



Developing Emotional Intelligence

GLOBAL COURSEWARE

Getting Started

Emotional intelligence (EI) is the ability to recognize and manage our emotions, behaviors, and impulses, as well as apply this knowledge to the world around us.

It encourages self-awareness, internal motivation, and the exploration of diverse perspectives.

Workshop Objectives



- Define emotional intelligence and emotions
- Identify the components of emotional intelligence
- Identify tools to gain control over emotions
- Determine effective verbal and nonverbal communication skills
- Determine ways to make a great impression on others



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*People may not remember what you said, but they
remember the way you made them feel.*

Maya Angelou

MODULE TWO

Introduction to Emotional Intelligence

Emotions play a big role in our lives; they help to guide decisions for the world around us and influence our interactions with others.



Defining Emotional Intelligence

It involves recognizing, understanding, and *managing* our own emotions, as well as recognizing, understanding, and *influencing* the emotions of others.

The Importance of EI

- Having a victim mentality
- Being unaccepting of feedback
- Dwelling on mistakes





Who Needs It?

Humans are wired for connection; these connections consist of social interactions full of emotions.

What Are Emotions?

Emotions are natural reactions that we experience, in response to a situation, mood, or connection.





EQ vs. IQ

Where IQ includes intellectual potential, EQ involves social skills, conflict resolution, leadership abilities and emotional control.

Practical Illustration



- Defining Emotional Intelligence
- The Importance of EI
- Who Needs It?
- What Are Emotions?
- EQ vs. IQ

Module Two: Review Questions

1. What is Emotional Intelligence?

A. Recognizing, understanding, and managing our own emotions

B. Recognizing, understanding, and influencing the emotions of others

C. Being aware of the emotions that drive specific behaviors

D. All of the above

Module Two: Review Questions

2. Emotional intelligence encourages us to go into autopilot mode.

A. True

B. False

Module Two: Review Questions

3. Which of the following is a sign of low emotional intelligence?

A. Quick to form judgments

B. Accepting of feedback

C. Moving past mistakes

D. Strong interpersonal skills

Module Two: Review Questions

4. Essentially, identifying and building emotional intelligence is important for _____.

A. Children

B. Business leaders

C. Everyone

D. Remote workers

Module Two: Review Questions

5. High emotional intelligence is a hiring trait desired by leading corporations, and to some extent, more important than _____.

A. Family background

B. IQ

C. Staying up on current events

D. Absenteeism

Module Two: Review Questions

6. Although we all share the same emotions, we do not all experience these emotions the same way.

A. True

B. False

Module Two: Review Questions

7. What are emotions?

A. The natural reactions that we experience, in response to a situation, mood, or connection

B. The communication of our feelings to others

C. The impressions that we form on those around us

D. None of the above

Module Two: Review Questions

8. Which of the following is *not* a primary emotion?

A. Sadness

B. Resentment

C. Anger

D. Fear

Module Two: Review Questions

9. Which of the following is *not* one of the three key elements of emotions?

A. Objective experience

B. Subjective experience

C. Physiological response

D. Behavioral response

Module Two: Review Questions

10. What does EQ stand for?

A. Emotional Question

B. Emotional Quantity

C. Emotional Quotient

D. Emotional Quality



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Your emotional state affects the way you think and thus the choices that you make.

Claudia Velandia

MODULE THREE

The Components of EI

According to psychologist Daniel Goleman, there are five key components of emotional intelligence that help individuals navigate through complex emotional situations, resulting in conflict management and resolution.



Self-Management

Accept
accountability

Stick to goals
and values

Continue
Learning

Care for the
mind and
body

Self- Awareness

- Avoid making decisions at the peak of an emotional situation
- Build a growth mindset
- Identify your triggers





Social Skills

- Pay attention to both verbal and nonverbal communication
- Ask open-ended questions to gain knowledge or insight
- Develop a positive outlook on others

Internal Motivation

- Celebrate personal results
- Focus on small, achievable goals
- Be accountable





Empathy

Empathetic awareness is a big aspect of emotional intelligence; it helps to create awareness and sensitivity to the needs of those around us.

Practical Illustration



- Self-Management
- Self-Awareness
- Social Skills
- Internal Motivation
- Empathy

Module Three: Review Questions

1. Which of the following is *not* a key component of emotional intelligence?

A. Self-awareness

B. Social skills

C. Internal motivation

D. Education

Module Three: Review Questions

2. What is self-management?

A. Controlling impulsive behaviors, adapting to changes, following through on personal commitments, and managing our own emotions in a healthy way

B. Recognizing the traits of oneself, including strengths, weaknesses, and behavioral patterns

C. The focus of conflict resolution, communication, influence, and leadership

D. Awareness and sensitivity to the needs of those around us

Module Three: Review Questions

3. Which of the following will help to improve self-management skills?

A. Accepting accountability

B. Sticking to goals and values

C. Caring for both the mind and
body

D. All of the above

Module Three: Review Questions

4. What is self-awareness?

A. Being aware of one's social surroundings

B. The desire to learn and grow

C. Recognizing the traits of the self and the effects of our emotions, patterns, and actions

D. The ability to understand alternative perspectives and relate to others

Module Three: Review Questions

5. The best way to strengthen social skills and create healthy connections is through _____.

A. Emotional intelligence

B. Emotional detachment

C. Emotional quotient

D. Emotional outbursts

Module Three: Review Questions

6. In order to strengthen social skills, it's important to develop a _____ outlook on others.

A. Negative

B. Financial

C. Pessimistic

D. Positive

Module Three: Review Questions

7. _____ is the desire to learn and grow, based off of personal goals.

A. Internal motivation

B. Extrinsic motivation

C. Incentive-based motivation

D. Power motivation

Module Three: Review Questions

8. Which of the following will help to increase self-motivation?

A. Celebrating personal results

B. Introducing new challenges

C. Focusing on small, achievable goals

D. All of the above

Module Three: Review Questions

9. Those who are empathetic will be _____ & _____.

A. Perceptive, proactive

B. Impatient, reactive

C. Insensitive, wise

D. Disinterested, passive

Module Three: Review Questions

10. What is necessary before an individual can be empathetic to others?

A. They must be a part of a group or team

B. They must have authority over the other individual

C. They must be able to recognize, classify, and understand their own feelings

D. They must be able to deny their personal feelings



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If you want to positively influence others, begin by influencing how they experience you.

Sylvia Baffour

MODULE FOUR

Tools to Gain Control

Controlling emotional reactions will help to respond to situations in a positive, flexible, and socially tolerable way.



Journaling

Emotionally intelligent individuals will use journaling as a healthy way to be introspective to decisions and behaviors.

Meditation and Mindfulness

- Helps to stay calm, balanced, and remain in the moment
- Dissolves emotional baggage, depression and anxiety



Identifying Emotional Triggers

An emotional trigger is anything that makes us uncomfortable, or evokes a negative emotional response.



Breathing Techniques

- Pursed Lip Breathing
- Belly Breathing
- 4-7-8 Breathing





Taking a Break

When emotions from the demands of life become overwhelming, it is best to take a break and distance ourselves from the situation.

Practical Illustration



- Journaling
- Meditation and Mindfulness
- Identifying Emotional Triggers
- Breathing Techniques
- Taking a Break

Module Four: Review Questions

1. Emotional intelligence requires emotional _____.

A. Outbursts

B. Burnout

C. Triggers

D. Control

Module Four: Review Questions

2. Which of the following is *not* an effective tool to gain control over emotions?

A. Journaling

B. Breathing techniques

C. Placing blame on others

D. Meditation and mindfulness

Module Four: Review Questions

3. _____ is a great way to express and reflect on thoughts, and to make sense of emotions.

A. Blogging

B. Posting on social media

C. Journaling

D. Complaining to coworkers

Module Four: Review Questions

4. Which of the following is a benefit of journaling?

A. It encourages a healthy way to be introspective to decisions and behaviors

B. It increases self-awareness by studying experiences and interactions

C. It allows for clarity and tracking personal growth

D. All of the above

Module Four: Review Questions

5. _____ thinking will take over focus and cloud the judgment of an individual.

A. Practical

B. Affirmative

C. Optimistic

D. Negative

Module Four: Review Questions

6. With the practice of mindfulness, it is helpful to create conscious thoughts out of unconscious worries.

A. True

B. False

Module Four: Review Questions

7. What is an emotional trigger?

A. Anything that makes us comfortable or evokes a positive emotional response

B. The way we express our emotions, both verbally and nonverbally

C. Anything that makes us uncomfortable or evokes a negative emotional response

D. The visualization of an emotional situation

Module Four: Review Questions

8. How do relaxation and breathing techniques help to reduce stress?

A. It lowers blood pressure and slows the heart rate

B. It increases blood pressure and speeds up the heart rate

C. It impairs concentration

D. None of the above

Module Four: Review Questions

9. Which of the following is not an example of an effective breathing technique?

A. 4-7-8 Breathing

B. Belly Breathing

C. 14-9-3 Breathing

D. Pursed Lip Breathing

Module Four: Review Questions

10. When emotions from the demands of life become overwhelming, it is best to take a break and distance ourselves from the situation.

A. True

B. False



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Experience is not what happens to you, but how you interpret what happens to you.

Aldous Huxley

MODULE FIVE

Verbal Communication Skills

Strong verbal communication skills are important in many areas of life, especially within a business.



Active Listening

- Do not interrupt the speaker, even if you do not agree with their stance
- Paraphrase the speaker's message
- When the speaker is done, provide feedback and ask questions

Asking Questions

Asking great questions is the key to enhancing an interaction and becoming a better communicator.





Consider Your Audience

One of the most effective ways to connect with other people and successfully deliver a message is to consider our audience when we are talking.

Choosing Your Words

Words are the basic building block to verbal communication and an important part of clear communication.





Be Authentic

Authenticity and honesty in communication will make or break a connection.

Practical Illustration



- Active Listening
- Asking Questions
- Consider Your Audience
- Choosing Your Words
- Be Authentic

Module Five: Review Questions

1. What happens when we lack effective communication skills?

A. There is little understanding or trust between people

B. It can be difficult to articulate needs or desires

C. Interpersonal connections are not successful

D. All of the above

Module Five: Review Questions

2. What is active listening?

A. Developing meaning behind the words that are being said

B. Taking notes on the speaker's message

C. Hearing the words that are being said

D. Making assumptions about what the speaker is sharing

Module Five: Review Questions

3. It's fine to interrupt the speaker if we do not agree on the stance that is being shared.

A. True

B. False

Module Five: Review Questions

4. Why are questions important for effective communication?

A. They create engaging conversations that allow for the sharing of insights and knowledge

B. They are an easy way to show interest in a conversation

C. They can help to build rapport and trust between individuals

D. All of the above

Module Five: Review Questions

5. What kind of questions are especially beneficial for sharing insight and knowledge?

A. Closed-ended questions

B. Tag questions

C. Open-ended questions

D. Suggestive questions

Module Five: Review Questions

6. How can we ensure that our communication results in a greater impact?

A. Invite more people into the conversation

B. Tailor the message to the audience

C. Use written communication, rather than verbal

D. Speak louder

Module Five: Review Questions

7. If we are having an informal conversation with a close friend, we are more likely to use a _____ tone.

A. Professional

B. Warm

C. Strict

D. Shy

Module Five: Review Questions

8. Throughout a discussion or conflict, it is better to use “You” statements, rather than “I” statements.

A. True

B. False

Module Five: Review Questions

9. Why is it important to be mindful of the words that we use?

A. Using the wrong words can affect how others perceive us

B. Certain language can inflame a situation

C. Words will convey confidence and professionalism

D. All of the above

Module Five: Review Questions

10. How can we gain respect from others if we are uncertain of an answer?

A. Be honest of the uncertainty

B. Pretend and provide an inaccurate response

C. Avoid the question

D. Redirect the question



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Getting or giving anything is about social skills. The world is about being comfortable where you are and making people comfortable.

Penelope Trunk

MODULE SIX

Nonverbal Communication Skills

There is more to communication than the words one speaks or the message being conveyed; facial expressions and body movements share a lot about our emotional life.



Body Language

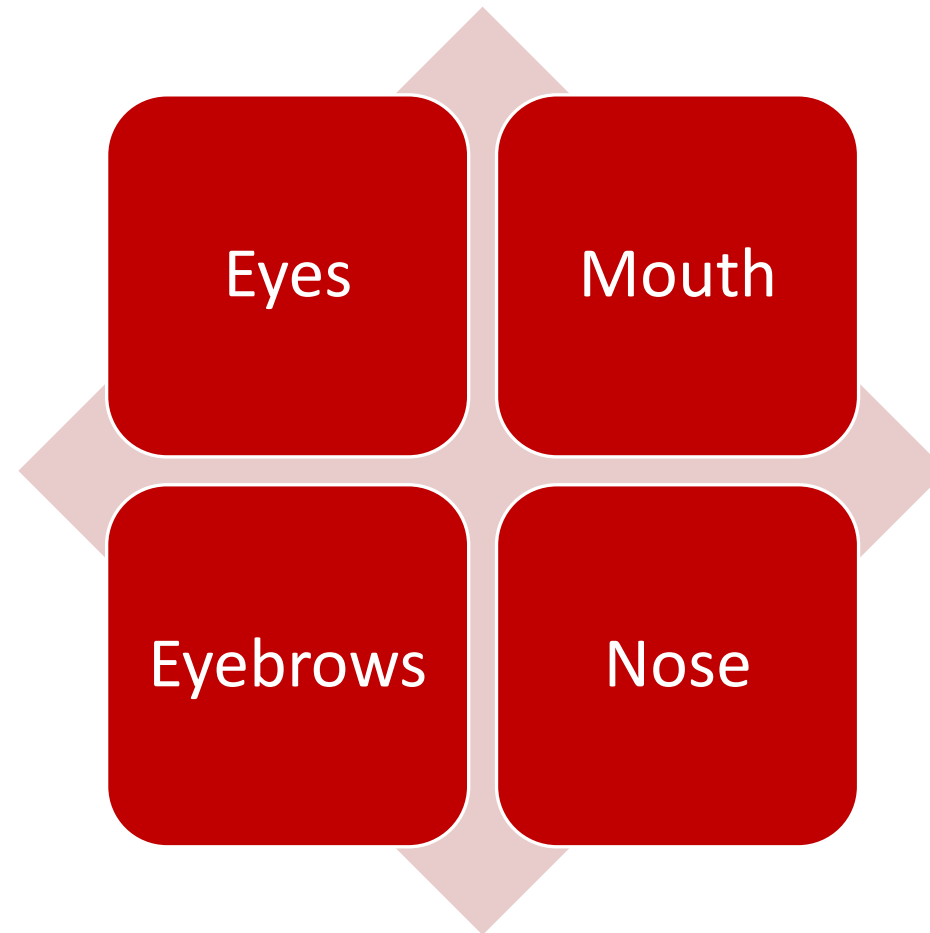


Tone Matters

Being aware, and paying attention to our pitch, pace, and timing of speech, will help to emphasize tone and eliminate miscommunications.



Facial Expressions



Eye Contact

Our eyes can share a lot of information, making them a valuable tool for communication.





Distance and Personal Space

Our personal space is influenced by culture expectations, familiarity, and situational factors.

Practical Illustration



- Body Language
- Tone Matters
- Facial Expressions
- Eye Contact
- Distance and Personal Space

Module Six: Review Questions

1. Which of the following is *not* included in nonverbal communication?

A. Body language

B. Eye contact

C. Paraphrasing

D. Distance and personal space

Module Six: Review Questions

2. When the body is receptive to communication, it is said to be _____ body language.

A. Closed

B. Open

C. Negative

D. Defensive

Module Six: Review Questions

3. Which of the following is an example of body language?

A. The way one dresses

B. The way one speaks

C. The distance that one stands
when communicating

D. Sitting with legs crossed

Module Six: Review Questions

4. “It’s not what you say, it’s how you say it” is often said to indicate the power of _____ in communication.

A. Facial expressions

B. Understanding

C. Distance

D. Tone

Module Six: Review Questions

5. What does a sarcastic tone indicate?

A. The words are creating a level of suspense

B. The words are conveying an opposite meaning than what is being said

C. The words are conveying a positive view of the situation

D. The words are direct with a respectful feel

Module Six: Review Questions

6. Facial expressions are universal.

A. True

B. False

Module Six: Review Questions

7. If an individual's nose is wrinkled, what might this indicate?

A. Feelings of frustration

B. Feelings of disgust

C. Feelings of fear or shock

D. Feelings of discomfort

Module Six: Review Questions

8. When eye contact is maintained throughout a conversation, what message does this send to the speaker?

A. The listener is disinterested and unengaged

B. The listener is wishing to speak

C. The listener is interested and engaged

D. The listener is feeling guilt or shame

Module Six: Review Questions

9. A speaker who is delivering a message with effective eye contact is displaying _____ & _____.

A. Low self-esteem, guilt

B. Anxiety, stress

C. Confidence, honesty

D. Uncertainty, dishonesty

Module Six: Review Questions

10. Which of the following is a determinant of personal space?

A. An individual's age

B. An individual's age

C. Trust levels

D. Time of day



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When awareness is brought to an emotion, power is brought to your life.

Tara Meyer Robson

MODULE SEVEN

Managing Relationships With Others

Strong social skills and relatability will contribute to a happier and healthier workplace, making these skills a highly sought-after trait by all employees.



Building Rapport

- Remember names and specific details about the conversation
- Be genuine and friendly, while reserving judgment
- Compare your goals

Respond, Don't React

A powerful skill that emotionally intelligent people have is the ability to respond, rather than react.





Show Gratitude

It can be as simple as a compliment or words of encouragement. Always be present, generous, and open-minded with others.

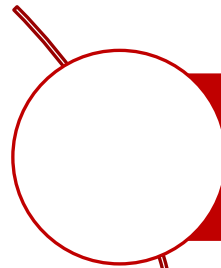
Finding Common Ground

- Stay focused on the big picture
- Do not get caught up in personal feelings
- Check on your assumptions

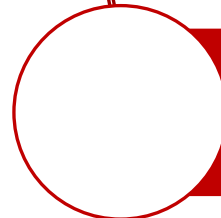




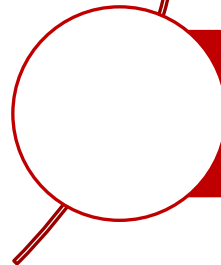
Setting Boundaries



Learn how to say no



Be assertive, but not aggressive



Be firm and speak up for yourself

Practical Illustration



- Building Rapport
- Respond, Don't React
- Show Gratitude
- Finding Common Ground
- Setting Boundaries

Module Seven: Review Questions

1. _____ is all about emotional connections and creating deeper relationships with others.

A. Negotiation

B. Rapport

C. Debate

D. Feedback

Module Seven: Review Questions

2. Which of the following will help to build rapport with another person?

A. Form cliques in the office

B. Ask genuine questions about a person's work, interest, or home life

C. Do online research about the individual

D. Keep to yourself, but have an open door

Module Seven: Review Questions

3. A powerful skill that emotionally intelligent people have is the ability to react, rather than respond.

A. True

B. False

Module Seven: Review Questions

4. What happens when we respond to a situation, rather than react to it?

A. We become more in control

B. We can take ownership over the problem

C. We can maintain healthy connections

D. All of the above

Module Seven: Review Questions

5. Sharing _____ is a powerful way to build relationships and create a positive atmosphere.

A. Answers

B. Gossip

C. Positivity

D. Failure

Module Seven: Review Questions

6. What do emotionally intelligent leaders include as part of their work culture?

A. Reminders of authority

B. Reminders of gratitude

C. Reminders of mistakes

D. Reminders of struggles

Module Seven: Review Questions

7. What is one of the easiest ways to overcome disagreements or differences?

A. Walk away from the situation

B. Deny our personal feelings as a way to compromise

C. Have a third-party step in to help

D. Find common ground with the other individual

Module Seven: Review Questions

8. What are emotional boundaries?

A. The limit that we will go with our emotions, before we choose to seek help

B. The range of emotions that we experience

C. The limits that we set in order to protect our values, time, and energy

D. Anything that makes us uncomfortable, or evokes a negative emotional response

Module Seven: Review Questions

9. Without emotional boundaries, what can happen?

A. We can be easily pressured into additional tasks or responsibilities

B. We can feel disrespected, or powerless

C. We can feel as though we are lacking control

D. All of the above

Module Seven: Review Questions

10. When it comes to establishing healthy emotional boundaries, it is critical to be aggressive, not assertive.

A. True

B. False



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When obstacles arise, you change your direction to reach the goal; you do not change your decision to get there.

Zig Ziglar

MODULE EIGHT

Overcoming Obstacles

To be successful at managing and overcoming workplace obstacles, starts with being successful at acknowledging and managing your emotions.



Recognizing and Admitting Failure

Failure is not something that we strive for, but it can often be mandatory to reach success.

Disagreeing Constructively

- Be sure to listen for understanding
- Ask questions to ensure understanding
- Provide evidence to your explanation



A vertical photograph on the left side of the slide shows the silhouette of a person standing on a dark, flat surface, looking towards the right. The background is a sunset or sunrise sky with a gradient from dark blue at the top to orange and yellow near the horizon. A thin, white horizontal line is positioned below the title.

Staying Cool Under Pressure

Conflicts will often result in individuals becoming emotionally charged, leading to outbursts of anger or frustration.

Be Open to Perspectives

Perspective-taking allows us to be open-minded and see the world through different point of views.



The Power of Forgiveness

Forgiveness helps to free our minds from emotional constraints, or negative emotions that can damage relationships.



Practical Illustration



- Recognizing and Admitting Failure
- Disagreeing Constructively
- Staying Cool Under Pressure
- Be Open to Perspectives
- The Power of Forgiveness

Module Eight: Review Questions

1. _____ can often be mandatory to reach success.

A. Emotional triggers

B. Emotional burnout

C. Failure

D. None of the above

Module Eight: Review Questions

2. Why is it important to have a positive outlook on failure?

A. It is final

B. It can be completely avoided

C. It masks any negative emotions

D. It is an opportunity to improve and gain relevant knowledge

Module Eight: Review Questions

3. To achieve innovation and progress with the team, it's critical to disagree _____.

A. Consistently

B. Constructively

C. Occasionally

D. Aggressively

Module Eight: Review Questions

4. What are constructive disagreements?

A. Disagreements used to be negative or destructive of another's thoughts

B. Disagreements that are specifically over work issues

C. Disagreements designed to express viewpoints in a positive, productive manner

D. Disagreements in which opposing sides are discussing different issues

Module Eight: Review Questions

5. By staying emotionally _____, we can overcome the pressures from conflict and stress, and limit the negative effects.

A. Grounded

B. Charged

C. Mature

D. Attached

Module Eight: Review Questions

6. Which of the following is *not* an effective way to keep our cool in a high-pressure situation?

A. Taking a break from the issue

B. Communicating with others

C. Reframing negative experiences

D. Aggressive confrontation

Module Eight: Review Questions

7. What is perspective-taking?

A. Informing others about our own background

B. Seeing ourselves, other people, and the world through different point of views

C. Finding commonality between individuals

D. Neglecting the feelings and desires of others

Module Eight: Review Questions

8. Perspective-taking allows us to be _____.

A. Open-minded

B. Closed-minded

C. Narrow-minded

D. None of the above

Module Eight: Review Questions

9. Forgiveness will eliminate feelings of _____.

A. Happiness

B. Comfort or security

C. Anger or resentment

D. Courage

Module Eight: Review Questions

10. Forgiveness is not only important for personal growth, but for organizational growth as well.

A. True

B. False

A large, detailed image of the moon's surface, showing various craters and lunar maria. In the lower center, there is a silhouette of a person standing and pointing their right arm upwards towards the moon. The background is black, making the moon and the silhouette stand out.

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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

MODULE NINE

Application to Business Practices

It's important to carefully control and express our emotions to improve the workspace for everyone.

A vertical image on the left side of the slide shows the silhouettes of a group of people with their hands raised in the air. The background is a bright, hazy sky with soft clouds, suggesting a sunset or sunrise. The overall mood is one of collective effort and achievement.

Working as a Team

Teamwork happens when a group of individuals are able to cooperate and collaborate, while working to achieve a shared goal.

Setting Business Goals

Emotional intelligence encourages people to be more committed to success, and motivated to see their goals through.





Interviewing for Successful Hires

- How do you celebrate success?
- How do you respond to failure?
- How do you stay focused on your goals or ambitions?

Giving and Receiving Feedback

Feedback is given to encourage improvements and make important decisions.





Customer Experience and Rapport

These connections can be built through effective communication and shared experiences, resulting in enjoyable interactions.

Practical Illustration



- Working as a Team
- Setting Business Goals
- Interviewing for Successful Hires
- Giving and Receiving Feedback
- Customer Experience and Rapport

Module Nine: Review Questions

1. When applied to business practices, emotional intelligence will help to _____ the team.

A. Separate

B. Strengthen

C. Weaken

D. Confuse

Module Nine: Review Questions

2. _____ happens when a group of individuals are able to cooperate and collaborate, while working to achieve a shared goal.

A. Disagreements

B. Change

C. Failure

D. Teamwork

Module Nine: Review Questions

3. Why are goals important for success?

A. They remind us of past mistakes

B. They compare us to the competition

C. They give us drive and direction

D. None of the above

Module Nine: Review Questions

4. In order to create the most effective personal and team goals, they have to engage us emotionally.

A. True

B. False

Module Nine: Review Questions

5. How can emotional intelligence be demonstrated from a potential hire?

A. Through the hard skills that are listed on the resume

B. Through the previous work experiences and education listed on the resume

C. Through interactions and interview responses

D. All of the above

Module Nine: Review Questions

6. Which of the following is *not* an interview question that determines emotional intelligence?

A. "What do you do when you become angry or overwhelmed at work?"

B. "How do you respond to failure?"

C. "Where did you previously work?"

D. "How do you stay focused on your goals or ambitions?"

Module Nine: Review Questions

7. Giving feedback to others is an easy process to master.

A. True

B. False

Module Nine: Review Questions

8. What is an emotionally intelligent approach to delivering feedback?

A. Delaying the feedback for as long as possible

B. Delivering the feedback through email or text message

C. Limiting the use of eye contact and other body language

D. Tailoring the feedback to the individual, with consideration to strengths, communication styles, and motivations

Module Nine: Review Questions

9. What is the key to receiving negative feedback?

A. Choose acceptance

B. Denial

C. Assume negative intent

D. Giving up

Module Nine: Review Questions

10. A company's emotional intelligence will be verified through their customers _____.

A. Occupation

B. Age

C. Experience

D. All of the above



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Let's not forget that the little emotions are the great captains of our lives and we obey them without realizing it.

Vincent Van Gogh

Benefits of Being Emotionally Aware

Through the identification of emotions, one can begin to use these emotions for positive reasons, and to improve the day-to-day relations within themselves and those around them.

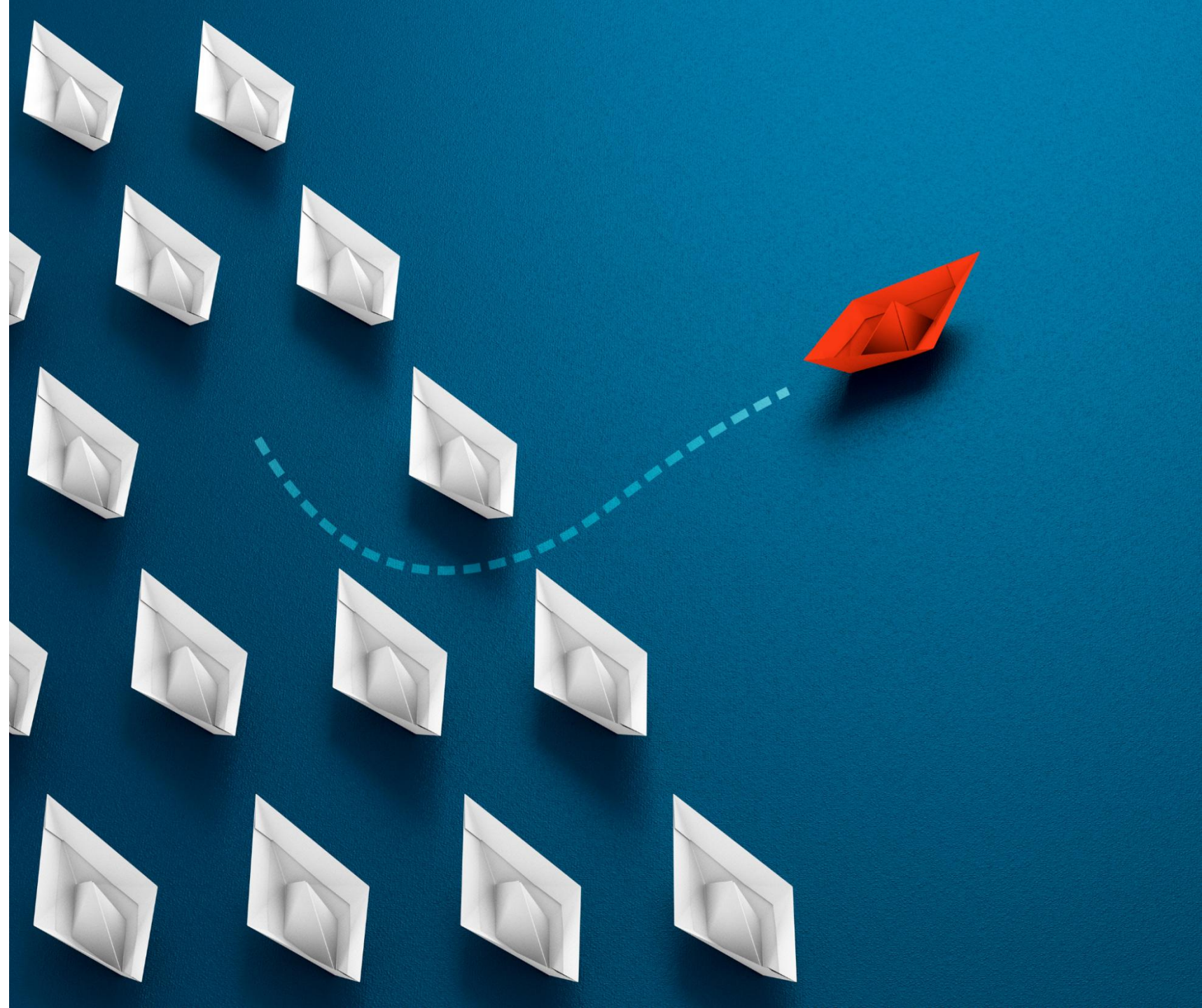
Strong Interpersonal Relationships

Communicating in a more positive manner improves our relationships with everyone we encounter.



Able to Manage Change

Emotional intelligence helps to navigate through these changes and alter the way we respond to changes in any dynamic environment.





Reduced Stress and Anxiety

Challenging situations are bound to happen in a workplace; whether it is the pressures of the job, relationships, or money.

Improved Decision Making

Emotional intelligence will help to create successful decision makers that focus on intuition and self-awareness.





Boosts Employee Morale

A workplace that is comprised of emotionally intelligent people is one with high company morale.

Practical Illustration



- Strong Interpersonal Relationships
- Able to Manage Change
- Reduced Stress and Anxiety
- Improved Decision Making
- Boosts Employee Morale

Module Ten: Review Questions

1. Emotions are only ingrained in some aspects of social interactions.

A. True

B. False

Module Ten: Review Questions

2. Emotionally intelligent professionals have _____ levels of team performance and stronger connections.

A. Inconsistent

B. Lower

C. Higher

D. Medium

Module Ten: Review Questions

3. Which of the following will aid in adapting to change?

A. Managing and controlling emotions

B. Having a strong sense of social intelligence

C. The ability to cope with stress

D. All of the above

Module Ten: Review Questions

4. Emotional intelligence will help to embrace _____.

A. Beauty

B. Perfection

C. Change

D. Individuality

Module Ten: Review Questions

5. Although we cannot always change what causes our stress, we can find effective ways to _____ it.

A. Manage

B. Ignore

C. Transfer

D. Increase

Module Ten: Review Questions

6. What do challenges often result in?

A. Emotional intelligence

B. Emotional quotient

C. Emotional reactions

D. Emotional maturity

Module Ten: Review Questions

7. What does great decision making require?

A. Weak emotional control

B. A leader to give direction

C. Strong emotional control

D. Years of practice and experience

Module Ten: Review Questions

8. A workplace that is comprised of emotionally intelligent people is one with low company morale.

A. True

B. False

Module Ten: Review Questions

9. What is company morale?

A. The overall satisfaction, emotions, and outlook from every team member

B. The internal beliefs, morals, and ethics that drive a business

C. The loss of talent in an organization

D. The absence of an employee from their workplace

Module Ten: Review Questions

10. Which of the following will strengthen a company culture?

A. Respect

B. Validation

C. Valuing others

D. All of the above



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A life is not important except in the impact it has on others.

Jackie Robinson

MODULE ELEVEN

Making an Impact

With emotional intelligence and conscious efforts, *positive* impacts happen with powerful effects.



Creating a Powerful First Impression

Be prepared
in advance

Be present

Be self-aware

Be open and
understanding

Maintaining Your Composure

- Incorporate calming, stress-relieving activities into your schedule
- Pause before reacting to any emotional situation





Inspiring Leadership

While achieving their own personal and professional goals, they will encourage those around them to strive for success as well.

Gaining Self-Confidence

Emotionally intelligent people display healthy self-confidence, while impacting others by sharing their optimistic and positive views.





Patience and Practice

Mastering the art of emotional intelligence will not happen overnight; it takes conscious efforts to be able to manage one's emotions.

Practical Illustration



- Creating a Powerful First Impression
- Maintaining Your Composure
- Inspiring Leadership
- Gaining Self-Confidence
- Patience and Practice

Module Eleven: Review Questions

1. Emotionally intelligent individuals are conscious in interactions, resulting in the best _____.

A. Negotiations

B. First impressions

C. Persuasion

D. Performances

Module Eleven: Review Questions

2. How fast are first impressions typically formed?

A. Within the first 5 minutes

B. Within the first 30 seconds

C. Within the first 10 seconds

D. Within the first 10 minutes

Module Eleven: Review Questions

3. The impact of a first impression can make the difference between receiving a job offer or contract, or not receiving one.

A. True

B. False

Module Eleven: Review Questions

4. Why is it important to remember the names of others, as well as how to properly pronounce their names?

A. It shows acknowledgement and respect

B. It shows that we have a great memory

C. It is a demonstration of our hard skills

D. It encourages us to talk more

Module Eleven: Review Questions

5. How can we become smarter with our emotional responses?

A. Pause before reacting to an emotional situation

B. Incorporating stress-relieving activities into our schedules

C. Mentally preparing for negative emotions that may occur

D. All of the above

Module Eleven: Review Questions

6. When it comes to maintaining composure, it is critical to be defensive.

A. True

B. False

Module Eleven: Review Questions

7. The key component to effective leadership in any organization is to have emotionally intelligent leaders.

A. True

B. False

Module Eleven: Review Questions

8. How can we bring out the best in others?

A. By shortening deadlines

B. By comparing them to others

C. By hiring or promoting them

D. By being an excellent example

Module Eleven: Review Questions

9. What might someone who is lacking self-confidence find it difficult to do?

A. Apologize

B. Admit mistakes

C. Move towards goals and objectives

D. All of the above

Module Eleven: Review Questions

10. Which of the following statements is *not* true?

A. It takes conscious efforts to be able to manage one's emotions

B. EI is a great way to overcome automatic responses

C. Mastering the art of emotional intelligence will not happen overnight

D. Not everyone is capable of developing their emotional intelligence

Wrapping Up

Although this workshop is coming to a close, we hope that your journey to Developing Emotional Intelligence is just beginning.



Words From the Wise

The emotional brain responds to an event more quickly than the thinking brain.

- Daniel Goleman

The strength of character and emotional intelligence to face your failures and learn from them are at the core of success.

- Robert Kiyosaki

A leader who understands emotional intelligence well achieves milestones.

- Ishita Vadher

Your day will go the way your emotional intelligence guides both your thoughts and actions.

- T.Y. Howard