



Emotional Intelligence

EQ

SARAH KROLL
Photography

EQ

Emotional Intelligence is our ability to **recognize** and **understand** emotions in ourselves and others, and our ability to use this awareness to **manage** our behavior and relationships [to a positive outcome].



DEFINITION



Recognition

Regulation

*Personal
Competence*

Self-Awareness
Emotional Self Awareness
Accurate Self-Assessment
Self-Confidence

Self-Management
Emotional Self-Control
Initiative
Optimism

*Social
Competence*

Social Awareness
Empathy
Organizational Awareness
Service Orientation

Relationship Management
Developing Others
Inspirational Leadership
Conflict Management



Personal Competence

SELF-AWARENESS

Our ability to accurately perceive our emotions and stay aware of them as they happen. This includes keeping on top of how we tend to respond to specific situations and certain people.

SELF-MANAGEMENT

Our ability to use awareness of our emotions to stay flexible and positively direct our behavior. This means managing our emotional reactions to all situations and people.

Social Competence

SOCIAL AWARENESS

Our ability to accurately pick up on emotions in other people and get what is really going on. This often means understanding what other people are thinking and feeling, even if we don't feel the same way.

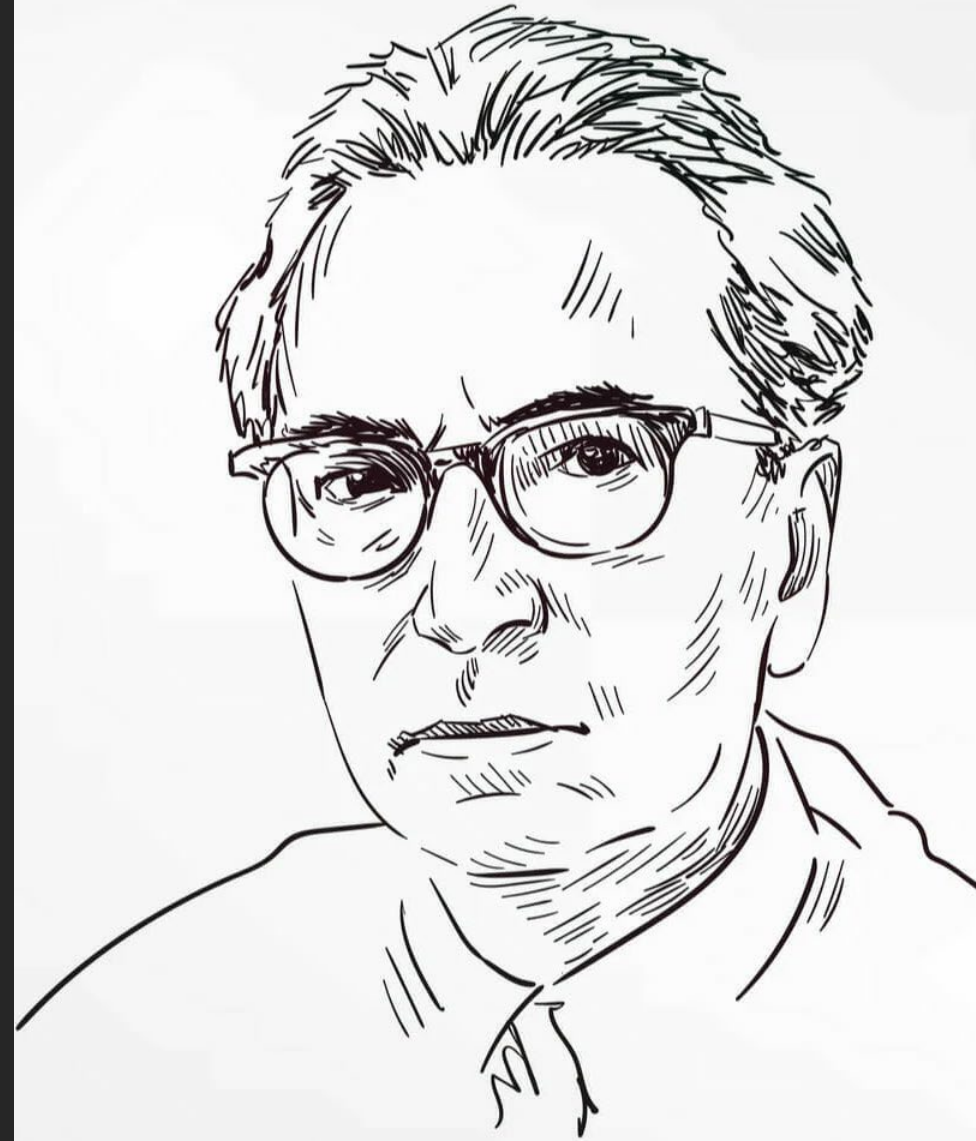
RELATIONSHIP MANAGEMENT

Our ability to use awareness of our emotions and the emotions of others to manage interactions successfully. Letting emotional awareness guide clear communication and effective handling of conflict.

React vs. Respond

“Between stimulus and response is a space. In that space is our power to choose our response. In our response lies our growth and our freedom.”

-Viktor Frankl



Trigger > Cue > Choice

Notice

Notice what triggers our emotions



Accept

Accept the prompt to act



Choose

Choose how to respond

[Emotional] Information > [Intelligent] Response

8 Seconds... "Give me a
moment to consider that"
= being considerate

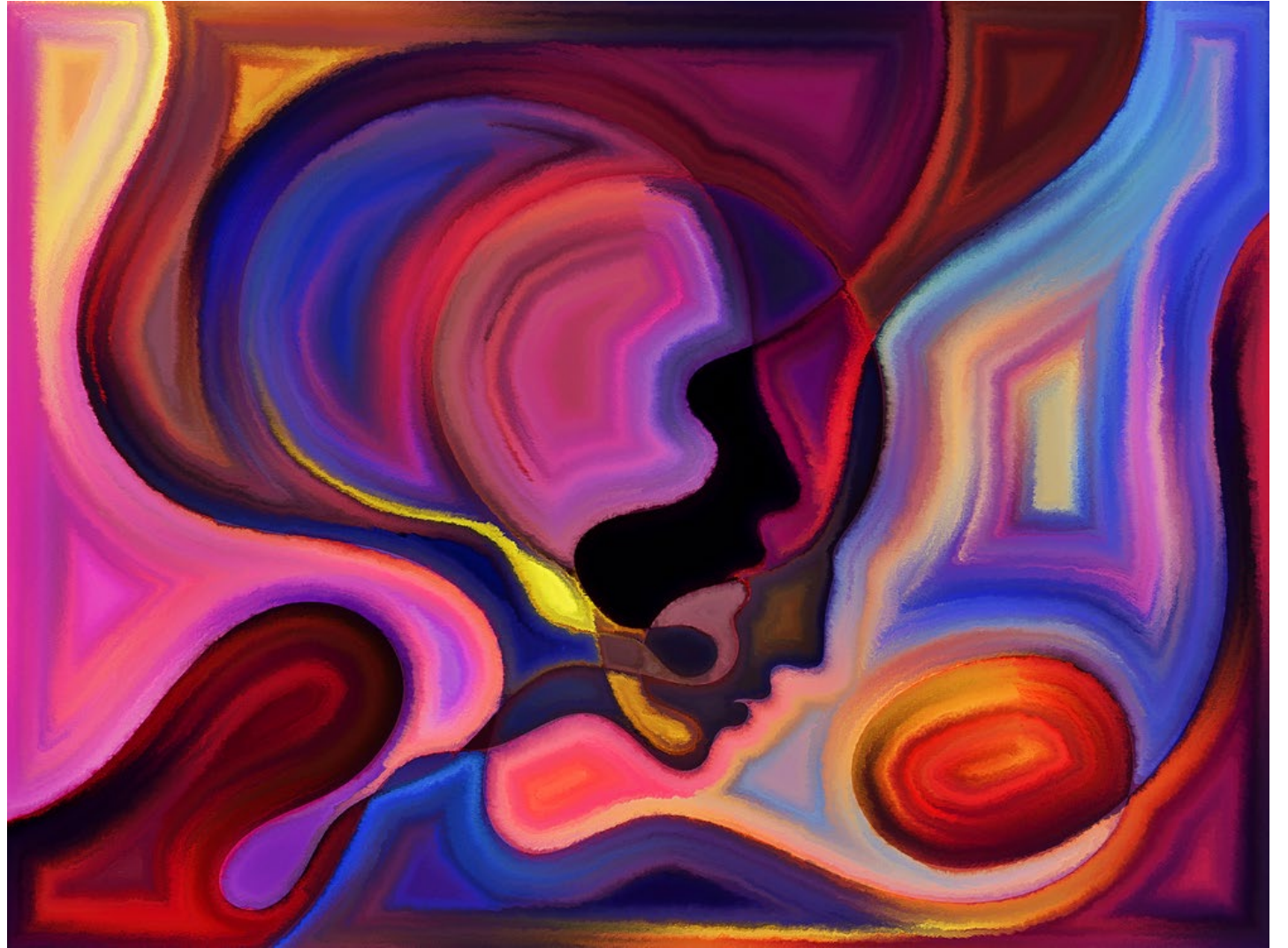


SLOW
DOWN!

The “Amygdala Hijack”

-Memory and Emotion
go hand in hand.

-Reactions are
automatic and hard-
wired: pattern >
behavior > character



Psychosomatic

Successfully managing
our mental state
positively affects our
physical being



Wheel of Life

Partner up!

- Speak/Listen for 1min
- What do you notice?





Self-Management Strategy

Living in liquid...



Intention vs. Impact

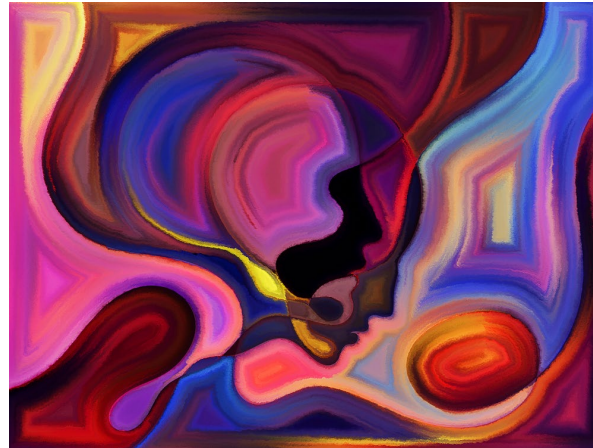
Glacier
National Park

Mt. Siyeh - 10,019'

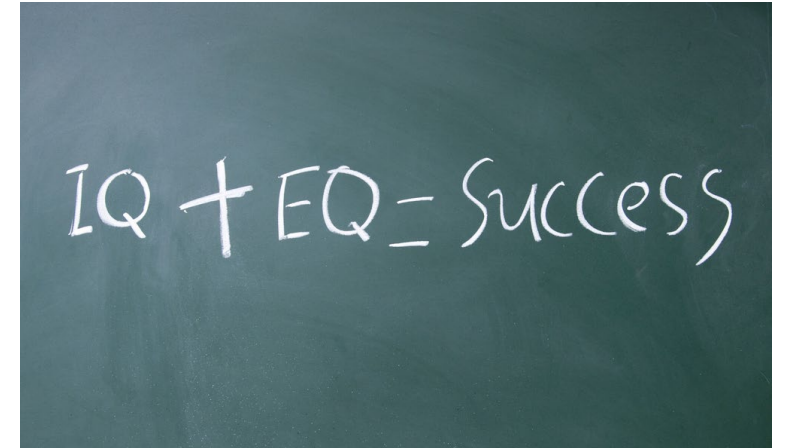
Emotional Intelligence (EQ)



RECOGNIZE



UNDERSTAND



MANAGE

A sunset over a body of water with a small boat in the distance. The sky is a mix of orange, yellow, and blue. The water is dark and calm. A small boat is visible in the lower left quadrant.

NEVER LET YOUR
EMOTIONS
OVERPOWER YOUR
INTELLIGENCE.