

Emotional Intelligence Course Training Materials

What is Emotional Intelligence (EQ)?

The ability to recognize, regulate and understand emotions in yourself and others.

Self-Awareness

The ability to understand and acknowledge emotions.

Realization that emotions have consequences.

Breaking down an emotional reaction:

- 1) Sense Emotion
- 2) Acknowledge emotion
- 3) Identify Facts
- 4) Accept Emotion
- 5) Reflect on reasoning for emotion
- 6) Act on emotion
- 7) Analyze response

Recognize your strengths and weaknesses. Being aware of these can help you reach out when you need help and allow you to team up with coworkers with different strengths than you.

Triggers are something that spark an intense emotional reaction regardless of current mood. They stem from strong emotions and can result in both physical and environmental signs before an outburst such as racing heart, sweaty palms and general discomfort. To recover from a trigger, analyze what action led to the trigger, be aware so you can avoid similar circumstances in the future, and apologize when necessary.

Improve Self-awareness by welcoming feedback, self-education and engaging in positive self-talk.

Self-Regulation

Cataloging feelings and waiting for the right time to express or act on them. There are a few ways to improve self-regulation: Practicing Mindfulness, Adaptability, lessening anxiety and overcoming negativity.

Improve Mindfulness by: Taking time to understand emotions and surroundings, using breathing exercises (available on apps, YouTube, Wellness Wednesdays, etc.)

Improve Adaptability by: Understanding processes, keeping an open mind, asking questions, identifying priorities to better be able to compromise with others.

Lesson Anxiety by: Setting boundaries, communicating early, taking advantage of resources (EAP, gym, Wellness Wednesdays, etc.), taking time to celebrate your successes.

Overcome Negativity by: Resisting the urge to complain, helping others find silver linings in unideal situations, distancing from the negativity, privately speaking to those who are repeatedly negative.

Note – negativity and venting are different. Venting, when done in a healthy way, can help lesson anxiety. Consider writing out feelings vs. talking them out and throwing the paper away. Venting turns into negativity when it becomes consistent.

Content has been created by the Office of Staff Development for the means of providing optional learning opportunities for our employees. For questions, email staffdev.dept@jccc.edu

Social Awareness

Understanding how others are feeling and the best response to those emotions.

Empathy: Connecting 1:1 with others and understanding their emotions.

Empathy is different than Sympathy. With empathy, you approach by focusing on the other person, you listen, you put in the extra effort to understand.

With Sympathy – you focus on solutions, there is an element of judgment, you express expected sentiment, you have a focus on self. These are not intentional, but they are hallmarks of sympathy.

Improve Empathy by: Spending time with new people, expanding your comfort zone, practicing conversational skills

Organizational Awareness: Connecting with a group of people. Involves being aware of group norms, reading rooms, navigating workplace politics and understanding local definition of failure.

Improve Organizational Awareness by recognizing others strengths, expressing gratitude to others, identifying norms both good and bad.

Five ways to deal with Rudeness in the Workplace:

- 1) Take a break
- 2) Set the Condition
- 3) Stop the Behavior
- 4) Use Humor
- 5) Ask your supervisor for help

Social Skills

The skills we can control ourselves to adjust a situation

Tenants of Social Skills:

- Listen Actively
- Nonverbal Communication
 - o Incongruent Behaviors (when behavior doesn't match with words)
 - Work to correct incongruent behavior by asking questions
 - o Eye Contact
 - Not always a good indicator of social skills. Consider alternatives like phone calls or group settings for those who are uncomfortable with eye contact.
- Persuasion
 - o Negative Persuasion
 - Nagging – repeatedly reinforcing a point of view
 - Respond to Nagging by: 1) Finding the Source
 - 2) Sending Updates
 - 3) Requesting input
 - Gaslighting: A manipulation tactic where you're made to doubt yourself
 - Respond to Gaslighting by 1) Documenting
 - 2) Redirecting

- 3) Asking others 4) Avoiding
- Coercion: Using Power or force to convince others what choice to make
 - Respond to coercion by: Seeking HR
- Positive Persuasion
 - Improve by being reliable, taking responsibility for actions, keeping promises, remembering that having kindness is more important than being right, being willing to change ideas based on feedback.

Conflict Resolution tools

Approach with curiosity & Empathy | Conflict comes from change | Focus on facts | Ask Questions | Actively Listen | Validate | The right to do something does not make it the right thing to do | Manage the volume | People have hard times; they don't give you a hard time

Process of Conflict Resolution:

- 1) Decide to resolve the conflict.
- 2) Find the time and place
- 3) Host an open, honest, two-way conversation
 - a. Mutual Agreement
 - b. Understanding
 - c. Apology
 - d. Escalation

Motivation

- 1) Set yourself up for success
- 2) Use your resources
- 3) Positive Self Talk
- 4) Commit to yourself