



THE EVEREST *Leadership Academy*

Emotional Intelligence 2.0

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Foreword

- We observe supposedly brilliant and well-educated people struggle, while others with fewer obvious skills or attributes flourish. WHY?

- EQ – emotional (quotient) intelligence
 - Emotional intelligence requires effective communication between the rational and emotional centers of the brain



The Journey

- The communication between your emotional and rational “brains” is the physical source of emotional intelligence
- People with the highest levels of intelligence (IQ) outperform those with average IQs just 20% of the time, while people with average levels of IQs outperform those with high IQs 70% of the time
- The first step – go online and take the Emotional Intelligence Appraisal test

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The Big Picture

- Emotional awareness and understanding are not necessarily taught in school
- Can't predict EQ based on how smart someone is
- EQ (personality traits) appear early in life
- EQ is so critical to success that it accounts for greater than 50% of performance in all types of jobs and the strongest driver in leadership and personal excellence



Understanding the Four Skills of EQ

- Two primary competencies:
 - Personal competence
 - Social competence



Personal Competence

1. Self – Awareness:

- Ability to accurately recognize and understand your own emotions
- Being aware of the effect of your own actions, mood, and emotions of other people
- Recognizing your own strengths and limitations
- Self-confidence



2. Self – Management:

- To regulate and manage your own emotions
- Expressing your emotions appropriately
- Flexible and adapt well to change
- Good at managing conflict and diffusing tense or difficult situations
- Take responsibility for your own actions
- Trustworthiness
- Integrity



Social Competence

3. Social Awareness:

- Interacting with others
- Active listening, verbal communication skills, nonverbal communication skills, leadership, persuasiveness
- Effectiveness in leading change – moving people in desired directions
- Extensive networking



4. Relationship Management:

- Ability to use your awareness of your own emotions and those of others to manage interactions successfully
- Empathetic –
 - Ability to understand how others are feeling
 - The power dynamics that often influence social relationships
 - Sensitivity to cross-cultural differences



EQ Action Plan

1. Take the free Emotional Intelligence test (GEIT) at Global Leadership Foundation *ei* test website:
 - Google – “Emotional Intelligence Test – Global Leadership Foundation”
 - Click on Emotional Intelligence Test – Global Leadership Foundation
 - Take test – 40 questions
 - Click score test and get test results
 - For more information – interpreting GEIT scores – click [here](#)

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EQ Action Plan

	Score
Overall EQ	_____
Self-awareness	_____
Self-management	_____
Social-awareness	_____
Relationship Management	_____



Self-Awareness Strategies

- Know yourself as you really are – critically self-reflective
- The true essence of you
- Aware of your feelings, both positive and negative
- Getting in touch with your emotions and tendencies takes honesty and courage
- Quit treating your feelings as good or bad
- Observe the ripple effect from your emotions



- Lean into your discomfort
- Get to know yourself under stress
- Know who and what pushed your bottoms
- Watch yourself like a hawk
- Keep a journal about your emotions
- Don't be fooled by a bad mood
- Don't be fooled by a good mood, either
- Stop and ask yourself why you do the things you do
- Visit your values
- Seek feedback



Self-Management Strategies

- Breathe right
- Count to ten
- Sleep on it
- Talk to a skilled self-manager
- Smile and laugh more
- Set aside time in your day for problem solving
- Visualize yourself succeeding



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- Clean up your sleep hygiene
- Focus on your freedoms, rather than your limitations
- Stay synchronized
- Speak to someone – not emotionally invested in your problem
- Learn a lesson from everyone you encounter
- Accept that change is just around the corner

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Social Awareness Strategies

- Ability to recognize and understand the emotions of others
- Greet people by name
- Watch body language – firm handshake / sincere smile
- Make timing everything
- Develop a back-pocket question
- Plan ahead for social gatherings
- Clear away the clutter
- Live in the moment



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- Go on a 15-minute tour
- Watch EQ at the movies
- Practice the art of listening
- Go people watching
- Understand the rules of the culture game
- Test your accuracy
- Step into their shoes
- Seek the whole picture
- Catch the mood of the room

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Relationship Management Strategies

- Be open and be curious
- Enhance your natural communications style
- Avoid giving mixed signals
- Remember the little things that pack a punch
- Take feedback well
- Build trust
- Have an “open-door” policy
- Don’t avoid the inevitable



- Acknowledge the other person's feelings
- Complement the person's emotions or situation
- When you care, show it
- Explain your decisions
- Make your feedback direct and constructive
- Align your intention with your impact
- Offer a "fix-it" statement during a broken conversation
- Tackle a tough conversation