

EMOTIONAL INTELLIGENCE



INCREASE YOUR EQ: LAND THE JOB

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Dwight's Interview



Workshop Objectives

- What is Emotional Intelligence (EI)
- Learn about your own EI strengths and vulnerabilities
- Gain insights into emotionally-intelligent interviewing behavior

Take a minute...

- **Think of an individual in your life who has had a tremendous positive impact on you...someone you admire or respect...a mentor, supervisor, co-worker, friend, or relative**
- **On each of the post-it notes, list one of the attributes that cause you to respect or admire them**

Too much college,
too little kindergarten . . .

EQ:0



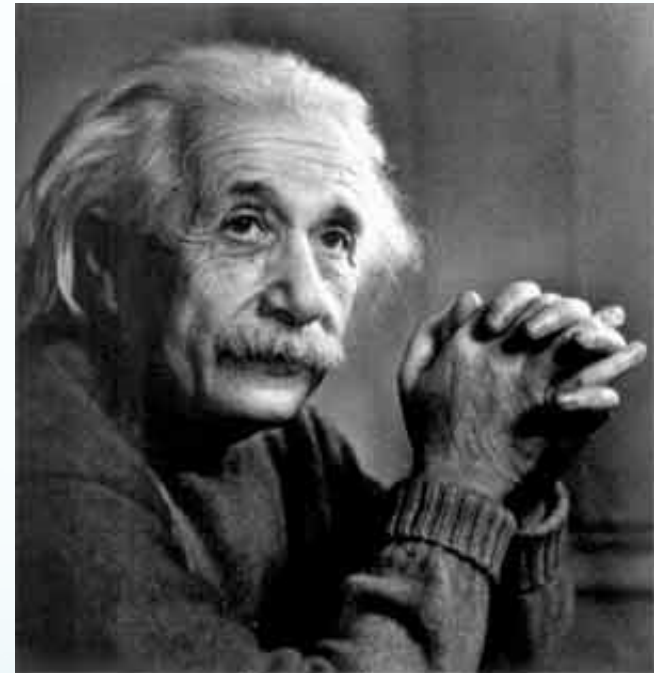
Celebrating a big win...



Albert Einstein

**“We should take care
not to make the intellect
our god. It has, of
course, powerful
muscles, but no
personality.**

**It cannot lead,
it can only serve.”**



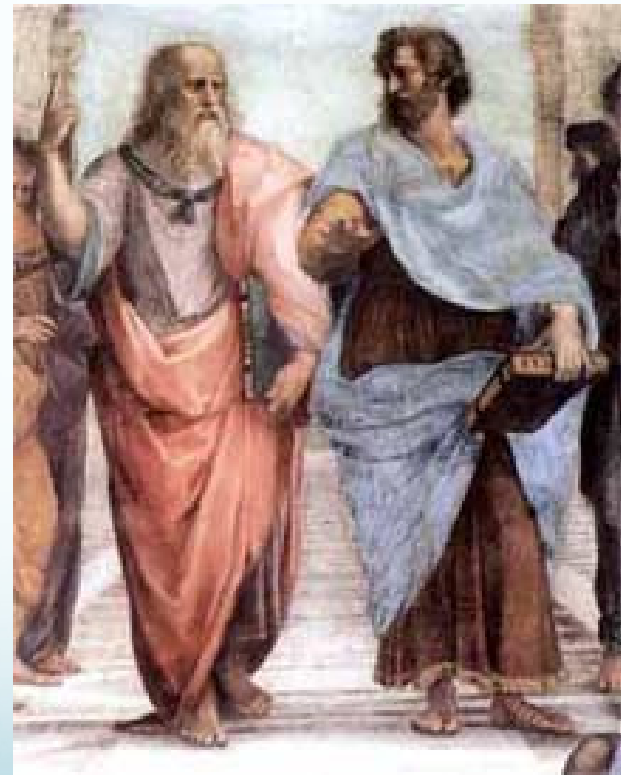
What is EQ?

- Being aware of our own emotions and the emotions of others, and
- Monitoring that awareness and using it to manage ourselves and our relationships with others.
- Not rocket science, brain science!

EQ is not a new concept

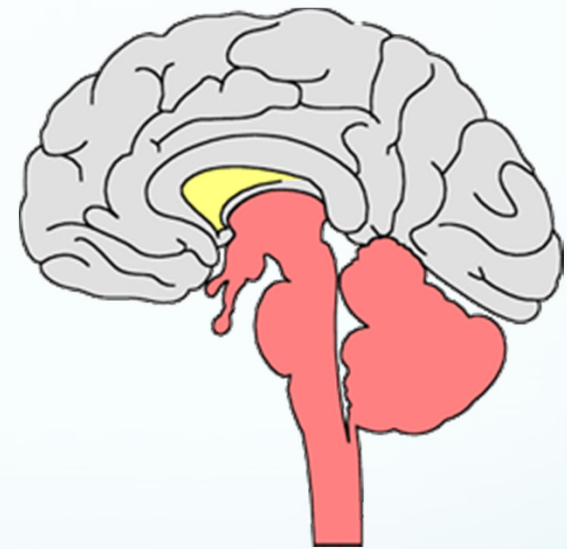
“Anyone can become angry – that is easy. But to be angry with the right person, to the right degree, at the right time, for the right purpose, and in the right way – that is not easy.”

Aristotle



Our Four Brains

- **Brain stem - autonomic**
- **Amygdala - reptile brain (emotion)**
- **Cortex (logic center)**
- **Pre-frontal cortex (integrates logic and emotion into judgment)**



EI Four-Quadrant Model

	Self	Other
Awareness	Self Awareness	Other Awareness
Management	Self Management	Relationship Management

Self-Awareness

- **Emotional awareness***
- **Accurate self-assessment**
- **Personal power**



The Interview

Self Management

- **Emotional/ *behavioral* self control**
- **Integrity***
- **Innovation & Creativity**
- **Initiative & Bias for Action***
- **Resilience***
- **Achievement drive***
- **Stress management**
- **Realistic optimism**
- **Intentionality***



Chinese Government official misses his flight...



24 Competencies of Emotional Intelligence

Self Awareness:

- Emotional Self-awareness
- Accurate Self-assessment
- Personal Power

Self management:

- Emotional Self-Control
- Integrity
- Innovation and Creativity
- Initiative and Bias for Action
- Resilience
- Achievement Drive
- Stress management
- Realistic Optimism
- Intentionality

Social Awareness:

- Empathy
- Service Ethic
- Organizational Awareness

Relationship Management:

- Developing Others
- Powerful Influence
- Communication
- Conflict Management
- Visionary Leadership
- Catalyzing Change
- Building Bonds
- Teamwork & collaboration
- Building Trust

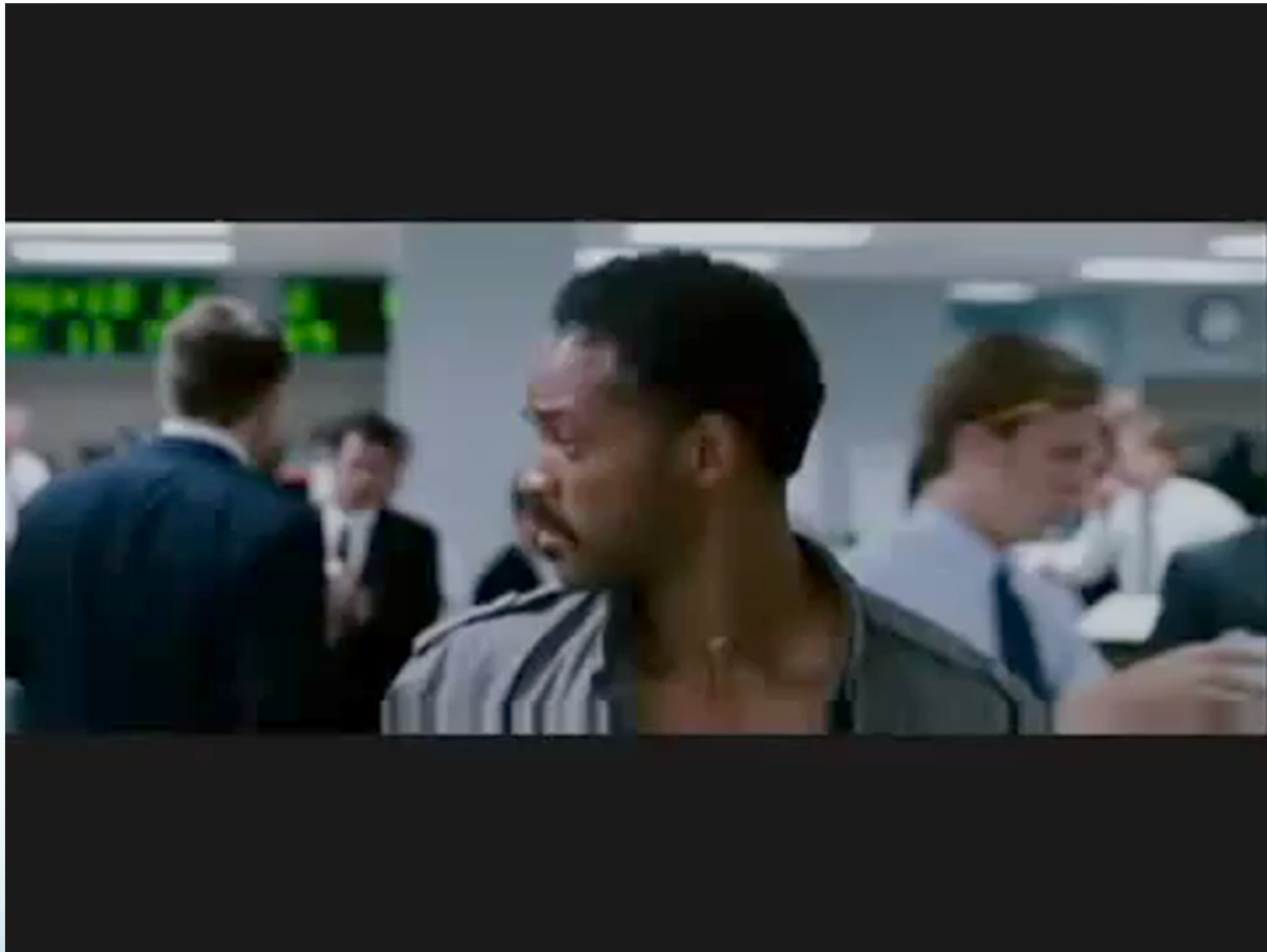
How To Have a Positive Impact

Take your post-it notes that list the qualities you have admired and been impacted by and place them on the appropriate pages on the wall:

- (1) Intelligence (IQ)
- (2) Technical Skills
- (3) Emotional Intelligence

The Smarts that Count

- **EQ ≠ IQ**
- **In a group of people with similar IQs, some will outperform others.**
- **The competitive edge is emotional intelligence.**
- **Success = 80% EQ, 20% IQ (Goleman, 1998)**
- **EI can be learned – it takes awareness, time, patience and commitment.**
- **Benefits for the individual, team and organization are not only worthwhile but invigorating.**



Emotional Intelligence and the Interview process:

Before: ***Accurate Self-assessment***

Personal Power

Stress Management

During: ***Stress Management***

Communication

Rapport building

After: ***Emotional Self-awareness & control***

Stress management

Realistic Optimism