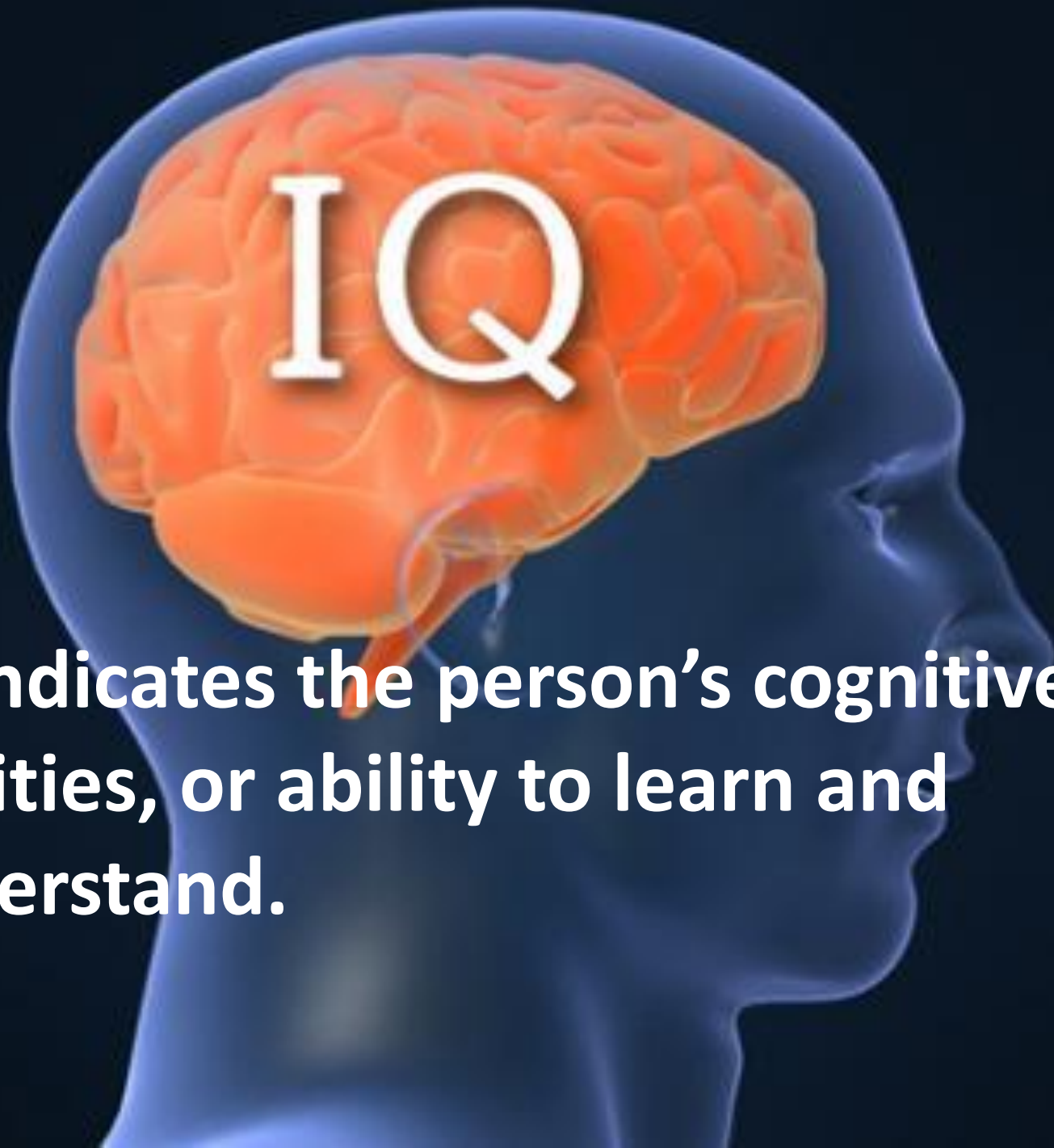


**What is  
Intellectual  
Quotient (IQ)?**



**IQ indicates the person's cognitive abilities, or ability to learn and understand.**

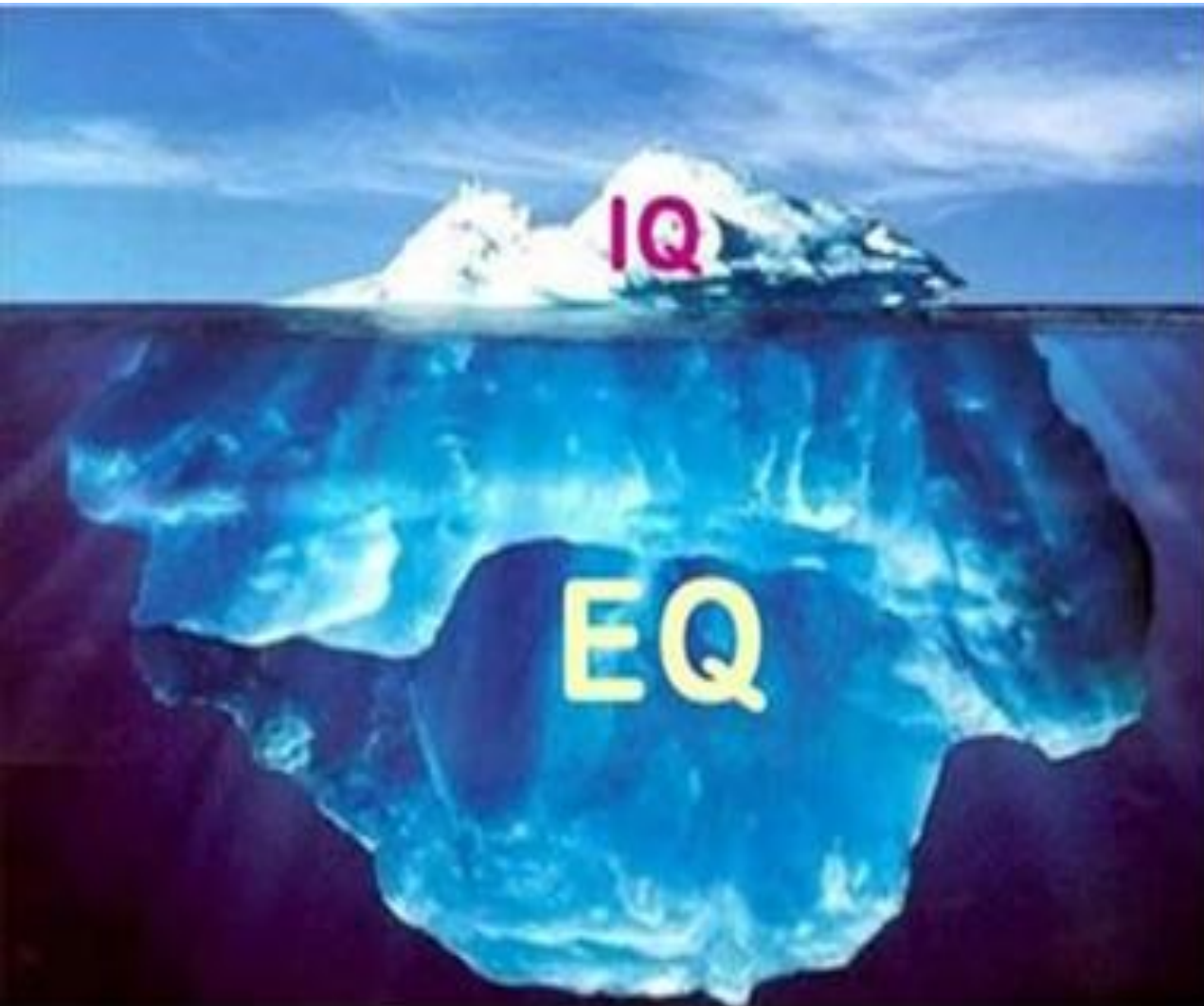
**video**

**IQ has little  
relation to  
success:**

**At work**

**In life**

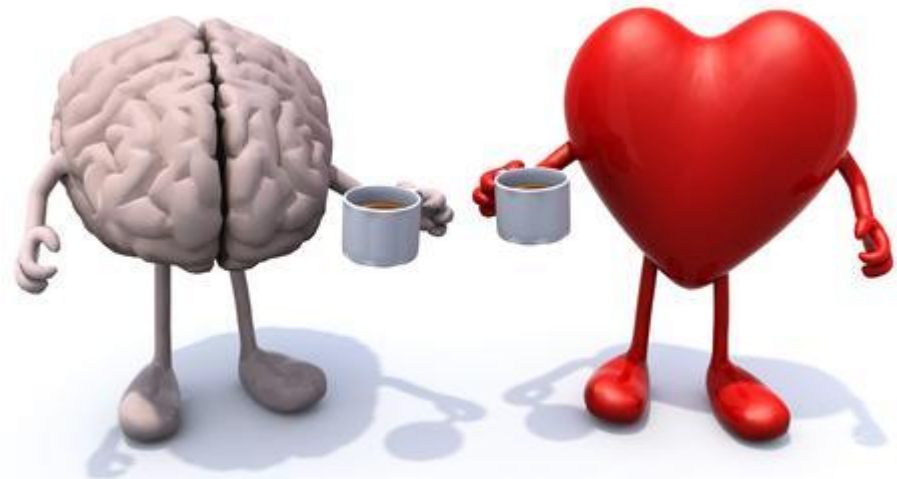
**Do you agree that IQ  
isn't enough to be  
successful in life?**



IQ predicts  
**1-20%**  
of Success  
in a Job

EQ predicts  
**27-45%**  
of Success

- There is no known connection between IQ and emotional intelligence;
- Emotional intelligence is a flexible set of skills that can be acquired and improved with practice.
- IQ and EQ exist in tandem, and are most effective when they both are elevated and building off one another.



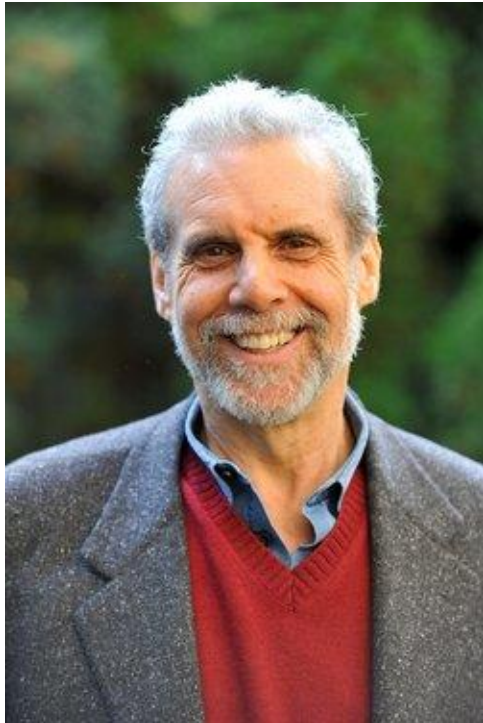
**IQ gets you  
hired**

**EQ gets you  
promoted**



**What is Emotional  
Intelligence (EQ)?**

**Emotional intelligence (EQ)** is the ability to identify, use, understand, and manage your **own emotions** in positive ways to relieve stress, communicate effectively, **empathize with others**, overcome challenges and defuse conflict.



*The criteria for success at work are changing. We are being judged by a new yardstick, not just by how smart we are, but also by how well we handle ourselves and each other...*

*Daniel Coleman*

THE #1 BESTSELLER

THE TENTH ANNIVERSARY EDITION

DANIEL  
GOLEMAN

Author of *Social Intelligence*

THE GROUNDBREAKING BOOK  
THAT REDEFINES WHAT IT  
MEANS TO BE SMART

Emotional  
Intelligence

WHY IT CAN MATTER  
MORE THAN IQ

Author of the *New York Times* and *Wall Street Journal* bestseller  
*Emotional Intelligence*

DANIEL  
GOLEMAN

"A thoughtfully written, persuasive account explaining emotional intelligence and why it can be crucial to your career."—*USA Today*

Working  
with  
Emotional  
Intelligence

- 1. Know your emotions

**SELF-  
AWARENESS**

- 4. Recognize & understand other people's emotions

**SOCIAL  
AWARENESS**

- 2. Manage your emotions
- 3. Motivate yourself

**SELF-  
MANAGEMENT**

- 5. Manage relationships (others' emotions)

**RELATIONSHIP  
MANAGEMENT**

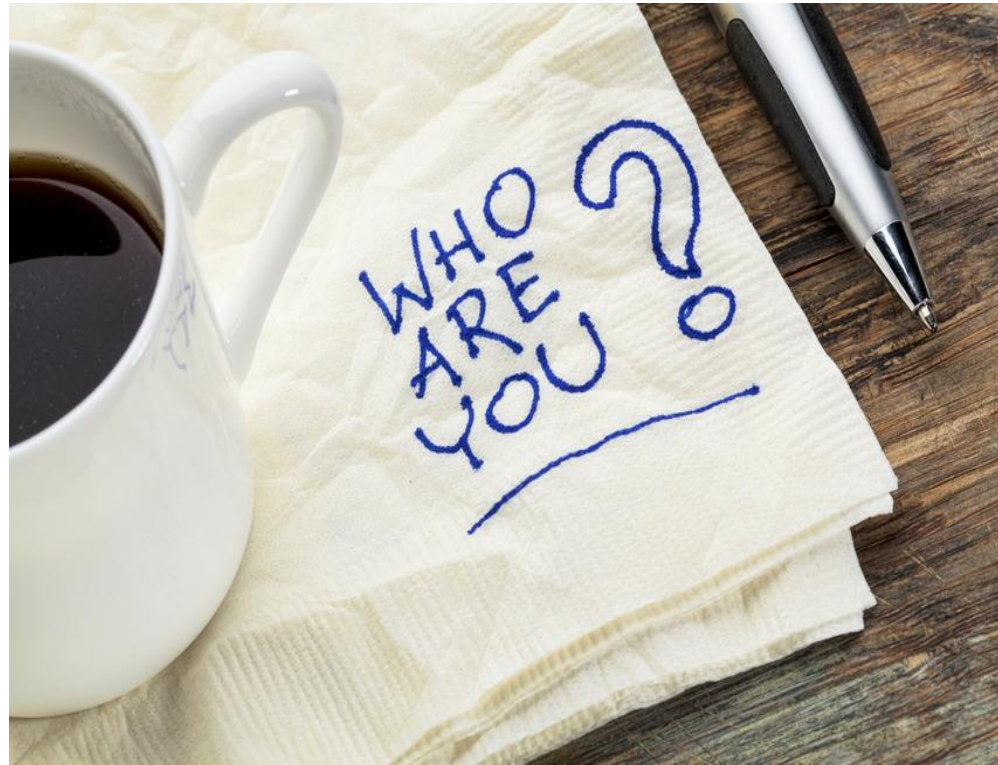
# **1. Self-awareness**

# Self-awareness

*It is your ability to recognize your own emotions and their effects on your self and other people, and to know your strengths and limits.*



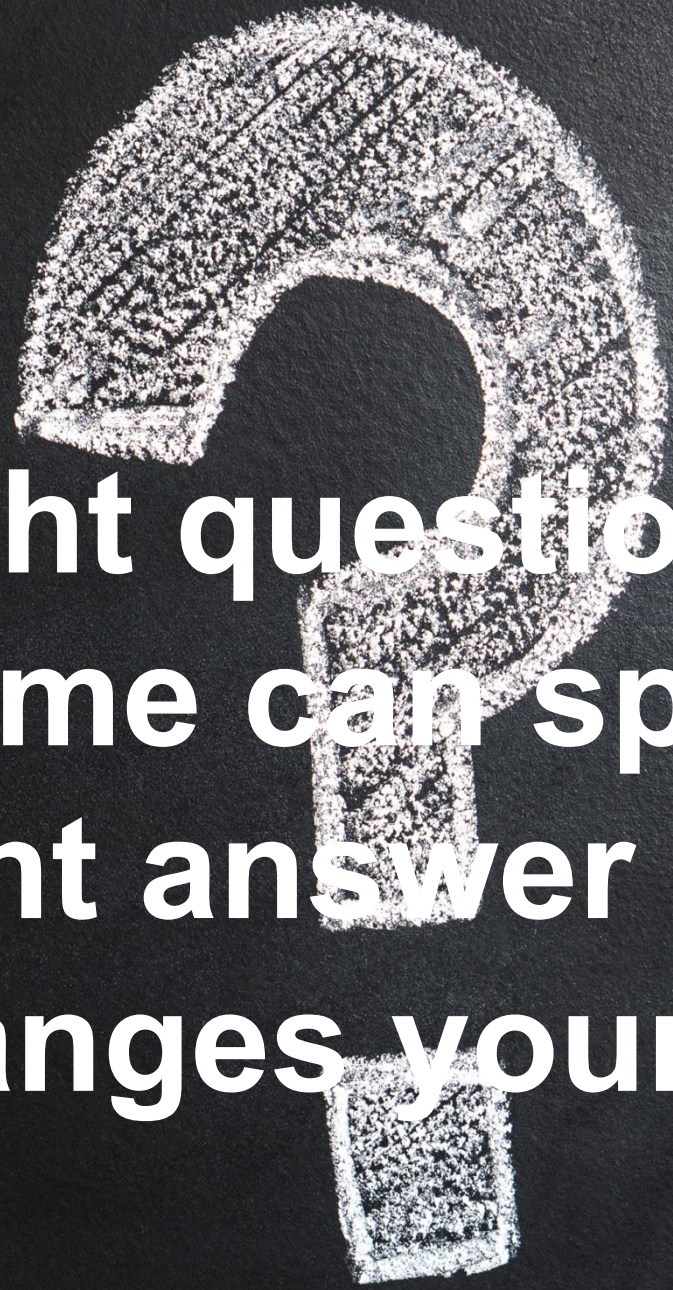
- ❑ **Know which emotions they are feeling and why**
- ❑ **Realize the links between their feelings and what they think, do, and say**
- ❑ **Aware of their strengths and weaknesses**



# **Practical steps for self-awareness:**

**1. Ask questions**





**The right question at the  
right time can spark the  
right answer that  
changes your life**

- 1. Am I happy?**
- 2. Am I grateful?**
- 3. Do I like my study?**
- 4. Do I feel good?**
- 5. Do I spend enough time on my education?**

**What new things am I learning?**

**What is vision for my study?**

**Are you satisfied with your study?**

**What can I do that I'm currently  
not doing?**

**How can I get better at what I do?**

# **Practical steps for self-awareness:**

**2. List your 5 top  
values**

**Your values are the things that you believe are important in the way you live and work.**

**What job should I pursue?**

**Should I accept this promotion?**

**Should I start my own business?**

**Should I compromise, or be firm  
with my position?**

**Should I follow tradition, or travel  
down a new path?**

awareness

Freedom admit

industriousness

best interpersonal

Love

Spiritual

responsibility

person

progress

Open

understand

inspiration

just

Service

fairness

Liberty

Respect

Awareness

Honesty

Integrity

Kids

honesty

Freedom

Life

integrity

joy

Personal

kindness

others

generosity

suffering

conscious

Justice

peace

speak

thought

Make

inner

Right

laughter

compassion

collaboration

presence

Family

time

Truth

universal

deeper

Universality

life

people

truth

Spine

humor

fear-free

reality

Intellectual

Belief

# **“Inside out” video**



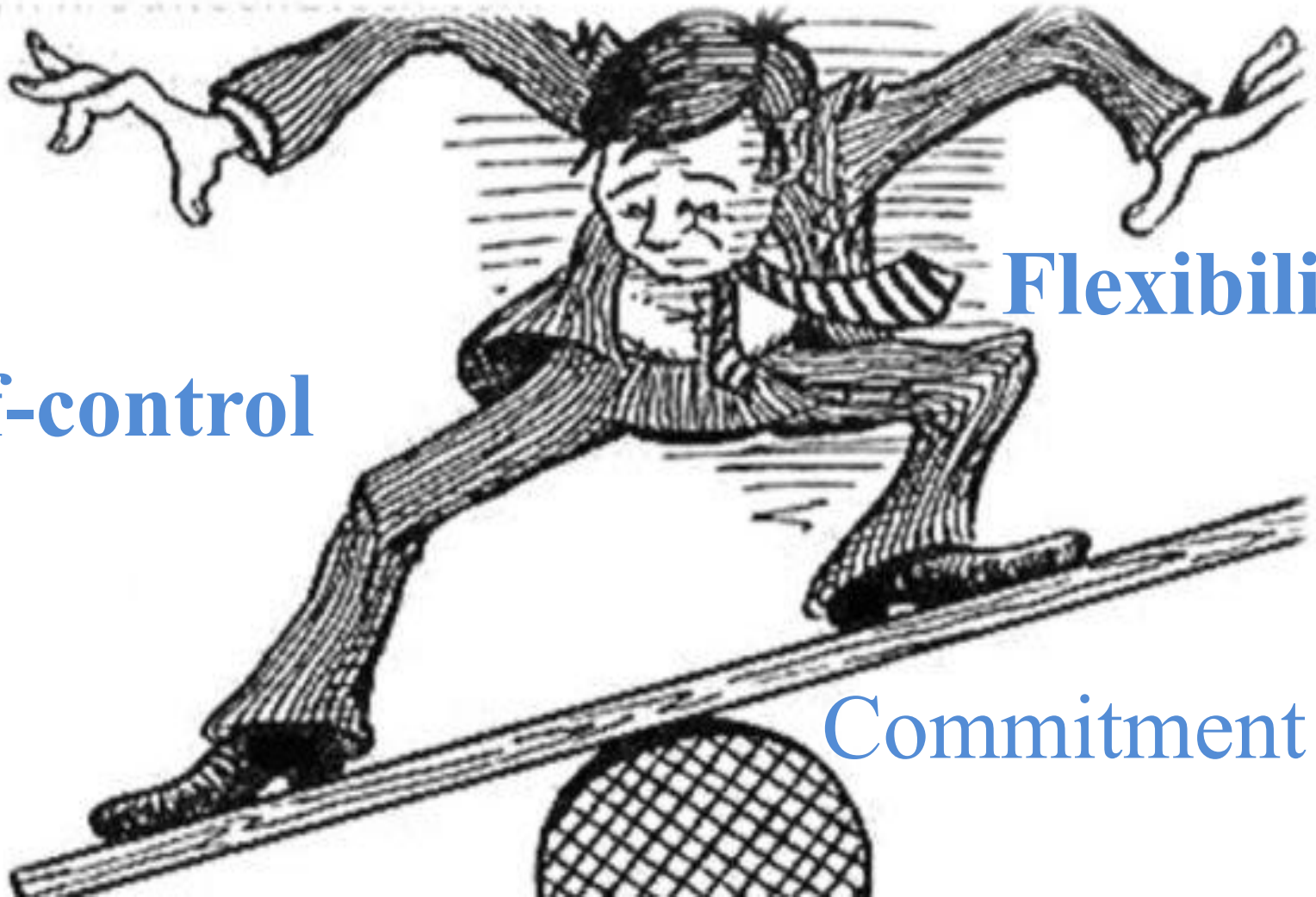
## List of Emotions

Amazed	Foolish	Overwhelmed
Angry	Frustrated	Peaceful
Annoyed	Furious	Proud
Anxious	Grieving	Relieved
Ashamed	Happy	Resentful
Bitter	Hopeful	Sad
Bored	Hurt	Satisfied
Comfortable	Inadequate	Scared
Confused	Insecure	Self-conscious
Content	Inspired	Shocked
Depressed	Irritated	Silly
Determined	Jealous	Stupid
Disdain	Joy	Suspicious
Disgusted	Lonely	Tense
Eager	Lost	Terrified
Embarrassed	Loving	Trapped
Energetic	Miserable	Uncomfortable
Envious	Motivated	Worried
Excited	Nervous	Worthless

## **2. Self-management**

- is the ability to prioritize goals, decide what must be done, and be accountable to complete the necessary actions.

# Self Management



**Self-control**

**Flexibility**

**Commitment**

# Chocolate game

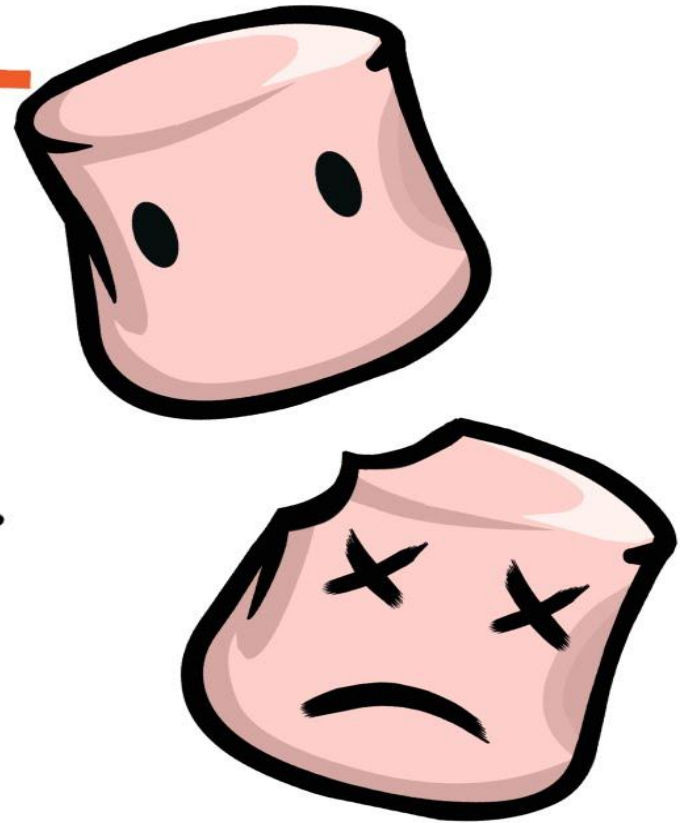
**The  
Marshmallow  
Test Video**

**Preschoolers who were able to wait for two marshmallows, over the course of their lives, have a lower BMI, lower rates of addiction, a lower divorce rate and higher SAT scores.**

**SELF-CONTROL**  
**IS THE KEY TO**  
**SUCCESS**

---

**FROM THE STANFORD  
MARSHMALLOW TEST**



# **Practical steps for self-management:**

**Breathe and count to  
10 in stressful  
situations**



IDIOMLAND.COM

**BLOOD, SWEAT, AND TEARS**



# **3. Social awareness**

# Social Awareness

- \* Being aware of others
- \* Understanding that others have feelings
- \* Knowing that YOUR actions affect others.



**Really live in the  
moment**

- When in a meeting, be in that meeting only: observe people, listen to what they say, shut your email or slack down and stop doing a hundred other things.
- When eating, just eat, don't reply to emails at the same time or check your social messages etc
- When you are on the phone with someone, just be on the phone with that someone, don't do email with other people, chat with other people, research things, unpack things, whatever.
- When having a dinner/lunch/coffee with other people, just do that and focus on the conversation you are having, stop checking your phone.

**In whatever situation, just be present, don't think about the past or the future, fully experience what is happening now.**



*3 life lessons  
that I can learn  
from you*

**L**

# **4. Relationship management**

## Emotional Intelligence

**Relationship Management**

Your ability to

**Build relationships**  
- in & outside your team

**Communicate**  
in all interactions

## Skills You need to develop

Identify

Analyze

Manage

Develop / Coach

Be Open

Lead

Persuade

Inform

**Say a nice thing to  
each other**



*So when you feel someone close or when someone is doing great work, show it and say it with small gestures to express your feelings and gratitude. For example, little gifts like cards or treats or messages and pictures.*

*People will remember.*

# Four Areas Of Emotional Intelligence

Self Awareness	Self Management	Social Awareness	Relationship Management
<ul style="list-style-type: none"><li>*Know your story &amp; how it affects you</li><li>*Make peace with your past</li><li>*Know your beliefs, your emotions &amp; your behavior patterns</li><li>*Know your relationship patterns</li></ul>	<ul style="list-style-type: none"><li>*Learn skills for breathing &amp; relaxation</li><li>*Complete your basic emotional healing work</li><li>*Learn skills for soothing &amp; motivating yourself</li><li>*Maintain healthy eating &amp; exercise</li></ul>	<ul style="list-style-type: none"><li>*Understand nonverbal social signals</li><li>*Develop a positive view of others</li><li>*Understand basic human emotional needs</li><li>*Understand "games" &amp; personal integrity</li></ul>	<ul style="list-style-type: none"><li>*Develop skills for reflective listening &amp; empathy</li><li>*Learn skills for healthy assertiveness</li><li>*Learn conflict resolution skills</li><li>*Develop skills for support &amp; affirmation of others</li></ul>

**What do you want to  
improve or to  
develop for being  
better  
person/student/work  
er?**

**10 qualities of  
people with high  
emotional  
intelligence**

**They're not  
perfectionists.**

**They know how to  
balance work and play.**

**They embrace change.**

**They don't get easily  
distracted.**



**They're empathetic.**

**They know their  
strengths and  
weaknesses.**

**They're self-motivated.**

**They don't dwell in the  
past.**

**They focus on the  
positive.**

**They set boundaries.**