



Success Series Webinars

SUPERCHARGING YOUR CAREER

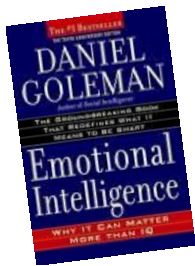
November 16, 2017
1:00 pm



A Production of the CPTP Team

Check the CPTP YouTube Channel for any of the webinars you missed or that you'd like to review at <https://goo.gl/iS0iJP>

Useful sites and resources on this month's topic:

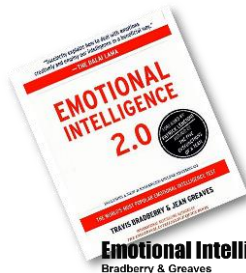


All of these concepts build off the original work of Daniel Goleman in the 2005 book, **Emotional Intelligence**. His original five components are now frequently replaced by the quadrants represented in this handout.



TheConversation.com

1. Do you think about your reactions?
2. Do you see situations as a challenge?
3. Can you modify your emotions?
4. Can you put yourself in other people's shoes?



Emotional Intelligence 2.0
Bradberry & Greaves



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WHAT'S YOUR EQ?



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QUICK STATS:

- People with average IQs outperform people with high IQs 70% of the time.
- EQ has zero correlation with IQ.
- EQ accounts for about 58% of performance in most jobs.
- People with high EQ make more than people with low EQ, on average.
- EQ point increases are highly correlated with salary.
- Only 36% of people are able to accurately identify their own emotions as they happen.
- Unlike IQ, we can substantially increase our EQ with effort.

Check out more statistics and articles at TalentSmart.com



EMOTIONAL INTELLIGENCE

Emotional intelligence is your ability to recognize and understand emotions in yourself and others, and your ability to use this awareness to manage your behavior and relationships.

*Emotional Intelligence 2.0
Bradberry & Greaves*

Self-Awareness

The ability to recognize and understand your moods, emotions, and drives. Also the ability to recognize the effects of these on others.

Self-Management

The ability to control disruptive impulses or moods. Also the disposition to think before acting.

Social Awareness

The ability to understand the emotions of others. Also the skill in using this knowledge to tailor interactions with others.

Relationship Management

The ability to use all of the previous skills to effectively build and maintain relationships and networks.

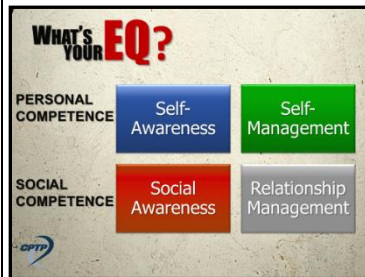


SELF-AWARENESS

What's included?

**Emotional Self-Awareness
Accurate Self-Assessment
Self-Confidence**

- Ask for input from others on your behaviors.
- Recognize your strengths and weaknesses.
- Identify mentors who can help you in your development.
- Recognize your "hot buttons."
- Take time to objectively observe your thoughts and feelings.
- Be aware of the messages your body language is sending.



SELF-MANAGEMENT

What's included?

**Self-Control
Transparency
Adaptability
Achievement Drive
Initiative
Conscientiousness
Adaptability
Trustworthiness**

- Use positive language.
- Notice your own response before communicating with others.
- Practice difficult conversations beforehand.
- Use the language of teamwork, such as "we" and "us".
- Let go of mistakes.
- Schedule time for yourself.
- When faced with a difficult situation, remember past situations you handled successfully.
- Work to eliminate negative self-talk.
- Count to ten.



SOCIAL AWARENESS

What's included?

**Empathy
Organizational Awareness
Service Orientation**

- Recognize the emotions that are affecting a situation.
- Ask for others' solutions first.
- Be observant and address negative situations before they escalate.
- Be aware of others' body language and the associated emotional cues.
- Live in the moment.
- Step into their shoes.

GREAT QUOTES FROM THE WEBINAR

*My son's high school guidance counselor had the best email tagline: "Be kinder than necessary, for everyone you meet is fighting some kind of battle."
- Joan Haase*

*Listen to what's being said, but also to not what's being said.
- Stacy Jordan*

*I think it's important to remember kindness goes a long way
- Barbara Phillips*



RELATIONSHIP MANAGEMENT

What's included?

**Inspirational Leadership
Developing Others
Influence
Change Catalyst
Conflict Management
Building Bonds
Collaboration**

- Consider your audience when sharing messages.
- Create opportunities to team up with others.
- Take the time to learn from conversations with others.
- Create ground rules for communication and conflict.
- Keep improving your communication skills.
- Accept feedback in a positive manner.
- Don't avoid the difficult discussions.

