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EMOTIONAL INTELLIGENCE BUILDING A POSITIVE WORK CULTURE

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Define the themes and concepts that relate to Emotional Intelligence (EI or EQ)

Understand the relevance of EI in the workplace

How EI relates to employee wellbeing

Strategies for developing EI personally and for leaders within organizations

LEARNING OBJECTIVES

BACKGROUND

Employees can be classified
as:

Thriving

Striving

Struggling



Purpose



Social



Financial



Emotional



Physical

FACTORS OF WELLBEING

FEELING LIKE YOU
HAVE LITTLE
CONTROL OVER
YOUR WORK

LACK OF
RECOGNITION
FOR GOOD
WORK

UNCLEAR OR
OVERLY
DEMANDING JOB
EXPECTATIONS

DOING WORK
THAT'S
UNCHALLENGING

WORKING IN A
CHAOTIC OR
HIGH-PRESSURE
ENVIRONMENT

BURNOUT IN THE WORKPLACE: WORK RELATED CAUSES OF BURNOUT

WHAT IS EMOTIONAL INTELLIGENCE?

“EI is an array of non-cognitive capabilities, competencies, and skills that influence one’s ability to succeed in coping with environmental demands and pressures.”-Reuven Bar-On, Ph.D.



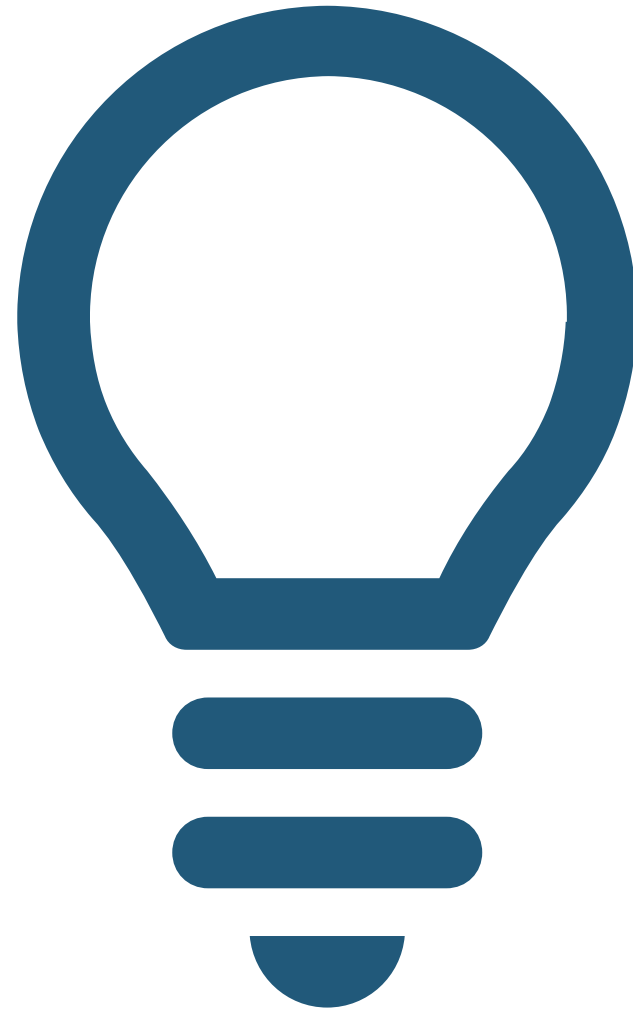
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HOW CAN YOU DEVELOP WELL-BEING THROUGH EQ?

PERSONAL DEVELOPMENT

1. Connect with others
2. Be physically active
3. Stay alert
4. Keep learning
5. Give



Failure is an opportunity to grow"

GROWTH MINDSET

"I can learn to do anything I want"

"Challenges help me to grow"

"My effort and attitude determine my abilities"

"Feedback is constructive"

"I am inspired by the success of others"

"I like to try new things"

ADOPT A GROWTH MINDSET

Failure is the limit of my abilities"

FIXED MINDSET

"I'm either good at it or I'm not"

"My abilities are unchanging"

"I don't like to be challenged"

"I can either do it, or I can't"

"My potential is predetermined"

"When I'm frustrated, I give up"

"Feedback and criticism are personal"

"I stick to what I know"

LEADERSHIP DEVELOPMENT

Leaders with strong emotional intelligence:

Understand emotional triggers

Are aware of making automatic assumptions related to other people's behavior

Listen first, without interrupting, and acknowledge and validate what they hear

Ask questions that recognize another person's positive strengths

Employ reflective listening skills

Provide negative feedback in a respectful, helpful and effective manner

Regularly touch base with each person who works under their supervision

Acknowledge other people's feelings

Watch your own emotions

Don't hold grudges

Sleep

No negative self-talk

When you care, show it

EQ STRATEGIES FOR LEADERS

1

Celebrate
success

2

Encourage thank
you notes

3

Get involved in
community
service

4

Do something
kind and expect
nothing in return

5

Practice
mindfulness

PRACTICE GRATITUDE



**PEOPLE WHO
USE THEIR
STRENGTHS:**

SUMMARY



Understanding EQ



Putting it into practice



Thriving culture, employees and organizations

THANK YOU!

PLEASE STOP BY OUR TABLE TO LEARN MORE



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