

# Emotional Intelligence and Career Success

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# What is Emotional Intelligence?

- **Emotional Intelligence (EI)** describes the ability to identify, assess, and manage the emotions of one's self, of others, and of groups.

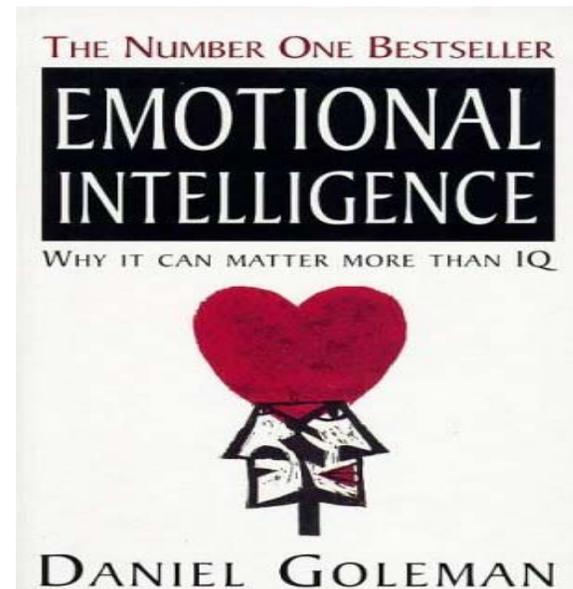
# Emotional Intelligence (con't)

- **Emotional intelligence involves the ability to recognize your behaviors, moods, and impulses, and those of others, and manage them best according to the situation.**



# Emotional Intelligence ...

- First popularized in 1995 by Dr. Daniel Goleman in his bestselling book, *Emotional Intelligence - Why It Can Matter More Than IQ*



# Strong Emotional Intelligence ...

- **Can have a profound impact on your personal and professional success!**



We have been conditioned to believe ...

.....that IQ is the best  
measure of human  
potential.



# IQ Tests vs. EQ Tests



- IQ tests designed to measure general ability to solve problems and understand concepts: reasoning ability, problem-solving ability, ability to perceive relationships between things and ability to store and retrieve information.

# Emotional Intelligence Tests

- Designed to measure and understand one's own and others' competency in recognizing behaviors, moods and emotions and acting appropriately based on this understanding.



# Emotional Intelligence Assessment

Let's take 10 minutes and take this Emotional Intelligence Assessment. Keep in mind that no assessment can fully and objectively measure your EI. *You know yourself and your behaviors the best.* This Assessment, however, will likely prompt you in recognizing and addressing competencies that you may wish to further develop.

***THE MORE HONEST YOUR RESPONSES, THE MORE ACCURATE THE RESULTS!***



# Emotional Intelligence ....

- **Often differentiates good performers from top performers in the workplace.**

*“Unmet emotional needs cause the majority of problems at work.”*

*EQI.org*

# Study from the Institute for Health and Human Potential

- **55% of 265 senior leaders indicated that relating effectively with people and using emotions wisely was the #1 key to their success.**
- **48% of those same leaders said that reading people accurately and understanding their needs and emotions was a primary key to their success.**
- **43% stated that being aware of their own emotions contributed greatly to their success.**

# CULTURAL AWARENESS SUCCESS

- High emotional intelligence is closely correlated with cultural awareness and appreciation of diversity in the workplace.



# How about the bottom line?

- How does emotional intelligence affect the bottom line, or efficiency and productivity?



# Emotional Intelligence in the Workplace ....

- Promotes teamwork
- Reduces grievances
- Reduces supervision time
- Streamlines PASE process
- Enhances individual motivation
- Allows for prompt resolution of issues



# Emotional Intelligence in the Workplace (con't) ...

- Reduces turnover:  
Problems with a supervisor or manager were cited by 21% of those surveyed by SHRM as the primary reason for an employee to voluntarily leave their job.



## In the workplace, however ...

- Derailing behaviors related to emotional intelligence are often the greatest hindrance to productivity and employee success.



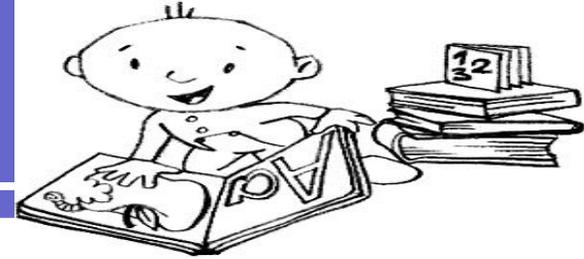
# HIGH CORRELATION...

- Between EI and Supervisor/Employee

Conflict



# PAST EXPERIENCE



- The ways we have experienced connection or disconnection with others, going as far back as early parental relationships, shapes our expectations and the way we relate to others. The way we respond in the workplace ...

Is Often Like a Well Worn Path  
to the River ...



# Behavioral Patterns ...

- That are ingrained in us, even though they may not work, often are demonstrated under stress in the workplace.



# What Behavioral Patterns ....

- **Have you seen demonstrated in the workplace that were used to attempt to resolve issues or communicate about difficult topics, that were unproductive?**



# Wharton School of Business Study

- Irrelevant personal events can taint our work world and affect our EI and related behaviors the same day.



## Wharton School of Business Study (con't)

- The good news: The study found that those aware of the trigger for their emotions were less likely to misattribute them.



# Exercise



- Recall a difficult interaction you had with a co-worker, supervisor, or family member. Rate yourself on that interaction by responding to the following statements. Use a scale of 1-5, 1 indicating "strongly disagree," 5 meaning "strongly agree."

## Statement 1 During this interaction ...

- "I respected the other individual and their feelings."

***1 = strongly disagree***

***5 = strongly agree***

## Statement 2

- "I was able to identify the emotions I was experiencing during the interaction."

***1 = strongly disagree***

***5 = strongly agree***

## Statement 3

- "I effectively maintained control of my emotions during the interaction."

***1 = strongly disagree***

***5 = strongly agree***

## Statement 4

- "I did not try to manipulate, blame or overpower the other individual."

***1 = strongly disagree***

***5 = strongly agree***

## Statement 5

- "Following the interaction, I did not talk behind the other person's back or criticize them to others."

***1 = strongly disagree***

***5 = strongly agree***

## Statement 6

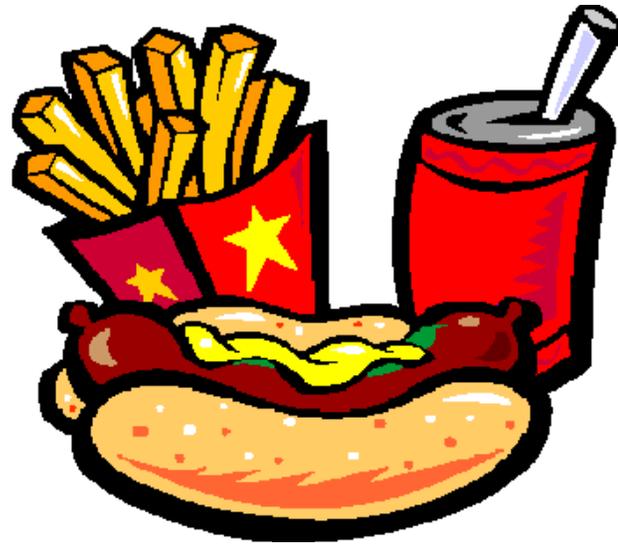
- "I learned from this experience and do not hold any negative feelings for this person."

***1 = strongly disagree***

***5 = strongly agree***

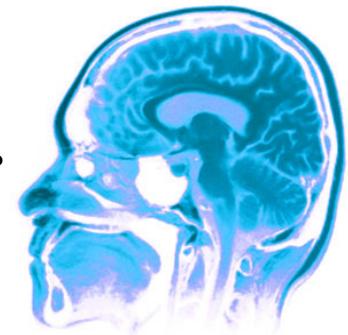
# A REMINDER .....

- **FOOD AFFECTS YOUR MOOD!**



# FOOD AND MOOD

- In order for your brain to communicate with your body, it needs chemicals called neurotransmitters to conduct electrical impulses, or brain waves. If you're not eating enough of the right foods for your body to manufacture sufficient amounts of these chemicals, depression, anger or anxiety can be the result.



# BRAIN FOODS

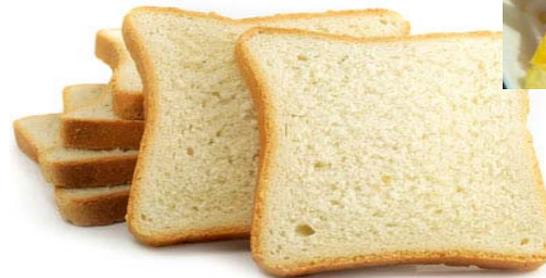


- AVOCADOS
- BANANAS
- BROCOLLI
- BROWN RICE
- EGGS
- COLLARD GREENS
- MILK
- ORANGES
- OATMEAL
- POTATOES
- SALMON
- ROMAINE LETTUCE
- SPINACH
- TURKEY



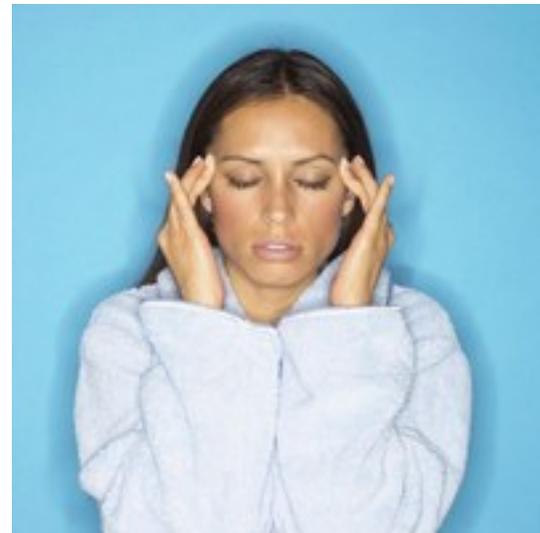
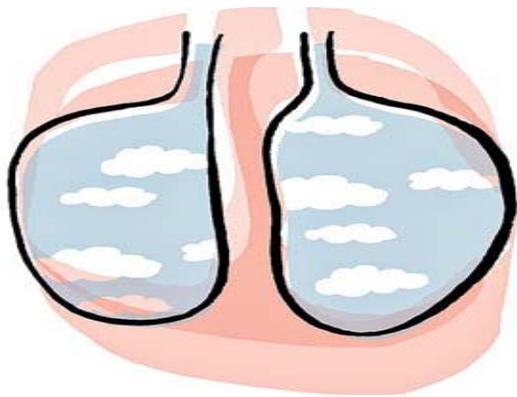
# BRAIN DRAIN FOODS

- **ALCOHOL**
- **ARTIFICIAL SWEETENERS**
- **ARTIFICIAL COLORING**
- **BACON**
- **CORN SYRUP**
- **HYDROGENATED FATS**
- **SODA**
- **WHITE BREAD**



# Relax!

- Practice deep breathing throughout your workday to clear your mind and reduce your stress!



# Don't Take Things Too Seriously!

- **The size of your funeral will very likely be influenced by the weather!**



# THANK YOU FOR COMING!

- Your feedback matters!
- Please complete a course evaluation so we may know how to better serve you in the days ahead!



ADOA Career Center Staff