

Mastering Emotional Intelligence

Issue 2, Page 1

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MASTERS

MAKING YOU THE EXPERT



Hi and welcome
to this issue of
our newsletter.

A word from Gloria ...

It seems to me that more and more people are wondering how to hang onto/attract more of their customer base in this current economy. The question seems to be how is it possible to bring in more business and create bigger profit margins while everybody is holding onto their money? One of the many possible answers is to simply become more emotionally intelligent! Some research from the UK and the United States, has shown that businesses and corporations that utilise Emotional Intelligence techniques have 5 times the capability of holding onto their staff and clients compared with those that don't.

To that end I have incorporated my article on this and designed a workshop for clients so they can incorporate this into their everyday working lives, without it becoming 'yet another thing I should do' scenario.

Being emotionally intelligent comprises many things, but what it doesn't comprise, is light, fluffy or touchy feely esoteric feelings. It is a skill based tool kit developed to help you become more effective in your place of work so that your staff and client base **want** to be part of what you are offering.

Please read the article on this, as I am sure you will find it enlightening and of great value to your business.

Kind regards
Gloria

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Latest Article

Would you like to be able to persist and stay motivated in the face of ongoing frustrations at work? How about being able to control those impulses we all experience at times when faced with difficult colleagues or clients. Would it be useful to control your emotions and not let that anger show, or be able to empathise more with others?

To find out the answers to this and more - have a good read of the Emotional Intelligence article and see what it brings to mind for you.

New Workshop

This workshop embodies the main principles of Emotional Intelligence and how to implement this into the working environment. Beginning with a self-assessment on Emotional Intelligence, this workshop then incorporates the 5 key areas of Emotional Intelligence to be developed. Through experiential skill based methods, these key areas are then established so as to be successfully integrated into daily practice at work. Watch the culture of your company grow (and the profit margins increase) through using these skills!

Competition

This issue's competition involves you simply emailing us at Gloria@mastersofcommunication.co.nz with your name in the subject line. You then go into the draw to win a 20% reduction on an emotional intelligence workshop. (To be conducted by 31 October 2009).

Next Issue

Managing Change in the Workplace

EMOTIONAL INTELLIGENCE OR EI OR EQ

Everyone seems to be talking about it – the importance of it and how it impacts on performance at work. But what is emotional intelligence and how is it linked to greater success?

Emotional Intelligence or EI or EQ as it is sometimes known, simply refers to the learned ability to perceive, understand and express our feelings accurately, and to control our emotions so that they work for and not against us. This is not new information; it has been around for years – just labelled differently.

A person with emotional intelligence has the ability to understand and relate to people. This is now considered to have greater impact on individual and group performance than IQ.

Individuals with the highest EI excel at 4 interrelated skills:

- The ability to persist and stay motivated in the face of frustration
- The ability to control impulses
- The ability to control their emotions
- The ability to empathise with others

Studies show that a significant part of organisations profitability is linked to the quality of its worklife, based largely on trust and loyalty within the organisation and with outside people such as customers and suppliers. It now seems that gone are the days where IQ was the most important attribute an employee could have; it is EI not IQ that underpins many of the best decisions made within an organisation.

Of a range of characteristics star performers have compared with average workers, EI is the biggest predictor of workplace success. Interestingly an individual's success at work is 80% dependent on EI and only 20% dependent on IQ. For instance one study showed that derailed executives, who had burnt out, usually did so because of an interpersonal flaw rather than a technical inability.

Some of these included:

- Having poor working relationships
- Being too authoritarian
- Placing personal ambition above all else
- Having continuing conflict with other staff members/management

What we are now seeing is that Companies here and overseas are taking seriously the idea that more time spent on the 'touchy-feely' skills so often derided (in the not so distant past), may in fact pay rich dividends. Add to that the fact that managers with high emotional intelligence can get results from employees that are beyond expectations – and it makes sense to upskill on EI techniques.

When you consider people at your place of work, it won't seem surprising that workers at every organisational level 'are hungry for direct emotionally straight-forward interactions'. Emotional bankruptcy is alive and well in workplaces throughout NZ and devalues us all. By having your staff learn some simple EI strategies, this, and other related problems has the potential to dissipate.

The cornerstone to emotional intelligence is a sense of self awareness, of being smart about what we feel. This allows us to exercise some self-control. It leads onto a deeper understanding about ourselves and the importance of using empathy, which quite simply - are skills any leader needs in building a successful organisation. In addition EI is good old street smarts which include knowing when to share sensitive information, laugh at jokes, or speak up in a meeting. In corporations its inclusion in training department helps employees to co-operate better, thereby increasing motivation, productivity and profits.

The more emotions are integrated into your daily life the higher your EI is likely to be. Some requirements to raising EI include:

1. A desire to change
2. Self reflection
3. Listening to your self talk
4. Developing emotional control
5. Practicing empathy
6. Validating the emotion of others

Wouldn't it be incredible if we could all work in places where the people around us had these skills, but this can only occur if Management see the benefits in it. Unfortunately one costly consequence of the relentless demands on leaders time - is their propensity to turn away from emotional issues and to stick as closely as possible to the realm of facts and intellect – to value only things than can be ordered, analysed, defined, dealt with, controlled and contained. To a busy Manager emotions seem leaky. But what we are now seeing is that emotions, properly managed can drive trust loyalty and commitment to create greater productivity gains, innovations and accomplishments within an organisation.

As organisations have shifted more to a team based workplace, they are asking employees for commitment and passion to bring both their brains and heart to the job. Along with this they have to expect people will bring their emotions to work too.

Leaders worldwide are discovering, attention to emotions have been shown to save time, expand opportunities, and focus energy for better results.

Just imagine the outcomes at your place of work if you were to implement some EI skill training. The effects on you and your staff could be both enlightening and rewarding.



EMOTIONAL INTELLIGENCE WORKSHOP

Course Overview

The “Emotional Intelligence” Workshop explores the role of EI in the workplace and its direct relevance in fostering the right attitude and reactions essential for successful businesses.

Beginning with a self-assessment to determine their current level of emotional awareness, participants complete a variety of experiential exercises and design a tailored, individual plan to increase their EI skills. With understanding and knowledge of how to employ EI, participants are more self-motivated, relating and working more effectively with others, and are better able to handle difficult situations successfully. They leave the workshop with greater trust, loyalty and commitment for the working environment.

Course Topics

- ◆ What is Emotional Intelligence?
 - The role and benefits of EI in the workplace
- ◆ The 5 Key Components of EI
- ◆ Self-awareness
 - Internal and External Dimensions
 - 3 Steps to Identifying Emotional Responses
 - Congruent Goals and Values
- ◆ Emotion Management
 - The Dynamics of Emotion
 - The ABC technique for Understanding Emotions
 - The Impact of Emotions
 - Strategies for Managing Emotions Effectively
- ◆ Self Motivation - 4 Contributing Factors for Achieving More
 - Utilising Positive Self-Talk
 - The Power of Visualisation
 - Creating the Right Environment
 - Building a Support Network
- ◆ Relationship Management
 - Qualities of an Effective Relationship
 - 6 Steps to Building Quality Relationships
 - Improving Relationships with Colleagues
- ◆ Emotional Coaching
 - Role of the EI Coach
 - Qualities of a High EI Leader
- ◆ 10 Habits of Effective EI people