



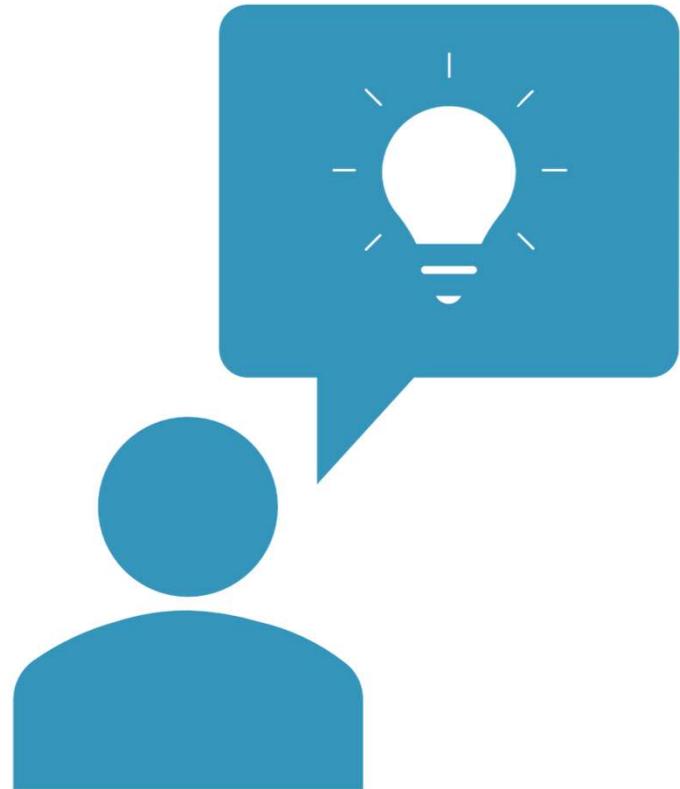
Emotional Intelligence

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- *What if you could understand the emotions of those with whom you work?*
 - *What if you could learn to manage your own emotions?*
 - *Leaders can learn to recognize and improve their own EQ through the five key elements of emotional intelligence: self-awareness, self-regulation, motivation, empathy, and social skills.*



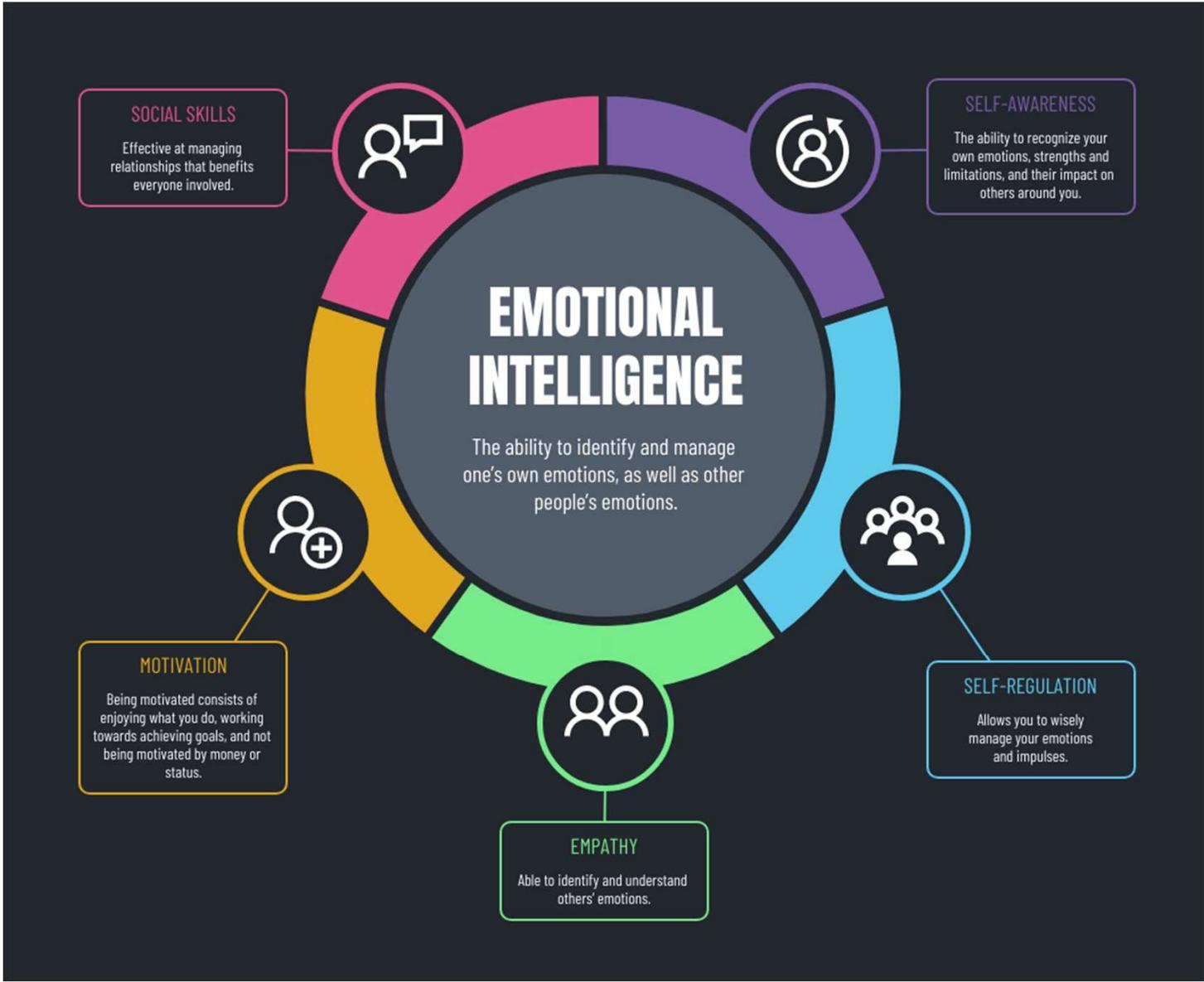
Emotional Intelligence (EQ/EI) Definition

“ability to monitor your own emotions as well as the emotions of others, to distinguish between and label different emotions correctly, and to use emotional information to guide your thinking and behavior and influence that of others” (Goleman, 1995; Mayer & Salovey, 1990)

EQ Self- Assessment



<https://psychcentral.com/quizzes/emotional-intelligence-test>





EQ: Self-Awareness

The ability to recognize and understand your moods, emotions, and drives, as well as their effect on others.

“Self-aware leaders are 32% more likely to make better decisions.”

Goldman, D. (1998). “What Makes a Leader.”
Harvard Business Review

Self-Awareness

Values:

What principles guide you?

Passions:

What interests excite and energize you?

Ambitions:

What goals and experiences do you want to achieve?

Fit:

What environment do you feel the most fulfilled in?

Patterns:

What are the consistent ways you think, feel, and act?

Reactions:

How do you respond to difficult situations?

Impact:

What is the effect you have on other people?

EQ: Self-Regulation

The ability to control or redirect disruptive impulses and moods.

“Think before you speak.”



Self-Regulation

EMOTION REGULATION STRATEGIES



Name the emotion



Validate the emotion



Identify triggers



Meditation or mindfulness



Talking through emotions



Journalling



Notice when you need a break



Good sleep hygiene



Consider therapy

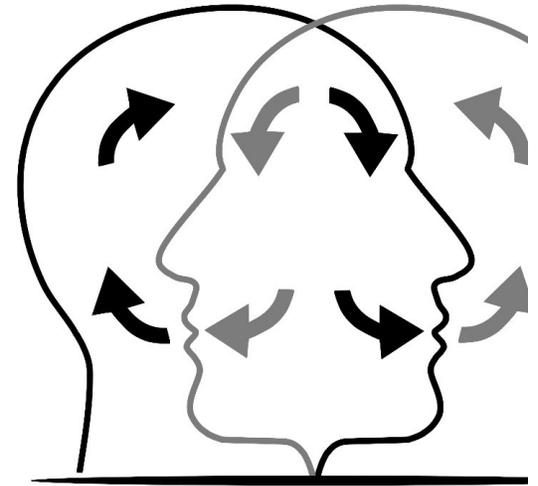
Symptoms of Stress

Physical	Emotional	Behavioral
<ul style="list-style-type: none">• Fatigue• Sleep difficulties• Stomachache• Chest pain• Muscle pain & tension• Headaches & migraines• Indigestion• Nausea• Increased sweating• Weakened immune system• Neck and back pain	<ul style="list-style-type: none">• Loss of motivation• Increased irritability & anger• Anxiety• Depression or sadness• Restlessness• Inability to focus• Mood instability• Decreased sex drive	<ul style="list-style-type: none">• Unhealthy eating (over or under eating)• Drug or alcohol use• Social withdrawal• Nail biting• Constant thoughts about stressors

EQ: Empathy

The ability to understand other people's emotions and reactions.

“I wonder how full their bucket is?”



Empathy

Four Step Approach to Practice Empathy



Put yourself in someone else's shoes



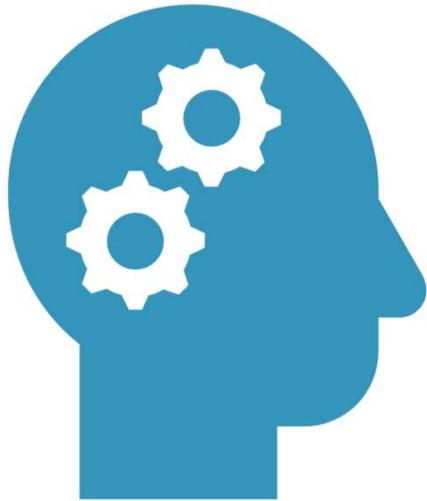
Listen and stay out of judgement



Recognize emotion in another person that you have felt before



Communicate that you recognize that emotion



EQ: Motivation

An interest in learning and self-improvement.

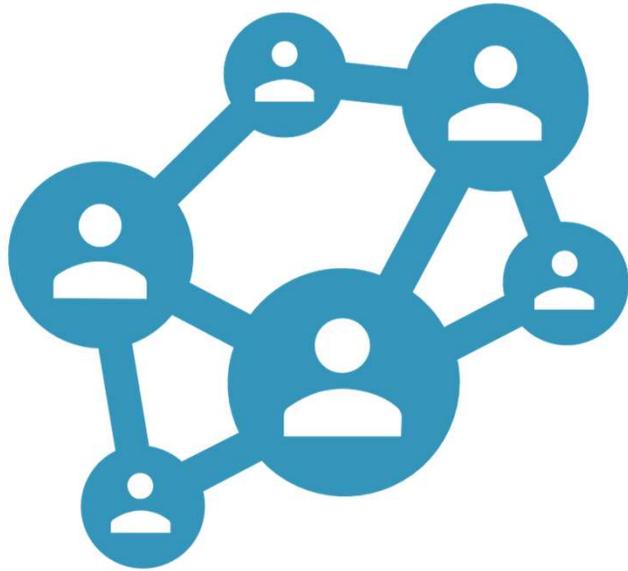
A passion to work for reasons that go beyond money or status.

7 Ways to Regain Motivation

1. Set Small Goals
2. Focus on Your Why
3. Surround Yourself with Positivity
4. Write it Down
5. Focus on Progress
6. Give Yourself a Break
7. Simplify

Reference: <https://www.itsmyfavoriteday.com/regain-motivation/>





EQ: Social Skills

- Proficiency in managing relationships and building networks.
- An ability to find common ground and build rapport.
- Ability to pick up on jokes, sarcasm, customer service, maintaining friendships/relationship.
- “Know your audience.”

Social Skills





Are you Emotionally Intelligent?



Do you have a robust emotional vocabulary?



Are you curious about people?



Do you embrace change?



Do you know your strengths and weaknesses?



Are you a good judge of character?



Do you let go of mistakes?



Do you give and expect nothing in return?



Do you hold grudges?

High Emotional Intelligence

- People with high emotional intelligence always do **3 things** when talking to other:
 1. They ask questions that elicit deep feelings
Ex. What are your thoughts on ... ?
 2. They mirror your verbal tone and body language
Ex. Align with the other's communication style to build trust and show respect.
 3. They share their personal mistakes and failures
Ex. People with high EQ possess the emotional security and courage to be disliked.

How Do Emotionally Intelligent People Handle Toxic People?

They maintain distance from complainers.

They don't give up.

They rise above.

They have high emotional awareness.

They set boundaries

They don't mind what others think of them.

They don't engage in negative self-talk.

They can calm their minds.

They sleep well.

They know how to seek help.

They let go of their ego and their need to be right.

Leading By Emotional Intelligence

Calm	Stay calm under pressure.
Know	Know how your emotions impact the behaviors of your team and clients. Be Calm, Confident, and Consistent.
Recognize	Recognize the ripple effect of your mood. Be intentional and remember positive energy can counter negative feelings.
Choose	Choose to be the one others choose to follow.

**Emotional
intelligence
empowers us to
respond
thoughtfully
rather than
react
impulsively.**

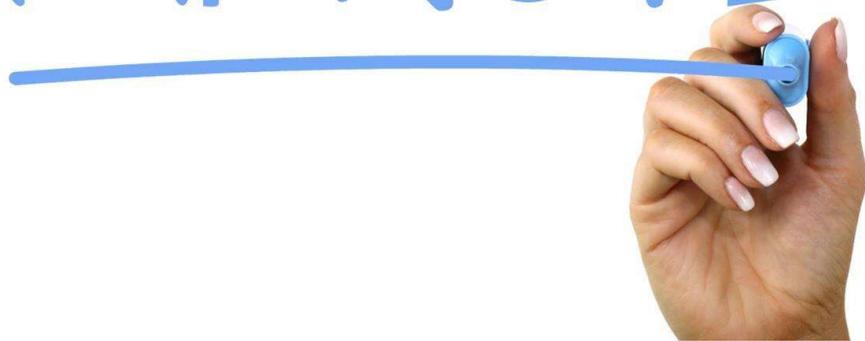


Emotional intelligence Checklist

- I can identify and understand my emotions
- I know how my emotions affect my thoughts
- I can control impulsive reactions
- I demonstrate patience and manage stress
- I understand and share the feelings of others
- I can focus on long-term success
- I regularly assess my emotions
- I'm in control of my relationship

upperclasscareer.com

IMPROVE



EQ Final Assessment

Think about what you can do to improve your EQ:

- Immediately,
- Tomorrow, or
- For the near future

Write yourself a note, one thing you plan to change to improve your EQ

Recap/Summary

