

# EMOTIONAL INTELLIGENCE & OPTIMAL PERFORMANCE



## WHAT IS

### EMOTIONAL INTELLIGENCE?

- Self - understanding our emotions, what they tell us & how they affect other people
- Others - understanding what other people feel so that we can create better relationship

### WHY THESE SKILLS MATTER AT WORK

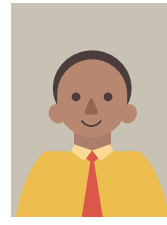
- Builds relationship - we can understand changing moods, manage conflict, create alignment & collaboration
- Enhances engagement - people feel seen & heard
- Manages stress - we can cope better in a crisis

### THE BUSINESS CASE



**90%** of top performers are high in EQ *Talent Smart*

Emotional intelligence alone explains **58%** of a leader's job performance *Talent Smart*



**49.5%** of employees are "not engaged" and **16.5%** are actively disengaged *Gallup*

Businesses with effective communication practices are more than **50%** likely to report turnover below industry norms *Watson Wyatt*



### EMOTIONAL INTELLIGENCE IS THE FOUNDATION FOR A HOST OF WORKPLACE SITUATIONS

- One to One's
- Coaching for Performance
- Team Working
- Problem Solving
- Health & Well Being Conversations
- Career Conversations (empathy, listening)
- Conflict Management
- Presentations
- Meetings
- Project Reviews



### BENEFITS OF EMOTIONAL INTELLIGENCE

- Unconditional positive regard towards others
- People know & say what they feel
- People ask for what they need
- Increased focus enhances performance
- Calm under pressure
- Optimistic mindsets
- Bounce back from set backs
- Adapt to others points of view, needs & changing contexts



### STRESS + REACTION = OUTCOME

Any stressor is a function of what we perceive & how we react

### LEADERS WITH HIGH EMOTIONAL INTELLIGENCE ...

- Are honest about strengths & weaknesses
- Regulate their mood & aren't run by their emotions
- Have good self regard - they don't hustle or manipulate others
- Listen empathically & are slow to judge
- Create connection - people want to open up to them
- Manage stress without off loading on others - they choose their response
- Create vitality - they're optimistic
- Bounceback from mistakes quickly

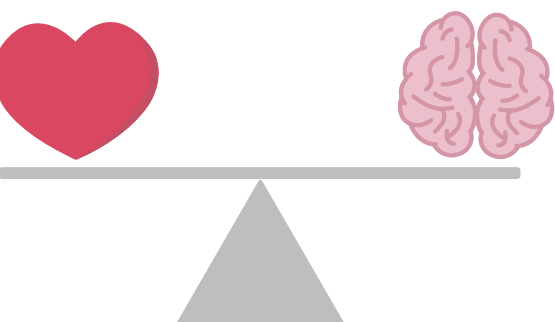
### WHY COMMUNICATION SKILLS MATTER

3 reasons we experience frustration: (*Research in 70's*)

- 1 Thwarted intention  
(I'm not getting what I want)
- 2 Unfulfilled expectations  
(I think it should go a certain way but it doesn't)
- 3 Undelivered communication  
(something is withheld that needs to be said)



Effective communication happens when your words & feelings are aligned. It requires Emotional Intelligence



### 4 WAYS TO INCREASE OPTIMAL PERFORMANCE

- Increase your self awareness of your strengths & impact on others (360 / strengths assessment)
- Manage your emotional reactions with in the moment techniques (Heartmath)
- Enhance your communication skills
- Practice unconditional positive regard - value people as doing their best to move forward