

Emotional Intelligence

Arapahoe/Douglas Works!
Workforce Center
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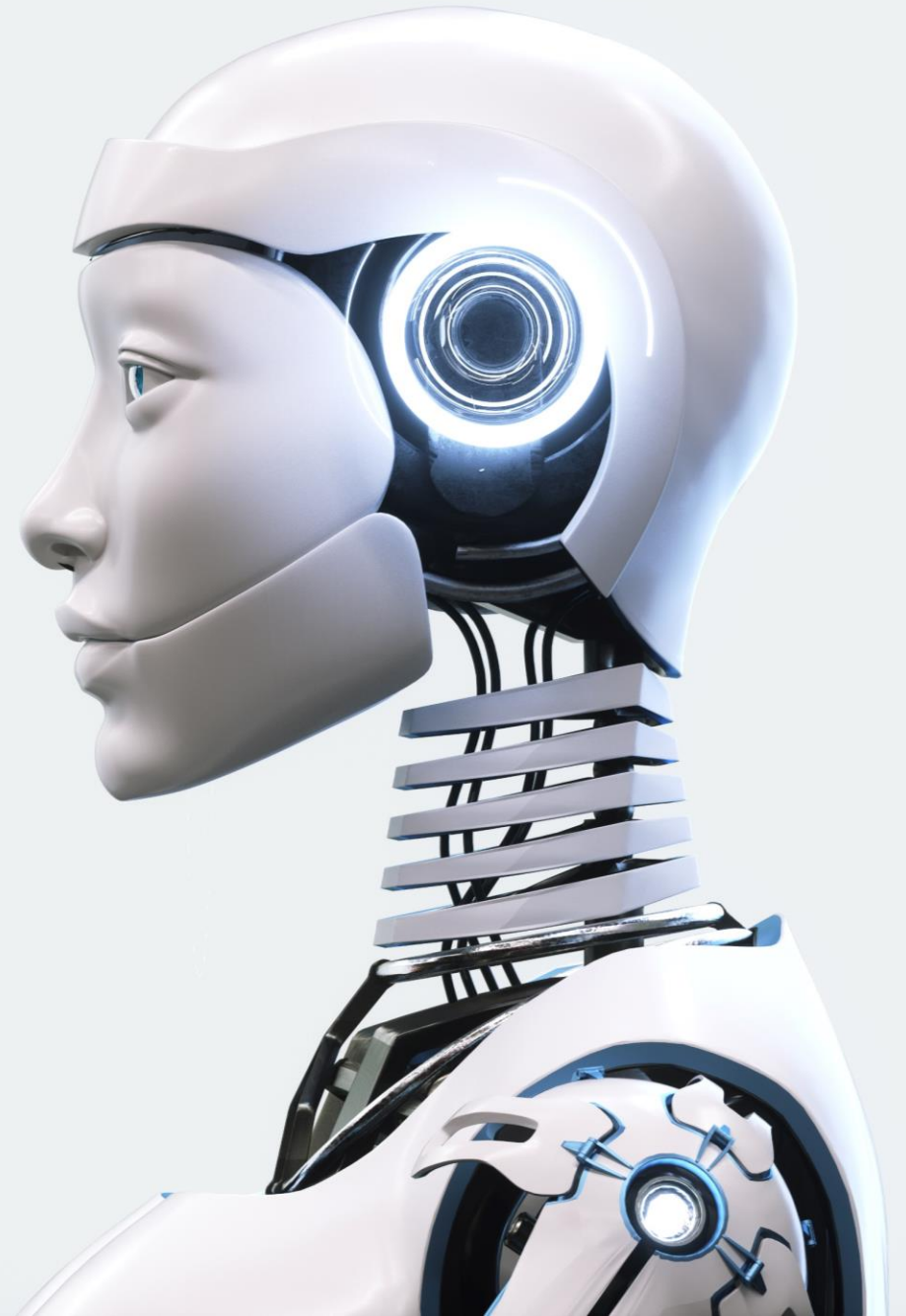
Thank you for choosing to attend our
Emotional Intelligence
workshop brought to you by the
Arapahoe/Douglas Works! Facilitation team.

We facilitate all our workshops as if they are in a live classroom setting. For virtual workshops please be respectful and mindful of your camera if your video is on.

“To ensure compliance with current A/D Works! And Arapahoe County IT policies for virtual platform use and information storage, attendees are asked **not to use** AI tools to capture notes during any of our workshops currently.”

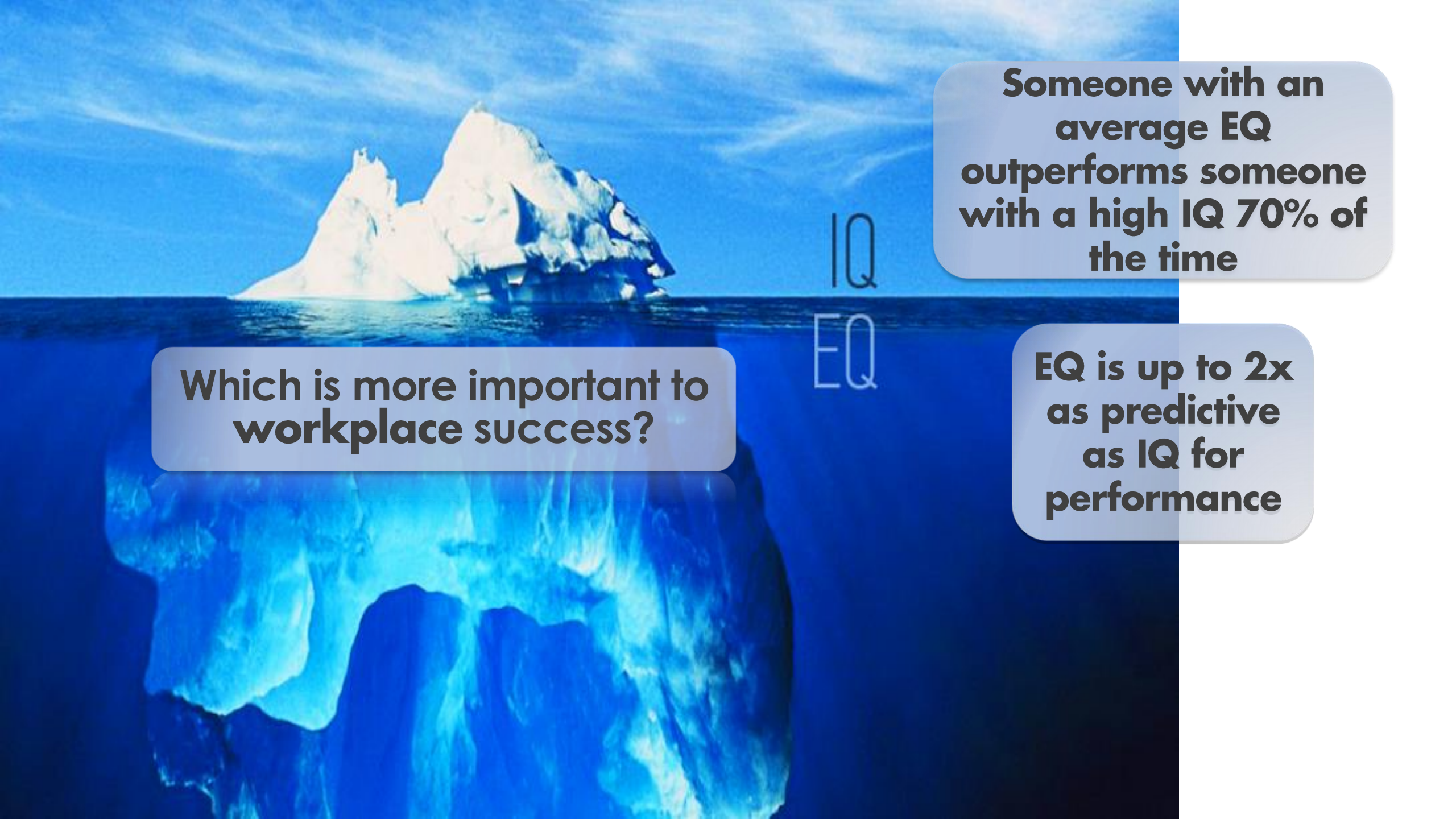
Objectives

- What is Emotional Intelligence (EQ) and why should you care?
- How does EQ impact your job search and work performance?
- What is your EQ?
- How can you improve your EQ?



Getting to Know Your Emotional Intelligence





Someone with an average EQ outperforms someone with a high IQ 70% of the time

IQ
EQ

Which is more important to workplace success?

EQ is up to 2x as predictive as IQ for performance

What is Emotional Intelligence?

**Personal
Capabilities**

**Social
Capabilities**

**Self-
Awareness**

**Social
Awareness**

**Self-
Management**

**Relationship
Management**

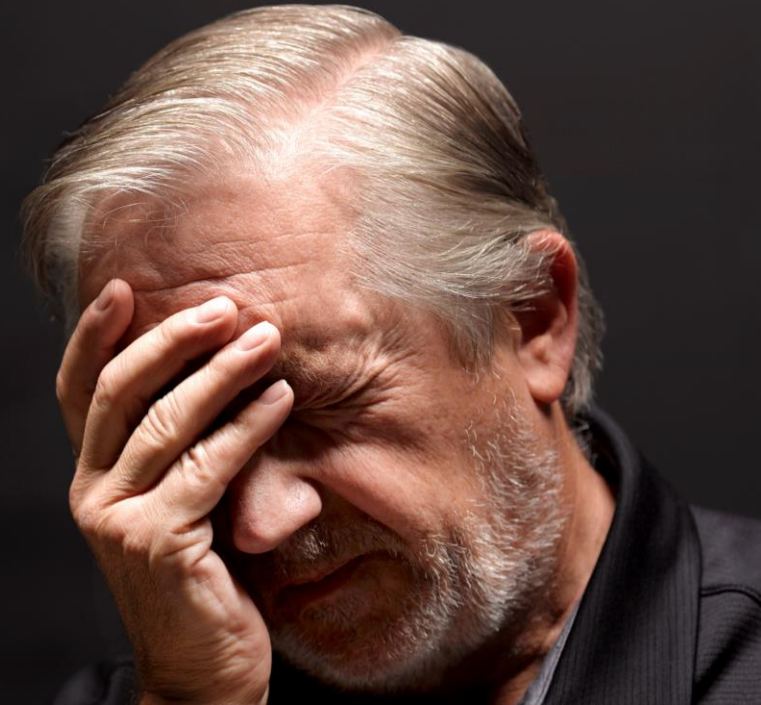
Why Should We Care?

➤ **High EQ Increases:**

- Social relationships
- Empathy
- Open-mindedness
- Self-worth
- Have increased mental and physical health

➤ **People with Low EQ:**

- Have decreased self-worth
- Have poor conflict resolution skills
- Have a lack of empathy
- An inability to cope with emotions
- Have decreased mental and physical health



Work Performance

EQ is the strongest predictor of workplace performance, and strongest driver of leadership and personal excellence!

Improved Health

Can Handle Pressure Better

Enhanced Leadership Skills

Accepting of Feedback
(no matter how it's delivered)

Able to Listen Effectively

Ability to Cooperate

Better at Conflict Resolution

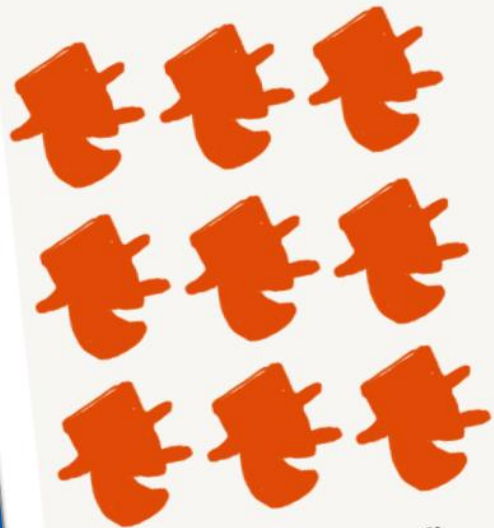
More Empathetic

Improved Communication

Set a Positive Example
(which ripples out to others)



EMOTIONAL INTELLIGENCE STATISTIC



90%

OF TOP PERFORMERS
HAVE HIGH EQ



EQ IS
RESPONSIBLE FOR

58%

OF YOUR JOB
PERFORMANCE



\$29,000

PEOPLE WITH HIGH EQ MAKE
\$29,000 MORE ANNUALLY THAN
THEIR LOW EQ COUNTERPARTS

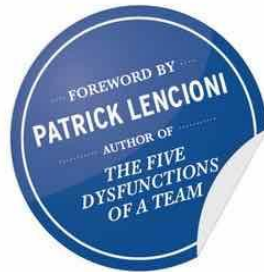
BY DR. TRAVIS BRADBERRY

"Succinctly explains how to deal with emotions creatively & employ our intelligence in a beneficial way."

– THE DALAI LAMA

EMOTIONAL INTELLIGENCE

2.0



INCLUDES A NEW & ENHANCED ONLINE EDITION OF

THE WORLD'S MOST POPULAR EMOTIONAL INTELLIGENCE TEST

TRAVIS BRADBERRY & JEAN GREAVES

INTERNATIONAL BESTSELLING AUTHORS OF
THE EMOTIONAL INTELLIGENCE QUICK BOOK

**Unlike IQ,
Emotional
Intelligence can
be developed
and enhanced**



The Best & Worst of Times

- Think back to a time when you had a boss or a team that brought out the **BEST** in you
- Remember a time when you had a boss or a team that brought out the **WORST** in you

Self-Awareness

Accurately perceiving your emotions and staying aware of them as they happen.

Ask yourself these questions...



What am I feeling?
How did these feelings arise?
What information do they carry?

How to Improve Your Self-Awareness

- Know who and what pushes your buttons
- Watch yourself like a hawk
- Visit your values
- Seek feedback
- Observe the ripple effect from your emotions



Self-Management

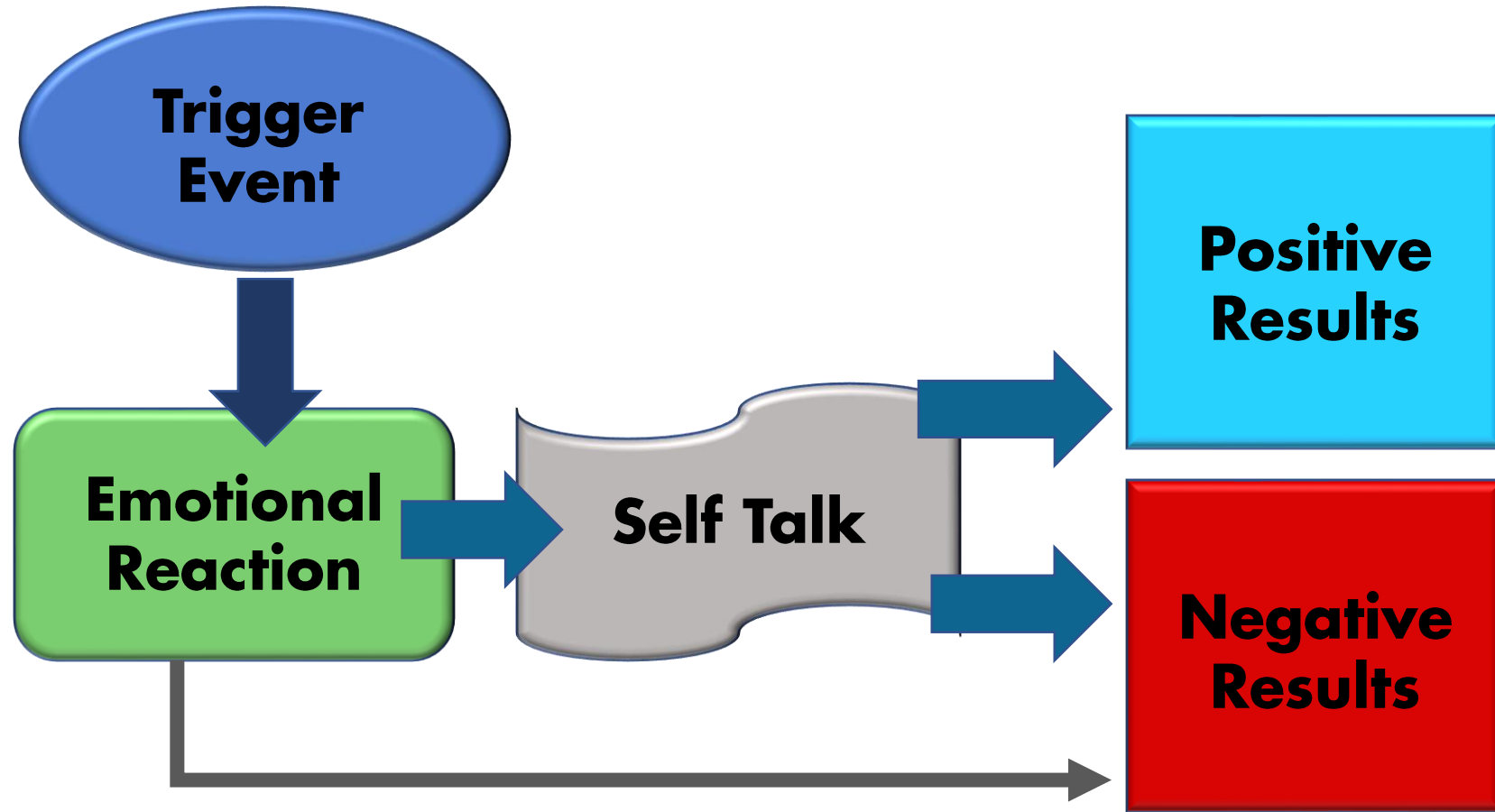
Using self-awareness to stay flexible and to positively direct your behavior.

**Ask yourself
these
questions...**



**How do you want to
feel?
What do you need to do
in order to feel that
way?**

Trigger Model



How to Improve Your Self-Management

- Breathe and count to ten
- Focus your attention on your freedoms rather than your limitations
- Add a mental recharge to your schedule
- Take control of your self-talk
- Visualize yourself succeeding



Social Awareness

Ability to pick up on other people's emotions and understand what is really going on with them.

Ask yourself
these
questions...



**What are others
feeling?**

**How did those feelings
arise?**



How to Improve Your Social Awareness

- Pay attention to body language
- Practice the art of listening
- Step into their shoes
- Seek the whole picture

Relationship Management

Using awareness of your own and other's emotions to manage interactions successfully.

How do you want to feel?
How do you want others to feel?
What do you need to do in order for both of you to feel that way?

How to Improve Your Relationship Management

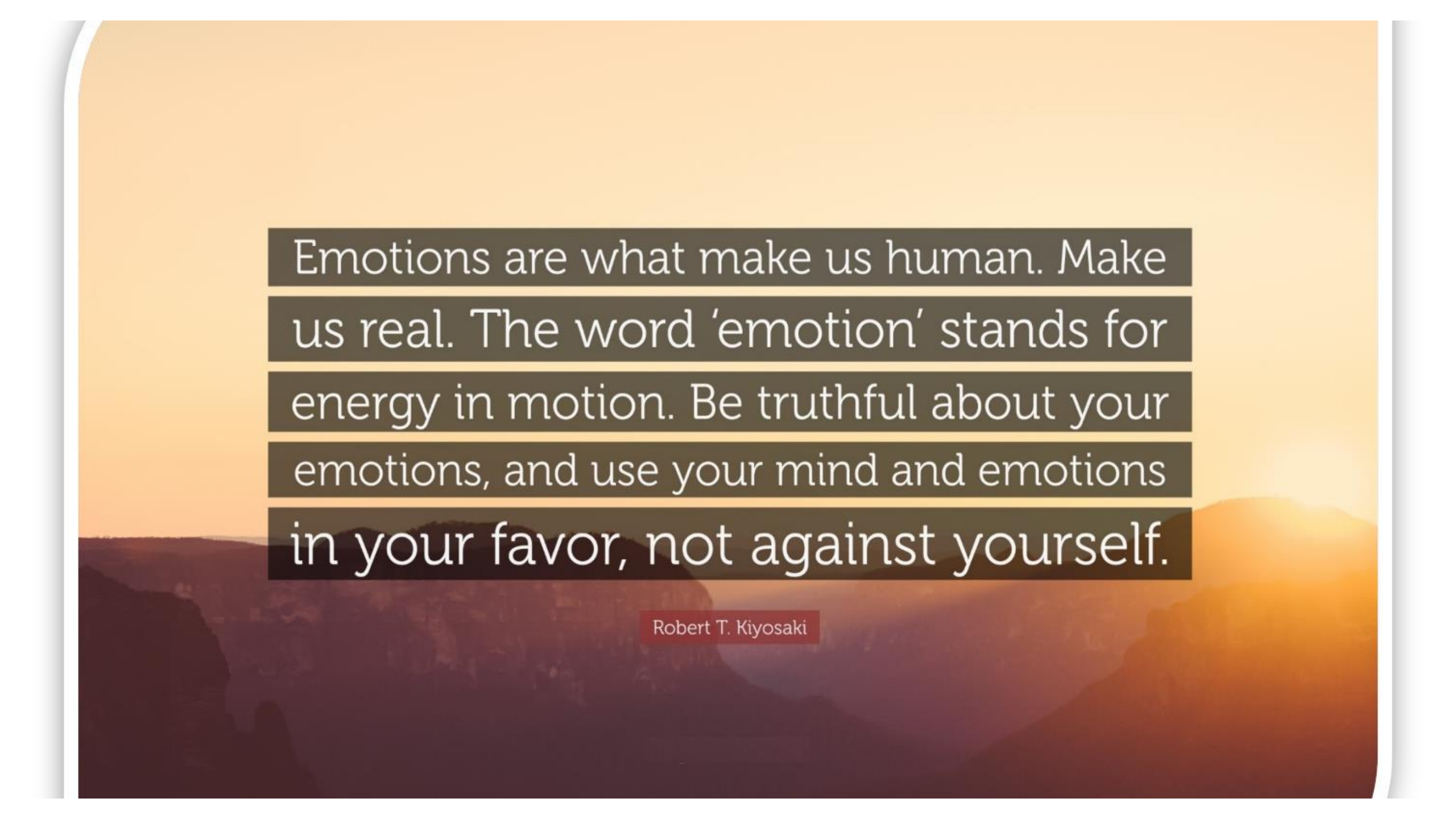
- Be open and curious
- Take feedback well
- Avoid giving mixed signals
- Explain your decisions



Next Step to Improve Your EQ

Take the quick **EQ Self Assessment** included in the ADWorks EQ handout found below the workshop calendar on our web page at:

<https://www.adworks.org/job-seekers/career-exploration/workshops/>

The background of the slide features a warm, golden sunset over a range of mountains. The sky transitions from a pale yellow at the top to a deep orange and red near the horizon. The mountains in the foreground are silhouetted against the bright light, creating a layered, atmospheric effect. The overall mood is serene and contemplative.

Emotions are what make us human. Make us real. The word 'emotion' stands for energy in motion. Be truthful about your emotions, and use your mind and emotions in your favor, not against yourself.

Robert T. Kiyosaki

Thank you for attending our workshop today.

We'd appreciate your feedback. Please click on the link below to access our workshop evaluation.

We especially enjoy your personal comments.

Workshop Evaluation, link

<https://fs8.formsite.com/adworks/Evaluations/index.html>

PowerPoint and Handout, link

<https://www.adworks.org/index.php/job-seekers/online-powerpoint-workshops/>

To reach a Career Services Advisor, link

<https://fs8.formsite.com/adworks/form52/index.html>

