



Emotional Intelligence

Facilitator:
Holly A. Sullenger,
M Ed, ABD PhD



- Understand emotional intelligence (EI)
- Recognize high EI characteristics
- Understand the four stages of EI
- Apply the four stages to our personal and professional lives

What is Emotional Intelligence (EI)?



the capacity to be aware of, control, and express one's emotions

the ability to understand, interpret, and respond to the emotions of others

the adeptness to handle interpersonal relationships judiciously and empathetically



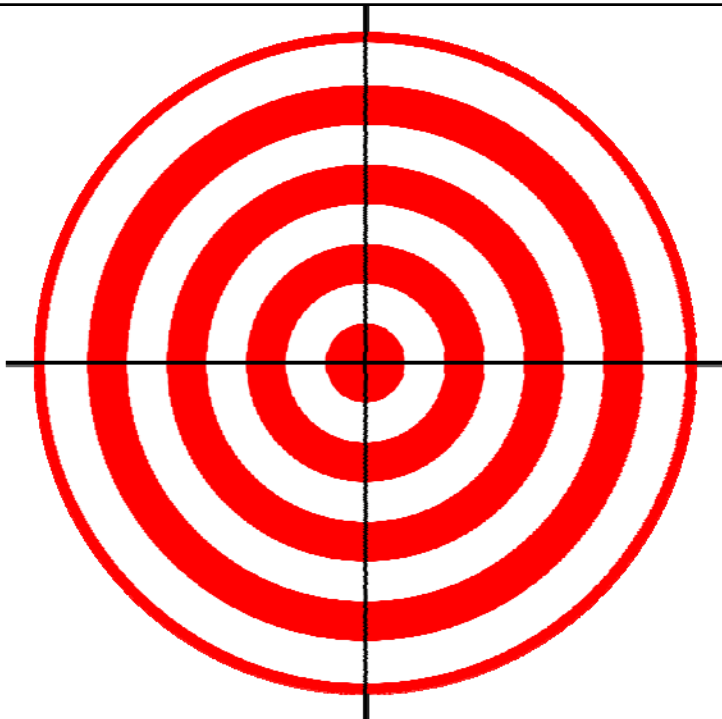
✓ *Learned*

IQ = 10% to 25%

IQ + EQ = SUCCESS

EQ = 75% to 90%

(Bressert, 2007)

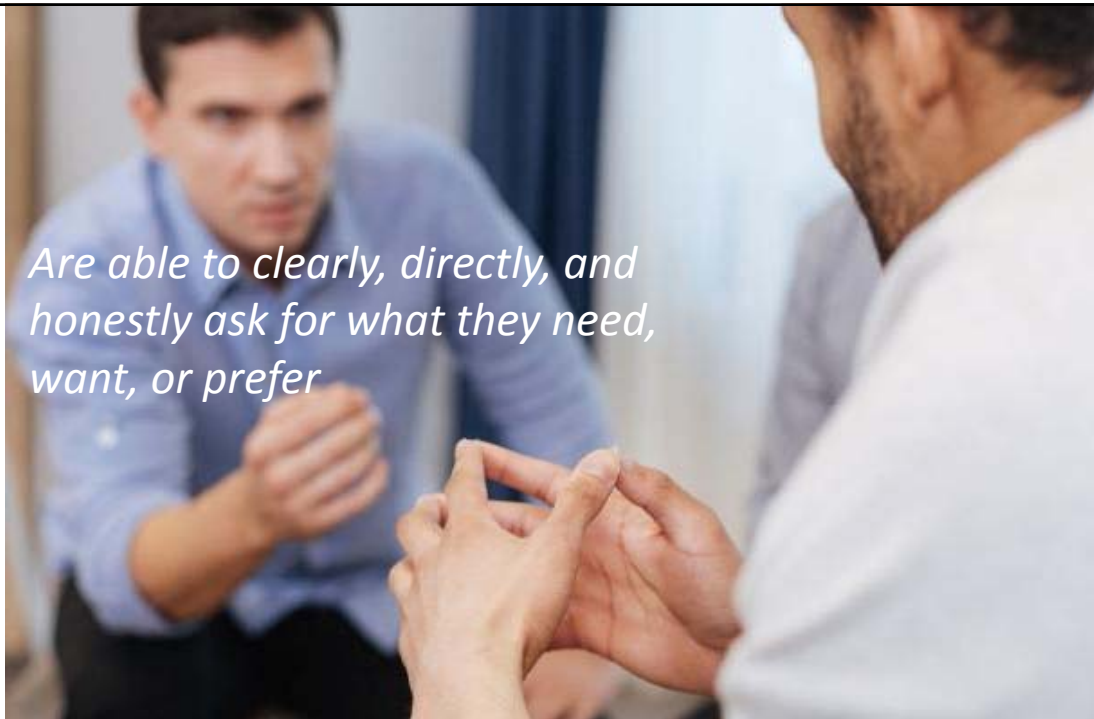


**10
Characteristics
of Adults
with Fully
Developed EI**

Respect others

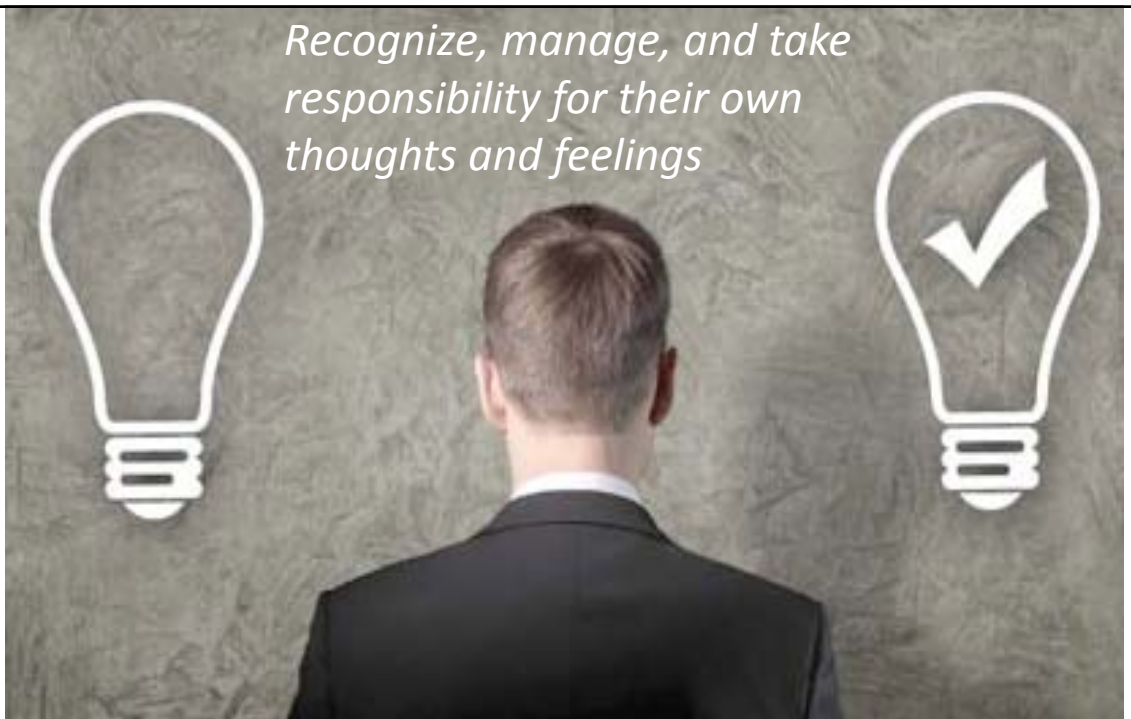


*Are able to clearly, directly, and
honestly ask for what they need,
want, or prefer*





Are deeply in tune with their own emotional world and are able to enter into the feelings, needs, and concerns of others without losing themselves

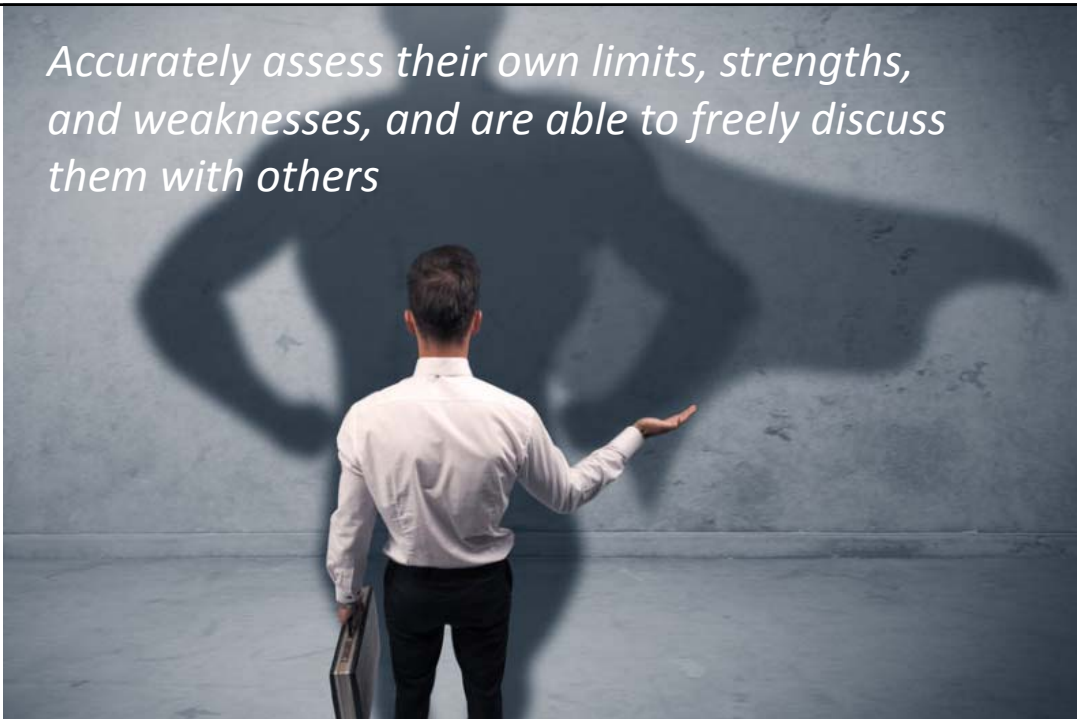


Recognize, manage, and take responsibility for their own thoughts and feelings



Have the capacity to resolve conflict maturely and negotiate solutions that consider the perspectives of others

Accurately assess their own limits, strengths, and weaknesses, and are able to freely discuss them with others



Can, when under stress, state their own beliefs and values without becoming adversarial



Appreciate people for who they are



NC STATE
UNIVERSITY

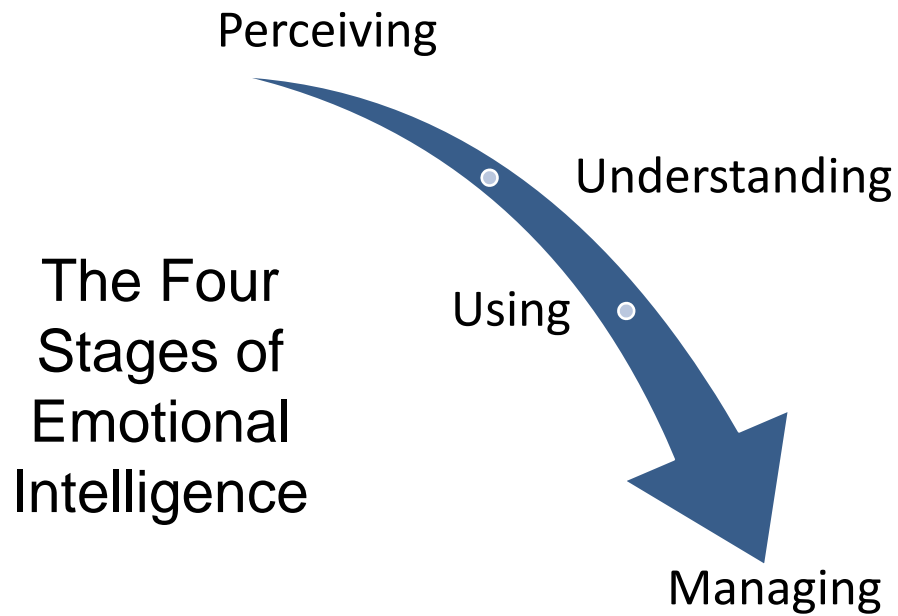


*Allow others to
make mistakes*

NC STATE
UNIVERSITY



*Do not expect others to
be perfect*



Perceiving

Sensing how both you and others are feeling.

- Deducing emotions from behavior
- Observing others' emotions
- Observing our own emotions



WHAT IS IT?



75%



93%



7%

Words

Understanding Emotions

Assigning meaning to observed emotions.

- Know your own emotions and their cause.
- Understand the emotions of others and their cause.
- Know how to *relate* to the emotions of others.



Using, Reasoning and Regulating

Creating a plan to deal with the observed and understood emotions.

- Create a constructive plan or goal.
- Seek the input of others if necessary.
- Communicate the plan to others.
- Enlist their help.



Managing and Directing

*Directing emotions toward
constructive activities to use them
to optimal advantage.*

- Emotions are controlled.
- Difficulties are handled rationally.
- Able to calm any situation quickly.
- Plan/goal is implemented.




Applying the Stages




Emotions are Action Signals

Emotion	Understanding	High EI Response
Anger		



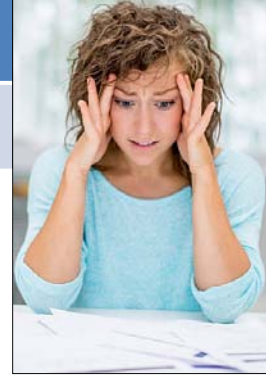
Emotions are Action Signals

Emotion	Understanding	High EI Response
Anger	Rule has been violated	



Emotions are Action Signals

Emotion	Understanding	High EI Response
Anger	Rule has been violated	Clarify and/or adjust rules Learn to manage the anger



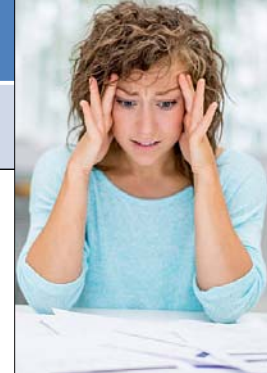
Emotions are Action Signals

Emotion	Understanding	High EI Response
Uncomfortable		



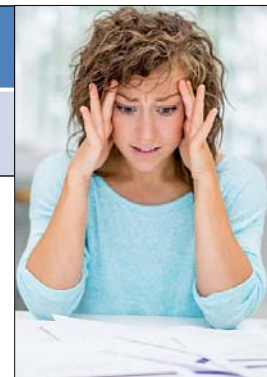
Emotions are Action Signals

Emotion	Understanding	High EI Response
Uncomfortable	Need to change your state	



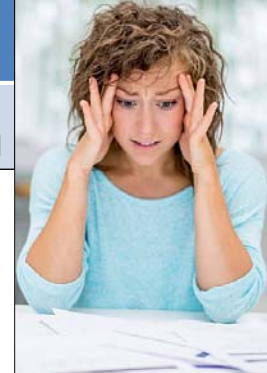
Emotions are Action Signals

Emotion	Understanding	High EI Response
Uncomfortable	Need to change your state	Clarify what you want Take action toward your goal



Emotions are Action Signals

Emotion	Understanding	High EI Response
Uncomfortable	Need to change your state	Clarify what you want Take action toward your goal



Avoid:

Public displays

Not listening to your inner voice


Emotions are Action Signals

Emotion	Understanding	High EI Response
Guilt		




Emotions are Action Signals

Emotion	Understanding	High EI Response
Guilt	You violated your own standards	



Emotions are Action Signals

Emotion	Understanding	High EI Response
Guilt	You violated your own standards	Make things right Set new rules for yourself



Emotions are Action Signals

Emotion	Understanding	High EI Response
Inadequacy		



Emotions are Action Signals

Emotion	Understanding	High EI Response
Inadequacy	You aren't enough	



Emotions are Action Signals

Emotion	Understanding	High EI Response
Inadequacy	You aren't enough	Educate yourself Improve areas that you can



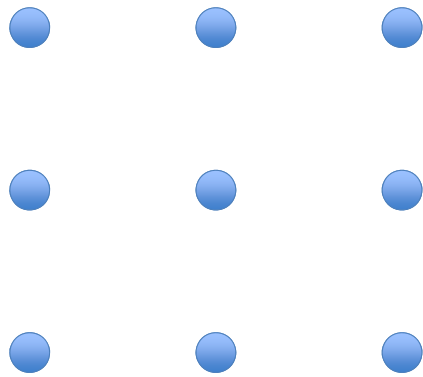
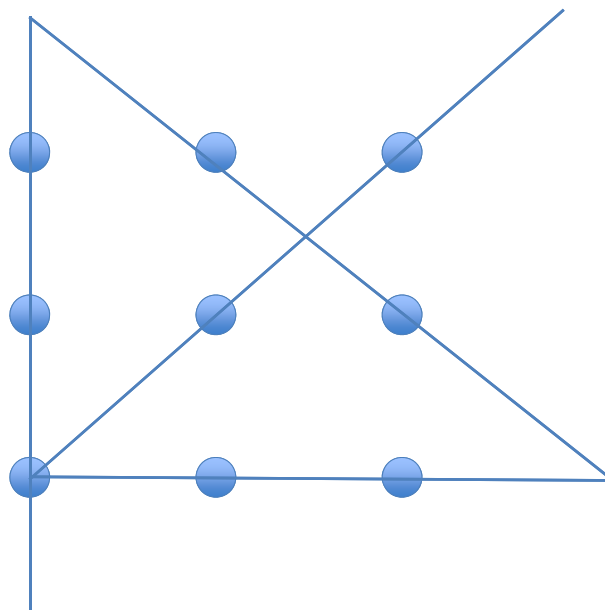
Emotions are Action Signals

Emotion	Understanding	High EI Response
Inadequacy	You aren't enough	Educate yourself Improve areas that you can



Avoid:

***Keeping negative emotions
Perfectionism***

NC STATE
UNIVERSITYNC STATE
UNIVERSITY

Emotions are Action Signals

Emotion	Understanding	High EI Response
Frustration		



Emotions are Action Signals

Emotion	Understanding	High EI Response
Frustration	Upset because of the inability to change or achieve	



Emotions are Action Signals

Emotion	Understanding	High EI Response
Frustration	Upset because of the inability to change or achieve	Change your approach Set different goals



Emotions are Action Signals

Emotion	Understanding	High EI Response
Disappointment		



Emotions are Action Signals

Emotion	Understanding	High EI Response
Disappointment	Sad something didn't happen	



Emotions are Action Signals

Emotion	Understanding	High EI Response
Disappointment	Sad something didn't happen	Change your goals Change your focus



Emotions are Action Signals

Emotion	Understanding	High EI Response
Disappointment	Sad something didn't happen	Change your goals Change your focus



Avoid:

*Giving up
Long-term focus*

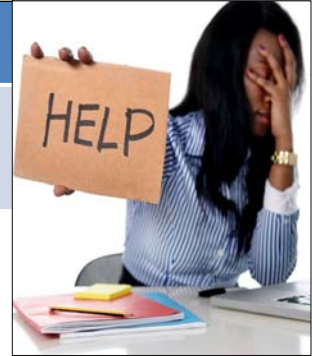
Emotions are Action Signals

Emotion	Understanding	High EI Response
Overloaded		



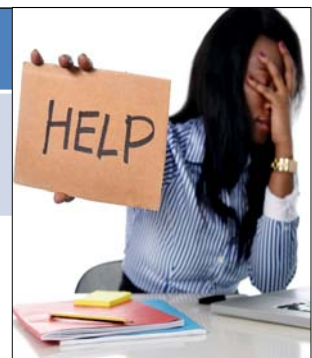
Emotions are Action Signals

Emotion	Understanding	High EI Response
Overloaded	Stretched thin because of too much work / too many expectations	



Emotions are Action Signals

Emotion	Understanding	High EI Response
Overloaded	Stretched thin because of too much work / too many expectations	Communicate Set new goals Delegate if possible



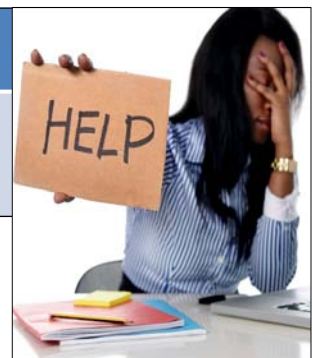
Emotions are Action Signals

Emotion	Understanding	High EI Response
Loneliness		



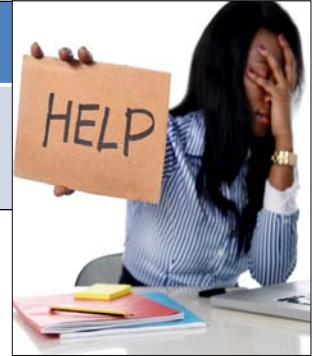
Emotions are Action Signals

Emotion	Understanding	High EI Response
Loneliness	Anxiety about lack of connection and/or communication with others	



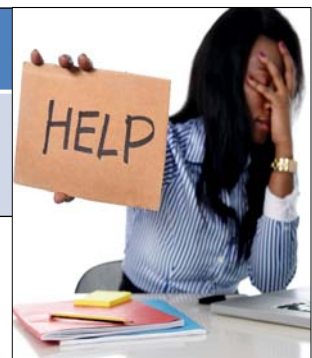
Emotions are Action Signals

Emotion	Understanding	High EI Response
Loneliness	Anxiety about lack of connection and/or communication with others	Clarify needs Set goals to remediate



Emotions are Action Signals

Emotion	Understanding	High EI Response
Loneliness	Anxiety about lack of connection and/or communication with others	Clarify needs Set goals to remediate



Avoid:

*Trying to carry too much
Ignoring feelings*

In the workplace, “High EI” individuals are known for:

- Knowledge
- Experience
- Visibility
- Action
- Relationships
- Creativity
- Communication
- Appearance
- Attitude
- Maturity



*Thank
You*