

Emotional Intelligence



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You are about to...

- Understand what EI is
- Learn why it's important
- Explore the EI competencies
- Learn how to enhance your EI

What is Emotional Intelligence?

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

Drs. Travis Bradberry and Jean Greaves

Why is EI important?

- Relationships are critical
- EI links to job and bottom-line performance
- EI can be developed and enhanced



“A leader’s intelligence has to have a strong emotional component...No doubt, emotional intelligence is more rare than book smarts, but my experience says it is actually more important in the making of a leader. You just can’t ignore it.”

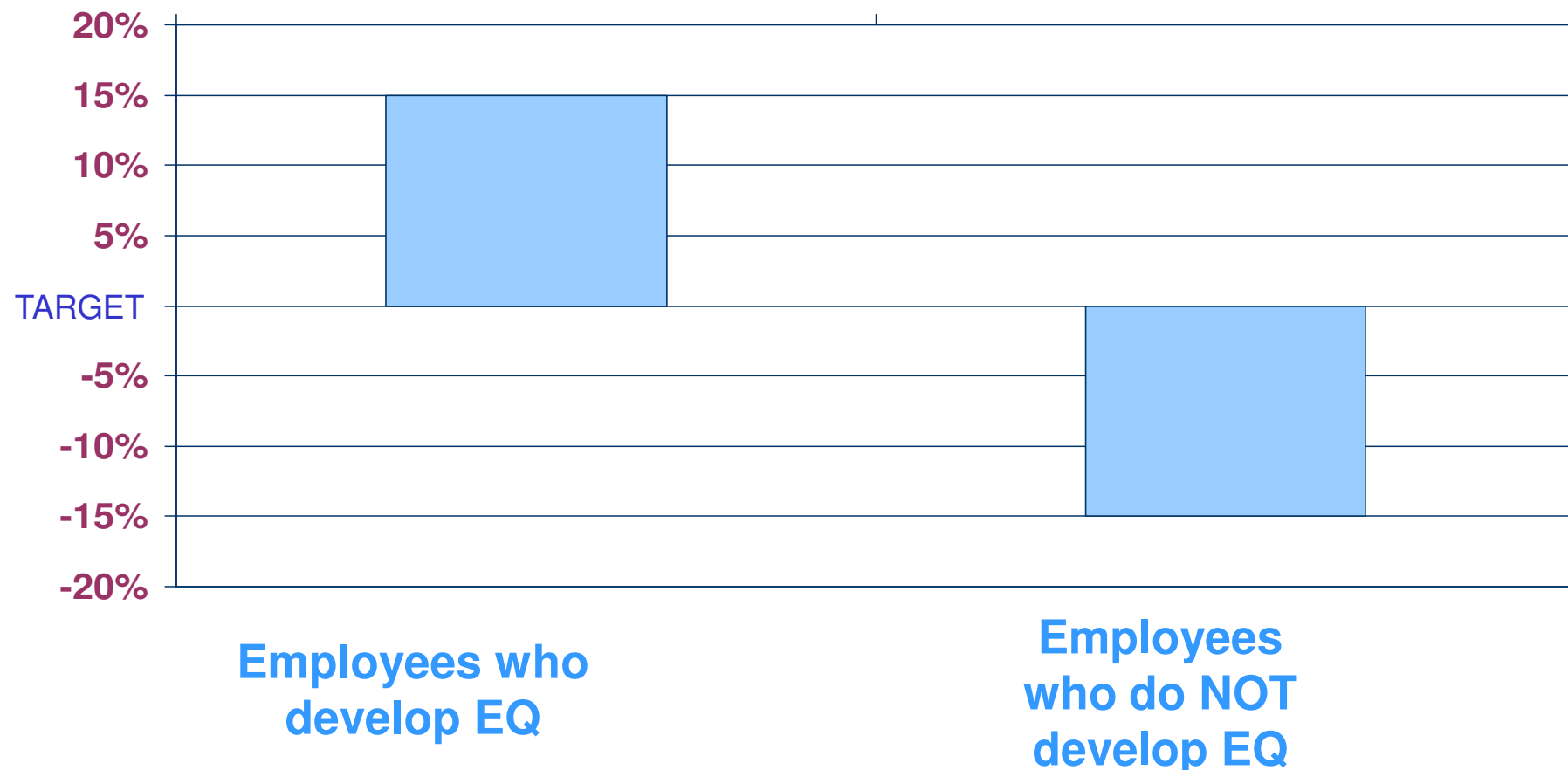
Jack Welch, Former CEO of GE
2004

EI & Performance

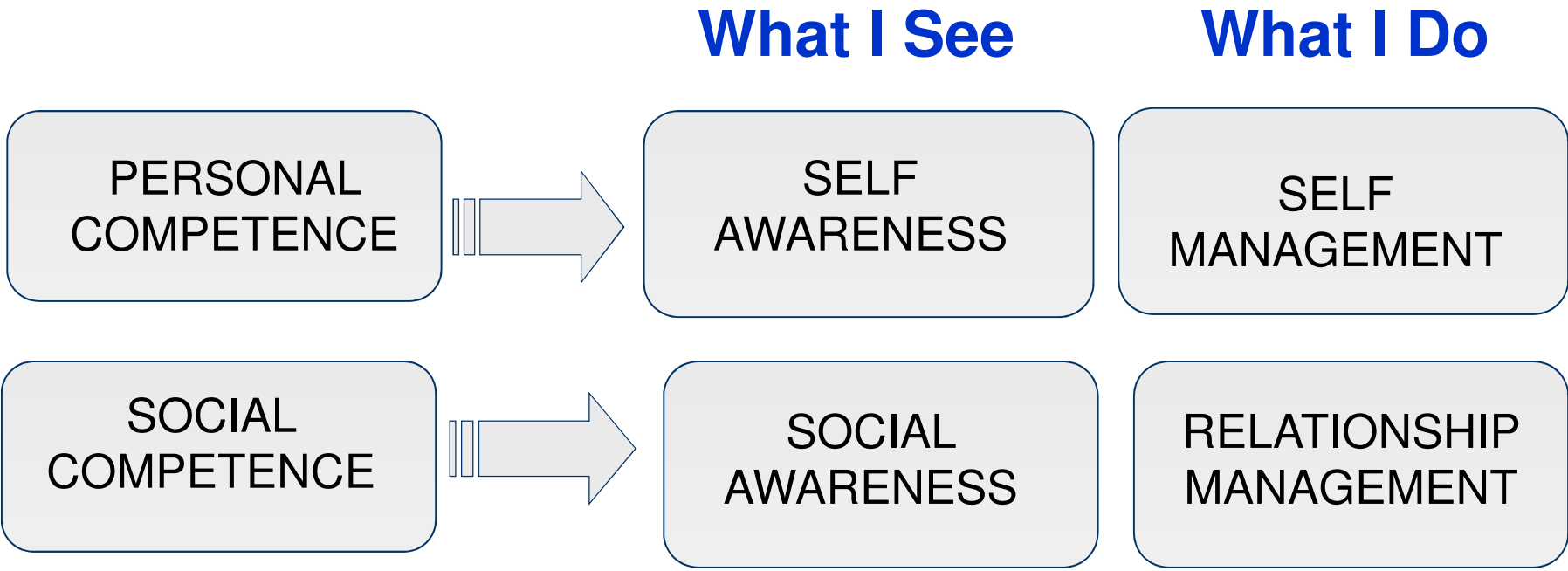
- Physician EI linked to patient trust and satisfaction
- Selecting for EI reduced turnover from 35% to less than 5% annually – Cost Savings of \$53 million
- Sales people at national furniture retailer hired based on EQ were 90% more likely to finish their training
- Partners in multinational consulting firm assessed on EQ. Those scoring above median on 9 of 20 delivered \$1.2 million more profit from accounts – 139% gain

EQ and Job Performance

EQ SCORE



The Four EI Skills



Self Awareness is...

The ability to accurately recognize your emotions as they happen and understand your general tendencies for responding to different people and situations

**SELF
AWARENESS**

SELF
MANAGEMENT

SOCIAL
AWARENESS

RELATIONSHIP
MANAGEMENT

Self Awareness is...

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

Lapses in Self-Awareness are usually subtle, but the impact on our behavior is not.

Building Self Awareness

- Journaling – focus on feelings
- Debriefing Emotional Interactions w/Colleague
- Focus on Accomplishments/Achievements
- Identifying Key Strengths and Positive Attributes
- Reconciling Relationships & Past Behaviors
- Identify & Confront Fears

Self-Management is...

Using awareness of your emotions to choose what you say and do, in order to positively direct your behavior.

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Self-Management is...

- Emotional Self-Control
- Transparency
- Adaptability
- Achievement
- Initiative
- Optimism

Self-management requires flexibility and poise in the face of stressful challenges.

Building Self Management

- Take on a New Project
- Journal – focus on reaction/response to emotional situations
- Set Results vs. Activity oriented goals
- Share more of ‘self’ with others
- Take Risks
- Evaluate Optimism/Pessimism/Realism
- Consciously choose and verbally express an Optimistic outlook on a project
- Develop a Personal Vision statement and/or Values
- Learn/Study Appreciative Inquiry

Social Awareness is...

Recognizing and understanding the emotions and perspectives of others.

SELF
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Social Awareness is...

- Empathy
- Organizational Awareness
- Service Orientation

Social awareness is the skill of understanding where another is coming from, whether you agree with it or not.

Building Social Awareness

- Improve Listening Skills
- Improve Questioning Skills – seek to understand
- Journal – regarding others emotions in a situation
- Debrief work situations with a colleague
- Read: The Servant Leader by James Hunter
- Change Framework on employees as customers
- Engage in Social Service Projects
- Identify and Evaluate the Social Expectations you have of self and others

Relationship Management is...

Using awareness of your emotions and the emotions of others to manage interactions successfully.

SELF
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SELF
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SOCIAL
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**RELATIONSHIP
MANAGEMENT**

Relationship Management is...

- Developing Others
- Inspirational Leadership
- Influence
- Change Catalyst
- Conflict Management
- Teamwork & Collaboration

Effective relationship management does not require being “nice” in every situation.

Building Relationship Management

- Create IDP's for self and others
- Read Biographies of Inspirational Leaders
- Develop Vision statements
- Develop your Conflict Management Skills – understand your behavior preferences
- Improve Listening Skills
- Improve Facilitation Skills
- Celebrate Successes of others
- Develop your Coaching skills
- Make Teambuilding exercises a part of every staff meeting

Developing EI

The Challenge

- Division revenue projected to double in just 5 years

The Method

- Online and in the classroom, test, teach and coach the EQ skills needed to support this change.

The Results

- 100% of leaders using all 3 methods increased their performance
- 71% using a single method increased performance.
- 82% of those declining participation had no increase in performance

“EQ is so critical to success it accounts for 58% of performance in all types of jobs.”



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Resources

- www.talentsmart.com
- [http://www.intelligencetest.com/links/Emotional Intelligence/](http://www.intelligencetest.com/links/Emotional_Intelligence/)
- http://media.wiley.com/assets/51/46/jrnls_jb_lia_21_5_ruderman.pdf
- <http://leadershipinsights.osumc.edu/2010/05/26/emotional-intelligence-leadership-skills-that-can-be-learned/>
- *Emotional Intelligence 2.0* by Travis Bradberry & Jean Greaves
- *Primal Leadership* by Daniel Goleman
- *Working with Emotional Intelligence* by Daniel Goleman