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

Switch on your growth mindset

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

NEW PERSPECTIVES
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?