

Emotional Intelligence of dealing with People and Situations

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Intrapersonal Competencies

- Self-awareness
 - Means really knowing yourself (the good, the bad, and the ugly)
- Managing your emotions
 - Experiences counts
 - Having the right skill set
- Motivating yourself
 - What has and has not worked in the past?
 - What haven't you tried?



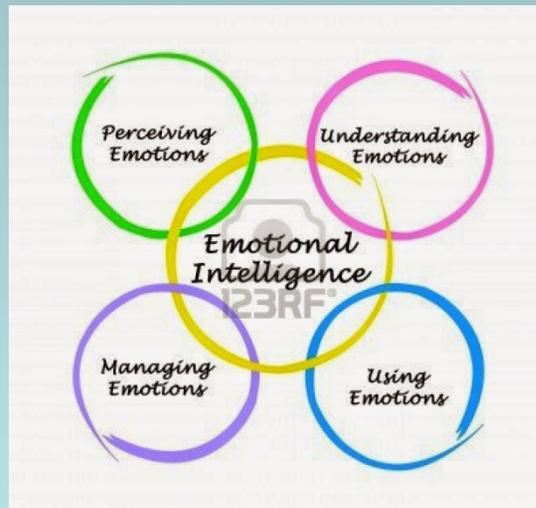
Interpersonal Competencies

- Relating well to others through good communication skills
 - What skills do you have?
 - Could better communication training and experiences help?
- Emotional mentoring (helping others to manage their own emotions, communicate effectively, and solve problems, and ultimately to the best of their abilities)
 - Who mentored you?
 - This involves a greater level of intimacy and disclosure

Some people are experts at “reading” others emotional states. They include...

Emotional Intelligence (EQ) deals with how one handles their/others emotional states.

What is your emotional intelligence?



Definition of Emotional Intelligence:

- Emotional intelligence can be defined as the ability to understand our own emotions and those of other people and to act in a useful way based on that understanding.
- Emotional intelligence has four different aspects.
- It involves the ability to identify our own emotions and those of other people.
- It involves the ability to use our understanding of emotion to help us think effectively.

- It involves the ability to understand how different types of emotions are related to one another.
- Finally, it involves the ability to regulate our own emotions and to help other people deal with their emotions.
- If we cannot understand what emotions others are feeling, will we be unable to act appropriately.

- We will not realize it when people are annoyed and we will make them even angrier.
- In other words, if we do not have emotional intelligence, we will not be able to control ourselves or understand others well enough to have good relationships.



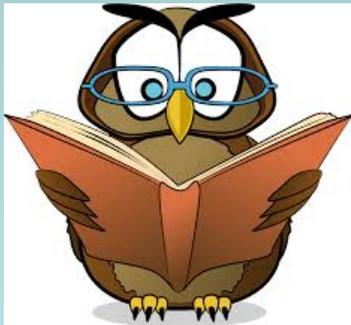
- **Emotional Intelligence (EI)**

- Many of us are aware of IQ (Intelligence Quotient). Designed to measure intellectual intelligence, it gives a score from a series of tests.

- Higher IQs indicate better cognitive abilities, or the ability to learn and understand.

- People with higher IQs are more likely to do well academically without exerting the same amount of mental effort as those with lower IQ scores.

- A logical assumption, therefore, is that people with higher IQs will be more successful at work and through life.
- **This assumption has been proven incorrect – there is more to success than simply being ‘clever’.**



- **Benefits of Higher Emotional Intelligence**

- People with higher emotional intelligence find it easier to form and maintain interpersonal relationships and to '*fit in*' to group situations.
- People with higher emotional intelligence are also better at understanding their own psychological state, which can include managing stress effectively and being less likely to suffer from depression.

- **There is no correlation between IQ and EI scores.**
- In other words, academic aptitude (IQ) has no connection with how people understand and deal with their emotions and the emotions of others (EI).
- This makes perfect sense: we've all met very clever people who nonetheless had no idea about how to deal with people, and the reverse.

- Some people have high IQs and low emotional intelligence and vice versa, while some people score highly on both and some do not.
- **Emotional intelligence** is the one part of the human psyche that we can develop and improve by learning and practicing new skills.
- IQ and personality are more static measures and likely to stay reasonably constant throughout life.

- **Elements of Emotional Intelligence**
- Daniel Goleman divided Emotional Intelligence into 'Personal' and 'Social' competences, which broadly split between personal and interpersonal skills. Within each of these sections are a range of skills which are the elements of emotional intelligence.

- For example, anger is usually associated with being a negative emotion. However, it can be a completely reasonable and appropriate emotion in certain circumstances – emotional intelligence allows us to recognize our anger and understand why this emotion has occurred.
- Effective self-assessment of feelings and emotions will help to improve your confidence and self-esteem.

- Having learned to be aware of your emotions, the skill of self-regulation relates to managing them appropriately and proportionately.
- Self-management skills relate to the emotions you are feeling at any given time or in any given circumstance and how well you manage them.
- Self-control is a fundamental part of this, but other aspects relate to what you then do: whether you behave in a way which is recognized as 'good' or 'virtuous' or not.

- **Social or Interpersonal Skills or Competences**

- Interpersonal skills are the techniques we use to interact with other people.
- They enable us to communicate appropriately and build stronger, more meaningful relationships.
- Emotional intelligence includes how we understand others and their emotions, and our actions and behaviours towards them.

- **There are two key aspects.**
- 1. Empathy is an awareness of the needs and feelings of others both individually and in groups, and being able to see things from the point of view of others.
- Empathy helps us to develop a stronger understanding of other people's situations.
- It includes understanding others, developing others, having a service orientation, leveraging diversity, and political awareness.

- Empathy can often be difficult to achieve. Learn to listen effectively to both the verbal and non-verbal messages of others, including body movements, gestures and physical signs of emotion.
- Use questions to find out more about other people and what they are feeling, and feedback to clarify that you have correctly understood their feelings.
- Acknowledge and respect the feelings of others even if you disagree, and avoid making comments or statements that are judgmental, belittling, rejecting or undermining.

- **2. Social Skills**

- Social skills encompasses a wide range of relationship and interpersonal skills.
- This range includes leadership, influencing and persuading, managing conflict, and working in a team.



- The term '*social skills*' covers a wide variety of skills and competencies, many of which are rooted in self-esteem and personal confidence.
- By developing your social skills, being easy to talk to, being a good listener, being sharing and trustworthy, you also become more charismatic and attractive to others.
- This in turn improves self-esteem and confidence which makes it easier for positive personal dialogue and a greater understanding and acceptance of your own emotions.



- Working on your emotional intelligence could well be the most important aspect of your personal development.
- Research has shown that people with higher levels of emotional intelligence enjoy more satisfying and successful careers and relationships.
- If you think about ways to enhance your EI, you are likely to become more interesting and attractive to others, and you will also give your self-esteem a boost.

Interpersonal Emotional Intelligence..... "Do You Have It?"

- Emotional intelligence is extremely beneficial in your interpersonal experiences.
- The intelligence to remove emotion from the interpersonal process allows an individual to listen, learn, acknowledge, and understand the individual we are engaged with.



- Removing the most powerful influence of communication barriers and poor decision making can be quite effective.
- People with this aptitude are typically very effective communicators, conflict resolvers, and relationship builders.
- People that have this intelligence have a natural aptitude to remove their emotions from an interpersonal situation.
- When engaged, they see processes and information instead of feeling emotions.

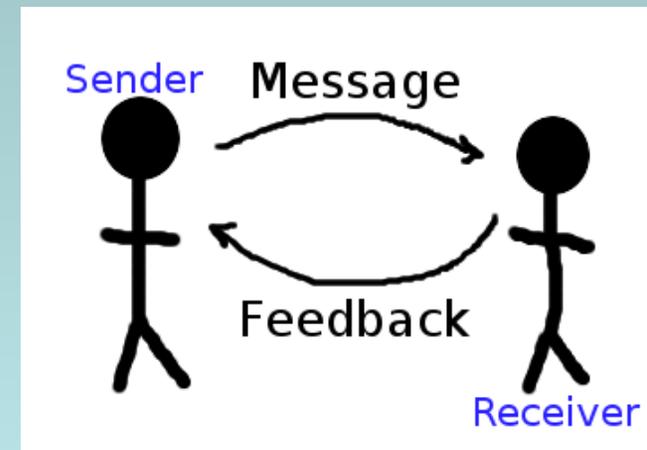
- It is difficult to stimulate an emotional response from an individual in control of their emotions.
- Emotional control makes effective communicators and relationship builders of these individuals.

"Do I have it?"

- Everyone possesses control of their emotions to a certain degree.
- Some are just more in control than others.



- We are all different. That's what makes interpersonal experiences interesting.
- It isn't necessarily if you have it, but how often you use it?
- Simply look at your interpersonal communications recently and look at it from an emotional aspect.
- If you do this every day, you will quickly see how often you use it.



- Rest assured the interpersonal world needs emotional individuals.
- Without them, the interpersonal experience would be quite boring.
- People who do not exercise their intelligence still have the interpersonal skills to communicate effectively and build successful interpersonal relationships.
- Emotional people will generally have more instances of interpersonal conflict, but that's what makes it interesting.

- It depends who you are and what you do.
- You can't change who you are.
- Many emotional people are excellent leaders, sales people, and just plain fun to be around.
- An individual's passion and emotion can be intoxicating if it is positive, but toxic if negative.
- Emotional individuals can have difficulty communicating with other emotional people.

- Relationships built by emotional individuals are strong, but may end quickly with conflict.
- Sure they may have more interpersonal conflict, but that is life.
- People who control their emotions make excellent managers, leaders, and teachers to name a few.
- Don't set out to develop your interpersonal emotional intelligence, but simply start to be aware of it.

- By doing this, you will see how your ability to control your emotions affects your interpersonal experiences.
- Take a step back and look at yourself.
- Are your emotions affecting your ability to communicate effectively?
- Do your emotions create conflict and damage the relationships that are important to you?

- Only you can decide how beneficial it is to you to develop, improve, or decrease the control of your emotions.
- There are millions of people out there, and they are all in between somewhere.

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Anger Management

- Anger management is a term used to describe the skills you need to recognize that you, or someone else, is becoming angry and take appropriate action to deal with the situation in a positive way.
- Anger management does not mean internalizing or suppressing anger.



- Anger is a perfectly normal human emotion and, when dealt with appropriately, can even be considered a healthy emotion. We all feel angry from time to time, yet this feeling can lead us to say or do things that we later regret. Anger can reduce our inhibitions and make us act inappropriately.
- Anger management concerns recognizing the triggers for anger as early as possible and expressing these feelings and frustrations in a cool, calm and collected way.



- We often have learned-behaviors as to how to deal with strong emotions, so anger management is about unlearning ineffective coping mechanisms and re-learning more positive ways to deal with the problems and frustrations associated with anger.
- There are many anger management techniques that you can learn and practice by yourself or teach to others. However if you, or someone you know, experiences a lot of regular anger or very strong anger (rage) then seeking help, usually in the form of a counsellor, can be more effective.



- You should seek professional help if anger is having a long-term negative impact on your relationships, is making you unhappy, or is resulting in any dangerous or violent behavior.
- If you answer yes to any of these then you may need professional help to manage your anger.
- Your behavior has led to any sort of criminal or civil wrongdoing?

- You are violent towards your partner, children or other people?
- You threaten violence to people or property?
- You have outbursts of rage which involve deliberately breaking things?
- You have constant arguments with people close to you, your spouse/partner, parents, children, colleagues or friends?
- You feel angry frequently but internalize the emotion?
- You think that you may need professional help with your anger?

Anger Management: Self-Help Techniques

- It is important to recognize when you feel angry or experience feelings that may lead to anger.
- You should not try to suppress your anger but instead try to understand it and act in a positive way to alleviate negative aspects of your anger.



Exercise Regularly and Try to Keep Fit

- The hormones that we release when we are angry - mainly cortisol and adrenaline - are similar to those produced when we are stressed to help us to escape from danger.
- The release of these hormones is an evolutionary trait, useful if you are trying to run away from a mammoth but maybe less important in modern life where, for most of us, such life-threatening situations do not occur regularly.

- When you exercise regularly your body learns how to regulate your adrenaline and cortisol levels more effectively. People who are physically fit have more optimum levels of endorphins;
- endorphins are hormones that make you feel good and therefore less likely to feel angry.



Sleep

- Sleep is an important part of life and good quality sleep can help combat many physical, mental and emotional problems, including anger.
- When we sleep, the body and mind rest and rebuild damaged cells and neural pathways. We all know that people often feel better after a good night's sleep. The optimum level of good quality sleep is about 7 hours a night, however everybody is different and you may need more or less than this.



Plan 'Difficult' Conversations

- If you are worried about having a conversation that may leave you feeling angry then try to take control of the situation.
- Make notes beforehand, planning what you want to say in a calm and assertive way.
- You are less likely to get side-tracked during your conversation if you can refer to your notes.

Solutions Are More Important Than Problems

- It can be helpful to identify what made you angry in the first place.
- However, it is more important to focus on a way to resolve problems so that they don't arise again in the future.



Express Yourself

- Wait until you have calmed down from your anger and then express yourself in a calm and collected way.
- You need to be assertive without being aggressive.



Don't Hold Grudges

- We all need to accept that everybody is different and that we cannot control the feelings, beliefs or behaviors of others.
- Try to be realistic and accept that people are the way they are, not how we would like them to be.
- Being resentful or holding a grudge against somebody will increase your anger and make it more difficult to control.
- You cannot change how other people behave or think but you can change how you deal with others but working on a positive attitude.

Humor

- It is easy to use inappropriate sarcasm when angry; resist the temptation to do this and instead work on introducing some good humour into potentially difficult conversations.
- If you can introduce some comic relief then resentment will be reduced and your mood lifted.
- The simple act of laughing can go along way to reduce anger, especially over the longer term