



Power Skills Amplify Your Soft Skills



**Get Smart
About Emotion**

About Me



Industry Experience



Finance



Technology



Education



Social Care



Public Sector



Private Sector

Qualifications

- ▶ BA Honors in English, Media & Communications at the University of Limerick
- ▶ TEFL Certification at the University of Limerick
- ▶ Distinction QQI Level 6 Train the Trainer

OLIVIA ROCHE

DCM Trainer

What's Coming Up?



Delivered Live via Zoom



All Sessions Recorded



Free and unrestricted for DCM Members

1:30pm - 2:30pm

Sept
20

Connect with
Communication

3:30pm - 4:30pm

Oct
9

Achieving Balance
with Time
Management

3:30pm - 4:30pm

Nov
6

Get Smart
About Emotion

2pm - 3pm

Dec
12

Resolving
Conflict

Get Smart About Emotion

Understanding EI

Enhancing self awareness

Building empathy and social skills

Defining Emotional Intelligence

- 'The difference that makes the difference!'
- 'Advanced common sense'
- 'Smart' with emotions!
- 'Being rounded and balanced'



E	Enables us to pick up valuable signals about self an others
M	Motivates us to take action
O	Occurs as whole body experience
T	Transforms our interactions with others
I	Indicates when we are overwhelmed or stressed
O	Optimises creativity and innovation
N	Navigates our decision-making process



The Human Brain

- Reptilian Brain
- Limbic System
- Neocortex



Brain Layers

1. Reptilian Brain (Survival)



'Fight or flight' response, Breathing, Heartbeat, Metabolism

2. The Limbic System (Emotional Brain)



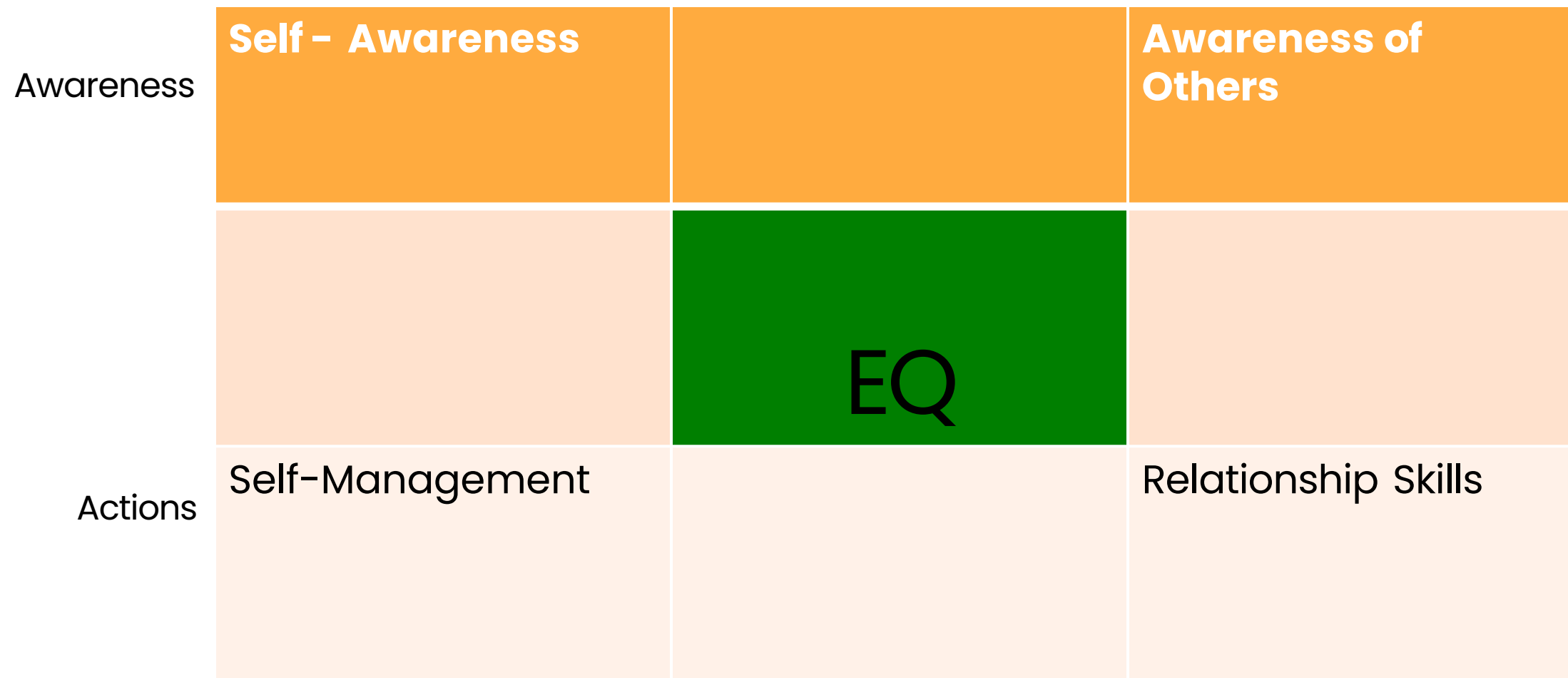
Emotional Responses, Needs, Memory, Impulses, Values, Attitudes

3. The Neocortex (Thinking Brain)



Analytical, Logical and Technical





Benefits of EI

- Sales and profitability
- Employee and customer engagement
- Team motivation and confidence
- Influencing and communication skills
- Ability to handle pressure and stress
- Judgment and decision-making
- Optimism and resilience



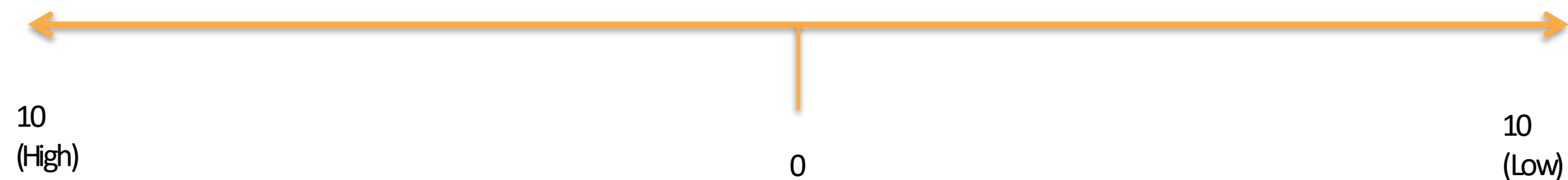
85%

of career success comes from having well-developed soft skills and people skills.

Self-Awareness

High	Low
<ul style="list-style-type: none">• Can tune in to their thoughts and feelings at any time	<ul style="list-style-type: none">• Unaware of how their feelings and behaviours can impact both their performance and their interaction with others
<ul style="list-style-type: none">• Are aware of how their behaviours impact others	<ul style="list-style-type: none">• Poor awareness of their strengths and weaknesses
<ul style="list-style-type: none">• Are clear on their values and beliefs, ie. what they stand for	
<ul style="list-style-type: none">• Know their strengths and 'ouch points'	

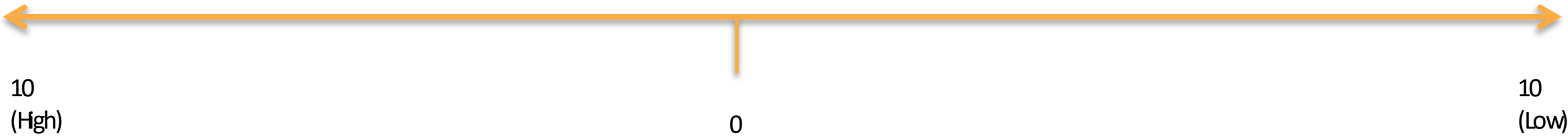
Where would you rate yourself on this scale?



Self-Confidence

High	Low
<ul style="list-style-type: none"> • Have high self-belief about what they can achieve 	<ul style="list-style-type: none"> • Have little confidence in their abilities
<ul style="list-style-type: none"> • Are comfortable in their own skin 	<ul style="list-style-type: none"> • Sometimes compensate by exaggerating their competences publicly
<ul style="list-style-type: none"> • Recognise their strengths and limitations 	<ul style="list-style-type: none"> • Take things personally and are very defensive
<ul style="list-style-type: none"> • Acknowledge their mistakes and move on 	<ul style="list-style-type: none"> • Can find it difficult to express their viewpoints
<ul style="list-style-type: none"> • Don't take things personally 	

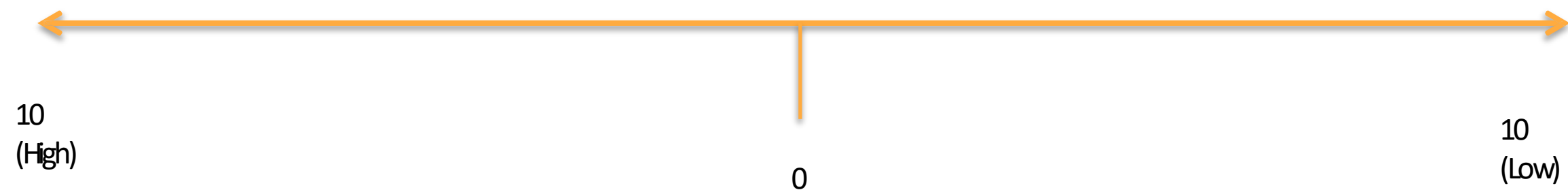
Where would you rate yourself on this scale?



Self-Reliance

High	Low
<ul style="list-style-type: none">• Take full responsibility for their actions and consequences	<ul style="list-style-type: none">• Can be slow to make decisions on their own
<ul style="list-style-type: none">• Enjoy taking control and leading others	<ul style="list-style-type: none">• Tend to be overly dependent on others to lead them
<ul style="list-style-type: none">• While collaborating with their team, are confident in their own judgment	<ul style="list-style-type: none">• Tend to look for ongoing support and approval from others
<ul style="list-style-type: none">• Can make tough, unpopular decisions where necessary	

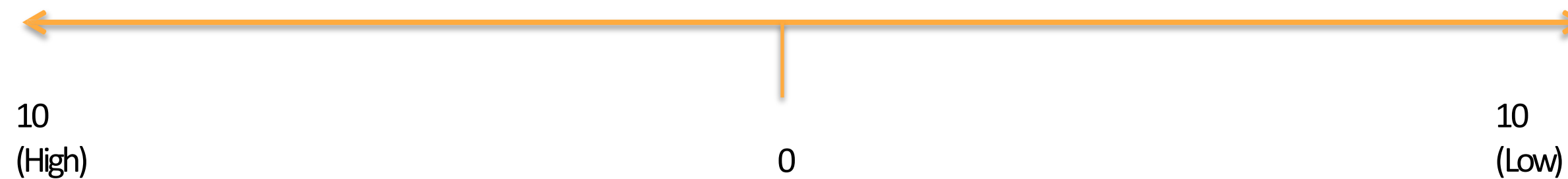
Where would you rate yourself on this scale?



Self-Actualisation

High	Low
<ul style="list-style-type: none">• Are highly motivated to reach their full potential	<ul style="list-style-type: none">• Are unclear about their personal direction
<ul style="list-style-type: none">• Are engaged and passionate about things that really matter to them	<ul style="list-style-type: none">• Tend to be unfulfilled in their job
<ul style="list-style-type: none">• Enjoy setting challenging personal and professional goals	<ul style="list-style-type: none">• Are not maximising their talents and strengths
<ul style="list-style-type: none">• Live a life that is consistent with their values	<ul style="list-style-type: none">• Have a poor work/life balance

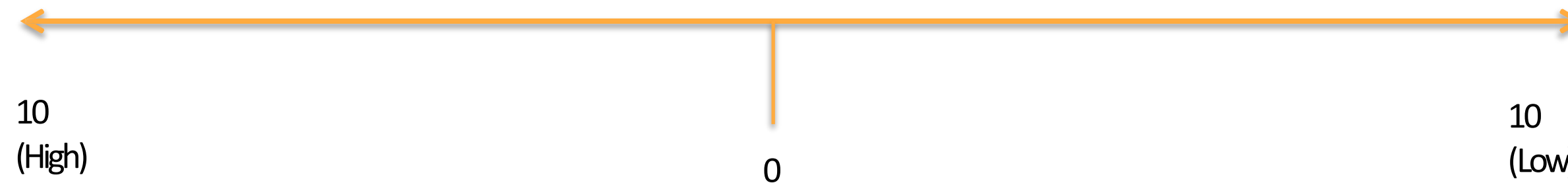
Where would you rate yourself on this scale?



Self-Control

High	Low
<ul style="list-style-type: none">• Stay calm and composed under pressure	<ul style="list-style-type: none">• Tend to be impulsive and unpredictable
<ul style="list-style-type: none">• Rarely 'lose the head'	<ul style="list-style-type: none">• Can be 'hot headed' and prone to anger
<ul style="list-style-type: none">• Not impulsive	<ul style="list-style-type: none">• Can get overwhelmed and stressed easily
<ul style="list-style-type: none">• Can withstand high stress levels	

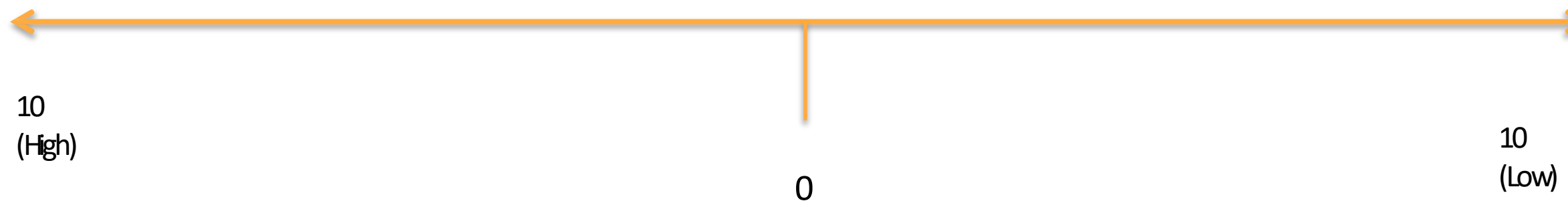
Where would you rate yourself on this scale?



Flexibility

High	Low
<ul style="list-style-type: none"> • Are open and adaptable to unfamiliar and changing situations 	<ul style="list-style-type: none"> • Can be set in their ways: play it safe
<ul style="list-style-type: none"> • Can handle multiple demands with ease 	<ul style="list-style-type: none"> • Adopt the motto: "if it ain't broke, don't fix it"
<ul style="list-style-type: none"> • Willing to change their minds if the evidence suggests that they are mistaken 	<ul style="list-style-type: none"> • Want to be 'right' at all costs
<ul style="list-style-type: none"> • Take fresh approaches and risks in their thinking 	<ul style="list-style-type: none"> • Can be rigid and slow to change

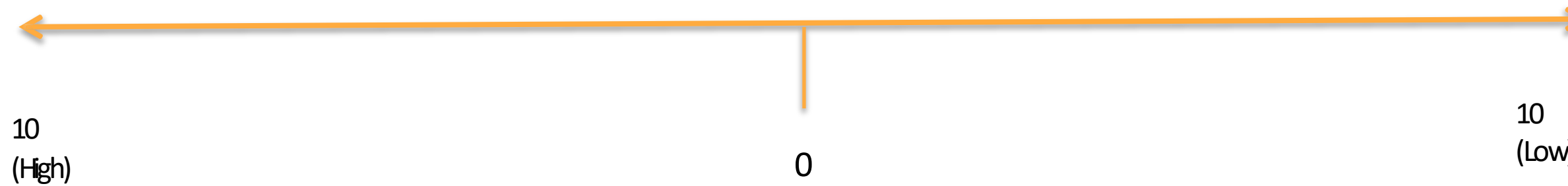
Where would you rate yourself on this scale?



Optimism and Resilience

High	Low
<ul style="list-style-type: none">• Have a 'can do attitude'	<ul style="list-style-type: none">• Tend to focus on the negative
<ul style="list-style-type: none">• Are motivated to continue even when the going gets tough	<ul style="list-style-type: none">• See setbacks as permanent
<ul style="list-style-type: none">• Generally hopeful and positive about life while also remaining realistic	<ul style="list-style-type: none">• Tend to take things personally

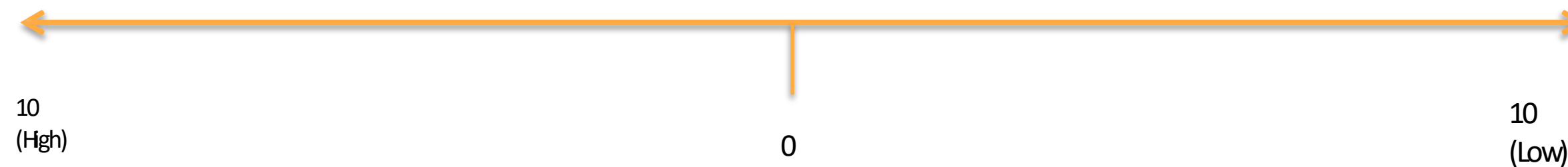
Where would you rate yourself on this scale?



Empathy

High	Low
<ul style="list-style-type: none">• Good at reading other people	<ul style="list-style-type: none">• Find it difficult to understand and emotionally connect with other people
<ul style="list-style-type: none">• Establish positive emotional connections	<ul style="list-style-type: none">• Tend to be poor listeners and are not good at picking up non-verbal signals
<ul style="list-style-type: none">• Tend to be excellent listeners	<ul style="list-style-type: none">• Can be insensitive and can hurt others unconsciously
<ul style="list-style-type: none">• Sensitive to people's feelings	
<ul style="list-style-type: none">• Show care and concern for others	

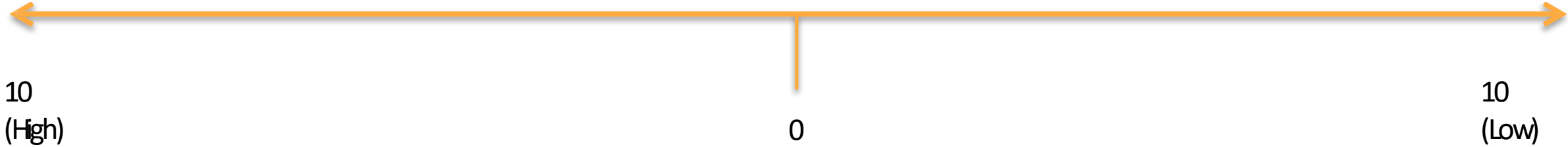
Where would you rate yourself on this scale?



Relationship Skills

High	Low
<ul style="list-style-type: none"> • Good at building and maintaining relationships 	<ul style="list-style-type: none"> • Finds it difficult to engage with others
<ul style="list-style-type: none"> • Interacts well with others 	<ul style="list-style-type: none"> • Can be ineffective at establishing trust and confidence
<ul style="list-style-type: none"> • Tolerant of different personalities 	<ul style="list-style-type: none"> • Can be seen by others as being impersonal and aloof
<ul style="list-style-type: none"> • Demonstrates warmth and openness 	
<ul style="list-style-type: none"> • Readily gets support and commitment from others 	

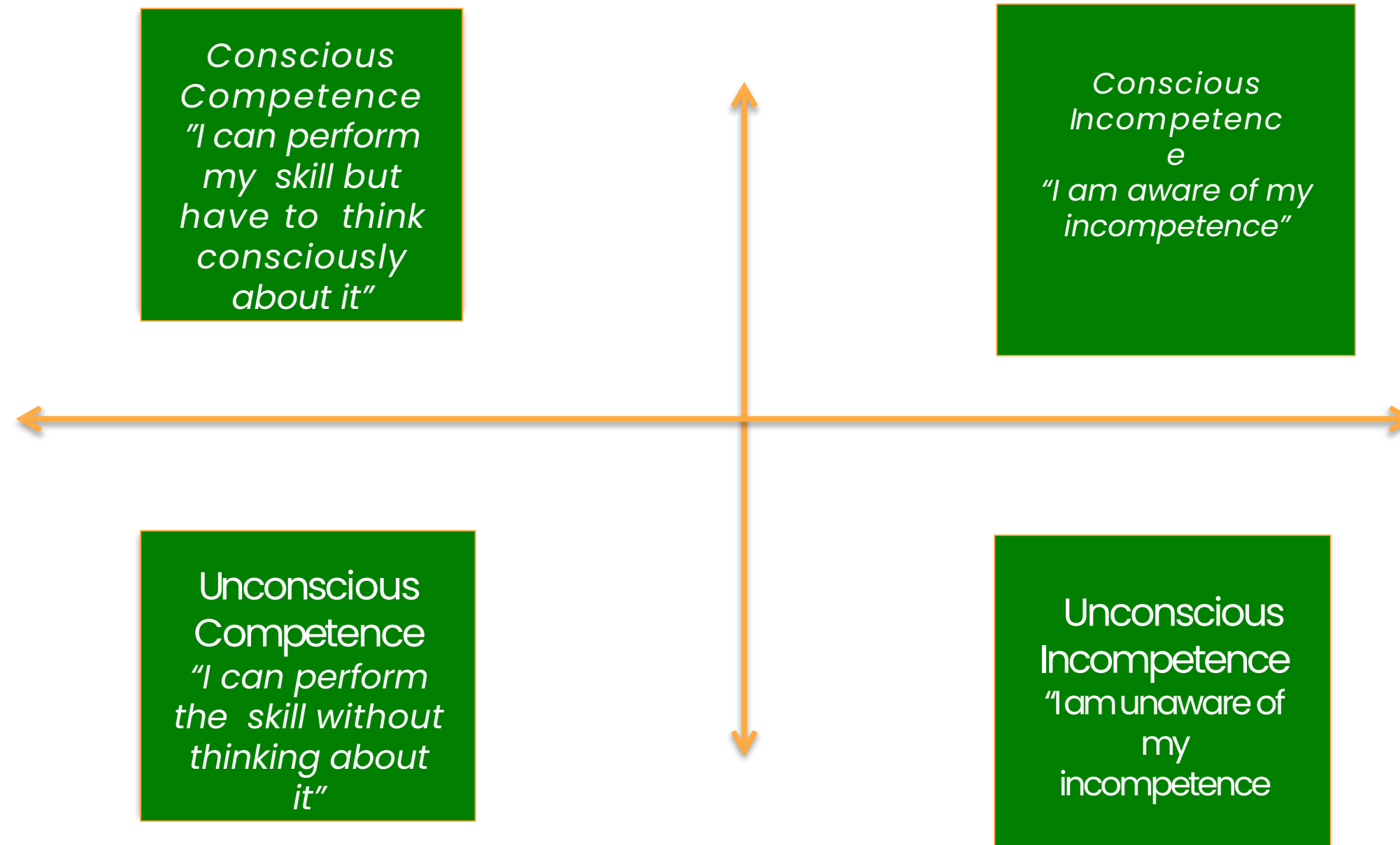
Where would you rate yourself on this scale?



Assertiveness

High	Low
<ul style="list-style-type: none"> • Communicates in a straightforward and honest manner 	<ul style="list-style-type: none"> • Has difficulty in presenting their opinions/ideas openly to others
<ul style="list-style-type: none"> • Not afraid to voice their opinion even if the majority disagree 	<ul style="list-style-type: none"> • Finds it difficult to say 'no' and can become overwhelmed as a result
<ul style="list-style-type: none"> • Not afraid to make unpopular decisions if they feel they are making the 'right' decision 	<ul style="list-style-type: none"> • Tends to avoid making unpopular decisions and tend to avoid conflict at all costs
<ul style="list-style-type: none"> • Can say 'no' in a proactive way without offending others 	





Competency to be Developed	<i>What impact would <u>not</u> developing these competencies have on you as a current and future leader</i>	<i>What impact would <u>not</u> developing these competencies have on my direct reports, colleagues or seniors?</i>
e.g. Empathy	"If I don't improve this area, I will miss out on vital information that could really impact the business negatively."	<i>"My current relationship with my direct reports has been poor over the last few months. If I don't take action I will lose their respect as a leader"</i>
1:		
2:		
3:		

Recap

Understanding EI

Enhancing self awareness

Building empathy and social skills

Q&A



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