



HEALTHY@HARRIS
Caring for ourselves so we can care for others

HARRISHEALTH
SYSTEM

The Power of Emotional Intelligence 3-Part Workshop Series

Class 1: What is Emotional Intelligence?

Taught by Harris Health System Employee Wellness Team

The Power of Emotional Intelligence

Class Outline

Class 1: What is Emotional Intelligence?

Class 2: Becoming Emotionally Intelligent

Class 3: Applying Emotional Intelligence for
Optimum Well-Being and Success

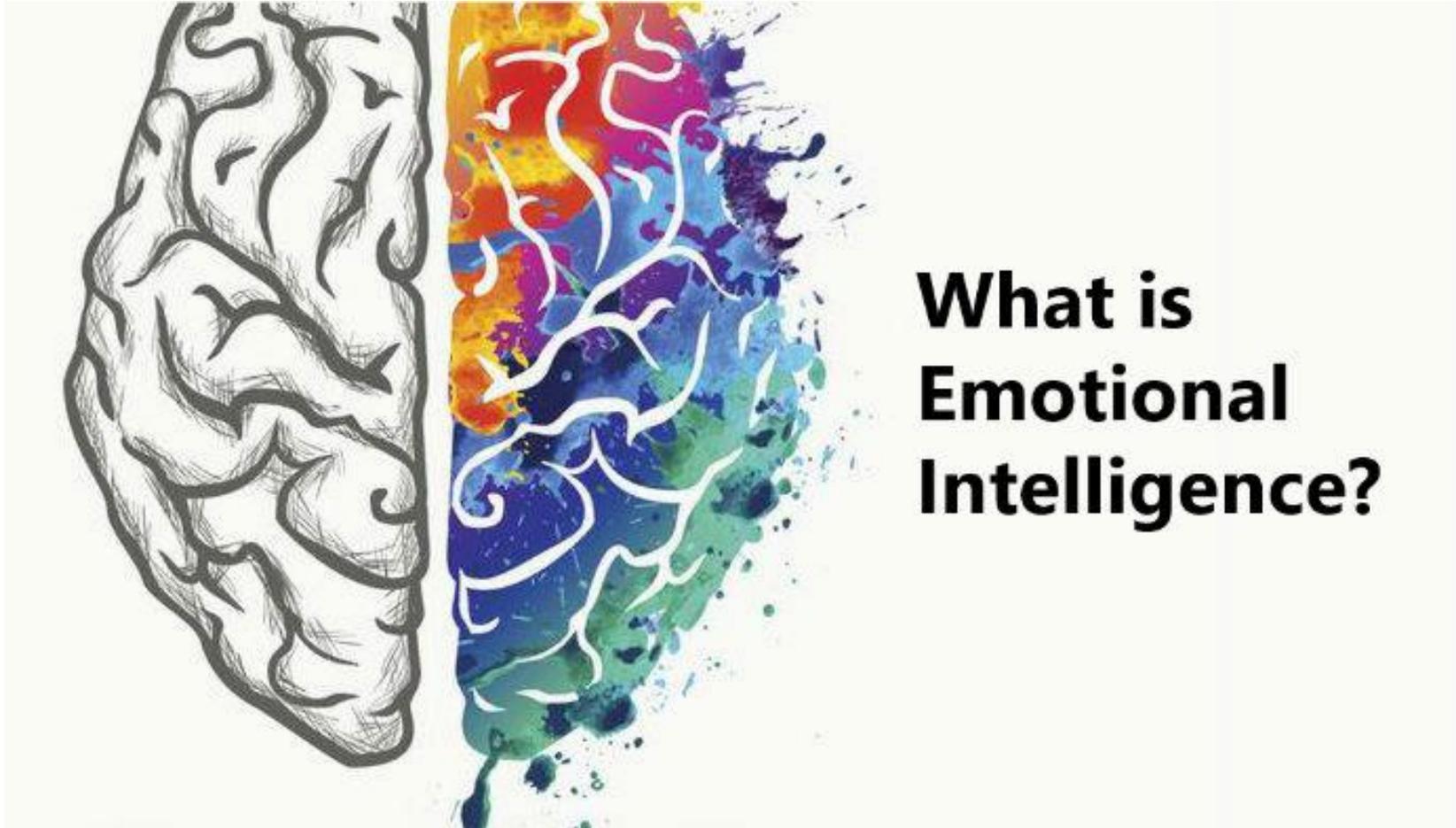
The Power of Emotional Intelligence

Learning Objectives

- What is emotional intelligence and why is it important?
- Understand the difference between emotional intelligence and IQ
- Understand the five components of emotional intelligence.
- Learn what it takes to become an emotion scientist using the RULER method and how to implement it
- Learn how to apply emotional intelligence at home, school and work

Class 1 Learning Objectives

- Define Emotional Intelligence
- Learn Why Emotional Intelligence is Important
- Understand the difference between Emotional Intelligence and IQ
- Learn the Five Components of Emotional Intelligence



What is Emotional Intelligence?

What is Emotional Intelligence?

Emotional intelligence (otherwise known as **emotional** quotient or **EQ**) is the ability to understand, use, and manage your own **emotions** in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges and defuse conflict

What is Emotional Intelligence?

Emotional intelligence allows you to understand and manage your emotions in order to self-motivate and to create positive social interactions. The value and benefits of EI are vast in terms of personal, academic, and professional success.

Examples of Emotional Intelligence

A person with low EQ

- Will have emotional outbursts, typically out of proportion to the situation at hand.
- Has difficulty listening to others
- Argumentative
- Blames others
- Believes others are overly sensitive because they can't understand how they feel
- Has difficulty maintain friendships and other relationships
- Uses stonewalling or refuses to see other's points of view

Examples of Emotional Intelligence

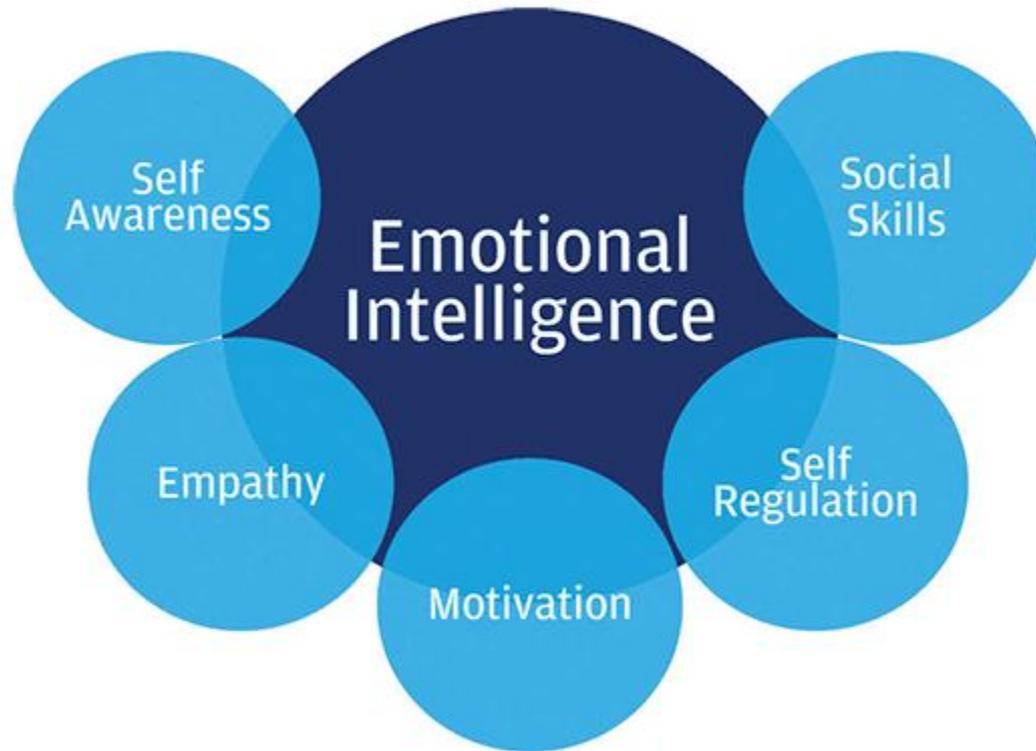
A person with high EQ

- Will express themselves openly and respectfully without fear of offending others
- Will be resilient when new challenges/initiatives are introduced
- Is flexible
- Is consistent in celebrating creativity
- Is an active listener
- Is compassionate

Emotional Intelligence(EQ) VS. IQ

EQ	IQ
<p>Abilities: Ability to identify, assess and control the emotions of oneself, and of groups</p>	<p>Abilities: Ability to learn, understand and apply information to skills, logical reasoning, word comprehension, math skills, abstract and spatial thinking, filter irrelevant information</p>
<p>In the workplace: Teamwork, leadership, successful relations, service orientation, initiative, collaboration</p>	<p>In the workplace: Success with challenging tasks, ability to analyze and connect the dots, research and development</p>
<p>Identifies: Leaders, team players, individuals who best work alone, individuals with social challenges</p>	<p>Identifies: Highly capable or gifted individuals with mental challenges and special needs</p>
<p>Origin: 1985, Wayne Payne’s doctoral thesis “A Study of Emotion: Developing Emotional Intelligence” Popular use came in Daniel Goleman’s 1995 book “ Emotional Intelligence- Why it can matter more than IQ</p>	<p>Origin: 1883, English statistician Francis Galton’s paper “Inquiries into Human Faculty and It’s Development” First application cam in French psychologist test to assess school children in Fance</p>

Five Components of Emotional Intelligence



Five Components of Emotional Intelligence

Self-Awareness

- You always know how you feel and know how your actions can affect the people around you
- You have a clear picture of your strengths and weaknesses
- You have humility

What can you do to improve self-awareness?

- Keep a journal
- Slow down

Five Components of Emotional Intelligence

Self-Regulation

- You don't verbally attack others, make rushed or emotional decisions, stereotype people, or compromise their values
- You possess the ability to stay in control

What can you do to improve self-regulation?

- Know your values
- Hold yourself accountable
- Practice being calm

Five Components of Emotional Intelligence

Motivation

- You work consistently towards your goals
- Have high standards for the quality of your work

What can you do to improve motivation?

- Re-examine why you're doing your job
- Know where you stand
- Be hopeful and find something good

Five Components of Emotional Intelligence

Empathy

- You have the ability to put yourself in someone else's situation
- You have the ability to develop people, challenge those who are acting unfairly, give constructive feedback and be a good listener

What can you do to improve empathy?

- Put yourself in someone else's position
- Pay attention to body language
- Respond to feelings

Five Components of Emotional Intelligence

Social Skills

- You are a great communicator
- Open to hearing both good and bad news
- You are good at managing change and resolving conflicts diplomatically
- You set an example with your behavior

What can you do to build social skills?

- Learn conflict resolution
- Improve your communication skills
- Learn how to praise others



Summary

- Emotional intelligence is the ability to understand, use, and manage your own emotions in positive ways.
- IQ is used to determine academic abilities and identify individuals with off-the-chart intelligence or mental challenges.
- According to Daniel Goleman, a psychologist who helped to popularize emotional intelligence, there are five key elements to it: self-awareness, self-regulation, motivation, empathy, social skills

Homework:

- Reflect on the 5 components of emotional intelligence. Identify and write down elements that you could use some improvement on.

Class 2: Becoming Emotionally Intelligent

Contact Us!

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713-566-6686

employeewellness@harrishealth.org

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