

How to Increase Your Emotional Intelligence

Have you ever participated in an important conversation with a colleague, customer, or employee, and wondered how even your best intentions created an undesired result?

Or have you ever received an evaluation from your boss that indicated you need help with your "people skills," whatever that means?

If either scenario prompted you to wonder how you could increase the effectiveness of your work relationships, learning about Emotional Intelligence (EI) may help.

Emotional Intelligence (EI), popularized by Daniel Goleman, is a theory that

- Predicts leadership success
- Offers ways to increase one's listening skills, thus improving outcomes of difficult conversations
- Provides insights on improving business relationships
- Presents practices for self-improvement

Theories go only so far when they are applied to the practical concerns and continuous changes in modern business. Our needs as leaders: information of EI basics that we can apply to our everyday relationships and practices that will help improve our control and use of positive emotions in our relationships.

DEFINITION of Emotional Intelligence (EI):

"EI is the ability to monitor your own and others' feelings and emotions, to discriminate among them, and to use this to guide your thinking and actions."

~ John Mayer and Peter Salovey, psychologists and leading researchers on EI

This may be a tall order when carrying on an important conversation. Here are some **STRATEGIES** you can practice to become more self-aware of your own reactions:

1. Stop judging feelings as good or bad. Understand what causes them instead and what effect they have on your life and relationships.
2. Feel your feelings rather than stuffing them. Feeling them does not mean acting on them.
3. Check in with yourself before, during, and after challenging encounters.
4. Seek feedback to understand how others see you.
5. Determine how stress affects your emotions and actions.

The next step to higher EI is employing strategies to self-manage your emotions. Try these **IDEAS** to maintain a positive outlook and express yourself more effectively:

1. Remember to breathe deeply. It helps you to calm down.
2. Count to 10 or wait until later to deliver an emotionally charged message or reaction. Reflection may change your feelings and response.
3. Control any negative thinking and focus on positive attributes and success.
4. Learn valuable lessons from everyone you meet.
5. Take time to recharge and reflect on your situations and issues.

These EI strategies can help you through tough situations. Reap these **BENEFITS**:

1. Form a better functioning, more enthusiastic work team, where everyone feels comfortable in identifying roadblocks and challenges and explores opportunities to meet them.
2. Support healthy ways to relieve stress and resistance, using your energy for positive changes.
3. Listen to and value what others share about common issues to determine solutions you can agree on and mutually developed alternatives where you don't.
4. Develop your confidence to gain others' trust, understand pros and cons of issues, find common ground, and gain consensus.

Try our suggestions and see if you start to feel more comfortable with understanding others' emotions, your own reactions, and how your emotions may be affecting others. Self-awareness of your own Emotional Intelligence is a key tool to your success both professionally and personally.

The Consulting Team members also use EI assessments to coach managers at all levels to improve their results and increase their potential. The assessments provide information for new managers to learn positive ways to engage their teams and for experienced managers to successfully compete for promotions. The feedback they receive from the evaluation and coaching process help pinpoint strengths to build on, as well as opportunities for improved ways to manage and support their teams; improve relationships with their bosses and peers, as well as their direct reports; and to better manage stressful situations. We derive great satisfaction in working with the people we coach to help them choose different approaches and solutions in building more effective working relationships.

The Consulting Team offers the following EI services to help you and your organization improve your combined emotional intelligence and positive results:

- Workshops: "Enhancing Your Emotional Intelligence" and "Critical Conversations"
- EQi Assessments and Coaching Services:
 - The EQi assessment tool assists leaders to discover their growth potential. It allows you to ask up to 16 people to respond - subordinates, peers, and management.
 - We review the detailed 360° Feedback Report to help you understand the feedback and create an action plan to increase your leadership skills.
 - This powerful tool has helped many improve their management skills and relationships, produce better results, and enhance their careers. Many have credited it for obtaining promotions.

Call us at 650-965-3663 or email us at m@theconsultingteam.com
for more information.