



EMOTIONAL INTELLIGENCE

AND HANDLING STRESS

Helping Companies Work Smarter

*Employee Assistance Programs
JBG Training Institute
Crisis Response/ Conflict Management
Management Assistance Program*

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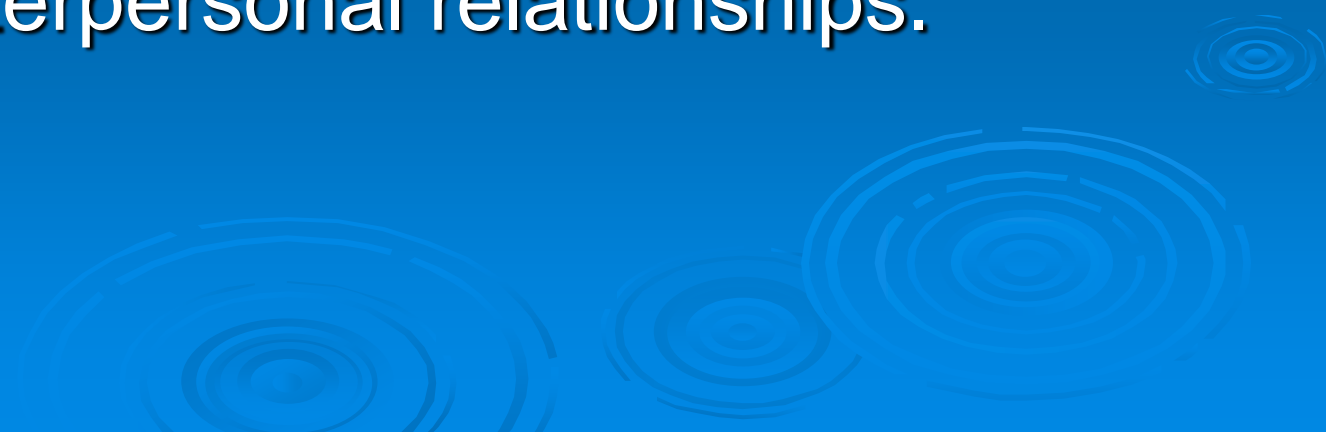
Goals For Today

- Understand emotional intelligence, and its importance to the workplace.
- Understand life and work issues and their relationship to stress.
- Learn how stress affects us as individuals, as a team and as a customer service provider.
- Learn ways to cope with stress to improve our personal and work relationships.

Emotional Intelligence

Emotional Intelligence is the ability to...

Recognize our own feelings and those of others, **motivate** ourselves, and **manage** emotions well in ourselves and in our interpersonal relationships.





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TEMPORARY INSANITY II







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HAMBURG



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Why do people with high IQs
not always succeed?



An iceberg floating in the ocean. The tip of the iceberg, which is above the water line, is labeled with the letters 'IQ' in red. The much larger, submerged part of the iceberg, which is below the water line, is labeled with the letters 'EQ' in yellow. The sky is blue with some light clouds, and the water is a deep blue.

IQ

EQ

Emotional Intelligence Research

IQ:

- **Peaks around age 17**
- **Intellectual, Analytical, Logical and Rational abilities**
- **Learn, retain, recall information**
- **Knowledge-based problem solving**

EI:

- **Not directly related to IQ**
- **Not fixed at a certain age. ...40 50...**
- **Can increase through training and development**
- ***EQ is a better predictor of job success than IQ***

Emotional Intelligence Research

- **Up to 90% of the difference between outstanding and average leaders is linked to emotional intelligence.**
- **EQ is twice as important as IQ and technical expertise combined, and is four times as important in overall success.**
- **Research by the Center for Creative Leadership found the primary cause of derailment in executives involves deficits in emotional competence.**

Lifespan Development: Moving into Adulthood

What are the components of wisdom?

The background of the slide is a solid blue color. In the lower right quadrant, there are several decorative elements consisting of concentric circles, resembling ripples in water. These circles are rendered in a lighter shade of blue and are arranged in a way that suggests movement or a series of events.

Five Competencies of Emotional Intelligence at Work

Self-Awareness- Ability to recognize and understand your moods, emotions, and drives, as well as their effect on others.

Self-Management- Ability to control impulses and moods.

Empathy (Social Awareness)- Awareness of others' feelings.

Social Skill (Relationship Management)- Proficiency

The Two Sides of Emotional Intelligence

- Personal Competence – How we manage ourselves
 - **Self Awareness** – know your strengths and weaknesses
 - **Self Management** – trustworthiness, responsibility, adaptability
 - **Motivation** – *drive, commitment, initiative, optimism, charisma.*
- Social Competence – How we handle relationships
 - **Empathy** – awareness of other's feelings and concerns
 - **Relationship Management** – adeptness of inducing desirable responses, such as: communication, conflict management, cooperation and leadership.

Social Competence: EMPATHY

Starts with self-awareness.

**The ability to see things from the other's
point of view.**

You can recall some of the same feelings.

**Sharing and identifying with emotional
states.**

EMPATHY QUESTIONS

“Can you say more about that?”

“Really? That’s interesting. Can you be more specific?”

“I wasn’t aware of that. Tell me more.”

“I’m curious about that...let’s discuss this in more depth.”

**“Let me see if I understand you correctly...
here is what I heard you say...”**

**“How do you feel about that? What are some of your
concerns?”**

BARRIERS TO EMOTIONAL INTELLIGENCE

Fear

Avoid Conflict and Challenge

Negative Internal Dialogue

Unrealistic Expectations

Blaming Others

There's only two things I don't like:

Change and the way things are.

Emotional Intelligence

- Being intelligent about emotions means that we can perceive and use emotions to create optimal relationships and produce desired outcomes.



Stress Measurement Test

READ CAREFULLY

The following picture was used in a recent study to measure people's stress level.

The picture is of two dolphins leaping out of the water.

Both dolphins are IDENTICAL.

**If your stress level is HIGH
you will automatically notice (at minimum) two
differences in the dolphins.**





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What are your greatest stressors?

- Work
- Home
- Relationships
- Family
- Friendships
- Medical
- Behaviors
- Financial

*@&#!



Manifestations of Stress

➤ **PHYSICAL**

Headaches, fatigue, overall aches and pains

➤ **EMOTIONAL**

Tearfulness, anger, depression and avoidance

➤ **COGNITIVE**

Poor concentration, memory loss, diminished ability to remember simple things

➤ **BEHAVIORS**

Quitting, social withdrawal, loss of interest and happiness

What are Stress Building Beliefs?

- Perfectionism
- People-pleasing
- Competence
- Control



- Fear of failure or disapproval?

Managing Change: Four Phases

➤ Denial

- Minimizing
- Ignoring

➤ Resistance

- “Awfulizing”
- Procrastinating
- Sabotage



➤ Exploration

- Seeking information
- Considering options
- Make suggestions

➤ Commitment

- Excitement
- Actively engaged
- Becomes part of solution

OPEN COMMUNICATION

HELPFUL TIPS:



- *Err on the side of over-communicating*
- *Clear up misunderstandings quickly*
- *Recognize and reinforce communication efforts*
- *Take a moment to listen*

BASIC COMMUNICATION PRINCIPLES

It's Not What You Say, It's How You Say it

55% Appearance 37% Voice 8% Content

Electronic communication:

Be aware of tone, words, punctuation



Dealing with Stress, Preventing Burnout

- Recognize – What are the stressors in your life and how are you dealing with them?
- Reverse – Learn how to manage your stress and seek support
- Take Care – Build your resistance to stress by taking care of your physical and emotional health



SPEED
LIMIT
40

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Habits That:

Recharge You
(What works)

- _____
- _____
- _____
- _____

Drain You
(What *does NOT* work)

- _____
- _____
- _____
- _____



What's Worked in the Past?

- Describe an incident, or a time of change for you within the past three years.
- Describe your emotional and behavioral reactions to that change.
- What helped decrease the stress?

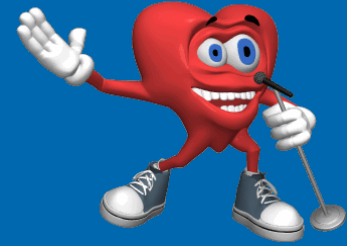


O.K. – What's Next

- Define the whole problem.
- What can you control?
- What are you good at, enjoy
- What's important?
- What are your options/goals?
- Make a commitment.
- Write a plan.
- Implement your plan, that is, begin!



Stress Busters



- Keep a picture nearby of you laughing.
- Communicate effectively with co-workers and customers.
- Dismiss negativity.
- Deal with small issues before they become big issues.
- Do something nice for someone.
- End each day doing something fun or relaxing – not the news.

Most Important...

LAUGH

It's one of the healthiest antidotes to stress.

When we laugh, even smile, blood flow to the brain is increased, and endorphin* levels rise;

*painkilling hormones that give us a sense of well-being.



Behavioral Interventions

- Stop perceiving yourself as a “**victim.**”
- Take action:
 - Ask for help.
 - Delegate.
 - Volunteer activity.
 - Help a needy family.
 - Go to school.
 - Get enough sleep.
 - Make healthy food choices.



Know That

- You have the ability to be happy.
- You have the talent and intelligence to be successful.
- People care about you.
- No matter how bad it seems: “this too shall pass.”



Do you ever feel like doing this to someone?

