

# One-Page Coach™ on Emotional Intelligence



Emotional intelligence (EI for short) has become a familiar term in recent years, and has come to be seen as something that individuals should be able to apply effectively as often as possible. This is particularly the case in leadership situations of various kinds or in dealing with other people in day-to-day communications. The term emotional intelligence draws on two simple concepts: to be "intelligent," or *"applying knowledge appropriately;"* and to be "emotionally astute" or "tuned in," or *"applying feelings appropriately."* This storyboard looks at the application of knowledge and feelings on a combined or balanced basis, or in an emotionally intelligent way. It does this by using the four-step model of **UNDERSTAND**, **LEARN**, **ASSESS**, and **REVIEW**. These steps are briefly explained in the circles to the right.

## UNDERSTAND



Understand yourself and your goals

## LEARN



Learn to adapt and control your feelings

## ASSESS




Evaluate your personal ability

## REVIEW



Monitor how well you apply your skills

<b>UNDERSTAND</b>	▶ The range of your emotions	▶ Links between feelings & behavior	▶ Your own strengths & limitations	▶ Different emotional intelligence styles
	<ul style="list-style-type: none"> <li>❖ Our emotions can dramatically affect our memory, thinking, and perception. Emotions can be split into <b>'states'</b> (short lived and changeable) and <b>'traits'</b> (permanent and prevailing). Moods are a lower intensity mixture of states and traits.</li> <li>❖ Some of our basic emotions are: <b>neutral, happy, surprise, anger, sad, cautious.</b></li> </ul>	<ul style="list-style-type: none"> <li>❖ Physiological or sensory perceptions cause an emotional reaction <b>before</b> a cognitive one.</li> <li>❖ Our feelings provide a fast appraisal of the circumstances we face.</li> <li>❖ Our cerebral intellect provides a context by which to make sense of our feelings and to guide our behavior.</li> </ul>	<p><b>Emotionally intelligent people:</b></p> <ul style="list-style-type: none"> <li>❖ Draw direct parallels between their feelings and what they think and what they say.</li> <li>❖ Are open to candid feedback, new perspectives, and self-development opportunities.</li> <li>❖ Do not take themselves seriously and recognize their strengths and weaknesses.</li> </ul>	<ul style="list-style-type: none"> <li>❖ All individuals have particular traits that determine their personal EI style.</li> <li>❖ Different styles are underpinned by people's <b>drive</b> or motivation and the relative <b>structure</b> that they seek.</li> <li>❖ There are four major EI styles: <b>Reflective, Conceptual, Organized, and Empathetic.</b></li> </ul>
<b>LEARN</b>	▶ Self-control & adaptability		<p>Waddaya mean EMOTIONAL INTELLIGENCE?? If anyone here gets EMOTIONAL it means TROUBLE!!</p> <p>Precisely - but emotional INGELLIGENCE helps everyone to GROW emotionally - so that we can all help each other to be happier in our relationships!!</p> 	
	<ul style="list-style-type: none"> <li>❖ Emotions have the potential to be both helpful and harmful and we need to learn how to read the difference.</li> <li>❖ <b>Composure, positive attitude, and focus</b> help us to understand our emotional responses (left-brain).</li> <li>❖ <b>Responsiveness, flexibility, and adaptability</b> help to channel our behavior positively (right-brain).</li> </ul>			
<b>ASSESS</b>	▶ Your emphasis on being open- vs. systems-minded		▶ Your emphasis on being feelings- vs. facts-focused	
	<ul style="list-style-type: none"> <li>❖ Individuals who are strongly open-minded need to assess situations from a big picture, strategic, exploratory, and decisive viewpoint.</li> <li>❖ Individuals who are strongly systems-minded need to assess situations from a purposeful, considerate, planned, and reliable viewpoint.</li> </ul>		<ul style="list-style-type: none"> <li>❖ Emotionally intelligent individuals demonstrate full accountability for their own behavior and actions.</li> <li>❖ Commitment to learn new behaviors can often extend to putting other people's needs first.</li> <li>❖ Quiet personal reflection should become the basis for ongoing learning.</li> </ul>	
<b>REVIEW</b>	▶ Your personal responses & reactions		▶ Emotional intelligent competencies	
	<ul style="list-style-type: none"> <li>❖ Greater self-awareness should lead to increased sensitivity to the needs and feelings of others.</li> <li>❖ With greater "balance" of perspective, personal feelings should be more readily identifiable and categorized.</li> <li>❖ All responses and reactions can consequently be offered with an emotionally intelligent context.</li> </ul>		<ul style="list-style-type: none"> <li>❖ Emotionally intelligent behavior can dramatically improve competencies in all of the following areas:                             <ul style="list-style-type: none"> <li style="width: 50%;">❖ Leadership</li> <li style="width: 50%;">❖ Conflict Resolution</li> <li style="width: 50%;">❖ Communication</li> <li style="width: 50%;">❖ Teambuilding</li> <li style="width: 50%;">❖ Managing Change</li> <li style="width: 50%;">❖ Managing Diversity</li> </ul> </li> </ul>	
▶ The potential to adopt different styles				
<ul style="list-style-type: none"> <li>❖ Every individual's challenge is to achieve a <b>"balanced"</b> or <b>"rounded"</b> EI style.</li> <li>❖ Competence needs to be developed in each of the four EI style quadrants (not just one or two of them).</li> <li>❖ The more the right style can be used in the right situation (matching the emotional intelligence needs of all parties), the better.</li> </ul>				

