



# *Emotional Intelligence: “Just Do It”*

*Leadership  
Development  
Center*

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# Agenda

- What is it?
- How do you know you are doing it?
- How do you know you are doing it right?
- Taking it home with you...



*“Greetings!”*



*Have you ever needed a  
“Do Over?”*



*Have you ever needed a  
“Do Over?”*

# Emotional Hijacking

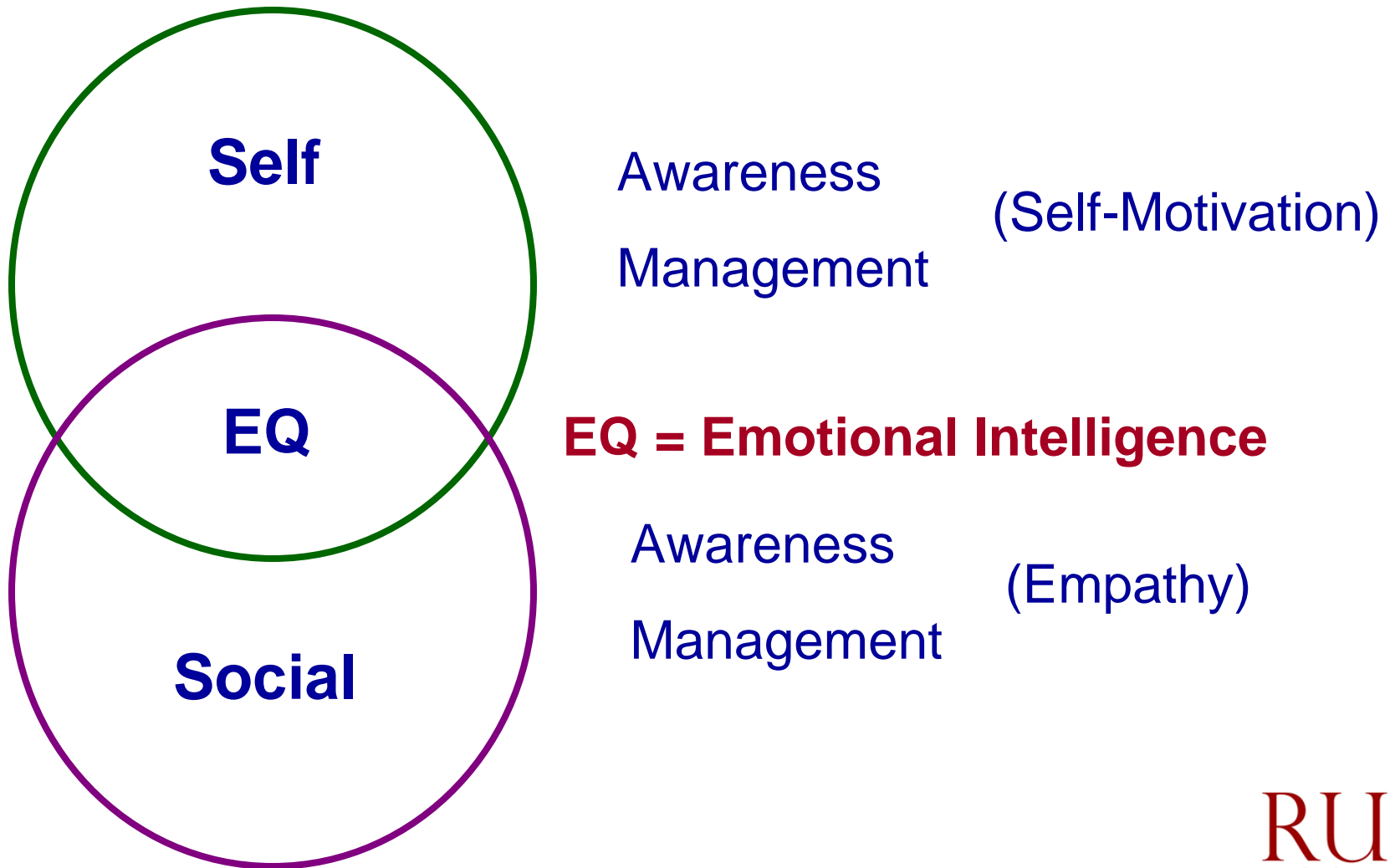


# Emotional Intelligence is...

“...a form of social intelligence that involves the ability to monitor one’s own and other’s feelings and emotions, to discriminate among them, and to use this information to guide one’s thinking and action...”

(Salovey & Mayer, 1990)

# Goleman's EQ Model\*



\*D. Goleman, *Emotional Intelligence* (New York: Bantam Books, 1995)



# Five Scales: Fifteen Sub-scales

## **1. Intrapersonal**

- Self regard
- Emotional Self-awareness
- Independence
- Self-Actualization

## **2. Interpersonal**

- Empathy
- Social responsibility
- Interpersonal relationships

## **3. Stress Management**

- Stress Tolerance
- Impulse Control

## **4. Adaptability**

- Reality Testing
- Flexibility
- Problem Solving

## **5. General Mood**

- Optimism
- Happiness

Based on: Bar-On, R. (1997, 2002). *Bar-On' Emotional Quotient Inventory (EQ-i) Technical Manual*. Toronto, Ontario: Multi-Health System, Inc.



# Sampling the Scales: Intrapersonal

## **1. *Intrapersonal***

- Self regard
- Emotional Self-awareness

Based on: Bar-On, R. (1997, 2002). *Bar-On' Emotional Quotient Inventory (EQ-i) Technical Manual*.  
Toronto, Ontario: Multi-Health System, Inc.



# *Quick Lists*



# Sampling the Scales: Intrapersonal

## 1. *Intrapersonal*

- Self regard
- Emotional Self-awareness
- Self Actualization
  - *What do I do better than almost everyone else (that I care about)?*
  - *What am I doing when I am most fulfilled?*
  - *What do I do that makes the time go by most quickly? ( i.e., You are in “the Zone.”)*

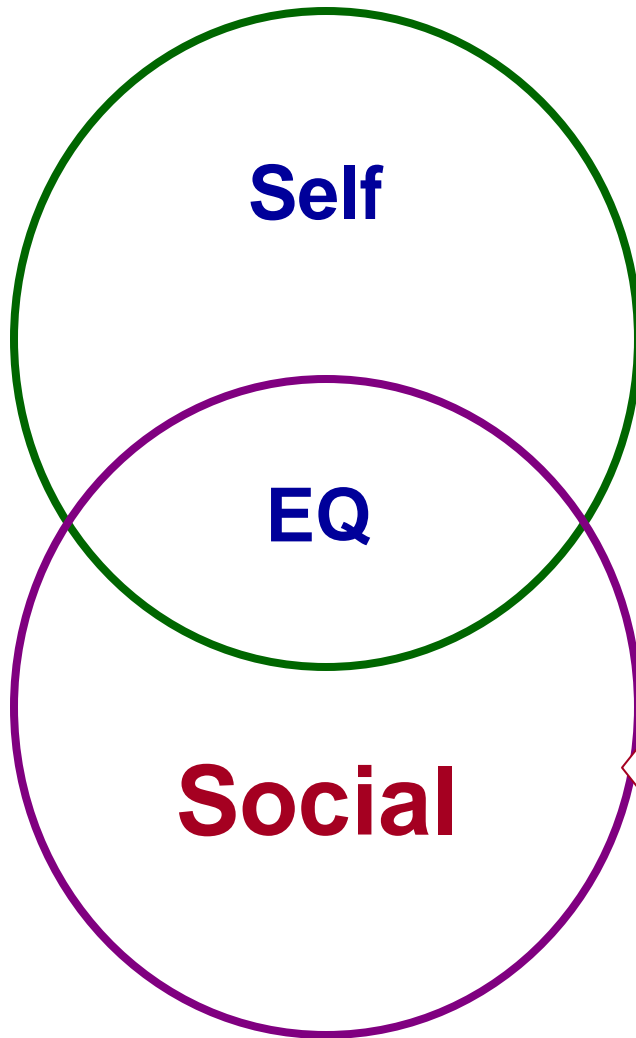
# Sampling the Scales: General Mood



## ■ *Happiness*

On a scale of 1-10...

1. How happy are you today?
2. Why did you give yourself that number?
3. How will you change this number/maintain this number?
  - Physical and Attitude adjustments
  - Incremental or Cold Turkey



## *Group Scoop*

*What makes  
this hard to  
do for you?*



## *Final Thoughts*

- Accepting challenge areas
- Identify *WIIFM*
- Focus Inward
- Change behaviors

# Force Field Analysis: Your EQ Competence

Driving Forces

Restraining Forces





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**Thank You and Good Luck**

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