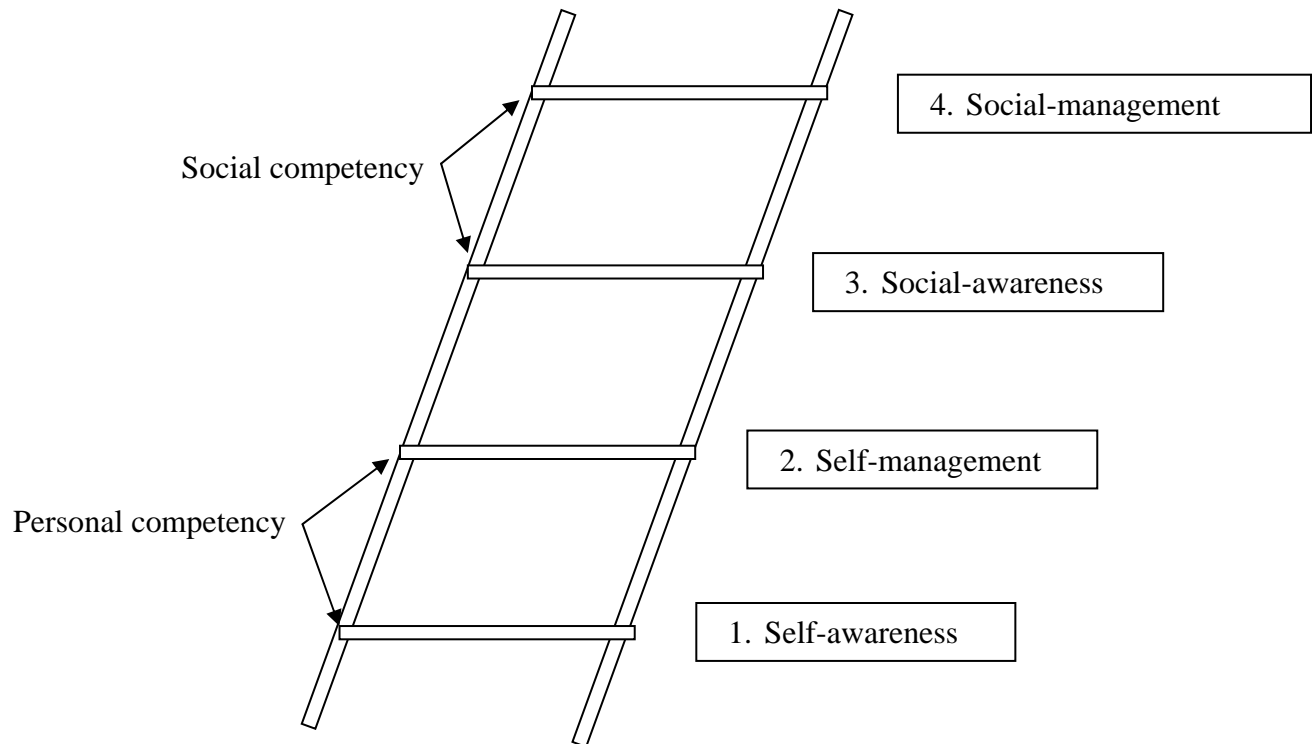


Emotional Intelligence (EI or EQ)

*“Emotional intelligence skills are more important to job performance than any other leadership skill.”
-Bradberry and Greaves from their research with more than 500,000 people*



1. ***Self-awareness*** is your ability to accurately perceive your own emotions in the moment and understand your tendencies across situations. *Self-awareness* includes staying on top of your typical reactions to specific events, challenges, and even people.

2. ***Self-management*** is your ability to use your awareness of your emotions to stay flexible and direct your behavior positively. This means managing your emotional reactions to situations and people. *Self-management* is what happens when you act – or do not act.

3. ***Social awareness*** is your ability to accurately pick up on emotions in other people and understand what is really going on with them. This often means perceiving what other people are thinking and feeling even if you do not feel the same way.

4. ***Relationship management*** is the product of the first three emotional intelligence skills. It's your ability to use your awareness of both your own emotions and those of others to manage interactions successfully. This ensures clear communication and effective handling of conflict.

-from *Primal Leadership* by Daniel Goleman

EI Improvement Strategies from the book, Emotional Intelligence 2.0

(note: Use only what works for you. Some of the phrases are best clarified by referencing the book)

Self-Awareness Strategies:

1. Quit treating your feelings as good or bad
2. Observe the ripple effect from your emotions
3. Lean into your discomfort
4. Feel your emotions physically
5. Know who and what pushes your buttons
6. Watch yourself like a hawk...
7. Keep a journal about your emotions
8. Don't be fooled by a bad mood
9. Don't be fooled by a good mood, either
10. Stop and ask yourself why you do the things that you do
11. Visit your values
12. Check yourself
13. Spot your emotions in books, movies, music
14. Seek feedback
15. Get to know yourself under stress

Self-Management Strategies:

1. Breathe right
2. Create an emotion vs. a reason list
3. Make your goals public
4. Count to ten
5. Sleep on it
6. Talk to a skilled self-manager
7. Smile and laugh more
8. Set aside some time in your day for problem solving
9. Take control of your self talk
10. Visualize yourself succeeding
11. Clean up your sleep hygiene
12. Focus your attention on your freedoms, rather than your limitations
13. Stay synchronized
14. Speak to someone who is not emotionally invested in your problem
15. Learn a valuable lesson from everyone you encounter
16. Put a mental recharge into your schedule
17. Accept that change is just around the corner

EI Improvement Strategies from the book, Emotional Intelligence 2.0

Social-Awareness Strategies:

1. Greet people by name
2. Watch body language
3. Make timing everything
4. Develop a back-pocket question
5. Don't take notes at meetings
6. Plan ahead for social gatherings
7. Clear away the clutter
8. Live in the moment
9. Go on a 15 minute tour
10. Watch EI at the movies
11. Practice the Art of Listening
12. Go people watching
13. Understand the rules of the Culture Game
14. Test for accuracy
15. Step into their shoes
16. Seek the whole picture
17. Catch the mood of the room

Relationship Management Strategies:

1. Be open and be curious
2. Enhance your natural communication style
3. Avoid giving mixed signals
4. Remember the little things that pack a punch
5. Take feedback well
6. Build trust
7. Have an "open door" policy
8. Only get mad on purpose
9. Don't avoid the inevitable
10. Acknowledge the other person's feelings
11. Compliment the person's emotions or situation
12. When you care, show it
13. Explain your decisions, don't just make them
14. Make your feedback direct and constructive
15. Align your *intention* with your *impact*
16. Offer a "fix-it" statement during a broken conversation
17. Tackle a tough conversation

EI Ladder with Continuums

