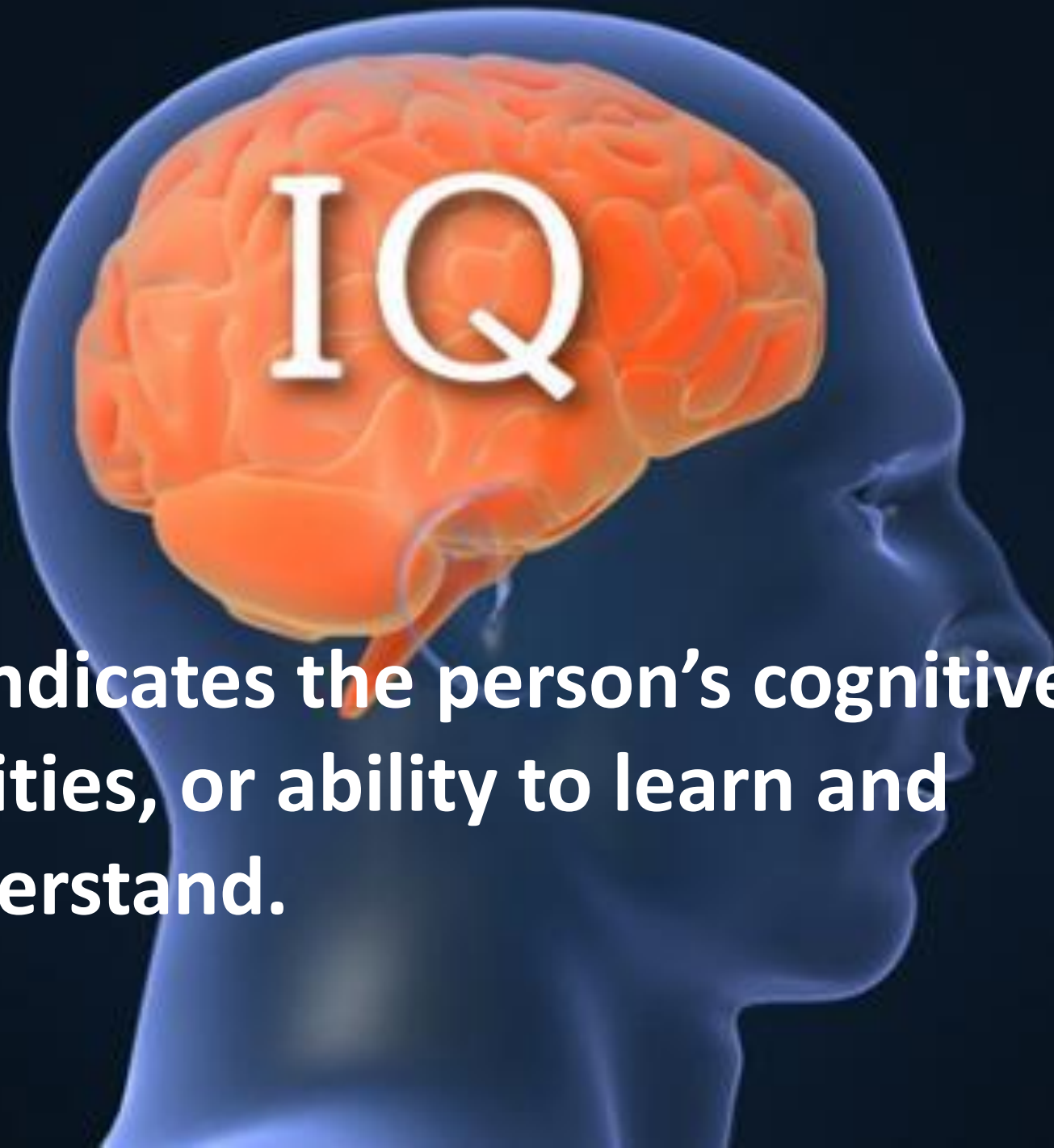


**What is
Intellectual
Quotient (IQ)?**



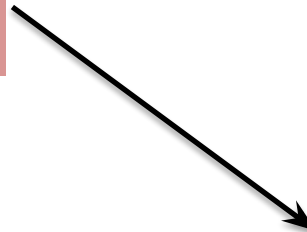
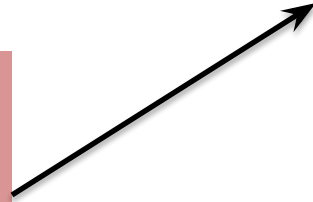
IQ indicates the person's cognitive abilities, or ability to learn and understand.

video

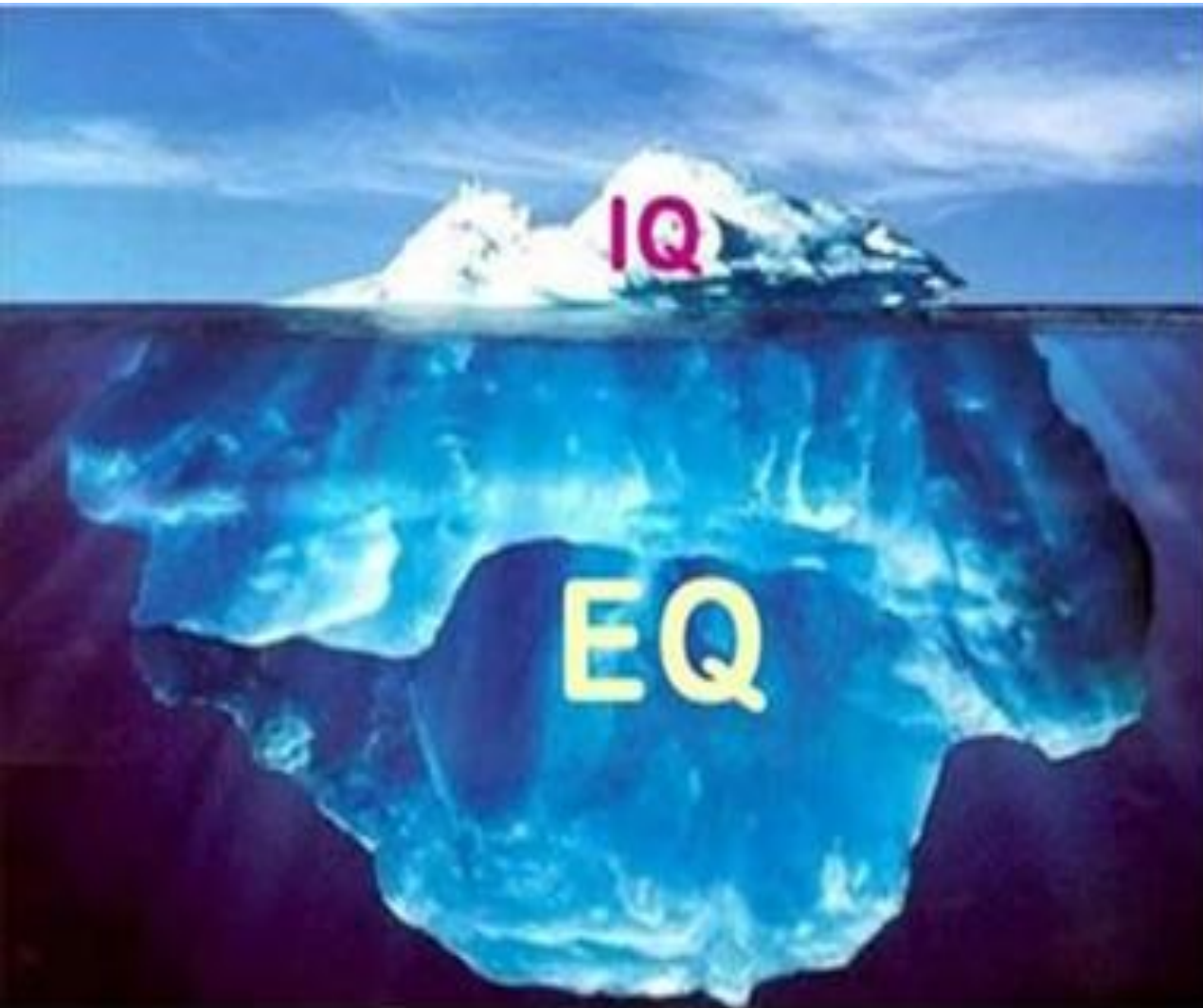
**IQ has little
relation to
success:**

At work

In life



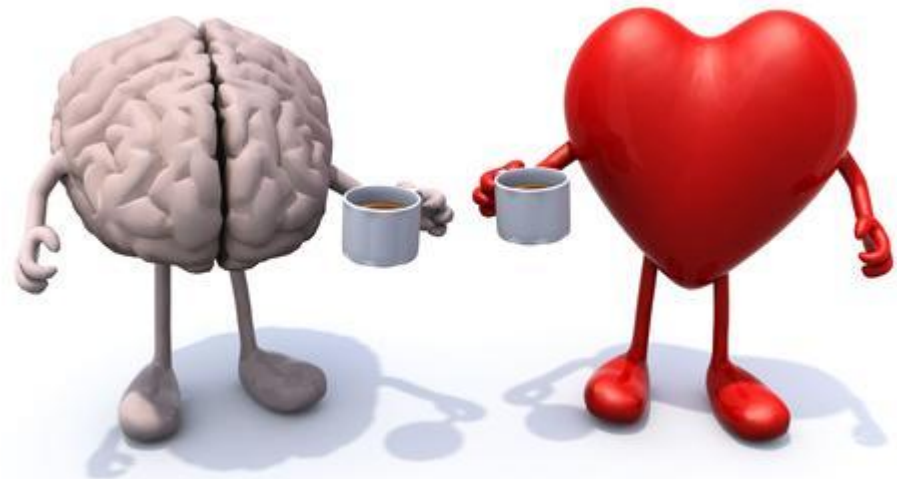
**Do you agree that IQ
isn't enough to be
successful in life?**



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.

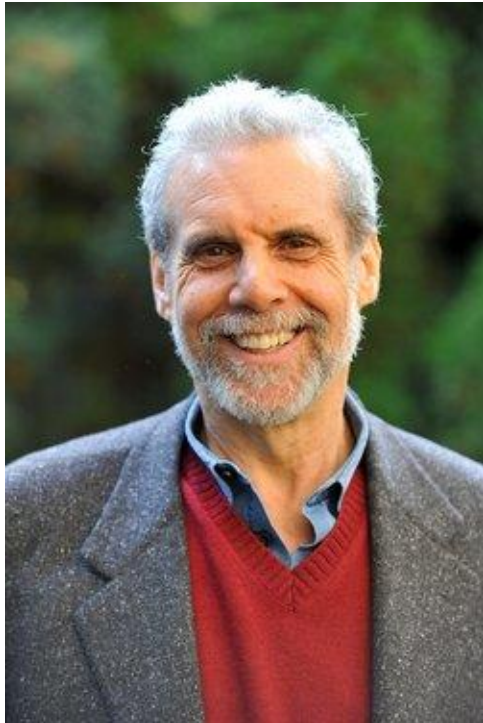


**IQ gets you
hired**

**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**

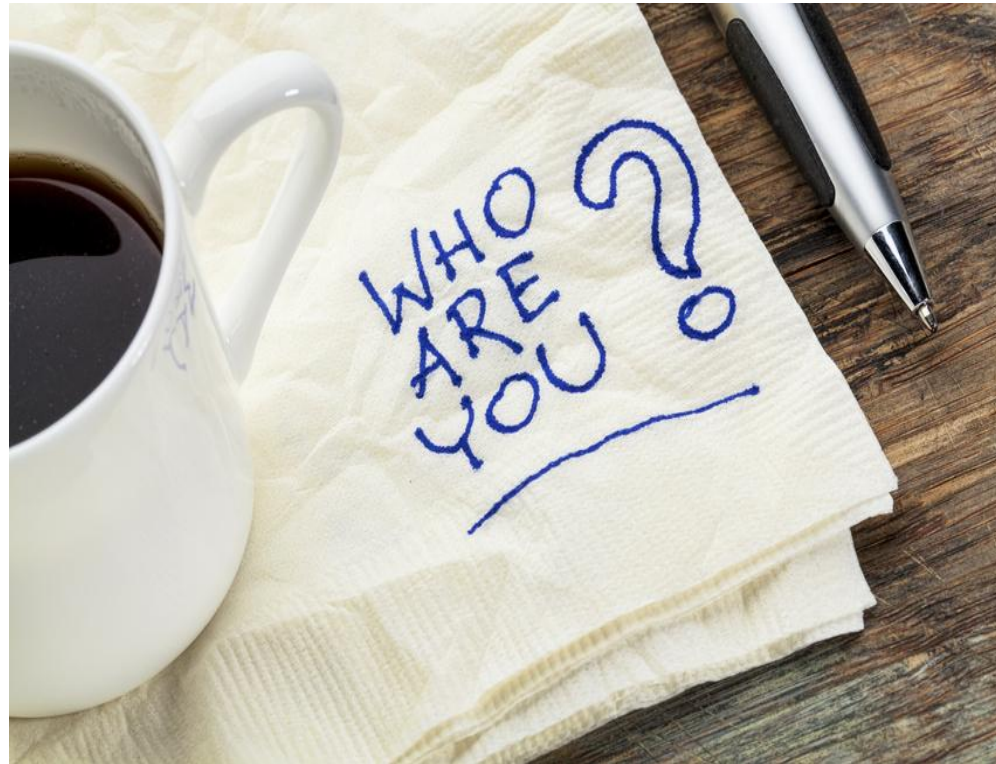
1. Self-awareness

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.

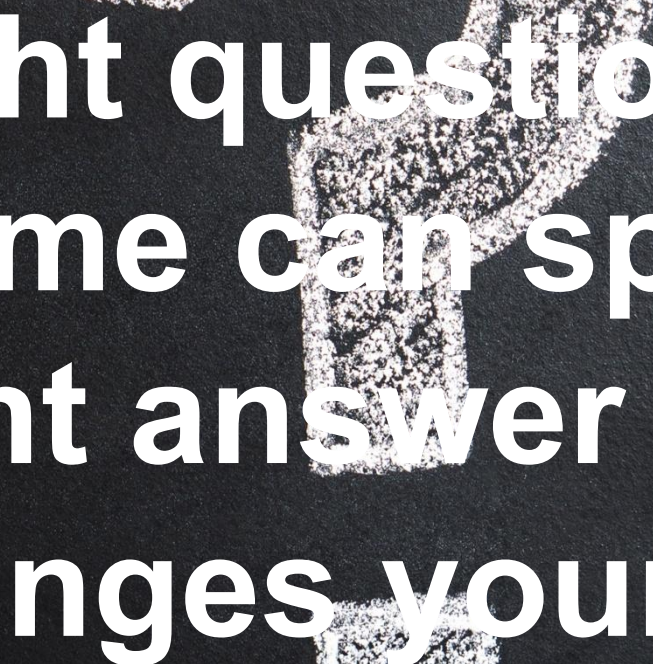


- ☐ **Know which emotions they are feeling and why**
- ☐ **Realize the links between their feelings and what they think, do, and say**
- ☐ **Aware of their strengths and weaknesses**



Practical steps for self-awareness:

1. Ask questions

A large, textured question mark is centered in the background of the image. It has a grainy, almost stippled appearance, giving it a three-dimensional or tactile quality. The question mark is white or light gray against a dark, textured background.

**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?**

A word cloud featuring various positive values and virtues. The words are arranged in a dense, overlapping manner, with some words being significantly larger than others. The colors are primarily black and grey, with some words in a lighter grey. The words include:

- awareness
- Freedom
- admit
- industriousness
- best
- interpersonal
- Love
- Spiritual
- responsibility
- person
- progress
- Open
- understand
- inspiration
- just
- honesty
- service
- kindness
- others
- Integrity
- Kids
- honesty
- speaking
- Universal
- deeper
- life
- people
- truth
- Spine
- humor
- compassion
- collaboration
- presence
- Family
- time
- Truth
- peace
- Justice
- Right
- laughter
- Intellectual
- Belief
- reality
- Make
- fear-free
- thought
- generosity
- suffering
- conscious
- inner
- Personal
- Life
- joy
- Awareness
- Liberty
- fairness
- Respect
- integrity
- Freedom

“Inside out” video

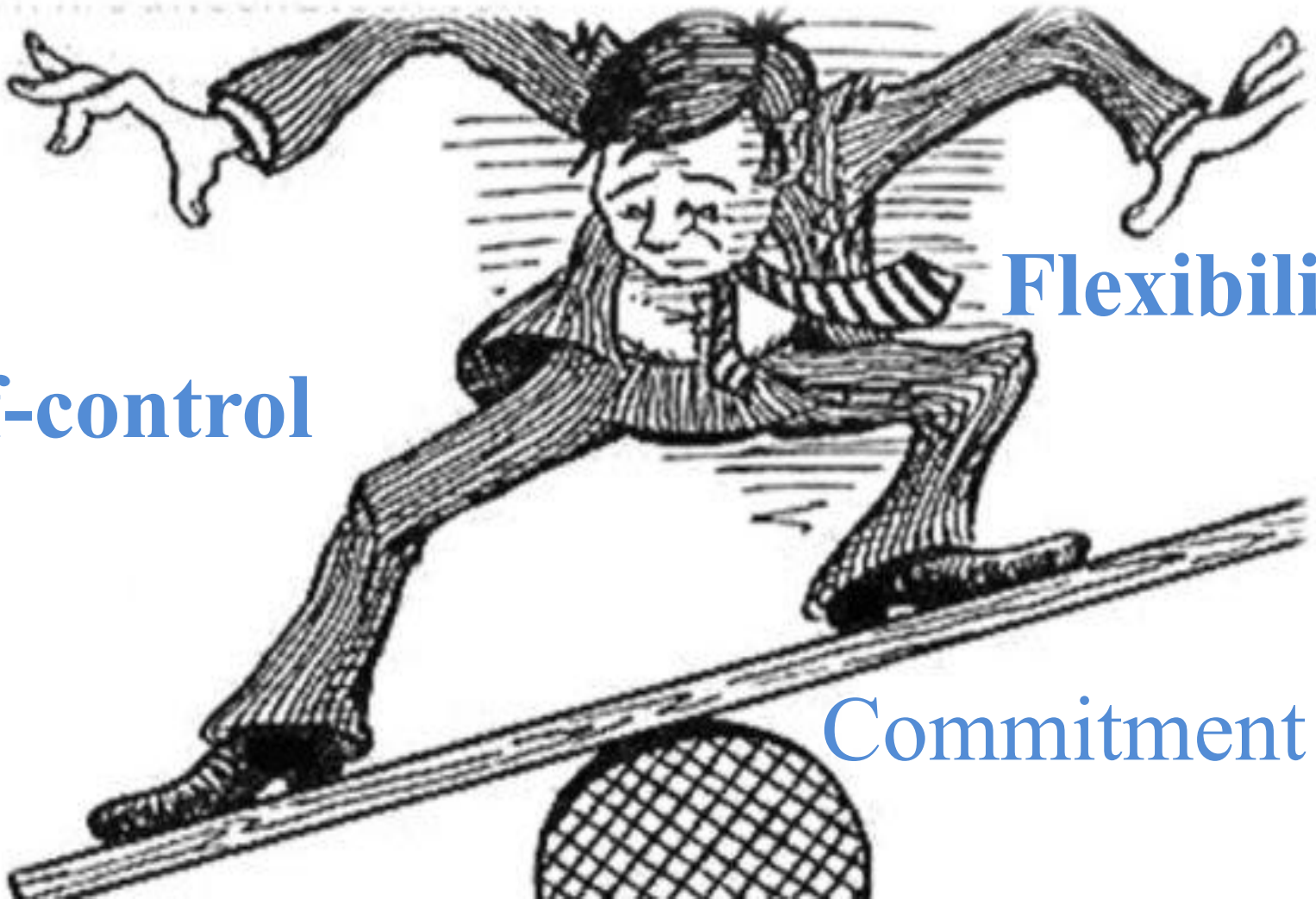
List of Emotions

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

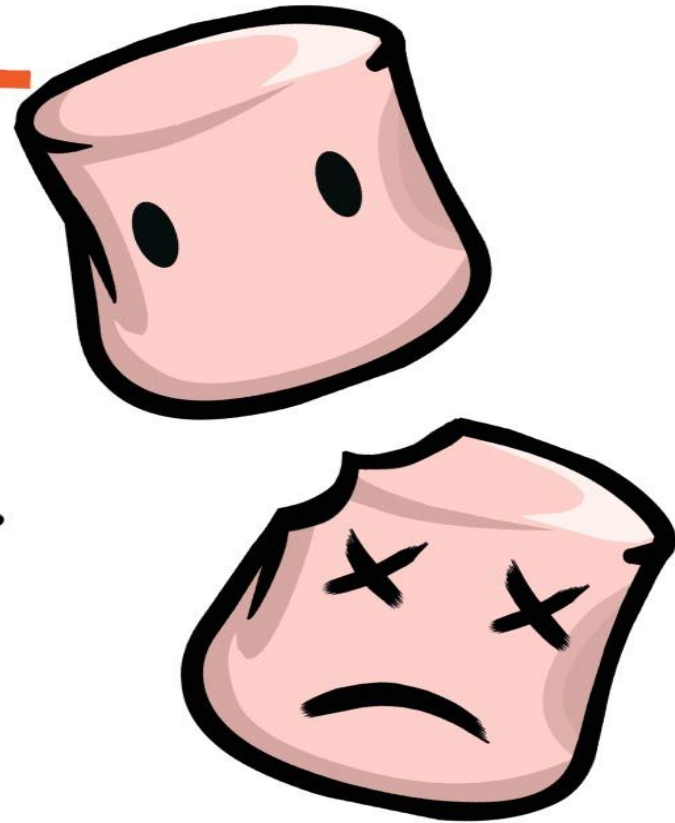
Chocolate game

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

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

**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.