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WASHINGTON STATE UNIVERSITY

## Emotional Intelligence

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Subtitle

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**Presented by:**  
Kendra Wilkins- Fontenot  
Human Resource Services

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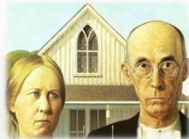
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## Emotional Intelligence

- What is it?
- Why does it matter to me?
- What can I do with it?

Emotional Intelligence(EI) is a concept that relates to how we manage ourselves and how we relate to others.



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## Defined

The ability to perceive and express emotion,  
Assimilate emotion in thought,  
Understand and reason with emotion, and  
Regulate emotion in self and others...

(Mayer, Salovey and Caruso)



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## Emotional Intelligence- A.K.A

- Executive Competencies
- Interpersonal Communication
- Relationship Management
- Social Intelligence
- Leadership Development



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## What it is not

- Achievement
- Aptitude
- Cognitive intelligence (IQ)
- Personality
- Static-changes over time
- Vocational interest



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## IQ vs EQ

IQ	EQ
Cognitive, intellectual, logical, analytical, and rational abilities	Emotional, social, communicative, and relational abilities
Personal information bank-memory, vocabulary, etc.	Grasping own as well as others' wants and needs
Gauges how well one acquires and organizes new knowledge	Gauges how well one copes with environmental demands and pressures



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Four EQ Skills		
	PERSONAL COMPETENCE	SOCIAL COMPETENCE
What I See	Self Awareness	Social Awareness
What I Do	Self Management	Relationship Management

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PERSONAL COMPETENCE

- What I See
- Self Awareness

Ability to recognize your emotions as they happen and understand your general tendencies for responding to different people and situations

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PERSONAL COMPETENCE

- What I Do
- Self Management

Using awareness of your emotion to choose what you say and do in order to positively direct your behavior

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## SOCIAL COMPETENCE

- What I See
- Social Awareness



Understanding where the other person is coming from whether you agree or not

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## SOCIAL COMPETENCE



- What I do
- Relationship Management

Using awareness of other persons' emotions to choose what you say and do in order to positively direct your behavior

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	PERSONAL COMPETENCE	SOCIAL COMPETENCE
What I See	Self Awareness	Social Awareness
What I Do	Self Management	Relationship Management

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### EQ and outcome connection



A cross section of emotional and social competencies that determine how well we understand and express ourselves, understand and relate with others, and cope with daily demands and pressures.

**Factors:** Emotional, Social, Relational, Communicative,

**Identify:** Knowledge, Skills, Attitudes, and Values




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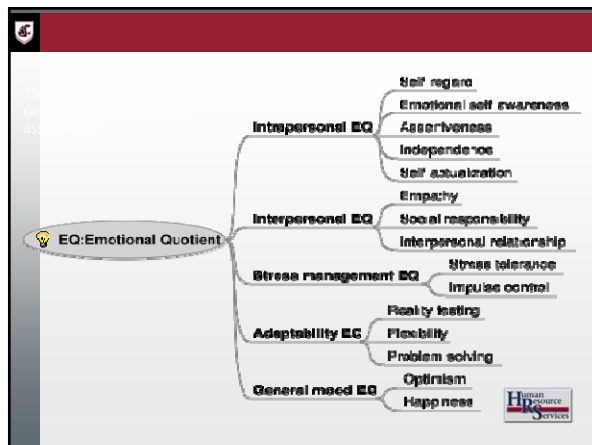
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### How will this help me (and others) succeed?

We want to be successful in our living, working, learning, and social interactions with self and others.


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### Success may be...

- a level of social status
- achievement of an objective/goal
- the opposite of failure
- a successful performance or achievement
- the overall ability to set and achieve your personal and professional goals
- Ultimately the satisfaction of our basic human needs



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### Exercising your EI can help you

- Enhance better communication
- Improve personal relations
- Promote better work environment
- Coach others
- Manage change
- Deal with conflict
- Improve productivity
- Build teams
- Select and promote leaders
- Retain employees
- Improve service, benefits, outcomes, & returns to self and others, organization, and stakeholders





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### The Bottom Line

(Ospina and Yaroni)

Moving from Mandated to Genuine Cooperation:

- The new line manager must be more people oriented
- Coaching and teamwork are the predominant functions



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**As we look ahead...leaders will be  
those who empower others.**

- Bill Gates



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