



Emotional Intelligence

Virtual Session



HELLO!

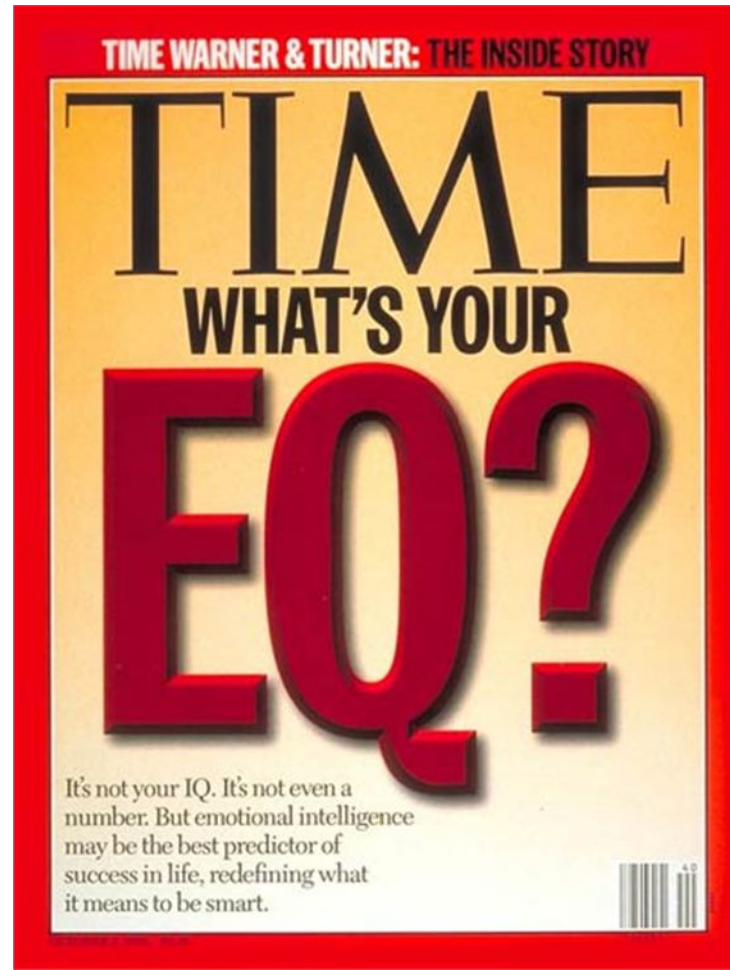
I am **Karen Maher**

I am an experienced HR consultant and workforce development specialist originally from the North East of England.

I specialise in coaching, mentoring, mediation and training delivery. I am qualified to administer and deliver psychometric tests including EQi2 (Emotional Intelligence) and MBTI (Personality Types).



'Predictor of Success in Life'



So what is Emotional Intelligence?



Emotional Intelligence Defined

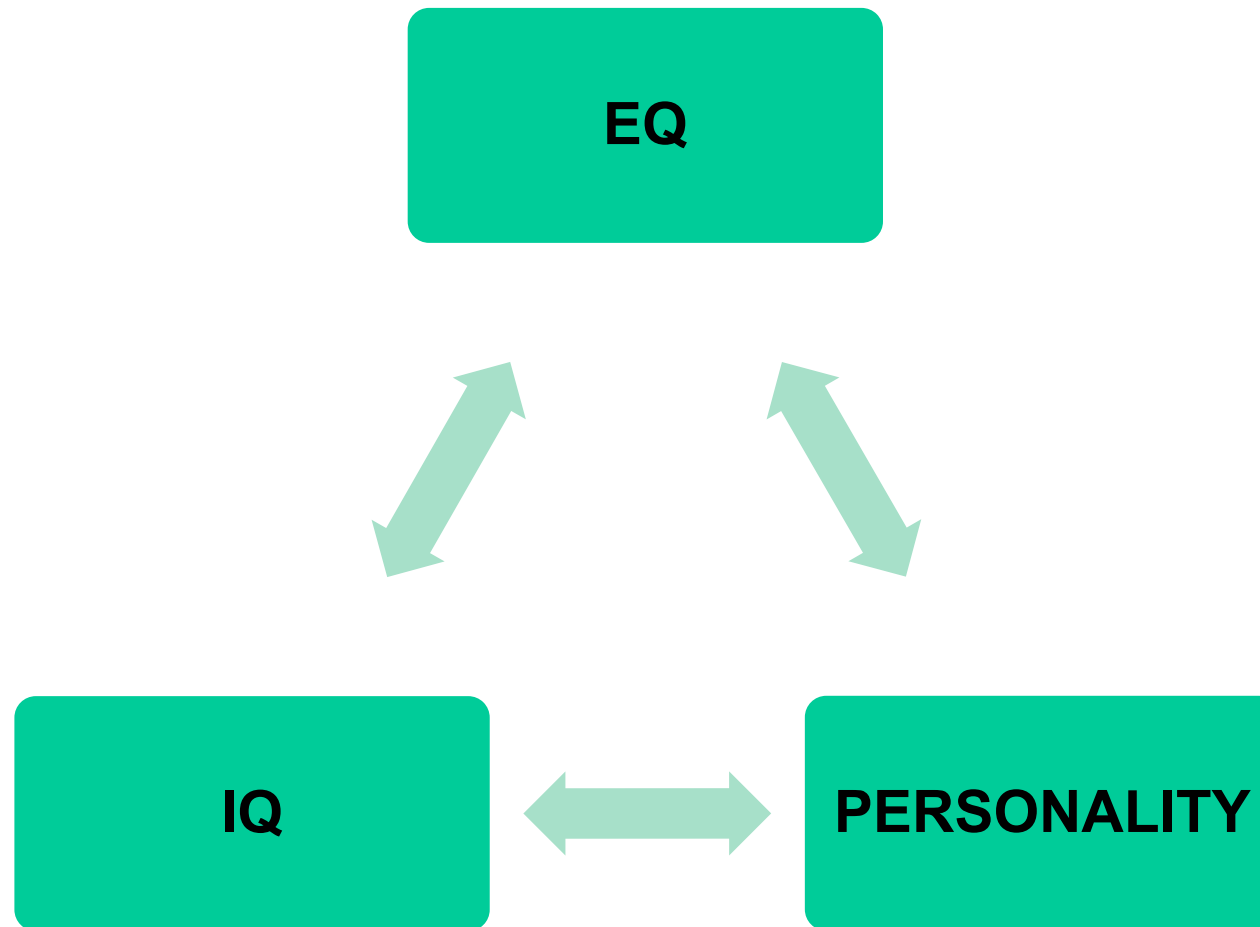
Emotional intelligence is a set of **emotional and social skills** that collectively establish how well we:

- Perceive and express ourselves
- Develop and maintain social relationships
- Cope with challenges
- Use emotional information in an effective and meaningful way

Dimensions of Emotional Intelligence

	What I see	What I do
With me	SELF AWARENESS	SELF MANAGEMENT
With others	SOCIAL AWARENESS	RELATIONSHIP MANAGEMENT

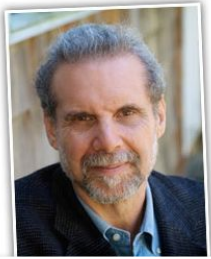
The Bigger Picture



Emotional Quotient

- Emotional Quotient (EQ) is estimated to account for 27% - 45% of job success
- EQ and IQ are not highly correlated, meaning that there is nothing to suggest that if IQ is high then EQ will be high or inversely if IQ is low, EQ will be low
- IQ is set and peaks around 17 years of age, EQ is not fixed and rises steadily with age

The main players



Daniel Goleman

competencies model (ECI)



Mayer, Salovey & Caruso

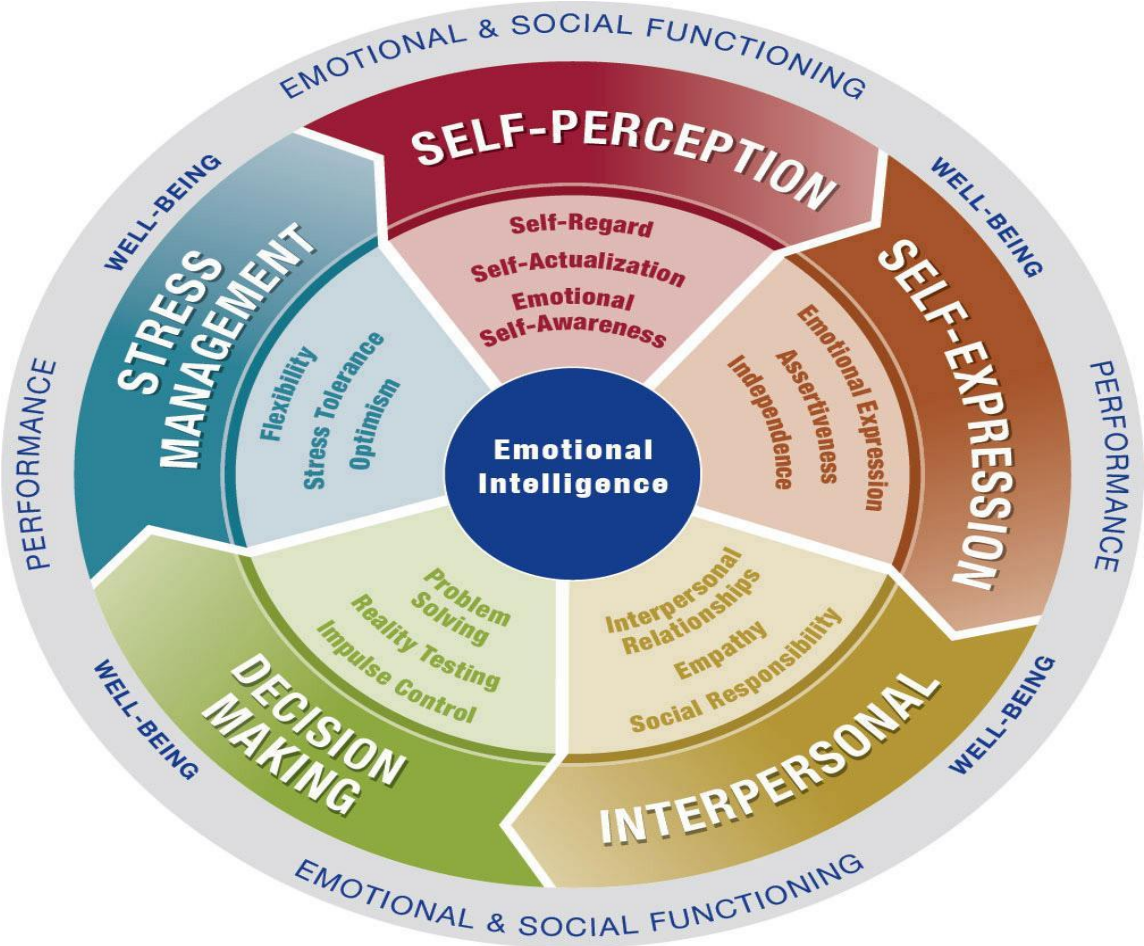
abilities model (MSCEIT)



Reuven Bar-On

mixed abilities model (EQ-i^{2.0})

Measuring Emotional Intelligence



Copyright © 2011 Multi-Health Systems Inc. All rights reserved.
Based on the original BarOn EQ-i authored by Reuven Bar-On, copyright 1997.

EQ Scales and Sub-scales

Self-Perception

Self-Regard

Self-Actualization

Emotional Self-Awareness



What do you think this mean for you?



- Working in teams?
- **Working with individuals?**
- Managing conflict?
- How you communicate?
- Influencing people?

EQ Scales and Sub-scales

Interpersonal

Interpersonal Relationships

Empathy

Social Responsibility



What do you think this mean for you?



- Working in teams?
- Working with individuals?
- Managing conflict?
- How you communicate?
- Influencing people?

EQ Scales and Sub-scales

Self-Expression

Emotional Expression

Assertiveness

Independence



What do you think this mean for you?



- Working in teams?
- Working with individuals?
- Managing conflict?
- **How you communicate?**
- Influencing people?

EQ Scales and Sub-scales

Stress Management

Flexibility

Stress Tolerance

Optimism



What do you think this mean for you?



- Working in teams?
- Working with individuals?
- **Managing conflict?**
- How you communicate?

EQ Scales and Sub-scales

Decision Making

Problem Solving

Reality Testing

Impulse Control



What do you think this mean for you?



- Working in teams?
- Working with individuals?
- Managing conflict?
- How you communicate?
- **Influencing people?**

EQ and Work Success

Overall	Business Managers
Self Actualisation	Interpersonal
Happiness	Assertiveness
Optimism	Happiness
Self Regard	Self Regard
Assertiveness	Emotional Self Awareness

Summary & Recap

Q&A



**GOOD BYE &
GOOD LUCK!**



dcm THE
LEARNING
EXPERTS

dcm THE
LEARNING
EXPERTS