

An Introduction to Emotional Intelligence in the Workplace





What is emotional Intelligence?

Emotional intelligence (EI) is defined as a set of **emotional** and **social** skills that collectively establish how well we:

- Perceive and express ourselves
- Develop and maintain relationships
- Cope with challenges
- Use emotional information in an effective and meaningful way



Emotional intelligence is **not** about being overly emotional.

"It is very important to understand that emotional intelligence is not the opposite of intelligence, it is not the triumph of heart over head – it is the unique intersection of both."

David Caruso

Why should we consider emotional intelligence in the workplace?

Let's use an example of a common workplace dilemma.

Deadlines are piling up and your manager has just added another project to your team's workload.

How does your team react?



Person A feels overwhelmed and is unable to decide what to do first.



Person B immediately sends an angry email to their manager about how it is unreasonable.



Person C sets up a meeting with their manager to discuss how to best manage their workload.

Which person in this situation is behaving in an emotionally intelligent way?

Person C is not overcome by their emotions and is more likely to receive the help they need to complete and manage their workload.

Individuals with high emotional intelligence are more likely to:



Be **transformational leaders**.

Individuals who have higher EI are more likely to have an effective leadership style and as a result, are more likely to succeed and produce success in their teams.



Engage with their team members and develop **meaningful peer relationships**.

Individuals with higher EI will communicate more effectively, resulting in more successful decision making and stronger team relationships.



Have increased **wellbeing** and **resilience**.

Individuals with higher levels of EI are better able to cope with stress, organisational change, and the cognitive, emotional and physical demands of their jobs.



Perform better in their role.

Individuals who have high EI are more likely to perform better in their job role than their colleagues who have low EI.



Why should we measure emotional intelligence?

By measuring emotional intelligence, you can:

- Increase self-awareness
- Encourage personal development
- Identify and resolve areas of concern
- Support individuals in their roles
- Provide actionable feedback
- Improve wellbeing and create a positive work culture
- Prepare for change and manage stress
- Offer insight into the team and organisation



The EQ-i 2.0 model

One of the leading models of emotional intelligence is the EQ-i 2.0 model. The model is made up of **5 composite scales** and **15 subscales** which each equally contribute to an individual's emotional and social functioning.

The EQ-i 2.0 & EQ 360 assessments are based on the EQ-i 2.0 model and provide a snapshot of an individual's overall EI.



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Self-Perception addresses the inner self

Self-Expression addresses the outward expression of your internal perception and thoughts

Interpersonal Relationships addresses how often you develop and maintain relationships through compassion and trust

Decision Making addresses how you make decisions when emotions are involved

Stress Management addresses how you cope with stress and unpredictable circumstances

Next Steps

The EQ-i 2.0 assessment measures a person's current level of emotional intelligence and can be used to develop and recruit emotionally intelligent individuals. The EQ 360 assessment provides a more in-depth analysis by gathering information from an individual's work colleagues, manager and direct reports.



The EQ-i 2.0 & EQ 360 accreditation course certifies you to administer the EQ-i 2.0 & EQ 360 assessments and provide feedback and coaching to people within your organisation.



EQ Extra is a series of 15 animated videos exploring each area of the EQ-i 2.0 model and how they can be developed. This tool is ideal for anyone looking to develop emotional intelligence in their organisations or with their clients.

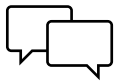


A set of fully customisable materials for an emotional intelligence workshop. This workshop aims to help people gain an understanding of EI, its role in helping manage emotions and how it can be developed.





We help our clients to **recruit, retain** and **develop** talented people.



Contact us today to talk about developing emotional intelligence in your organisation.

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