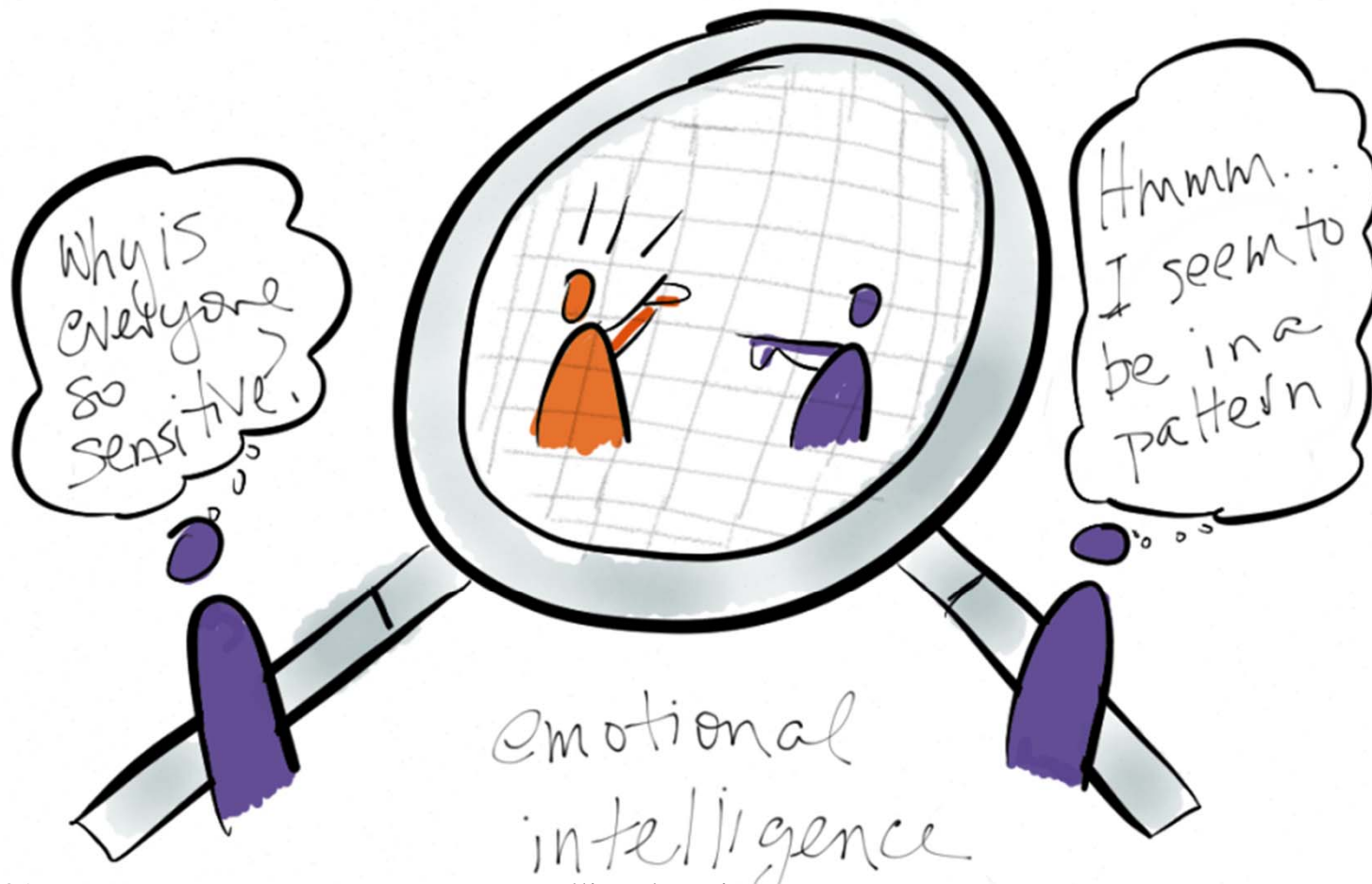


Four Strategies to Develop your EQ



Why EQ matters to me



Personal

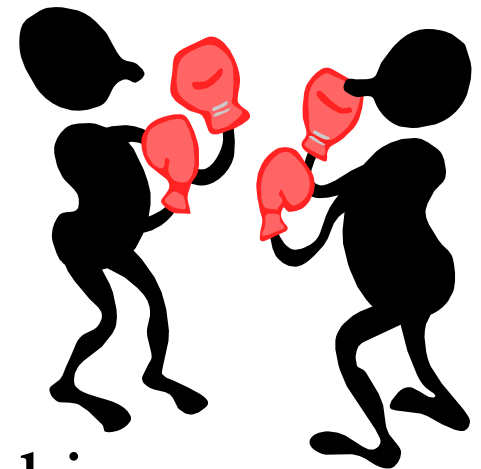


The cost of interpersonal differences ...

- What percentage of a manager's time is spent on reaching agreement with others when conflict occurs?
 - 12%
 - 22%
 - 42%
 - 62%

According to Watson and Hoffman ...

- 42% of a manager's time is spent on reaching agreement with others when conflicts occur.



- *Managers as Negotiators*, Leadership Quarterly 7 (1)

Strategy #1 – Understand your EQ Set Point

Some Key EQ Factors

- Emotional Expression
- Optimism
- Empathy
- Reality Testing
- Impulse Control

Strategy #2 – Learn your triggers.



Dealing with Triggers

- Be aware of what triggers you and avoid if possible, then,
- Once triggered, move away from whatever has triggered you,
- And then, stop retriggering yourself by paying attention to and modifying the “story” you are telling yourself.

Strategy #3 – Don't let emotions define you.



Emotions are trying to tell us something

- Event + Reaction = Outcome
- Letting emotions move through you is healthy; letting emotions define you is not.
- Emotions are messages that give you an opportunity to learn about yourself and what you need. They help you choose appropriate responses ... if you acknowledge and listen to them.

Strategy #4 – Practice the Pause.



Dealing with Emotions

- Take a moment, breathe
- Identify where you are feeling it in your body
- Name the emotion
- Ask yourself, “What’s possible from here?”
“What outcome do I want to create?” “What can I learn from this?” “Is this life threatening?” “Can I let this go?”

EQ 2.0 Bradberry & Greaves (16 page report)

\$20 at Chapters

Your Overall Emotional Intelligence Score: 87

Personal Competence: 84

The collective power of your self-awareness and self-management skills. It's how you use emotional intelligence in situations that are more about you privately.

Self-Awareness



85

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

Self-Management



83

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

Social Competence: 89

The combination of your social awareness and relationship management skills. It's more about how you are with other people.

Social Awareness



95

Your 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 you don't feel the same way.

Relationship Management



83

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

Courses I Deliver Here

- Add some EQ to your IQ
- Break Free of the Box: Creative Solutions to Workplace Challenges
- Power of Forgiveness in the Workplace
- How to Lead When You Are Feeling Burned Out
- For more resources, check out my website at www.calliopelearning.com