

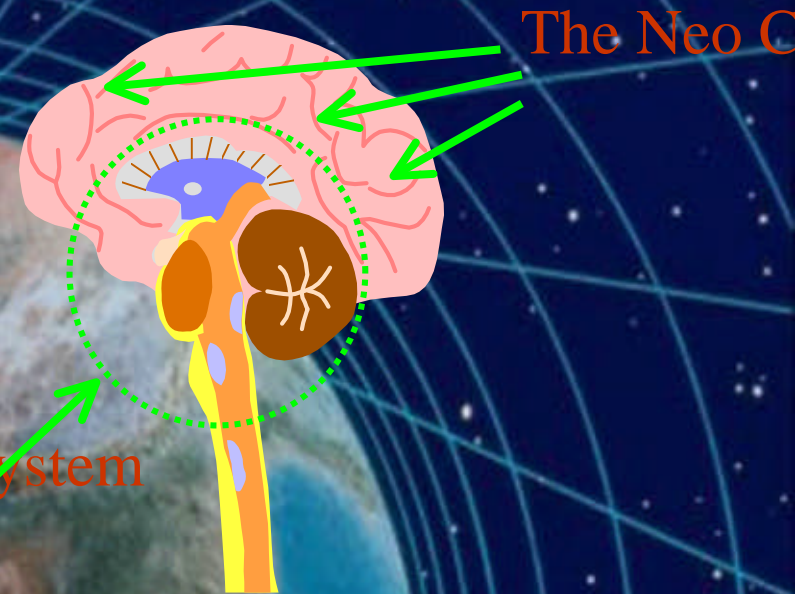
Emotional Intelligence - What is it and how does it affect your organization?

***Presented by John M. Beane of
Staff Development Services***

What is Emotional Intelligence?


Like standard intelligence (IQ), emotional intelligence (EQ) is a function of the brain. IQ is made up of abilities such as mathematical calculation, memory, vocabulary, word use, etc. It involves primarily the neo cortex or top portion of the brain.

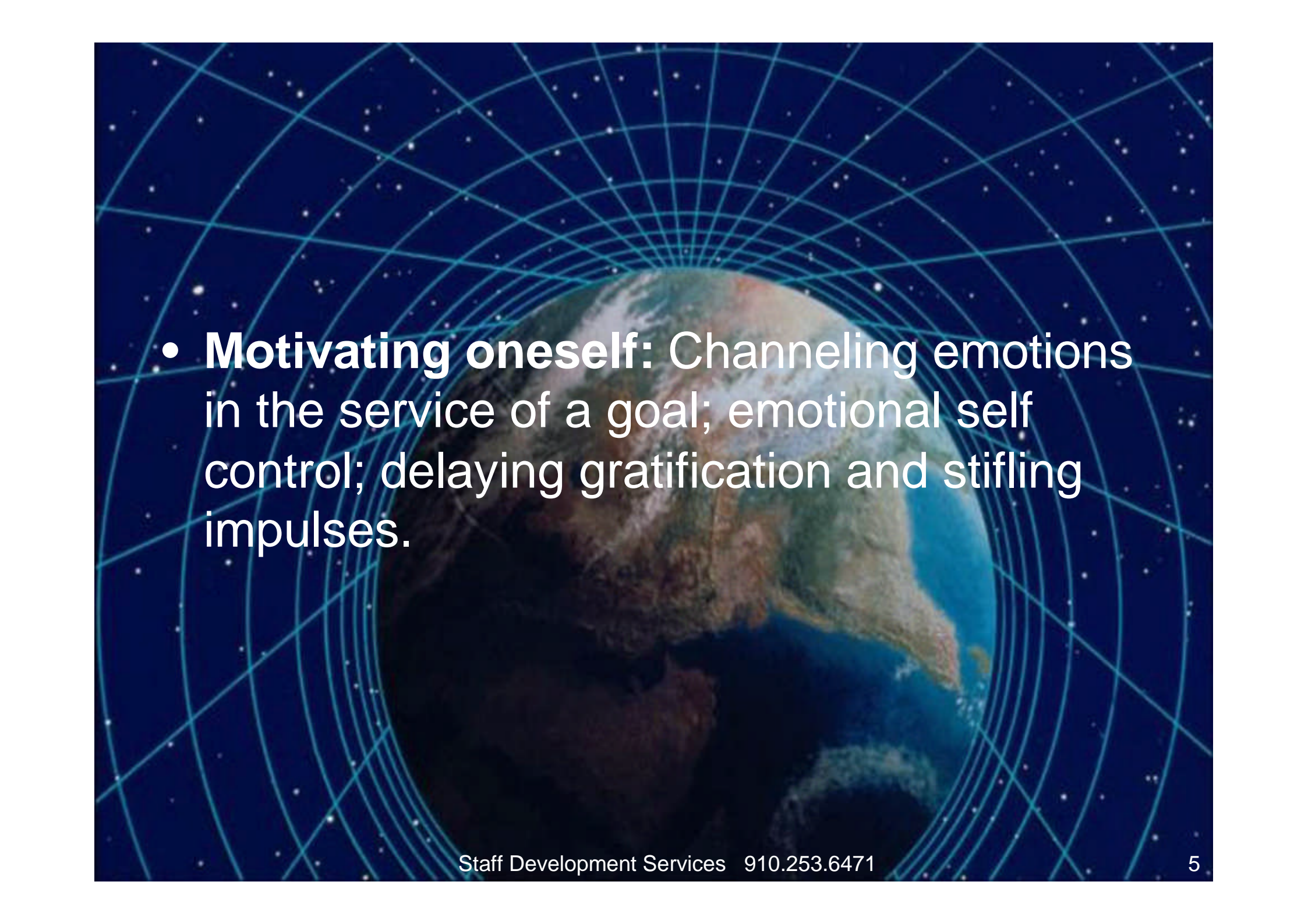
EQ is made up of emotional drives, and behavioral tendencies that are motivated by feelings. It involves the lower and central emotional section of the brain - called the limbic system. The researchers have found that in most cases, emotional intelligence is even more important to performance than IQ (intellectual intelligence)!




Defining EQ

Self-awareness: Observing yourself and recognizing a feeling as it happens.

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- **Managing emotions:** Handling feelings so that they are appropriate; realizing what is behind a feeling; finding ways to handle fears and anxieties, anger, and sadness.

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- **Motivating oneself:** Channeling emotions in the service of a goal; emotional self control; delaying gratification and stifling impulses.

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- **Empathy:** Sensitivity to others' feelings and concerns and taking their perspective; appreciating the differences in how people feel about things.

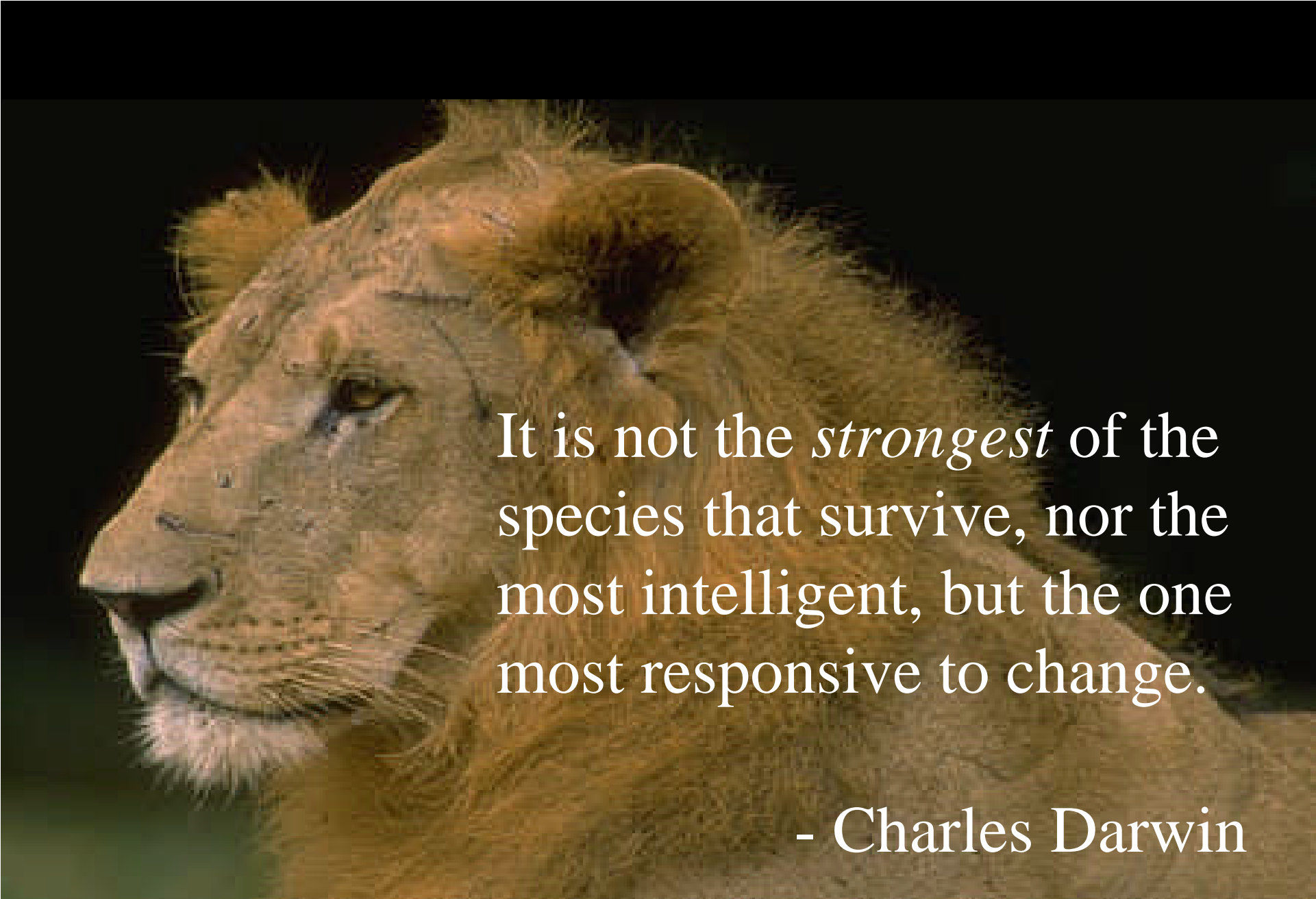
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- **Handling relationships:** Managing emotions in others; social competence and social skills. Self-awareness (intrapersonal intelligence), empathy and handling relationships (interpersonal intelligence) are essentially dimensions of social intelligence.

The Past

- People were hired for skills and little else was considered!!
- When they failed the manager simply found someone else.
- Turnover costs were ignored since people were considered 'a dime a dozen'.

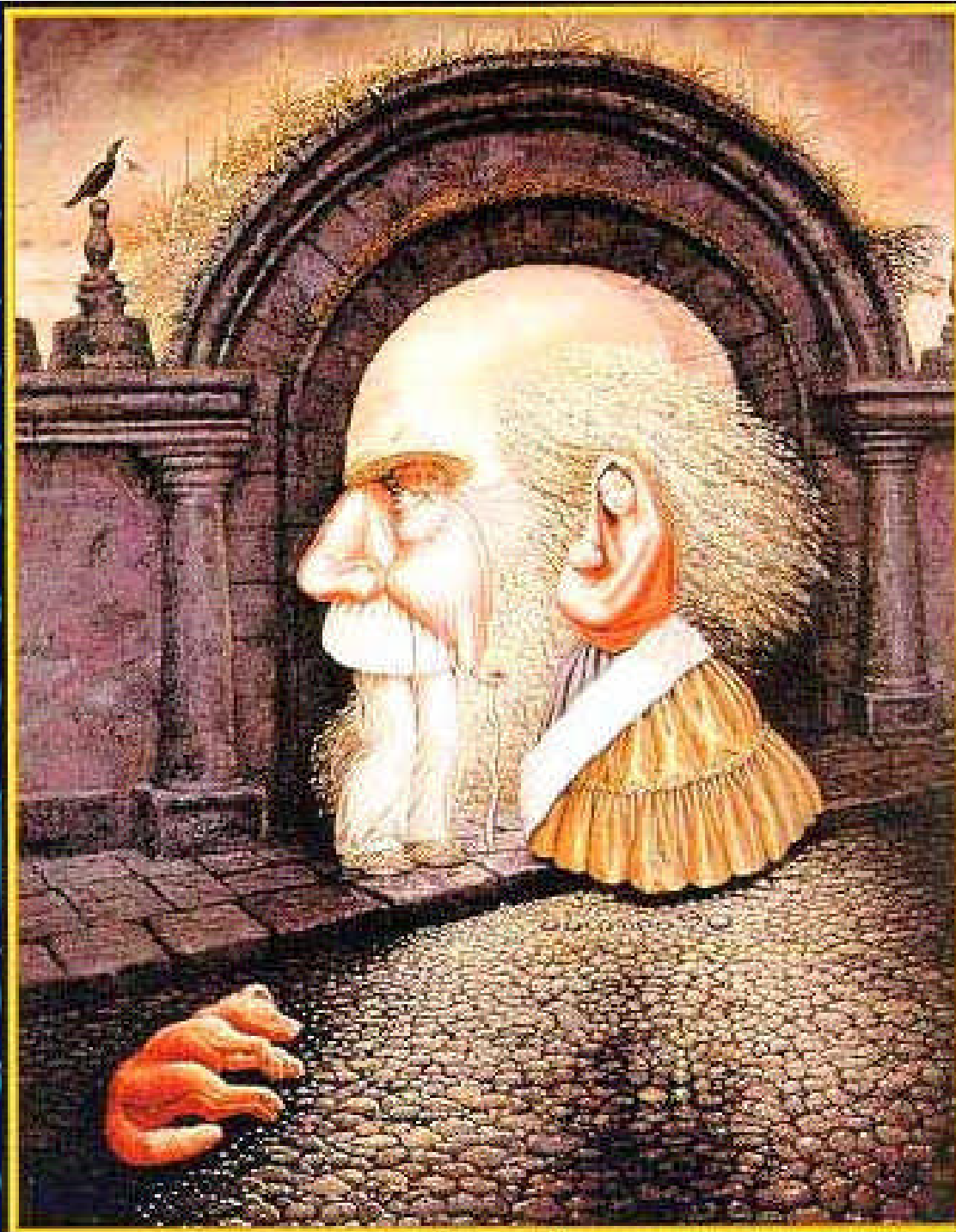
What Changed?

- It began in the '60's when people began wanting more than just a job.
- Research was begun on how we think and act.
- Surveys of large groups began to identify what was needed for employees to perform well in the workplace.



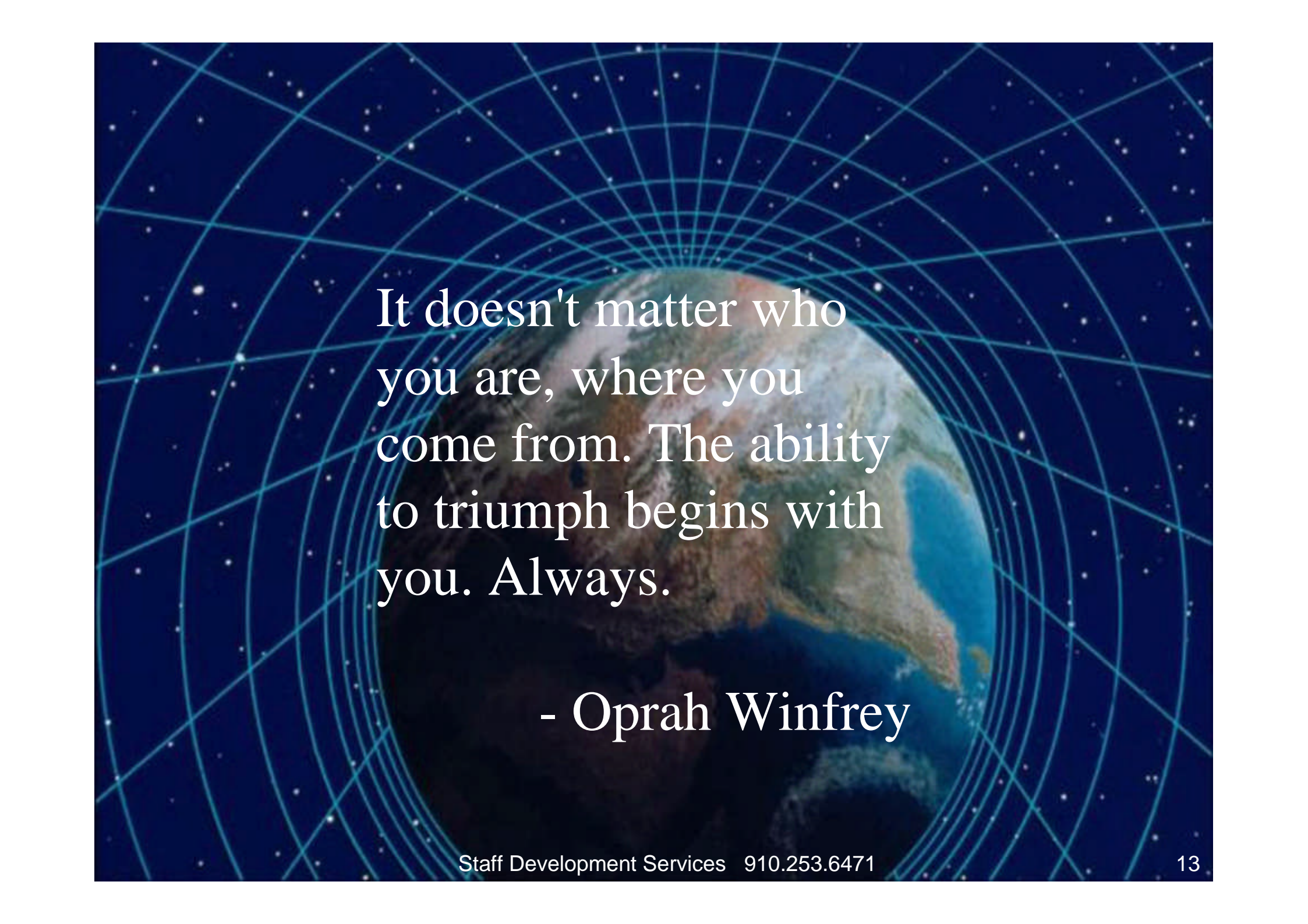
It is not the *strongest* of the species that survive, nor the most intelligent, but the one most responsive to change.

- Charles Darwin



EQ versus Character

- EQ is learned behavior
- Character is partially your genetic code and partially your childhood learning.
- Some people never overcome their character.



It doesn't matter who
you are, where you
come from. The ability
to triumph begins with
you. Always.

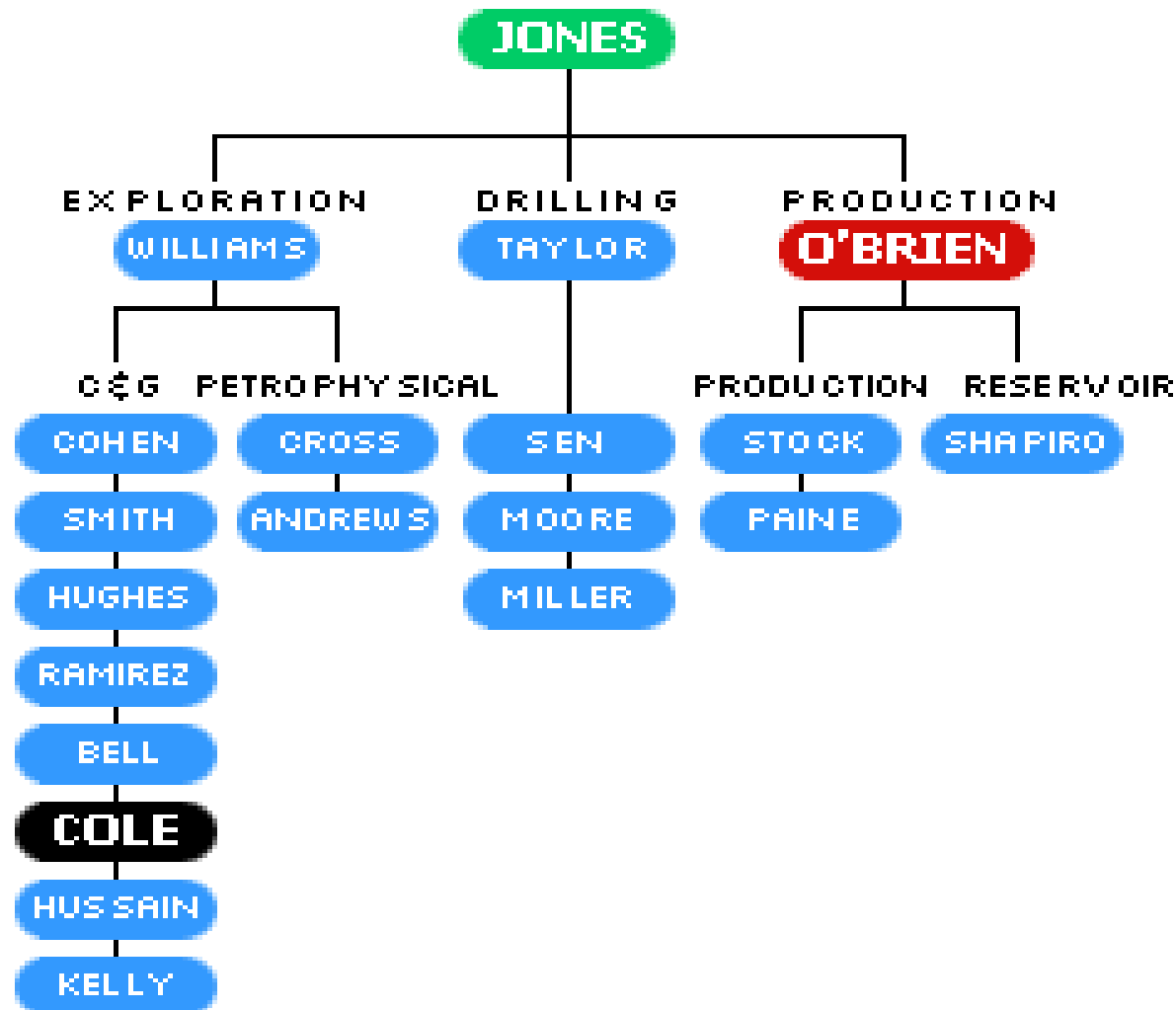
- Oprah Winfrey

Blame!

- Most people would rather blame others for their problems than actively seek to solve the issues.
- It is possible to change oneself but difficult.

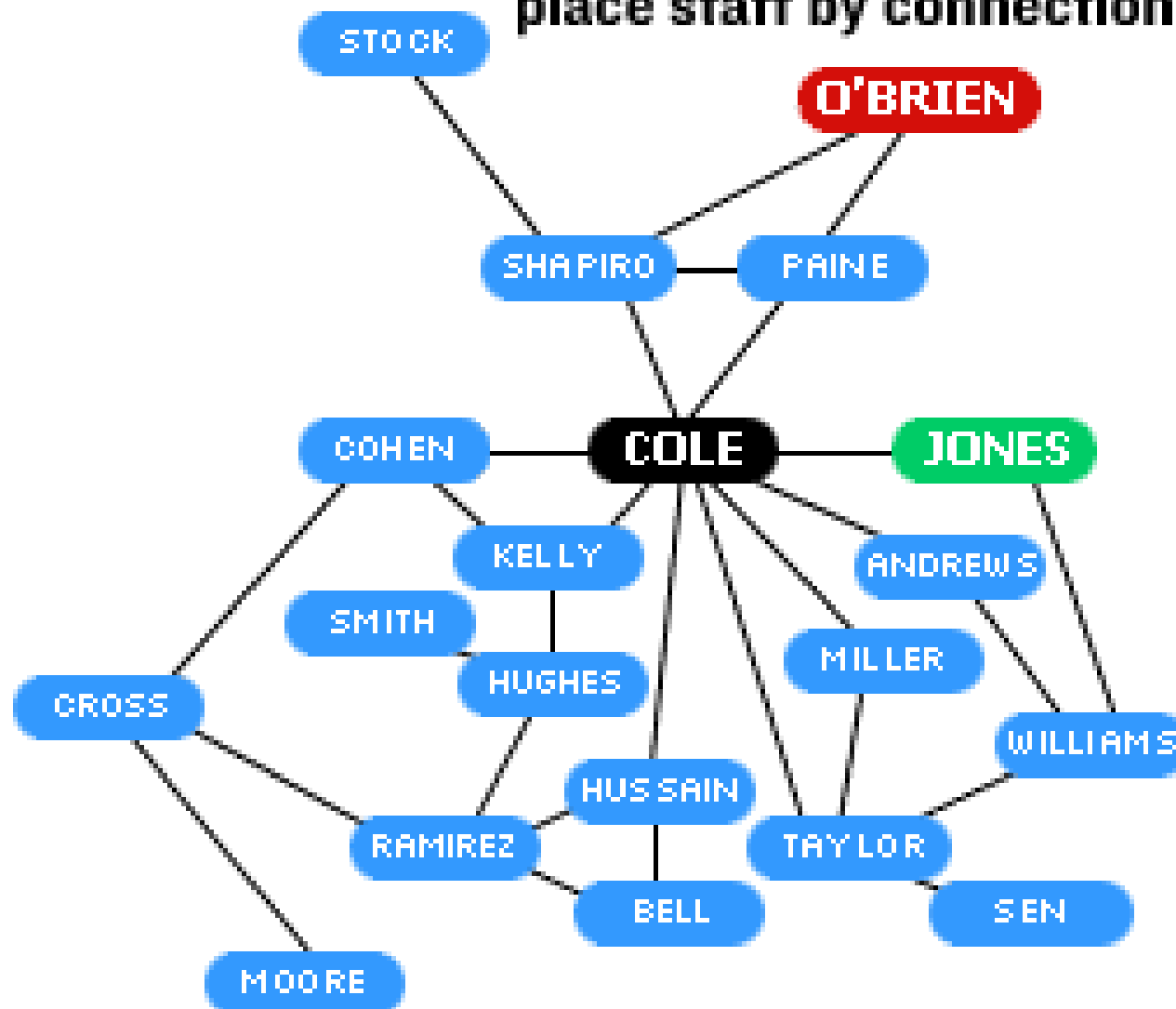
TRADITIONAL HIERARCHIES

place staff by title



ORGANIZATIONAL NETWORKS

place staff by connections




What is Character?

- Character – is who you are and how you act when no one is watching.
- Personality – is who you want people to believe you are.

The 13 Facets of Character

- Emotional Energy
- Stress
- Self Esteem
- Optimism
- Desire to Work
- Attention to Detail
- Change

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- **Courage**
 - **Self-Direction**
 - **Assertiveness**
 - **Tolerance**
 - **Consideration**
 - **Sociability**

How to Measure Character

Too Little

Too Much

Emotional Intelligence permits a person to adapt to their environment successfully!