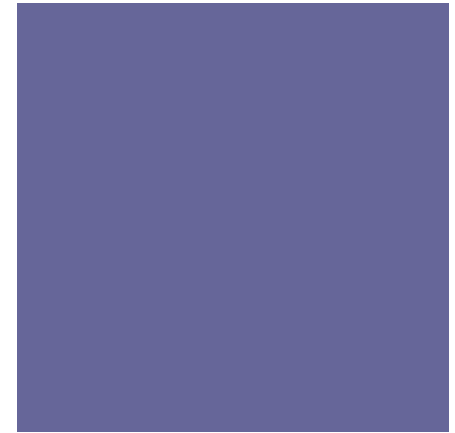




Real Solutions Consulting Company

Management Team



Emotional Intelligence in a Canadian workplace



Bipin
Nadine
Osvaldo

Zahra
Wale





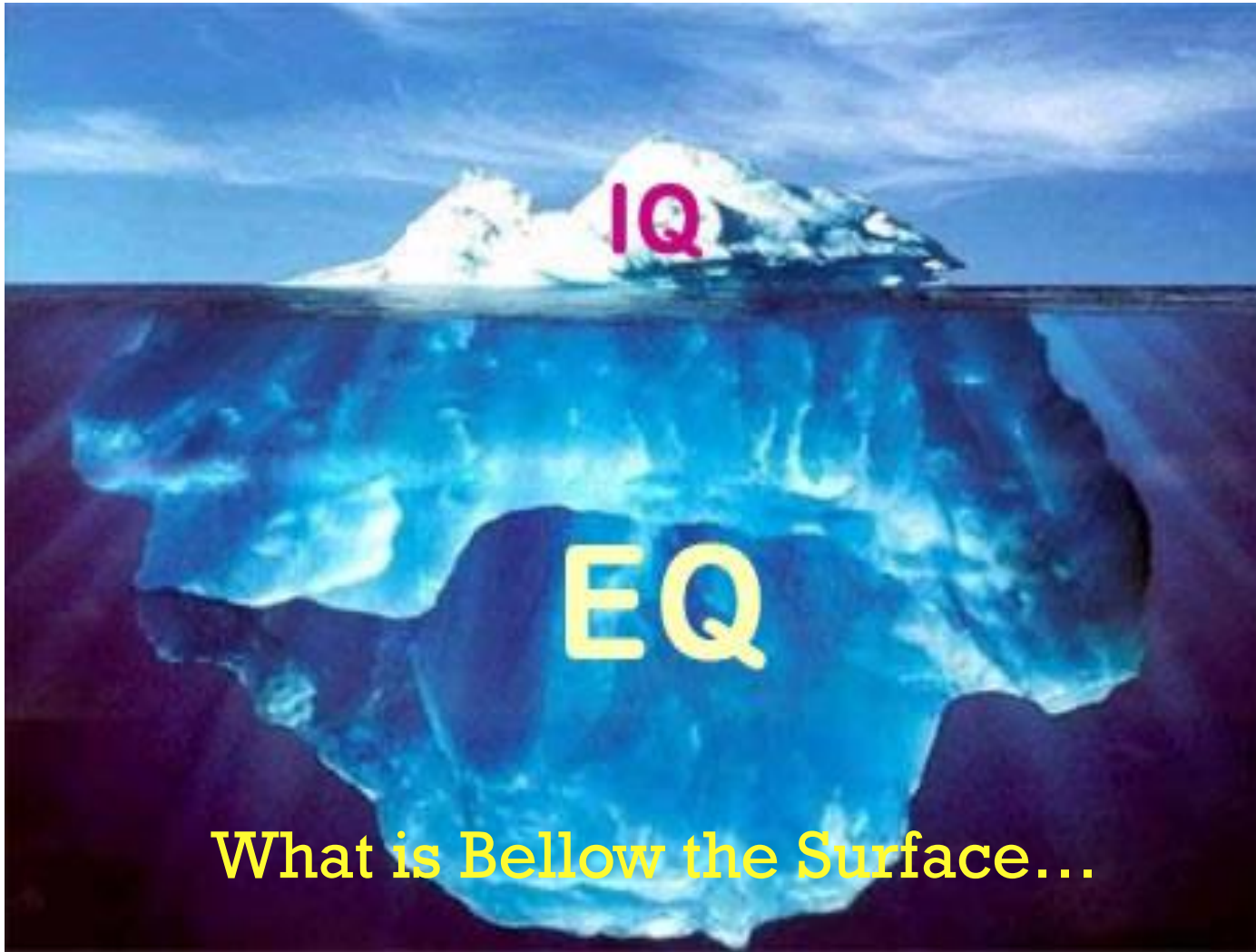
Today's Agenda

- Introduction: What IEP managers need to know about EI
- Emotional Intelligence (EI): What is it?
- Primary Emotions and how to deal with
- EI is NOT
- Why is EI important for IEP managers?
- The four domains of EI (D.Goleman) vs cultural differences
- Can IEP managers improve / train their EI?
- Conclusion & Recommendation





Introduction





Emotional Intelligence



IEP Managers:

- ✓ What do you need to know about EI?
 - ✓ Why is it important?
- ✓ How can you improve/train your EI?



+ What IEP managers need to know about EI:

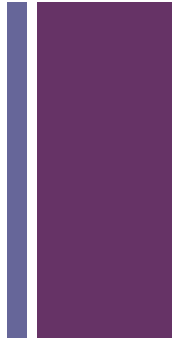
- EI is more developed and popularized in North America, in the manager field, than in any other sector
- EI is very important in Canada because its focus is in the audience (managers vs followers)
- Developing EI is the key to learning how to relate to people in Canada in an effective way
- Due to cultural differences, we need to understand how to deal with emotions and adjust them for a better communication and conflict resolution

+ What IEP managers need to know about EI:

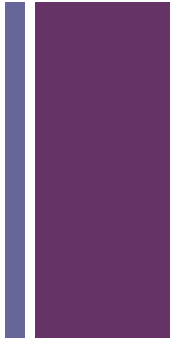
- EI is an important skill to develop because managers need to be aware of how to manage different emotions
- Managers use EI to increase individual and team's goals and performance
- EI is a compound of attributes that distinguish the qualities that most managers should have
- Managers from Jamaica, Nepal, Nigeria and Morocco will share their own experiences on EI



Video EI over IQ:



Source: Goleman, D. (2014, April 1). Emotional Intelligence, The Business Voice [video file]. Retrieved from <http://www.youtube.com/watch?v=wJhfKYzKc0s>

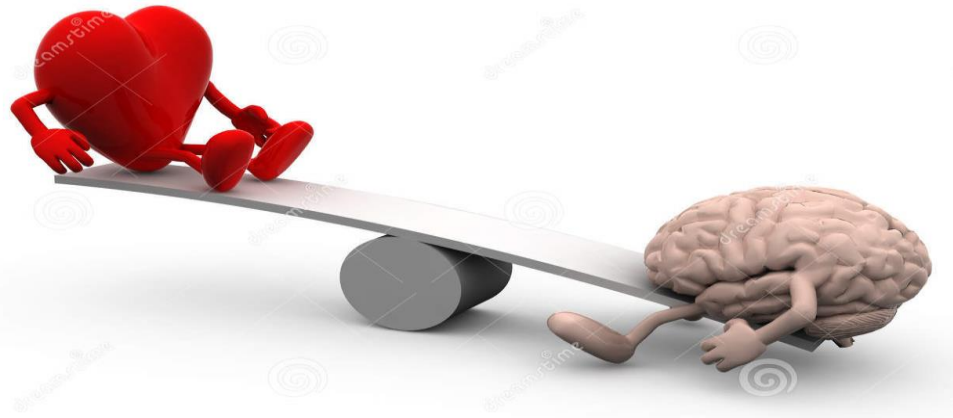


Emotional Intelligence: What Is It?



+ In Essence:

Emotional Intelligence is the
ability to use our **emotions**
effectively.

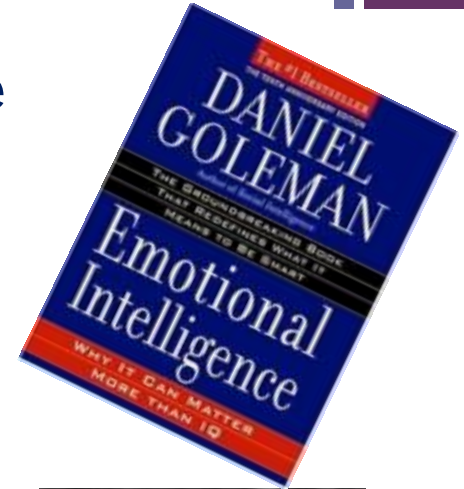




Definition of EI

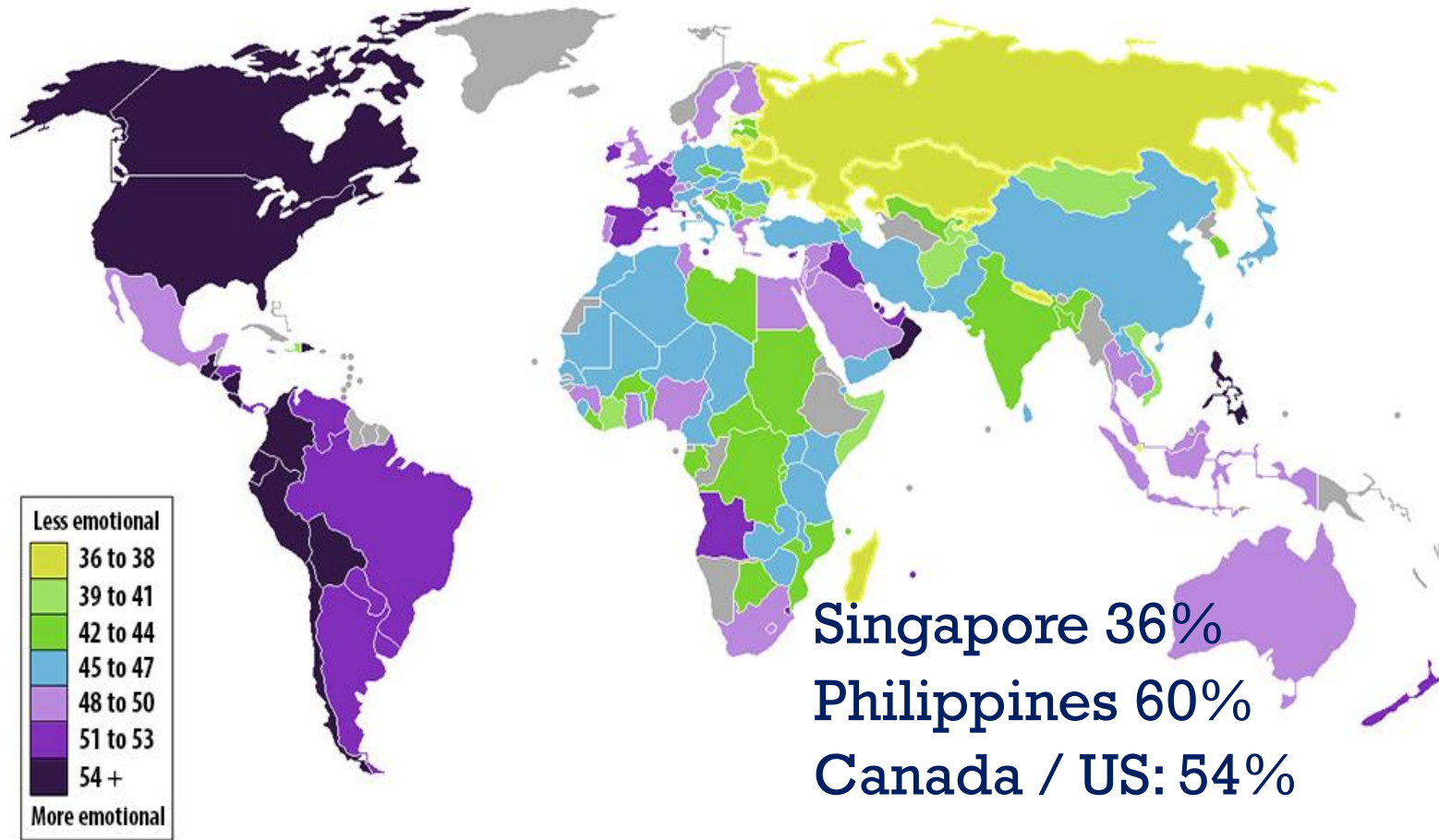
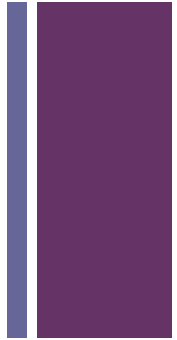
“Emotional Intelligence refers to the capacity for recognizing our own feelings and those of others, for motivating ourselves, and for managing emotions well in ourselves and our relationships.”

Daniel Goleman





A color-coded map of the world's most and least emotional countries





Primary Emotions:

- **Anger:** frustration, annoyed, irritated, mad
- **Fear:** terror, intimidated, apprehensive, worry
- **Happiness:** delight, cheer, satisfaction
- **Love:** adoration, trust, friendliness, kindness
- **Sadness:** agony, depressed, moody, disappointed
- **Shame:** humiliation, remorse, guilty, embarrassed
- **Surprise:** shock, amazement, wonder, astonished



Emotional intelligence is a Measure of How Well we Deal with Emotional Issues

1

What emotions are you, and others, experiencing?

1

IDENTIFY

2

How are these emotions directing and impacting thinking?

2 USE

4 MANAGE

UNDERSTAND

3

What caused these emotions? How might these emotions change?

4

How do you manage your emotions and other's emotions?

3



Emotional Intelligence is NOT:

- Letting your feelings run rampant
- Being nice regardless of what happens to you
- Specific to gender or genetically fixed
- IQ, knowledge or education based
- About anger management

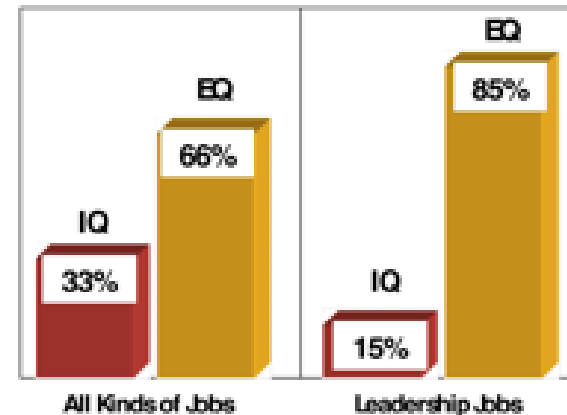


+ Why is EI Important for IEP managers?

High vs low EI managers:

- Less aggressive & stressed
- Less depressed & lonely
- More empathic & happier
- Higher self-esteem
- Better quality friendships and sexual relationships

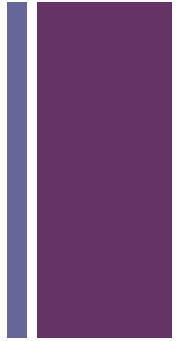
The Importance of EQ



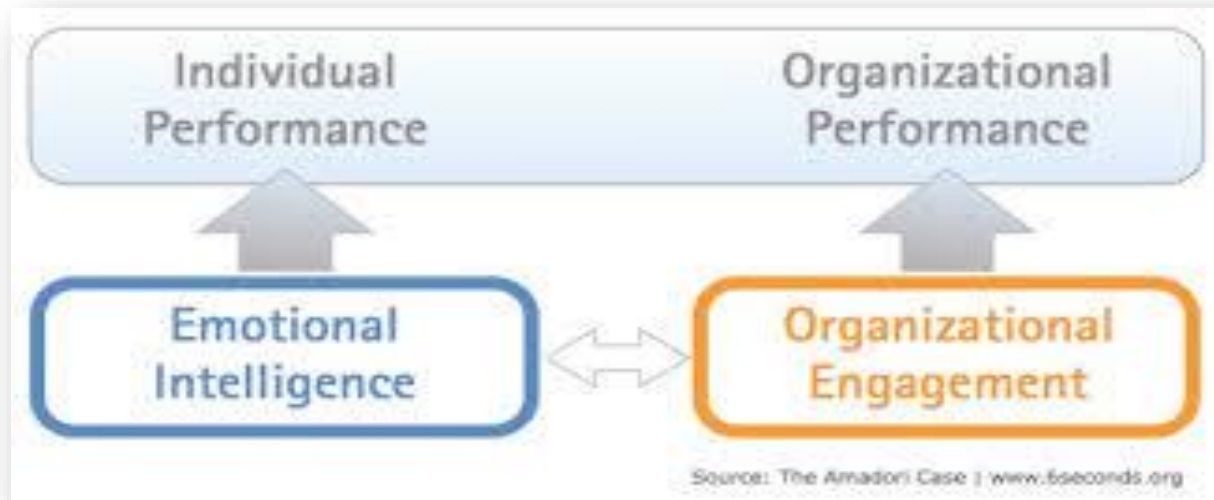
One of Daniel Goleman's research findings

+

Did you know?

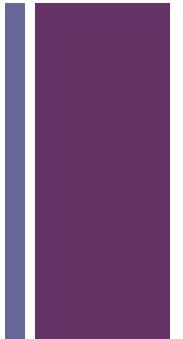


Manager's emotional intelligence is at the heart and base in producing effectiveness.





Can a IEP Manager Guide the Overall Emotional Intelligence?



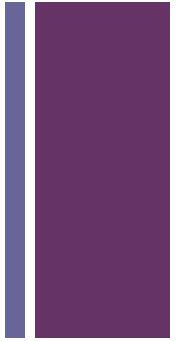
■ According to Daniel Goleman, there are four main elements of emotional intelligence:

1. Self-awareness
2. Self-management
3. Social Awareness
4. Relationship Building





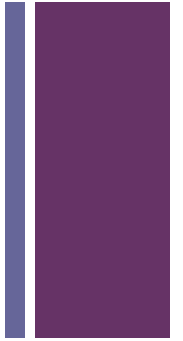
Self-Awareness:



- Strengths
- Weakness

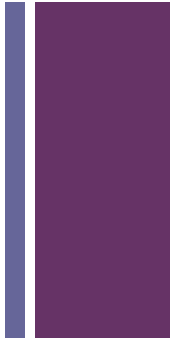
+ How can IEP Managers improve self-awareness?

- Keep a journal
- Slow down



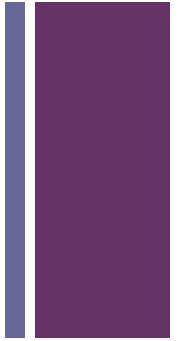
+ Self-Management:

**Refers to the act of taking
responsibility for our emotions**



+ How can IEP Managers improve self-management?

- Self-control
- Trustworthiness
- Adaptability
- Initiative





Social-Awareness:



- Understanding the emotions and needs of others
- Be aware of emotional cues,
- Being comfortable in a social setting
- Recognizing your position in a group setting

+ How can IEP Managers improve social-awareness?

- Making time for people
- Empathize – Trying to understand other people's feelings
- Meeting or exceeding other people's needs
- Recognize social and political dynamics in the organization



Relationship Building:

Combine the first three.

By understanding our emotions and how to control them, we're better able to express how we feel and understand how others are feeling. This allows us to communicate more effectively and forge stronger relationships, both at work and in our personal lives.

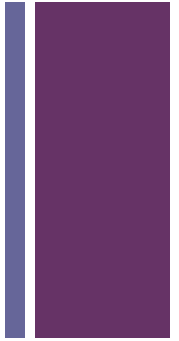


+ How can IEP Managers improve relationship building?

- Develop and maintain good relationships
- Communicate clearly
- Inspire and influence others
- Work well in a team
- Manage conflict



Can IEP Managers Improve their EI?



Source: Goleman, D. (2014, April 1). Emotional Intelligence, The Business Voice [video file]. Retrieved from <http://www.youtube.com/watch?v=wJhfKYzKc0s>

+

Can IEP Managers be trained?

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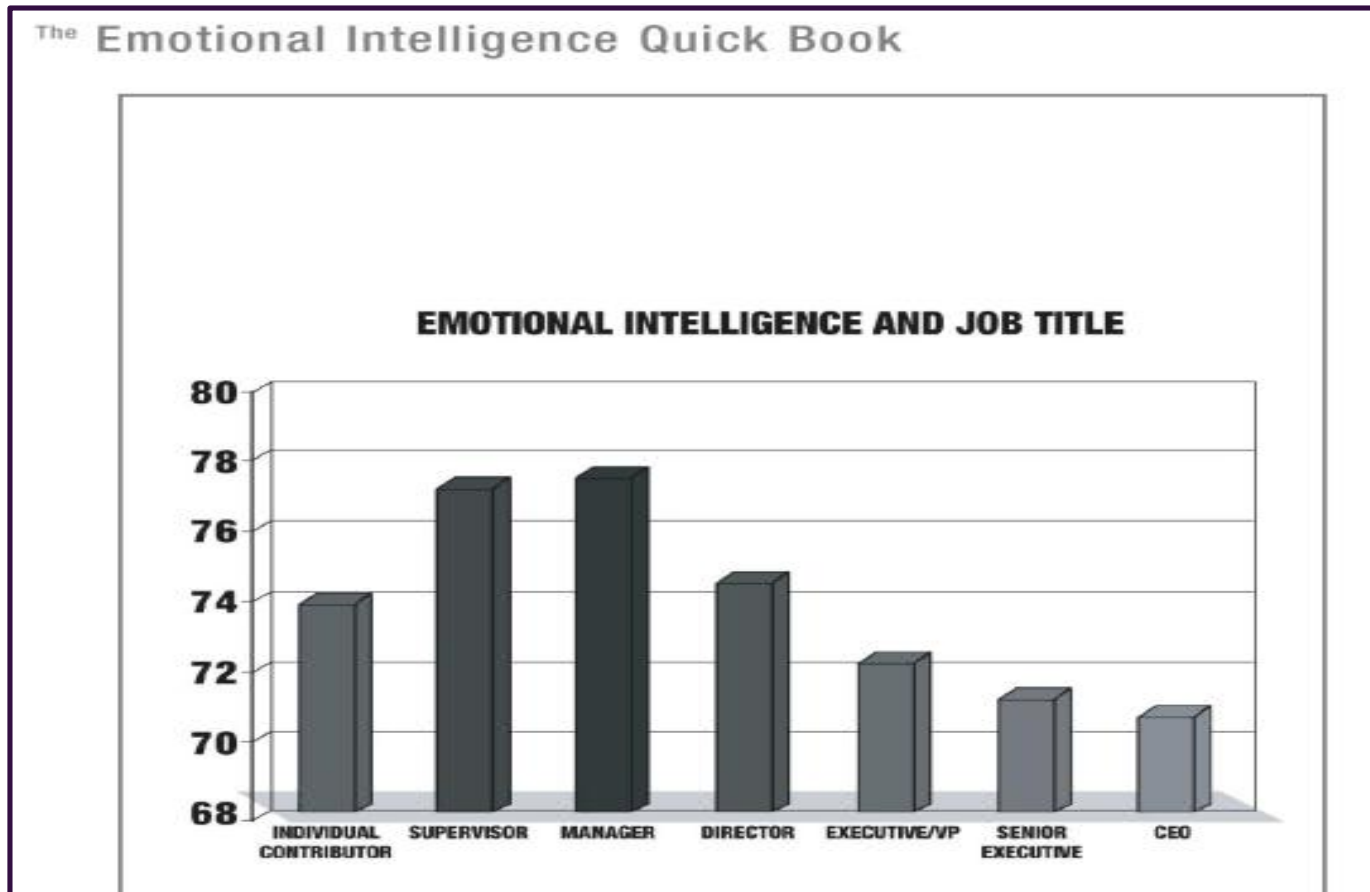
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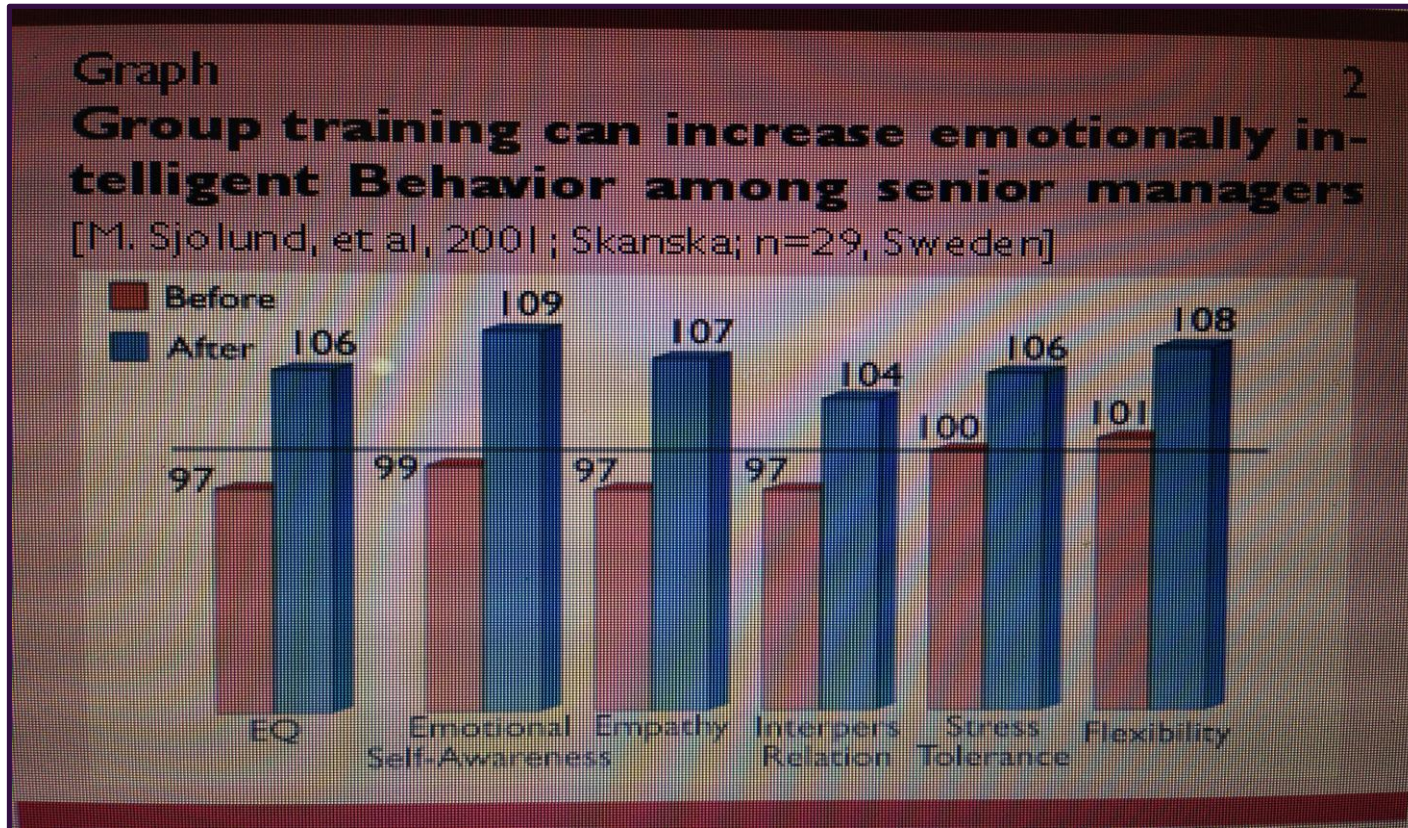
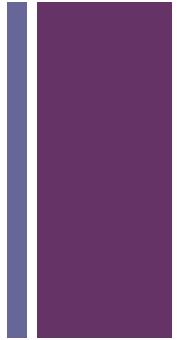


+ Can IEP Managers be trained?





Can IEP Managers be trained?



Source: Bar-On, R., Bharwaney, G., & Mackinlay, A. (2007). EQ and the bottom line: Emotional intelligence increases individual occupational performance, leadership and organizational productivity. Retrieved from http://www.eiconsortium.org/pdf/Bharwaney_BarOn_MacKinlay_EQ_and_Bottom_Line.pdf

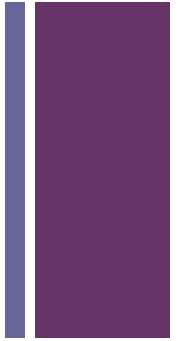
+ Conclusion

- What is emotional intelligence?
- What do managers need to know ?
- Emotional intelligence is not?
- Can managers be trained in EI?



+

Recommendation for Managers



**Emotional Intelligence
at work: Don't leave
home without it.**



RECOMMENDED



Thank you for listening 😊



Q&A Session

Questions? Comments?