



Aardhan: The Ascent

Emotional Intelligence

- Positive Attitude & Self Motivation
- Culture of Pride, Passion & Appreciation

What is emotion?

- **Emotion** is any conscious experience characterized by intense mental activity and a certain degree of pleasure or displeasure.
- an affective state of consciousness in which joy, sorrow, fear, hate, or the like, is experienced, as distinguished from cognitive and volitional states of consciousness
- the affective aspect of consciousness, a state of feeling, a conscious mental reaction (as anger or fear) subjectively experienced as strong feeling usually directed toward a specific object and typically accompanied by physiological and behavioural changes in the body

What is EI?

- **Emotional Intelligence** (EQ or EI) is a term created by two researchers – Peter Salavoy and John Mayer – and popularized by Dan Goleman in his 1996 book of the same name.
- **Emotional intelligence** (otherwise known as **emotional** quotient or **EQ**) is the ability to understand, use, and manage your own **emotions** in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges and defuse conflict.
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Key Elements of EI

- **According to Daniel Goleman, an American psychologist who helped to popularize emotional intelligence, there are five key elements to it:**
- Self-awareness.
- Self-regulation.
- Motivation.
- Empathy.
- Social skills.

E @ Work

- The **Importance of Emotional Intelligence** at Work ...
According to **emotional intelligence**, or EQ, success is strongly influenced by personal qualities such as perseverance, self-control and skill in getting along with others.



☐ Skills

- **Self-Awareness:** understanding your own motivations and how your emotions affect you.
- **Self-Regulation:** ability to control how your emotions affect you.
- **Motivation:** willingness to put the time into doing a job well.
- **Empathy:** understanding the emotional needs and motivations of people around you.
- **Social Skills:** ability to talk easily to a variety of people; ability to put other people at ease.

Management Awareness

Self

Self Awareness

Emotional Self Awareness
Accurate Self Assessment
Self Confidence

Others

Social Awareness

Empathy
Organizational Awareness
Service Orientation

Self Management

Emotional self-Control
Transparency
Adaptability
Achievement Orientation
Initiative
Optimism

Relationship Management

Developing Others
Inspirational Leadership
Influence
Conflict Management
Teamwork & Collaboration

Self-Awareness

Emotional Self-Awareness

knowing what one feels & why
and effects of these feelings on self

Accurate Self-Assessment

having a clear sense of one's abilities and
limitations

Self Confidence

belief in one's own capability to
accomplish a task and selection of an
effective approach

Self-Management

Emotional Self-Control

ability to handle disturbing emotions and impulses

Transparency

openness about one's feelings, beliefs and actions

Adaptability

ability to be flexible under changing situations

Achievement Orientation

setting high personal standards for superior performance

Initiative

identify challenges and opportunities and take action

Optimism

see opportunities rather than threats in obstacles

Social Awareness

Empathy

awareness of others emotions, concerns, and needs

Organizational Awareness

ability to understand internal and external power relationships

Service Orientation

desire to help or serve others

Relationship Management

Developing Others

understand people's developmental needs and help in building their abilities

Inspirational Leadership

arouse enthusiasm and a sense of resonance in others

Influence

ability to persuade or convince others

Conflict Management

ability to handle difficult individuals, groups situations

Teamwork & Collaboration

ability to work cooperatively and congenially with others

Improving Emotional Intelligence



7 practical tips to improve EI

- **Practice Observing How You Feel**
- **Pay Attention to How You Behave**
- **Take Responsibility for Your Feelings and Behavior**
- **Practice Responding Rather than Reacting**
- **Practice Empathizing with Yourself and Others**
- **Create A Positive Environment**
- **Remember EI is a Lifetime Process**

ABC of EI

- Awareness
- Belongingness
- Commitment