



# Emotional Intelligence or EQ

How to improve your EQ during these challenging times

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# Learning Outcomes

**01** **Understanding EQ**  
Understand EQ and its equation to success

**02** **Self-awareness**  
Increase one's self-awareness

**03** **Social expertise**  
Learn how to achieve a higher level of social expertise

**04** **Empathy**  
Connect the development of empathy with advocacy



# Understanding EQ

Understand EQ and its equation to success





Emotional Intelligence describes an ability to monitor your own emotions as well as the emotions of others, to distinguish between and label different emotions correctly, and to use emotional information to guide your thinking and behavior and influence that of others (Goleman, 1995; Mayer & Salovey, 1990).



# Emotional Intelligence

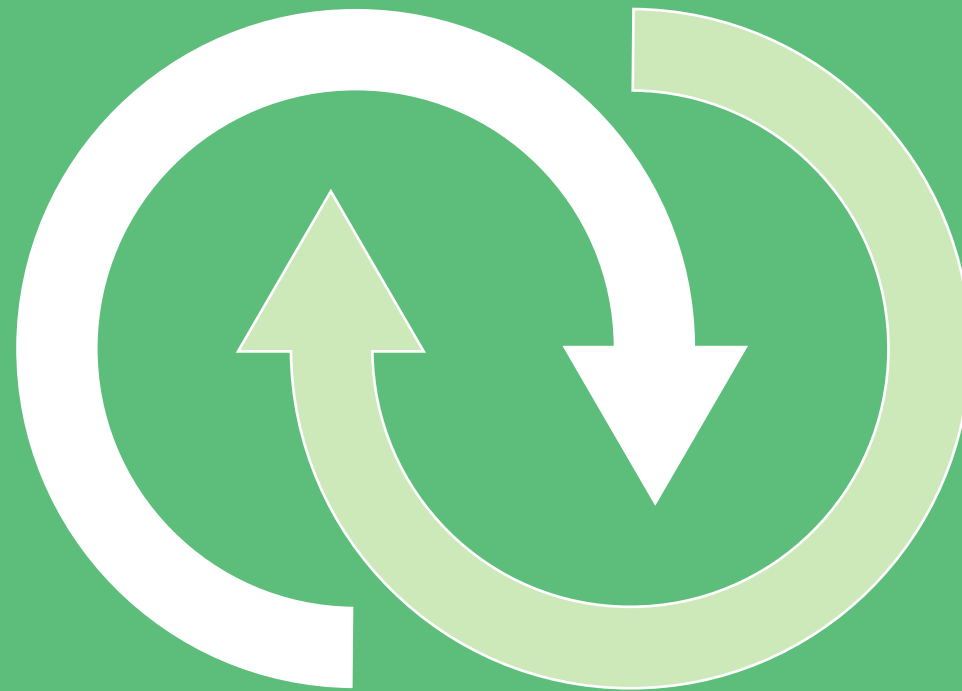


# Do you have a choice?

How you act out?

## CHOICE

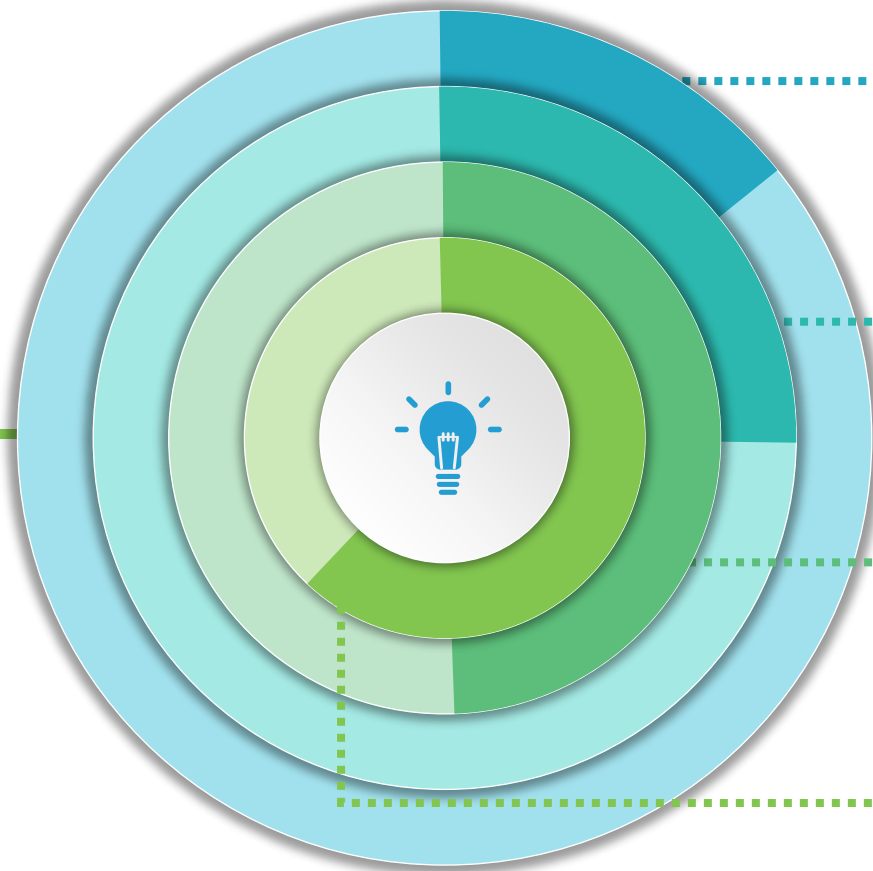
We do not choose our characteristics, but we do choose our characters



## CHOICE

We do not choose many of the events of our lives, but we do choose how we react to them..

# EQ is important



Emotional Intelligence (EQ) is the ability to understand your own emotions and the emotions of those around you..



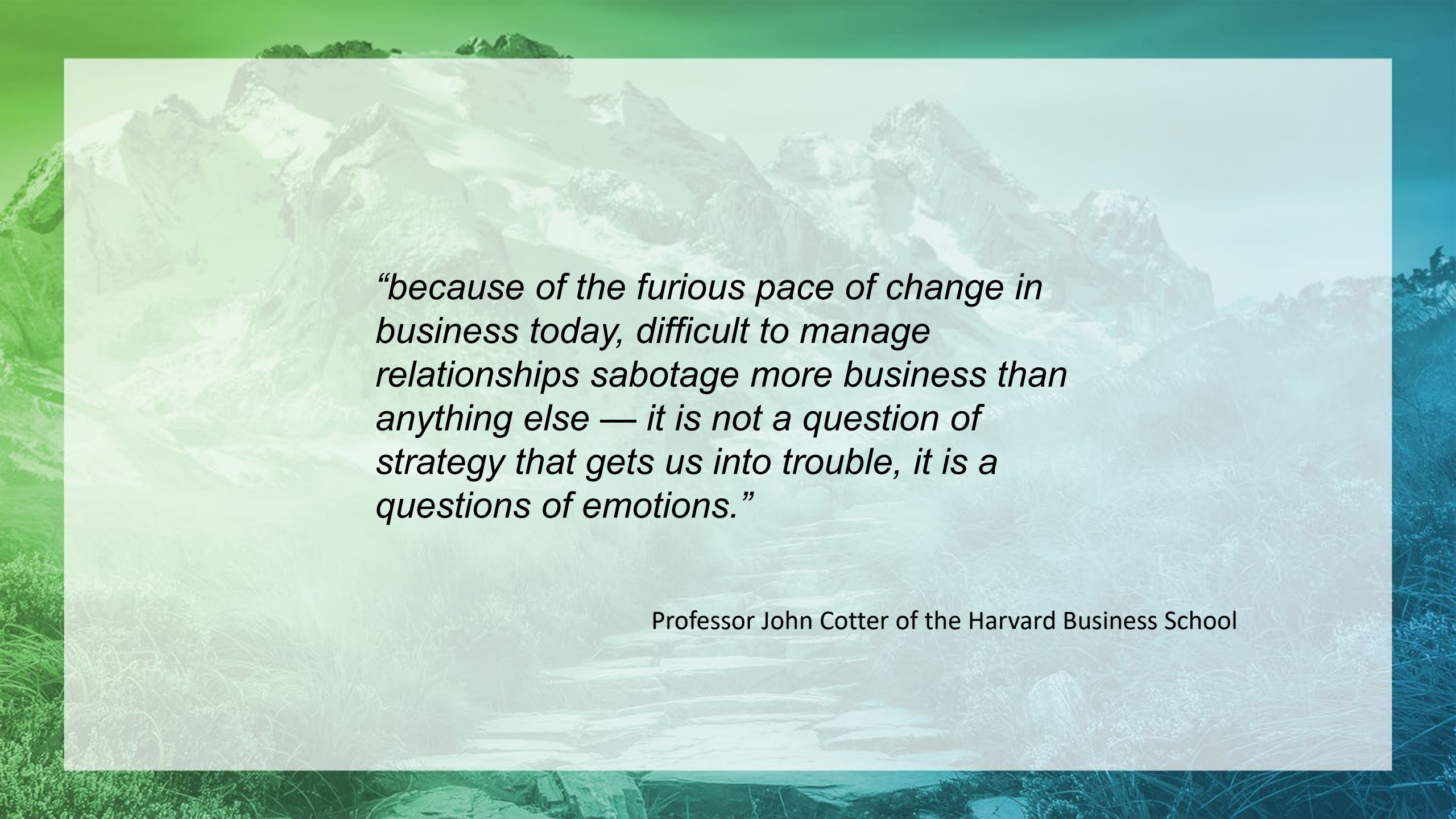
Emotional Intelligence is a relatively recent behavioral model, rising to prominence with Daniel Goleman's 1995 Book called Emotional Intelligence.



The concept of Emotional Intelligence, developed by Daniel Goleman, means you have a self-awareness that enables you to recognize feelings and helps you manage your emotions and, therefore, manage others more effectively



It involves motivation and being able to focus on a goal rather than demanding instant gratification. A person with a high emotional intelligence is also capable of understanding the feelings of others.



*“because of the furious pace of change in business today, difficult to manage relationships sabotage more business than anything else — it is not a question of strategy that gets us into trouble, it is a questions of emotions.”*

Professor John Cotter of the Harvard Business School



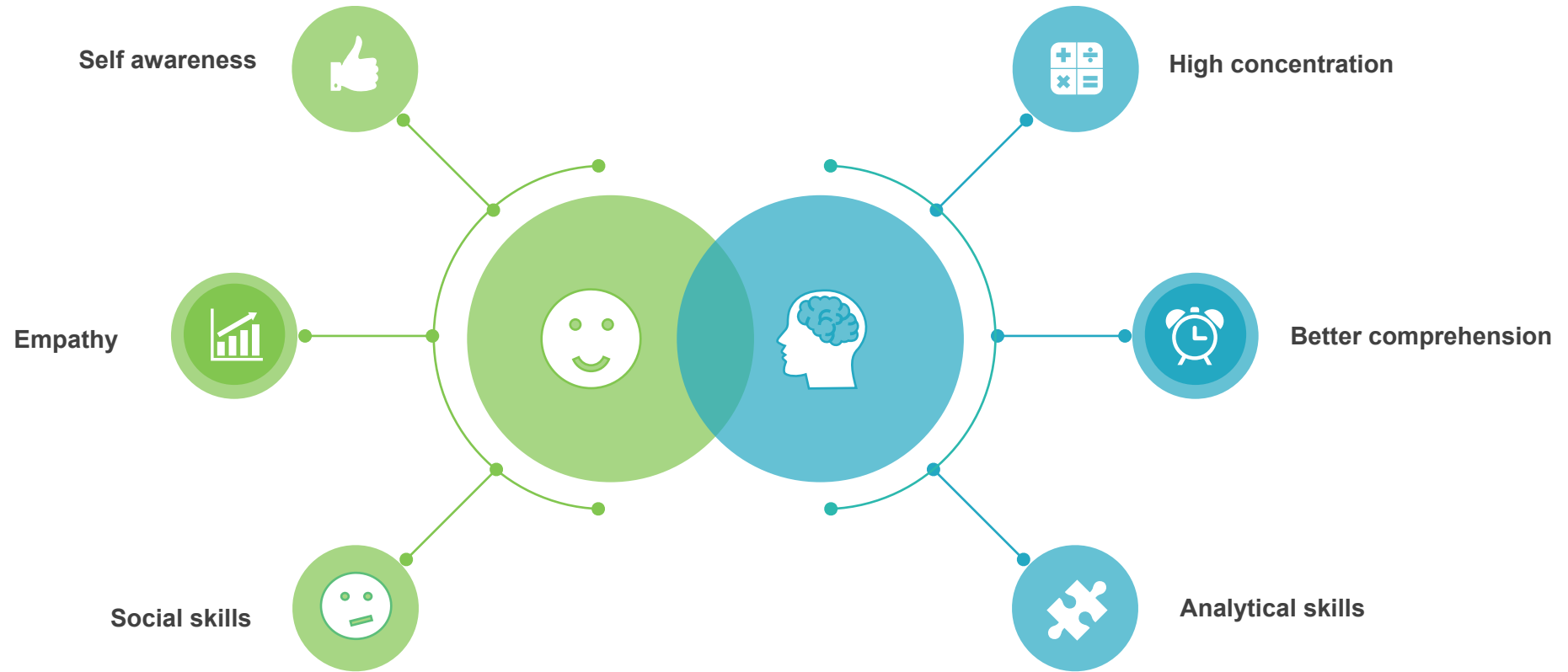


# Emotional Intelligence: Domains and Competencies





# EQ vs. IQ



# EQ embraces two aspects of intelligence

**Yourself**



**Understanding Yourself**

your goals, intentions, responses and behavior.

**Others**



**Understanding Others**

Understanding others and their feelings

# The Framework

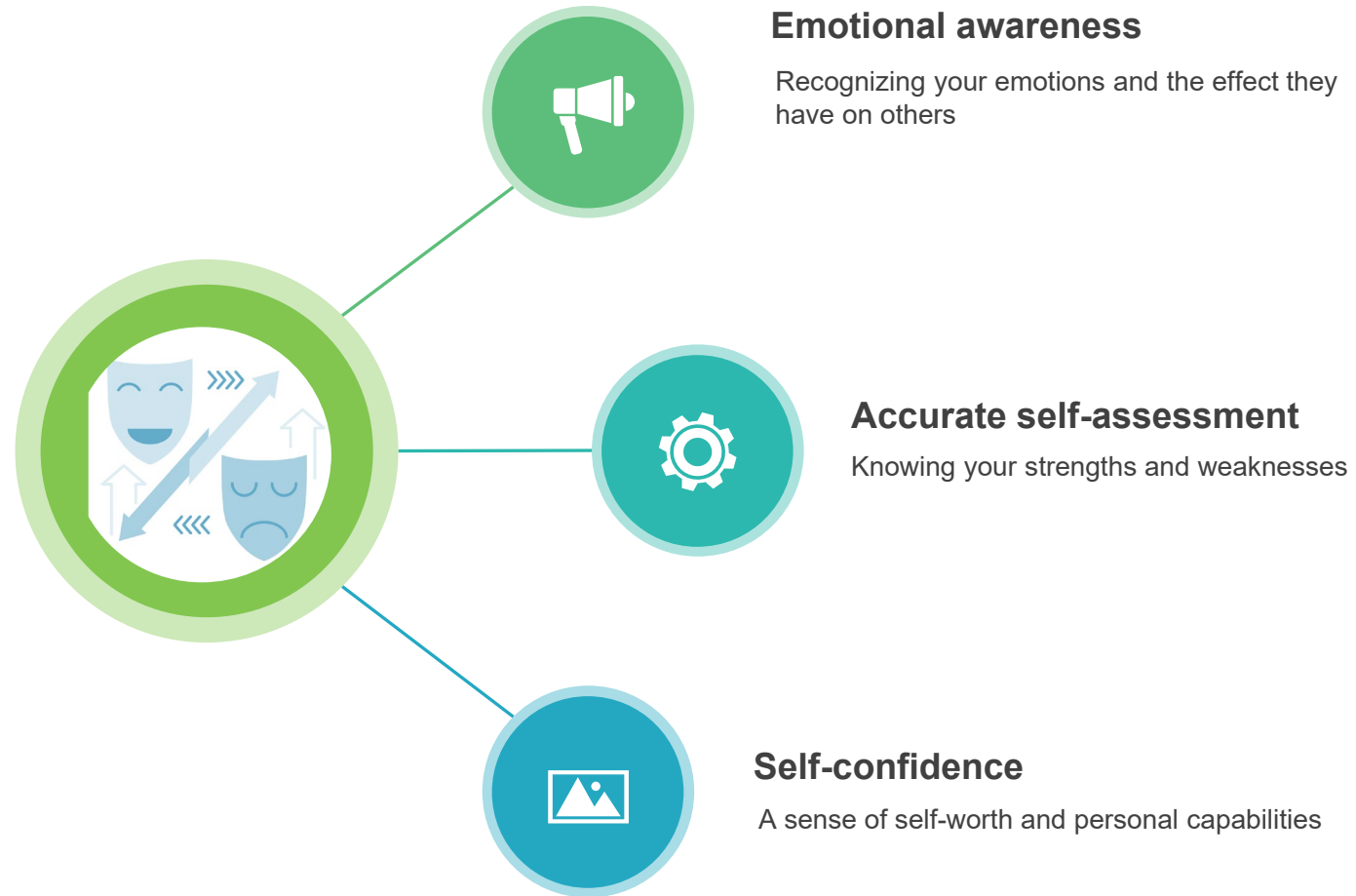
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# Self-Awareness

*Knowing one's internal states and position, preferences, resources and intuitions. How in tune you are with yourself? Recognizing who and what you are.*



# Self-Regulation

*Manages one's internal states, impulses and resources*



# Motivation

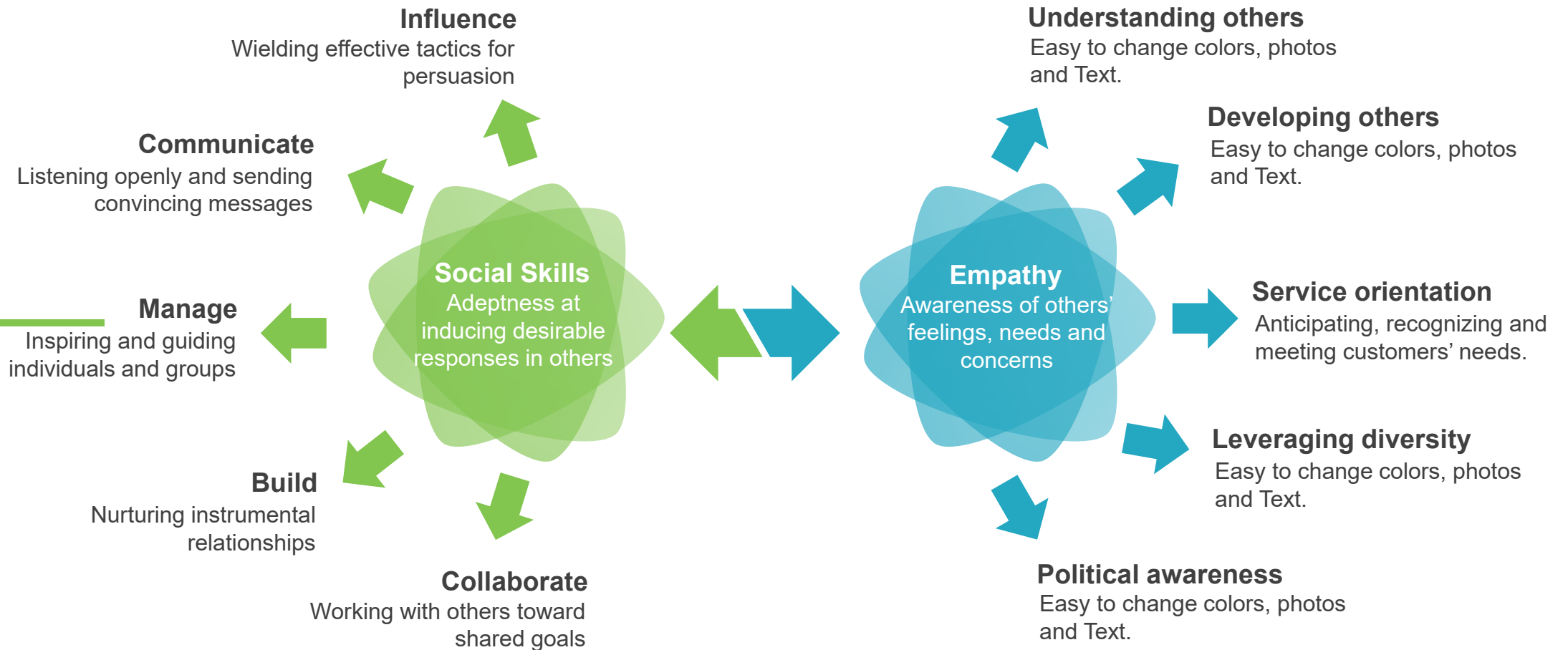
*Emotional tendencies that guide or facilitate reaching goals*





# Social Competence

These competencies determine how we handle relationships with others





# Test Your Emotional Quotient (EQ)

Answer each of the following questions, using this scale:





1

Strongly Disagree

2

Disagree

3

Neither Agree nor Disagree

4

Agree

5

Strongly Agree



I stay relaxed and composed under pressure.



I can identify negative feelings without becoming distressed.



I stay focused (not lost in unimportant details or procrastination) in getting a job done.



I freely admit to making mistakes.



I am sensitive to other people's emotions and moods



I can receive feedback or criticism without becoming defensive.



I calm myself quickly when I get angry or upset.



I communicate my needs and feelings honestly.





- 1 Strongly Disagree
- 2 Disagree
- 3 Neither Agree nor Disagree
- 4 Agree
- 5 Strongly Agree



I can pull myself together quickly after a setback.



I am aware of how my behavior impacts others.



I pay attention & listen without jumping to conclusions.



I take regular time out (once a month/quarter) to reflect on my core purpose and vision for how I want to live my life.



I value a challenging job over and above salary.



I receive immediate and on-going feedback.



I feel comfortable giving feedback to members of different generations.



Performance is important to me, but not if it means a decrease in psychological, social, or physical well-being.