



Emotional Intelligence

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Why Emotional Intelligence?

- ▶ Understand, who you are?
- ▶ Learn, how to become an effective leader
- ▶ Recognize & Develop: Traits of Emotional Intelligence
- ▶ Effective leadership



Emotional Intelligence

Researcher: Daniel Goleman

- ▶ Ability to monitor & manage your own emotions,
- ▶ As well as understand & influence the emotion of others



Emotional Intelligence: Personality Traits Combination

- ▶ **Self-Awareness**
- ▶ **Self-Regulation**
- ▶ **Motivation**
- ▶ **Empathy**
- ▶ **Social Skills**

E.I. Advantages

- ▶ **E.I. more important than IQ**
- ▶ **Helps you succeed in all areas of life**
- ▶ **Thrive in challenging situations**
- ▶ **Connect => good teamwork**
- ▶ **Achieve goals**
- ▶ **Healthy Relationships**

Professional

- ▶ **Job Satisfaction + Performance**
- ▶ **Build better Business relationships**
- ▶ **Ability to connect more deeply with team members through empathy.**

Self-awareness

“Anyone can become angry – that is easy. But to be angry with the right person, to the right degree, at the right time, for the right purpose, and in the right way – this is not easy.” – Aristotle

Advantages of Self Awareness

- ▶ **Knowing yourself is foundation**

WHAT drives you, you believe, your values, emotions are, most importantly, “WHY” behind each of these factors.

- ▶ **Reflect on your day**

What you did and why you did that? Emotions of stress, frustration, anger and happiness. Interaction with people & Situations

- ▶ **Understand your strengths & Areas of Improvement**

Self Regulation

- ▶ **Listen to others – strengthen your listening skills**

“Most people do not listen with the intent to understand; they listen with the intent to reply.” -Stephen Covey

- ▶ **Stop Judging others**
- ▶ **Admit your mistakes**
- ▶ **Take a deep breath**

Empathy: Focus on Others

“Never criticize any one until you’ve walked a mile in their shoes.”

People with high EI are:

- Interested in others than in themselves.
- listen, empathize, & act with real compassion.
- Talk to other people, esp. people they don’t know or who are different than themselves.
- Challenge their own preconceived ideas, & stereotypes, about others.
- Conscious about how those preconceived ideas might be shaping how they interact with others.

Recap

Strengthening E.I. is not to change who you are.

E.I. helps:

- Identifying behaviors limiting your ability to understand your emotions and to connect with others.
- Replace, –ve behaviors with +ve behaviors leading to greater awareness and empathy.
- Takes a great deal of practice. Won't happen overnight.
- Focus on developing one skill at a time and take it slow.
- Habitual thoughts and behaviors take time to change.

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