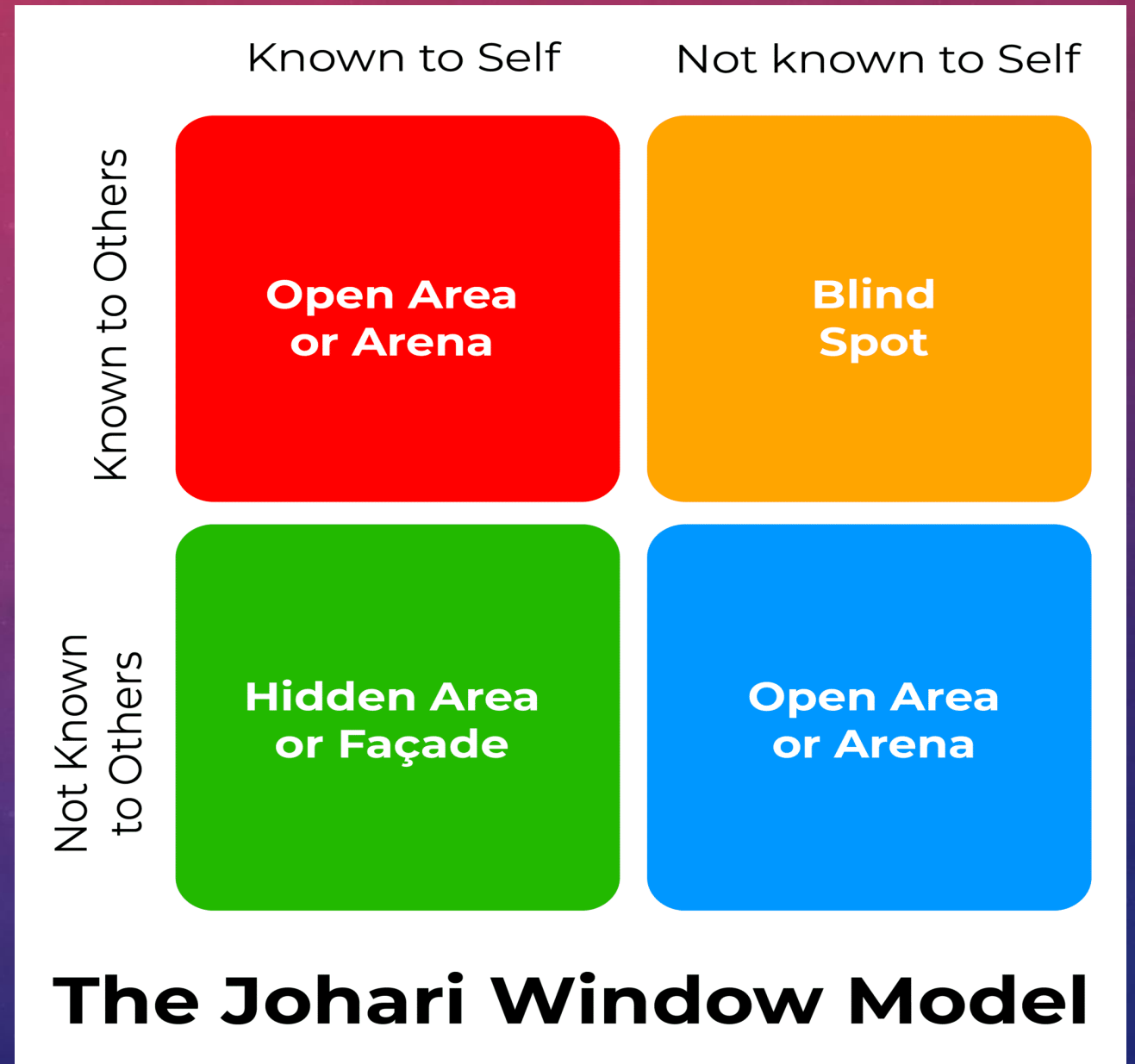
SELF-AWARENESS

EXPANDING PERCEPTIONS:

- The more you are able to see yourself as others see you, and the more you let others know how you see them, the more you'll be able to create a working environment conducive to improving relationships and teamwork

JOHARI WINDOW

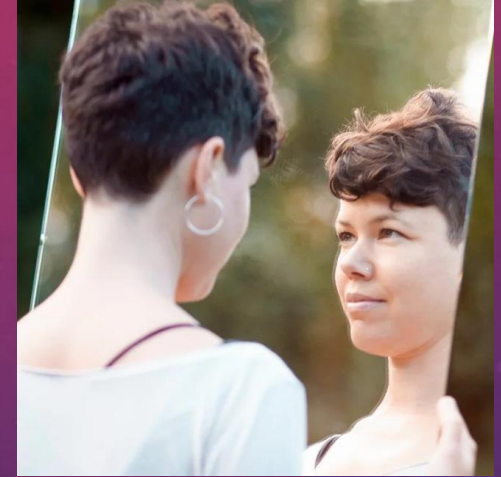
- Open: Things I know about myself, and things others know about me
- Blind: Things I don't know about myself, but things others know about me
- Façade (or hidden): Things I know about myself, but others don't know about me
- Open Area: Things I don't know about myself, and things others don't know about me



SELF AWARENESS:

CONSCIOUS KNOWLEDGE
OF ONE'S OWN
CHARACTER, FEELINGS,
MOTIVES AND DESIRES

- Realistic and honest self-assessment
- Constantly seeks feedback

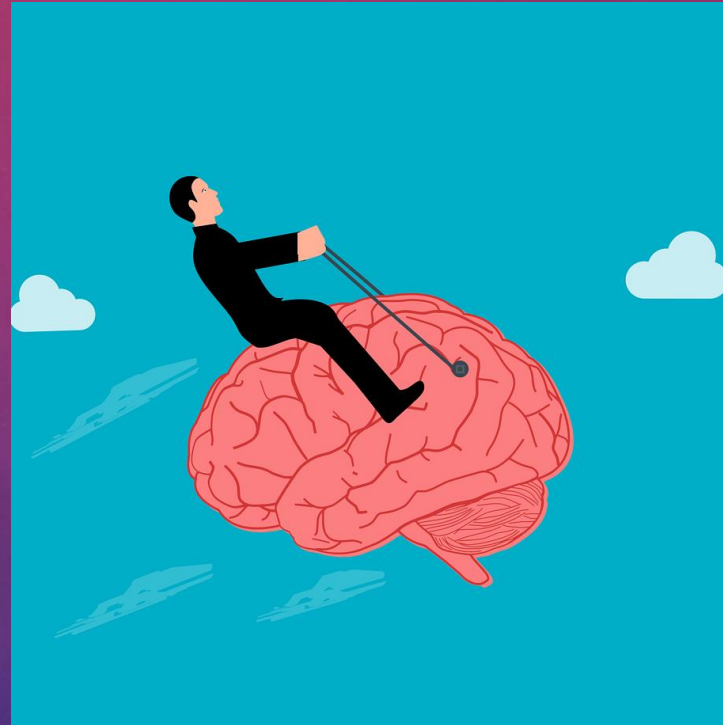


SELF- MANAGEMENT

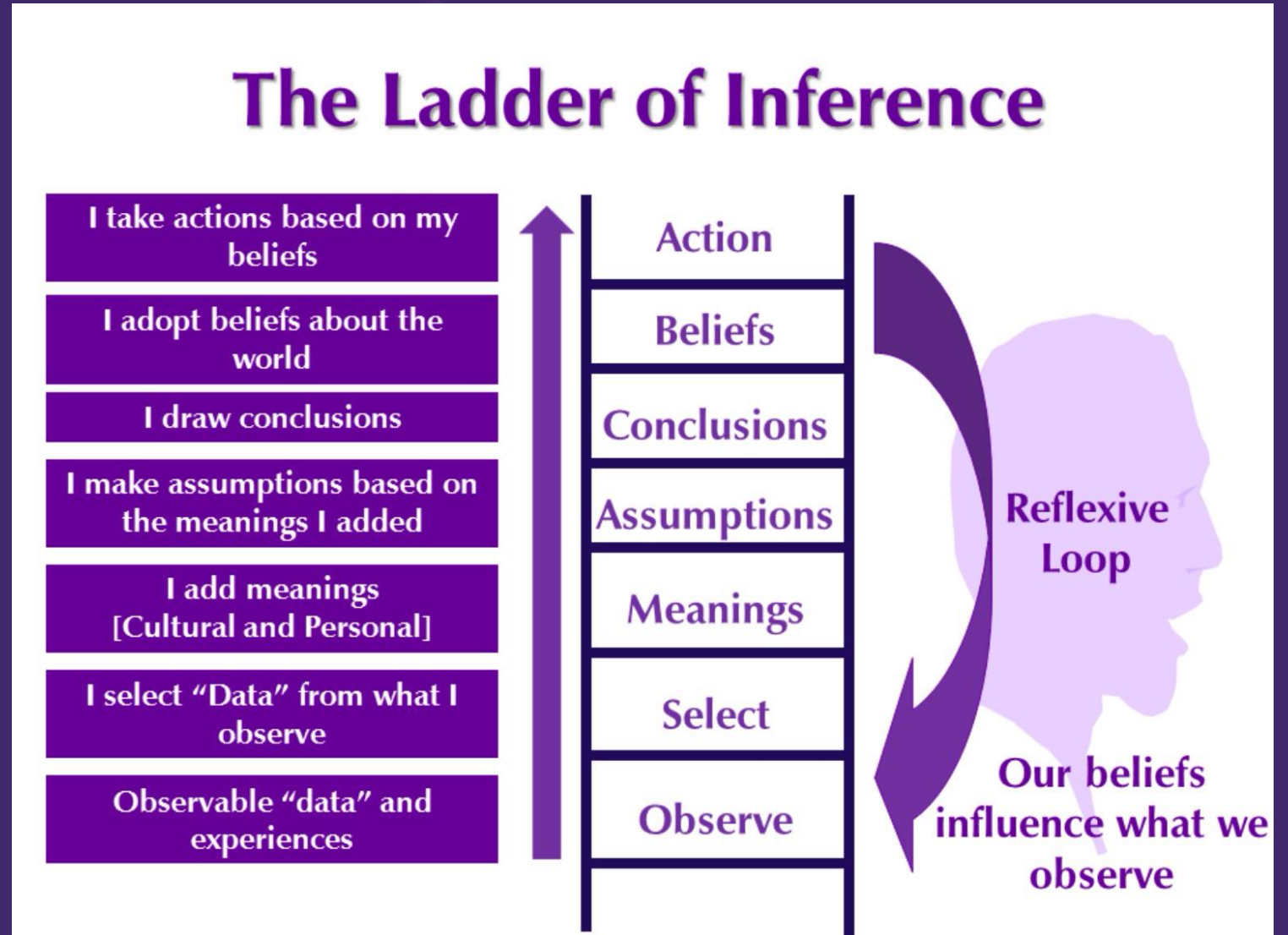
SELF- MANAGEMENT:

THE ABILITY TO RECOGNIZE AND REGULATE YOUR MOODS, EMOTIONS, THOUGHTS AND BEHAVIORS, AND HOW THEY EFFECT OTHERS

- Self-control
- Trustworthiness
- Conscientiousness
- Adaptability



THE LADDER OF INFERENCE: YOUR OWN WORST ENEMY

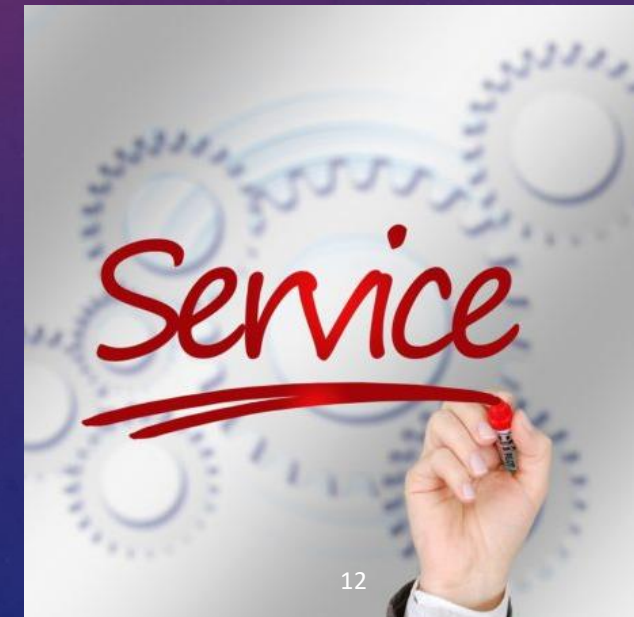
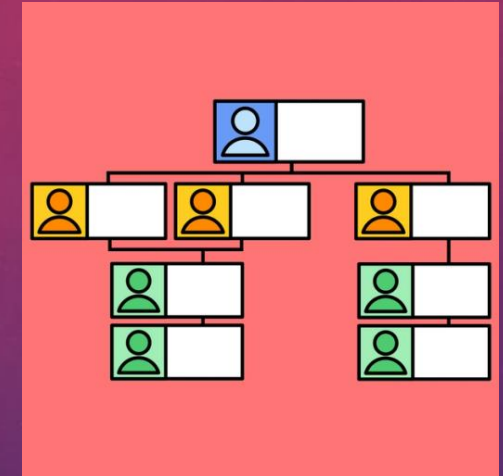


SOCIAL AWARENESS

SOCIAL AWARENESS:

THE ABILITY TO SENSE OTHERS' NEEDS, PRIORITIES AND PREFERENCES, AND TREAT THEM ACCORDINGLY

- Empathy
- Organizational awareness
- Service orientation



THE 4 BEHAVIORAL STYLES:

Controller

Stabilizer

Analyzer

Persuader

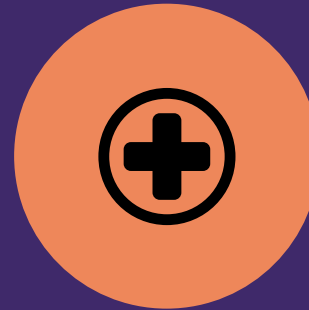
CONTROLLER



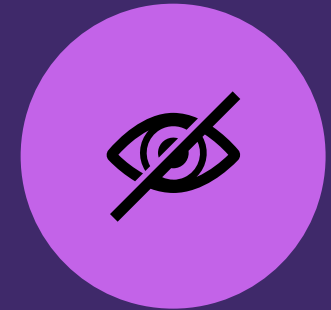
MAJOR FOCUS:
RESULTS



DRIVING NEED: TO
BE IN CONTROL



TAKE TIME TO:
BUILD/HAVE TRUST



BLIND SPOT:
LISTENING

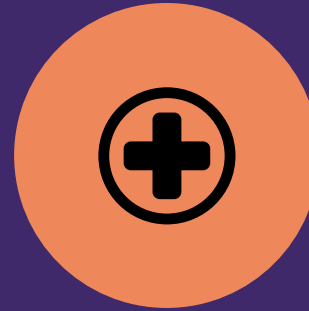
STABILIZER



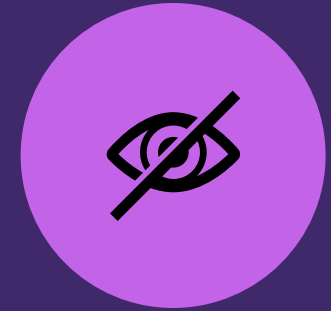
MAJOR FOCUS:
RELATIONSHIPS



DRIVING NEED:
STABILIZATION AND
CONSISTENCY



TAKE TIME TO:
UNDERSTAND LONG
TERM GOALS



BLIND SPOT: ACTING
TOO QUICKLY

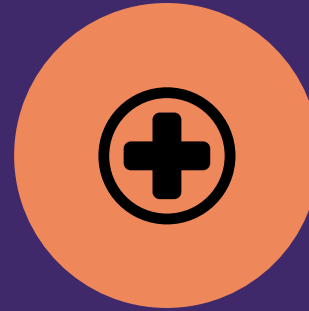
ANALYZER



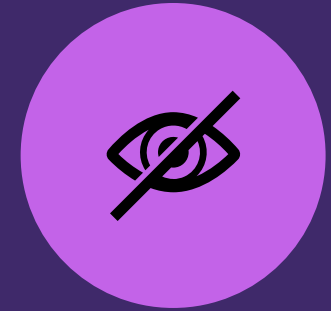
MAJOR FOCUS:
QUALITY, ACCURACY
AND PERFECTION



DRIVING NEED: TO
GET IT RIGHT



TAKE TIME TO: FOCUS
ON THE HUMANITY OF
THEIR COLLEAGUES



BLIND SPOT:
DECLARING A
POSITION

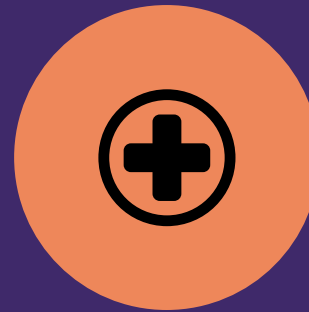
PERSUADER



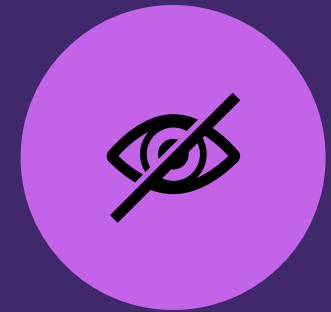
MAJOR FOCUS:
PEOPLE



DRIVING NEED: TO BE
LIKED



TAKE TIME TO: ALLOW
PEOPLE TO GET TO
KNOW THEM; BE
AUTHENTIC



BLIND SPOT:
FOLLOWING SYSTEMS

RELATIONSHIP MANAGEMENT

RELATIONSHIP MANAGEMENT:

TAKING ACTIONS THAT BUILD
TRUST, GAIN COMMITMENT AND
INSPIRE HIGH PERFORMANCE

- Effective communication
- Conflict management
- Building bonds
- Teamwork and collaboration



CONNECTING WITH COLLEAGUES

CONNECTION

Become a socialite



Practice makes perfect. Spend more time with people, ask them about themselves, and **listen twice as much as you speak.**



EMPATHY



NEW PERSPECTIVES

Switch on your growth mindset



Emotions aside, **what can I learn** from an **alternate perspective?**

*To know
thyself is the
beginning of
wisdom.*

~ Socrates



Examples of Low Emotional Intelligence

- Lack of self awareness-Someone who is argumentative and always has an opinion, which they believe is always right; says inappropriate things at inappropriate times
- Low self regulation-prone to unexpected outbursts of emotions because they can't control and process their feelings
- Lack of empathy-can't figure out appropriate behavior and comes across as insensitive, and becomes defensive when called out

Assessing and Growing Your Emotional Intelligence

- Are you usually aware of your feelings and why you are feeling that way?
- Are you aware of your strengths *and* your blind spots?
- Do you recognize when your actions affect others?
- Can you adapt smoothly to change?
- Are you able to detect the feelings of those around you and understand their perspective?
- Are you able to listen without jumping to judgement?
- Can you freely admit to making a mistake and receiving feedback?



QUESTIONS?