

## Emotional Intelligence

### **Assignment: Write (type) a one-page reflection on the concept of Emotional Intelligence:**

Your reflection should include the following:

1. What is your reaction to the theory?
2. Identify 2 to 3 'emotional triggers' that cause you to react and thus hijack your thinking.
3. Give an example of EI playing out in your life
4. Your **strengths and weaknesses** in each of the four areas:
  - a. Self-Awareness
  - b. Self-Management
  - c. Social Awareness
  - a. Relationship Management

	Self-Awareness	Self-Management	Social Awareness	Relationship Management
Strengths				
Weaknesses				

5. How does EI affects your academic success? Are you aware of your emotions and when they are likely to derail you from your goals and responsibilities? Explain your response.
6. What tools can you use to help you gain better control when you are triggered?
7. Set some goals to improve your EI. In other words, how can learn to get better at managing your emotional reactions to life?

**BRAINS!**  
Harnessing the Power of Emotional Intelligence

# Emotional Intelligence



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**BRAINS!**  
Harnessing the Power of Emotional Intelligence

## What is Emotional Intelligence?

*“Your ability to recognize and understand emotions, and your skill at using this awareness to manage yourself and your relationships with others.”*

Drs. Travis Bradberry and Jean Greaves  
authors of *The Emotional Intelligence Quickbook*



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**BRAINS!**  
Harnessing the Power of Emotional Intelligence

## Why Is EQ Critical? The Research

- EQ skills are important and critical factors of student achievement, retention, and personal health.
- EQ may be as or more predictive of academic and career success than IQ or other tested measures of scholastic aptitude and achievement.



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**BRAINS!**  
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### The Research Continued...

- Students with higher EQ are less likely to drop out of school than their peers.
- There are significant correlations between low EQ and negative behaviors such as use of drugs and alcohol, violence, and vandalism, especially for males.

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### The Research Continued...

In the 2003 *Your First College Year* survey, EQ issues were frequently cited by students saying that they felt:

- “frequently overwhelmed by all they had to do.”
- “frequently” or “occasionally”
  - a) lonely or homesick
  - b) worried about meeting new people, and
  - c) a need to break away from their family in order to succeed.

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**BRAINS!**  
Harnessing the Power of Emotional Intelligence

### Again, What is Emotional Intelligence?

*“the ability to monitor one's own and others' feelings and emotions, to discriminate among them and to use this information to guide one's thinking and actions.”*

Salovey and Mayer (1990)

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## The 4 Core EQ Skills

Personal Competence	Self-Awareness	Self-Management
Social Competence	Social Awareness	Relationship Management

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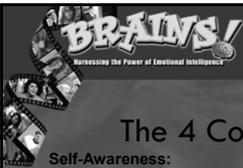
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## The 4 Core EQ Skills

**Self-Awareness:**

- the ability to read one's emotions and recognize their impact and using this to guide decisions.

**Self-Management:**

- involves controlling one's emotions and impulses and adapting to changing circumstances.

**Social Awareness:**

- the ability to sense, understand, and react to other's emotions while comprehending social networks.

**Relationship Management:**

- the ability to inspire, influence, and develop others while managing conflict.

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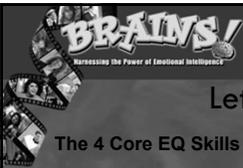
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## Let's Review

Self-Awareness	Self-Management
Social Awareness	Relationship Management

**The 4 Core EQ Skills**

**How do the following connect with the 4 EQ Skills?**

- Assessing Your Success System
- Locus of Control
- Drama Triangle
- Wise Choice Process
- Other activities and assignments?

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**Putting EQ To Work...**

**HALLMARK COMMUNITIES**  
Hallmark Communities executives with high EQ were 25% more productive. EQ was more important to job performance than character and strategic thinking.

**L'ORÉAL**  
Realized a \$91,370 increase per head for salespeople selected for EQ skills. The group also had 63% less turnover. Total revenue increase of \$2.5 million.

**U.S. AIR FORCE**  
Reduced recruiter turnover from 35% to 5% annually by selecting candidates high in EQ. Total cost savings of \$3 million annually.



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**A Final Thought...**

*"In the fields I have studied, emotional intelligence is much more powerful than IQ in determining who emerges as a leader. IQ is a threshold competence. You need it, but it doesn't make you a star. Emotional Intelligence can."*

Warren Bennis, author of *On Becoming a Leader*



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