




Emotional Intelligence

What does highly developed EI look like?



+44 (0) 7957 358 760

Shut down zoom, even shut down your computer and restart

Confidential Environment

Record Session?

Can I take an image of the screen in gallery mode, and post it on linkedin not naming anyone here today

Document your thoughts as we go along

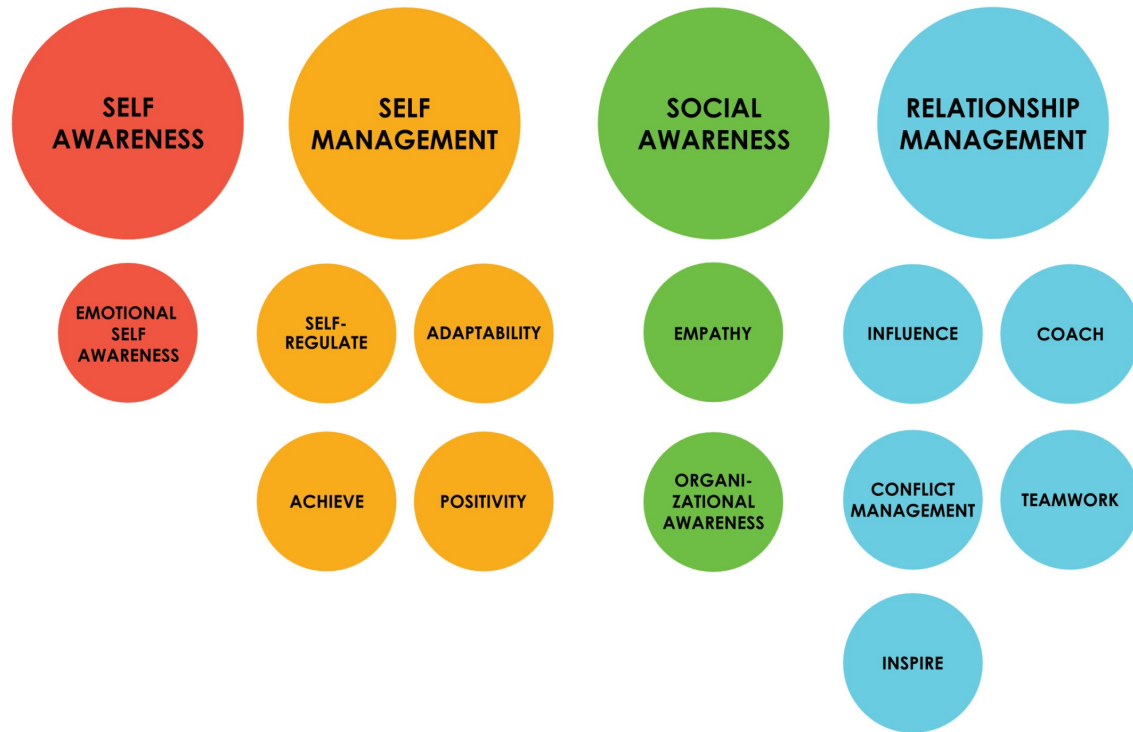
If your emotional abilities aren't in hand, if you don't have self awareness, if you are not able to manage your distressing emotions, if you can't have empathy and have effective relationships, then no matter how smart you are, you are not going to get very far.

Daniel Goleman
Psychologist and Author
'Emotional Intelligence: Why it can matter more than IQ'

El is the capability to:

- Recognise, understand and manage our own emotions
- Recognise, understand and influence the emotions of others

David Goleman's EI Model



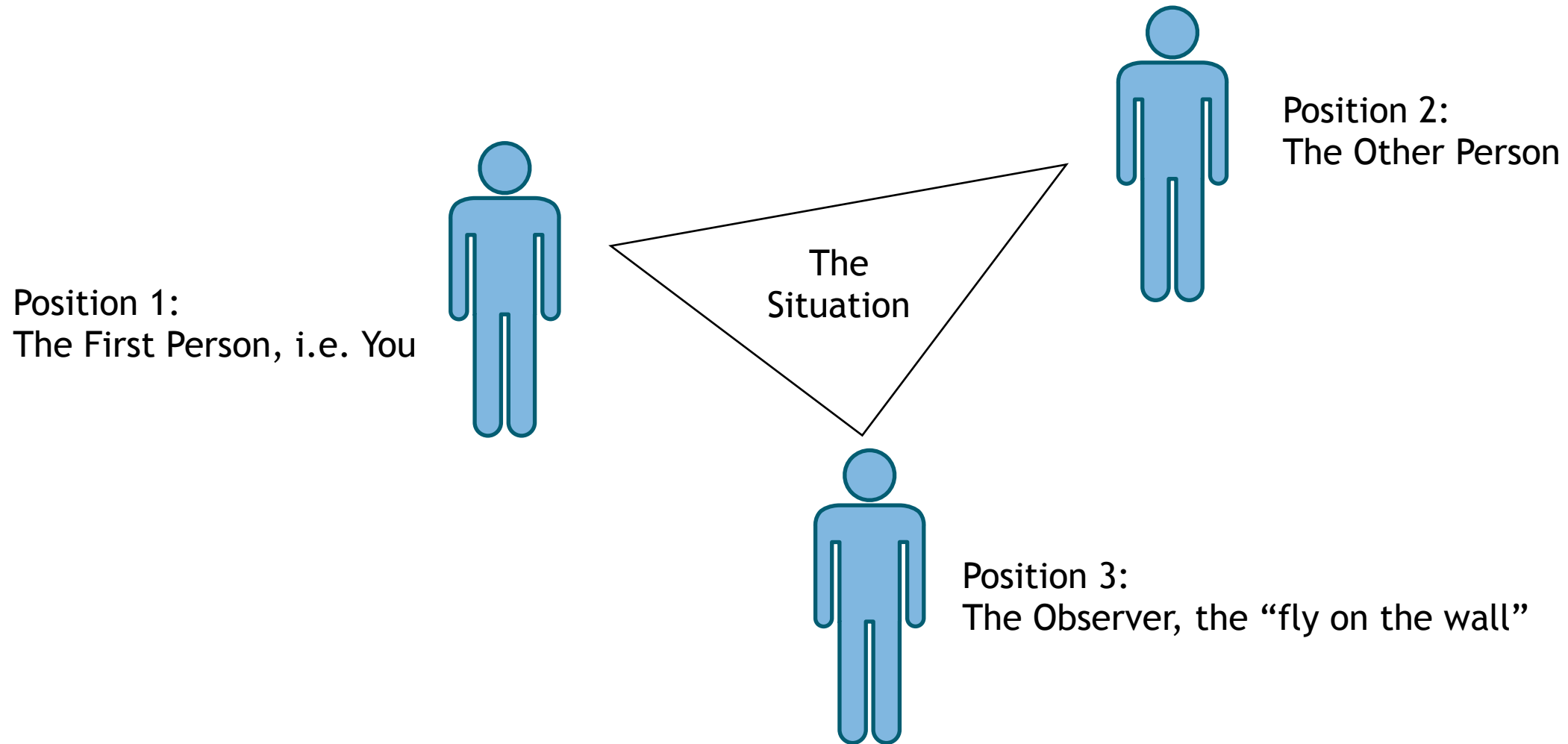
Self awareness is the ability to read and understand your emotions as well as recognise their impact on others.

Self management is the ability to manage one's actions, thoughts, and feelings in flexible ways to get the desired results.

Social Awareness is the ability to accurately notice the emotions of others and “read” situations appropriately

Relationship management is to take one's own emotions, the emotions of others, and the context to manage social interactions successfully

Empathy - Perspective



Self Regulation - Control the Event, don't let the event control you

Events

“Things happen”

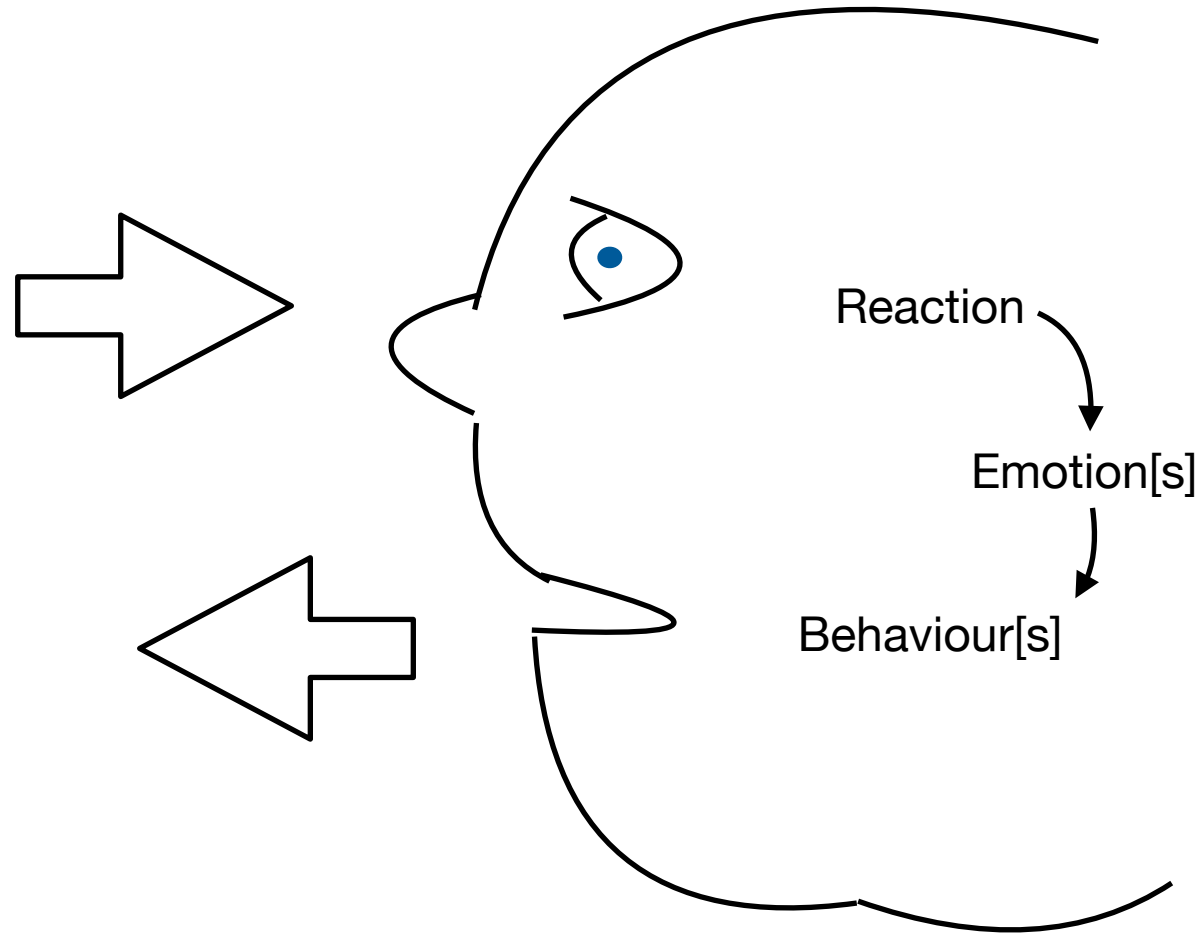
“We hear”

“We see”

“We feel”

Our experience

Our past history



Build Business Relationships



- Every business relationship has a clear purpose, an intent
- Every business relationship requires an appropriate behavioural mode
- Every business relationship requires commitment even when times are tough

Build Trust

The starting point to convince and persuade those around you

Do I consistently follow-through with my commitments?

Do I fulfil my promises?

Do I express care and concern for others?

Are my interactions authentic, honest and sincere?

Build trust with others—the kind of trust that positions you to Influence



THANK YOU