

Using Emotional Intelligence to Improve Performance Management



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Leadership Coach | Author



Agenda

1. Emotional Intelligence (EQ) Overview
2. How to Use EQ skills to Improve Communication and Workplace Performance
3. Practical Application: Tips and Tools



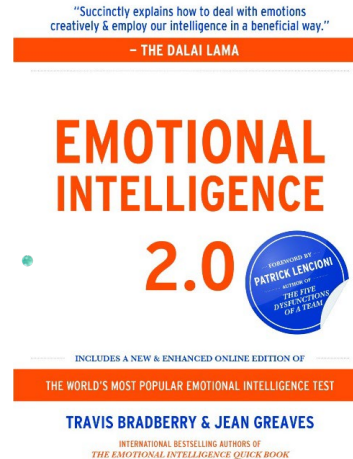
Self-Awareness

Understanding Emotional Intelligence

What is Emotional Intelligence ?| EQ (EI)

Relating to yourself and others

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.



POLL

Survey Says...

Only 36 percent of those tested are able to accurately identify their emotions as they happen.

The Four Core EQ Skills

Personal Competence



What I see...

Self-Awareness

Ability to recognize your emotions as they happen.

Understand your general tendencies for responding to different people and situations.

What I do...

Self-Regulation | Management

Using awareness of your emotions to choose what you say and do in order to positively direct your behavior.

Social Competence



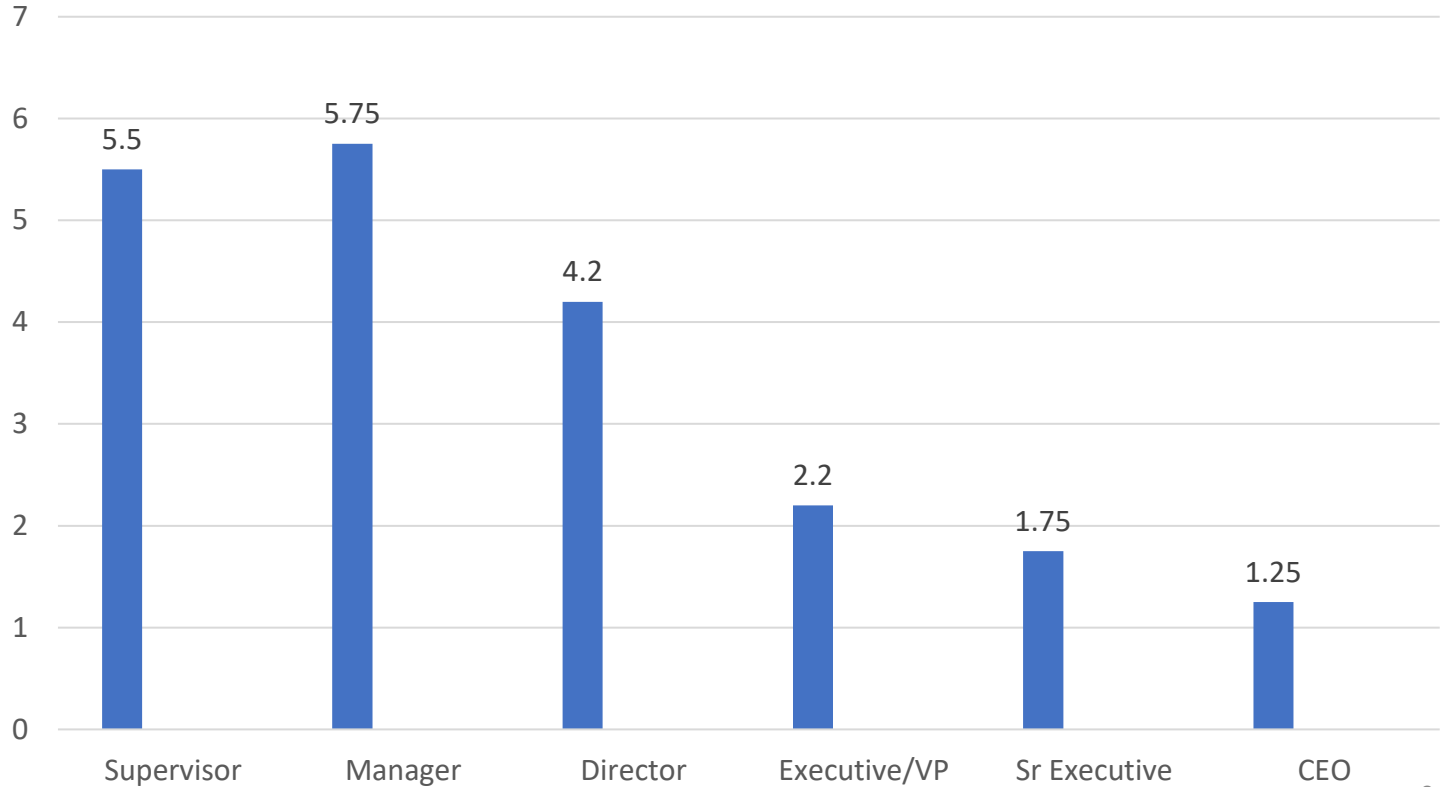
Social Awareness | Social Skills

Understanding where the other person is coming from, whether you agree or not.

Relationship Management | Empathy

Using awareness of other person's emotions to choose what you say and do in order to positively direct your behavior.

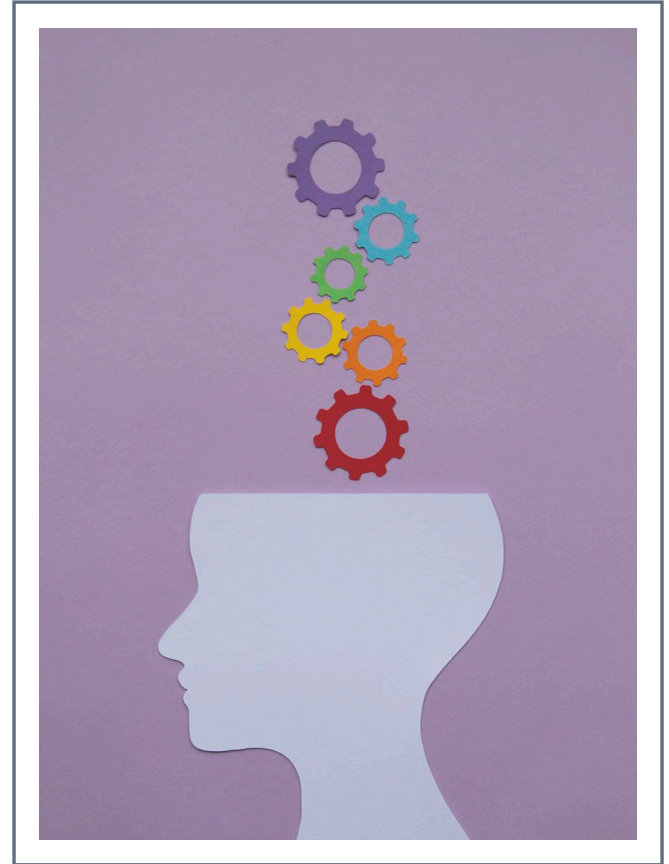
Emotional Intelligence and Job Title



Benefits of Good EQ

More Effective Leadership and Performance Management:

- **Better Communication:** Understanding how others are feeling allows you to communicate with them better.
- **Self-knowledge:** Being more aware of what you are feeling allows you to understand yourself more deeply.
- **Self-control:** Being aware of your emotions allows you to develop your self-control abilities.
- **Stress management/resilience:** Managing your emotions effectively allows you to exert greater control in situations marked by stress or conflict.



Q & A

Part 2

Using EQ to Improve Performance Management

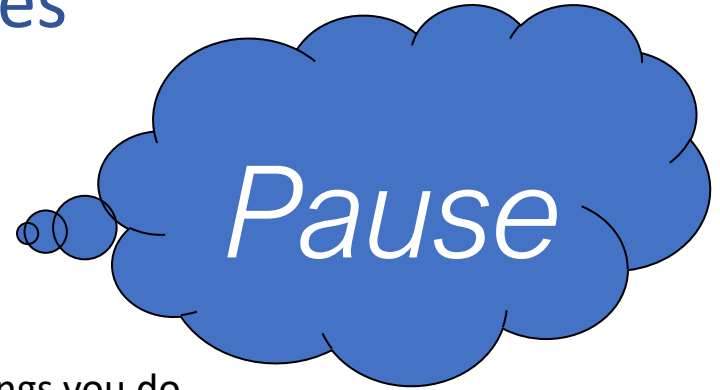
Self-Awareness

- Allows you to understand your own feelings and thoughts.
- Helps you identify what you need to change or improve upon.
- **How to Improve:**
 - Focus on yourself. Be aware of when you feel angry, sad, happy, frustrated, etc.
 - When you notice an emotion coming up, ask yourself why you feel that way. What happened earlier in the day that led to this feeling? How do you think others would react if they knew about this feeling?



Self-Awareness Strategies

1. Lean into discomfort
2. Feel emotions physically
3. Know who and what pushes your buttons
4. Pause and ask yourself why you do the things you do
5. Know your values
6. Seek feedback
7. Get to know yourself under stress
8. Practice Mindfulness



CHAT

Which of these do you already to well?
Which one could use more work?

Self-Management

- Manage and control feelings and thoughts in the moment and when triggered.
- People with strong emotional self-control stay composed even in stressful situations.
- For business and team leaders, this is a critically important competency to develop, since a team typically reflects the demeanor of its leader.

How to Improve:

- Control self-talk.
- Remind yourself you have a choice of how to respond to a situation.



Self-Management Strategies

1. Breathe
2. Make your goals public
3. Count to 10
4. Smile and laugh more
5. Take control of your self talk
6. Have healthy sleep hygiene
7. Learn a lesson from everyone you encounter
8. Accept that change is normal



CHAT


Which of these do you already to well?
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Using EQ to Become a Better Communicator



Pro-tip: Listen to Understand, Not Answer

Even if you don't agree with your colleague's point of view, it is important to acknowledge their point of view and say, "I hear you".



Build trust and rapport by asking yourself these questions:

- *How do I come off to the person I'm listening to?*
- *Do I really understand what they are trying to communicate?*
- *Do I listen so that I can talk next, OR do I listen to understand?*

Using EQ to Improve Performance Management

Be open and self aware of how you are coming across with tone, body, language etc.

Make expectations clear. Describe what you want – what does it look like?

Ask for feedback.

Check in often: *Do you have questions? How's it going?*

Model the behavior you want to see.

Be curious.

Watch for bias: Be consistent.



Practice Regular Appreciation & Gratitude

Appreciation and gratitude is a powerful, proven way to impact your emotional intelligence permanently.

- Without appreciation, we often find ourselves stuck in a negative emotional loop and our blind spots are magnified.
- Learning to be grateful will put you in a different emotional state.

Gratitude gives us a shot of dopamine and a swig of serotonin. Dopamine makes us feel good and has been linked to intrinsic motivation in goal accomplishment, whether academic, personal, or professional; Serotonin enhances our mood (think antidepressant), our willpower, and motivation. ~ Linda Roszak Burton, The Neuroscience of Gratitude



Why is Practicing Appreciation Important?

Regular appreciation at work = 5x more engagement/productivity

UW study, on an average day:

- Kids at home receive positive vs negative feedback 1:14
- Work is 1:10

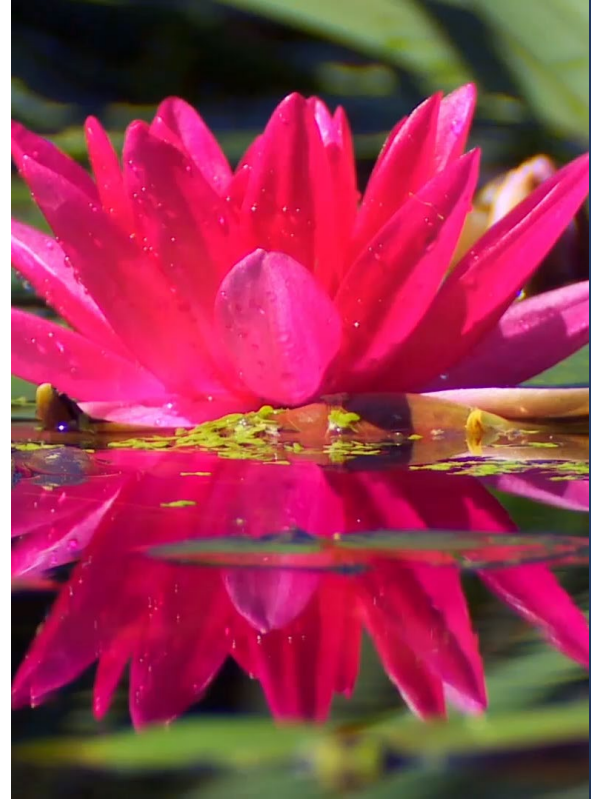
In long-term successful relationships, an average day has:

9:1 positive vs negative interactions



Appreciation = Positive Connections

- Communicate “I see You”
- Avoid distractions
- Use open body language
- Use eye contact
- Remember names
- Greet people (look up, smile)
- Apologize when appropriate
- Say “please” and “thank you”



INTENTIONAL GRATITUDE

Betty Evans

Messages in Your Life

by
Keritt Lochner



Ways to start...

- I am glad you are on this team.
- What I appreciate most about you is...
- I'm not sure I've ever told you before, but thank you for...



CHAT

Share your favorite ways to show regular appreciation.

Behaviors Consistent with High Emotional Intelligence

Thinking about your emotions and state of mind before speaking/acting

Pausing

Trying to control your thoughts

Open to feedback | Growing from criticism

Being authentic

Showing empathy

Praising others | Showing appreciation

Apologizing for your errors

Keeping your commitments

Part 3

Application: Tips and Tools

Connect



Before Content

Set the stage for good communication:
develop relationships first

1) Learn strategies to:

- Set expectations
- Encourage constructive feedback
- Resolve conflict when it happens
- Ask good questions

2) Gain confidence to be bold!

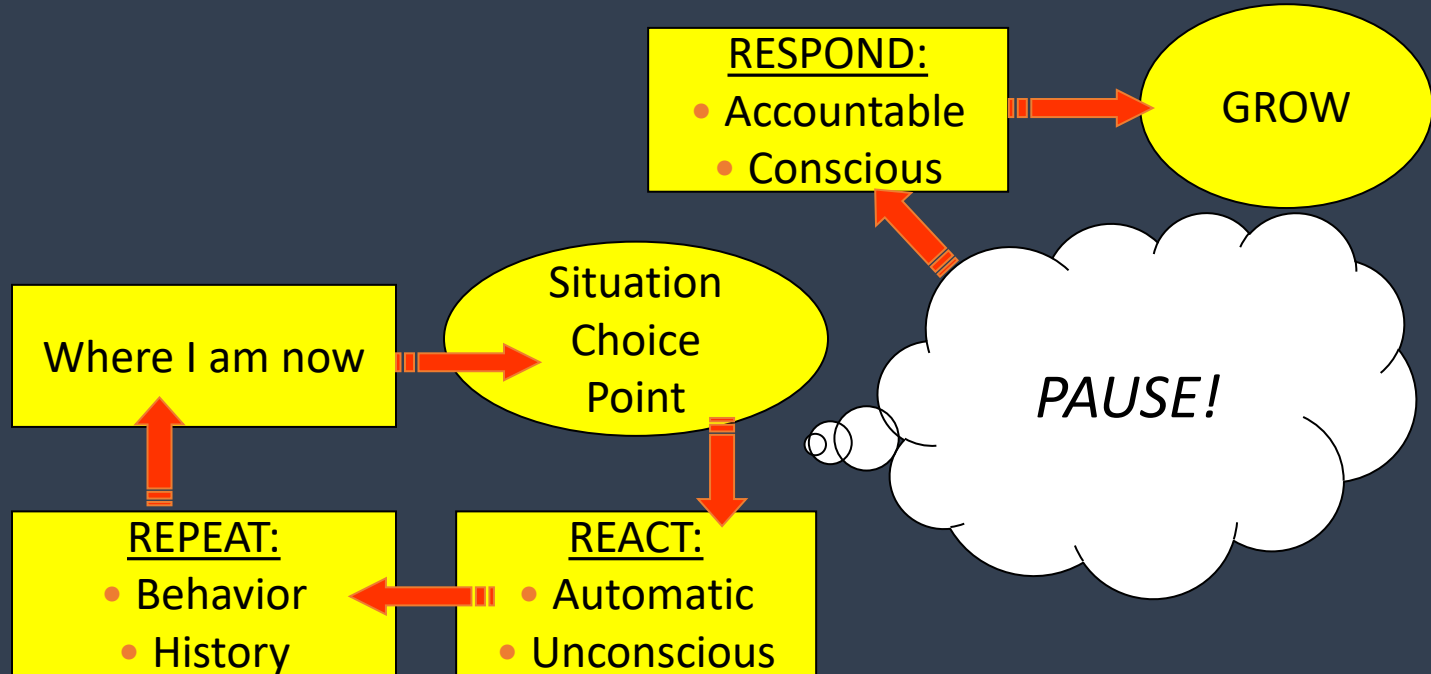
- Get out of your comfort zone

BUILD CONNECTION | ASK POWERFUL QUESTIONS

- What is something I don't know about you?
- What are you excited about? What are you worried about?
- What did you do recently that you are proud of?
- When was the last time you laughed at work?
- How do you take care of yourself?
- What do you do for fun outside of work?
- If you were in my position, what would you do differently?



You always have a choice...





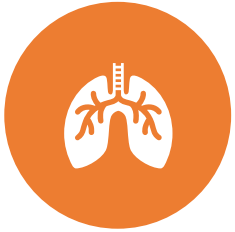
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Regular mindfulness exercises will help you build emotional intelligence.

- Pay attention to the present moment without judgment.
- Be more aware of your surroundings and your body.
- Increase your awareness of your thoughts, emotions, and actions.
- Stay calm and relaxed.



Easy Mindfulness Exercises



5-minute Meditation
(open position, focus
on breathing)



Deep Breathing (slow
in, hold, slow out)



Body Scan (head to
toe)



Walk (focus on
surroundings)

Wrap-Up

Which will you try?

Self-Awareness Strategies

1. Lean into discomfort
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6. Seek feedback
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Keep a Journal of
Your Emotions

Which will you try?

Self-Management Strategies

1. Breathe
2. Make your goals public
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6. Have healthy sleep hygiene
7. Learn a lesson from everyone you encounter
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Visualize Your Success

Reflections

I learned ...



What is one thing you will do differently?



I will apply ...

THANK YOU!

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