

Emotional Intelligence

A Guide to How it Works



Agenda

- Introduction
- Emotions, moods, feelings
- The science behind emotional intelligence
- Using emotional intelligence
- Closing/action plan

Learning Objectives

After completing this training, you will be able to:

- Explain what emotional intelligence is and is not
- Identify your own primary and secondary emotions
- Describe the connection between the brain and emotional responses
- Use emotional intelligence to change and control your emotions
- Apply emotional intelligence to your own situations

Did You Ever Know Anyone Who...

- Just didn't get it?
- Said the wrong thing?
- Did the wrong thing?
- Couldn't get along with anyone? Or everyone?
- Missed cues at meetings/parties?
- You just couldn't be around?
- Drove you crazy!

Emotional Intelligence

What it is:

- Understanding your own emotions
- Picking up on others' cues
- Managing your responses/reactions to others
- Being appropriate in social situations
- Developing relationships
- Treating others well

What it is not:

- Being smart
- IQ
- Controlling others' emotions
- Manipulating others
- Extroversion/introversion

“Anyone can become angry - that is easy, but to be angry with the right person at the right time, and for the right purpose and in the right way - that is not within everyone’s power and that is not easy”

Aristotle
Ancient Greek philosopher



Emotions, Moods, Feelings

- What is an emotion?
- Why is it important?
- Why is it valuable to understand what you are feeling?
- How do feelings affect your mood?

Our emotions and moods are contagious

Primary and Secondary Emotions

Primary emotions happen in the moment/real time; they move us to action

- Joy
- Happiness
- Fulfillment
- Contentment
- Peace
- Fear
- Shame
- Sadness
- Hurt
- Guilt
- Frustration
- Dissatisfaction
- Disappointment

Secondary emotions are complicated and built up; they hinder us

- Disapproval
- Disdain
- Hatred
- Coldness
- Hostility
- Persecution complex
- Paranoia
- Distrust
- Worry / Anxiety
- Insecurity
- Low self-esteem
- Self-hatred
- Depression
- Anger/rage
- Jealousy

Next...

- We know how we feel...
- What does it mean?
- Keep a journal of your emotions and your behaviors
 - ▣ When I am angry, I yell
 - ▣ When I am sad, I cry
 - ▣ When I am hurt, I shut down
 - ▣ When I am overwhelmed, I make mistakes

Understanding Emotions

- Learn how to be the best listener
- Watch others' body language
 - ▣ What are they really feeling?
 - ▣ What emotion is their tone conveying?
 - ▣ Do their tones and their emotions match?
- Become more comfortable sharing your emotions

Understanding The Brain

Thalamus

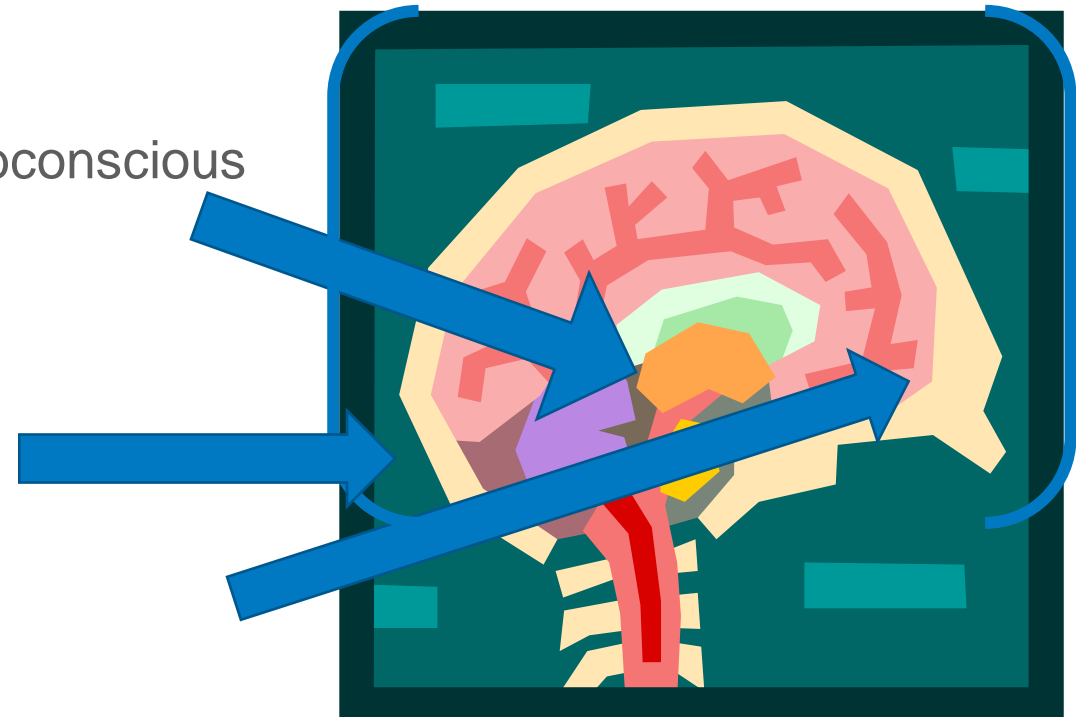
- Relay center between our conscious and subconscious
- Helps us to react appropriately

Cortex

- Thinking center
- Helps us make sense and send messages

Amygdala

- Regulates emotional responses



Here is our chance to change behavior



Transform

How Does Emotional Intelligence Really Work?

Understanding Emotions

TRIGGER



- Traffic
- Awakened by a scary noise
- Yelling at work
- Concerning email/phone call
- Impending deadline
- Bad news

Activation of “lower” brain regions



Irrational, kneejerk reaction, entirely emotional:
“Scream and yell”



Activation of “higher” brain regions



Calm response, combination of emotion and
logic: “Work to fix it”

The Key Ingredient: Empathy

- Ask questions to understand how others are feeling
- How do your words/actions affect others?
- Anticipate how others are feeling

Changing Your Emotions



- How does a lucky rabbit's foot make you feel?
- Has listening to music ever changed your mood?
 - ▣ A picture of your family?
 - ▣ The smell of coffee?
 - ▣ Listening to a story about someone who did something amazing?

**Reprogram or rewire your brain:
What works for you?**

Controlling Your Emotions

Identify how you feel and then...

- Pause
- Walk away
- Take a deep breath
- Do a crossword puzzle, Sudoku, etc.
- Laugh
- Relax
- Paint, draw, cook

The Benefits of Emotional Intelligence at Work

On the job, people with higher emotional intelligence excel at:

- Staying calm under pressure
- Resolving conflict effectively
- Behaving with empathy
- Leading by example
- Those with high levels of emotional intelligence delegate more effectively and more emphatically
- Increasing our emotional intelligence makes us better employees, leaders, colleagues and teammates

Emotionally Intelligent People Are...

- Empathetic...care how others feel
- Willing to change...and open to it
- Positive people that others want to be around
- Focused on achieving goals while motivating others
- More productive

Activity

Think about an interaction or situation at home or at work that caused an emotional response in you, that didn't go well

- Who was involved?
- What triggered your response?
- What was the outcome?
- Based on what you learned today, what could you have done differently?

Tips for Improving for EI

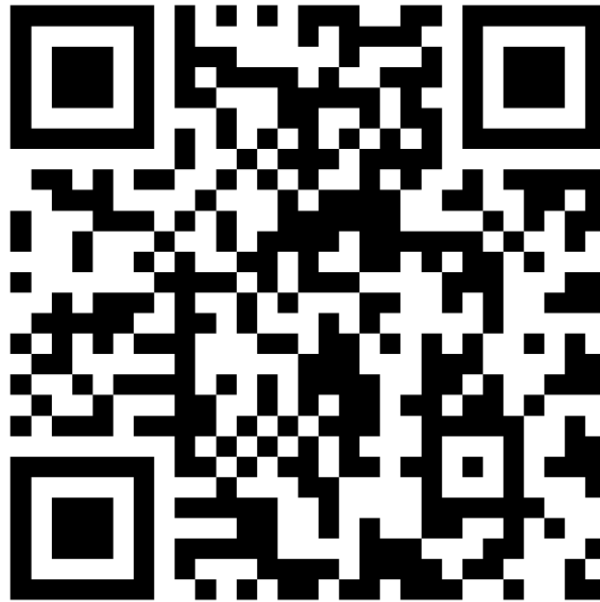
- Practice mindfulness and self-reflection
- Active listening
- Seek feedback
- Engage and be willing to learn

Most Important Point

- Reflect back on the information presented today.
- What is the most important thing you learned?
- What is one thing you will do to become more emotionally intelligent?

Evaluation

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Emotional Intelligence
A Guide to How it Works

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