

# EMOTIONAL INTELLIGENCE

Addressing Emotions in the Workplace



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Published by [FacilitatorU.com](http://FacilitatorU.com)



# Table of Contents

EMOTIONAL INTELLIGENCE.....	1
Table of Contents .....	2
<b>I. Introduction.....</b>	<b>4</b>
Building a Bridge for Successful Communications.....	5
Learning Objectives .....	5
Activities.....	5
Outcomes .....	6
<b>II. What is Emotional Intelligence? .....</b>	<b>7</b>
What are emotions? .....	7
What is at the root of emotions? .....	8
Building Resilience .....	8
What is Emotional Intelligence about? .....	9
The Five Dimensions of EI.....	9
Key Takeaways .....	12
<b>III. Building Self-Awareness.....</b>	<b>13</b>
Why is self-awareness important?.....	14
Mental Models and the Ladder of Inference .....	16
Key Takeaways .....	21
<b>IV. Self-Management .....</b>	<b>22</b>
How do we do things differently to create different results?.....	24
Mining the Inner of Conflict.....	28
The Vision Star Resilience Model.....	29
Complete Self Care for Self-Management.....	33
Creating Mind Map for Results .....	35
Key Takeaways .....	36
<b>V. Building Social Awareness .....</b>	<b>37</b>
Emotional Intelligence Style Profile Assessment.....	38

Developing Your Emotional Intelligence Style Skills .....	40
The Circle of Life.....	44
Key Takeaways .....	46
<b>VI. Relationship Management.....</b>	<b>47</b>
Stages of Group Development .....	48
Listening.....	50
Clarify and Reveal Assumptions .....	52
Acknowledge, Support and Validate .....	53
Be Empathetic Not Sympathetic.....	55
Tool for Dealing with Adversity .....	56
Key Takeaways .....	58
Emotional Intelligence 1994 Report.....	59
<b>Resources .....</b>	<b>61</b>
<b>About the Author: .....</b>	<b>62</b>

# I. Introduction



“Sorry don’t have time to play I’ve got real work to do!”

We should take care not to make the intellect our god. It has, of course, powerful muscles, but not personality. It cannot lead, it can only serve.  
—Albert Einstein—

This course is organized around an integral perspective of Emotional Intelligence, using Ken Wilber’s Integral Model. The materials are structured around four quadrants that cover the following aspects of emotional intelligence:

- I-Awareness or Self-Awareness
- Managing Actions and Behaviors of Self
- We-Awareness or group awareness
- Managing Actions and Behaviors of the Group

The common thread that runs through these four aspects is the ‘Resilience Factor’ or the ability to be aware, open, flexible and courageous to manage the actions and behaviors of the self and the group.

Tapping into the theory of the ‘Survival of the Fittest’ – it is not the strongest that survives but the one who is most adaptable thrives.

Emotions are the guiding force that can provide the path of adaptability or resilience. By gaining clarity and using emotions as a guiding tool one can move through conflicting situations and chaos. Over time as one builds the muscle of resilience, moving through conflict becomes fun and game.

## Building a Bridge for Successful Communications

A major factor contributing to miscommunication and costing companies billions in lost time is emotional judgment. Success depends upon the individual's ability to distinguish between sound judgment and emotionally clouded judgment. The following learning objectives and activities that we'll cover in this program will help us learn to artfully combine the power of our feelings, critical thinking, and our will to act to significantly enhance any result we set out to achieve.

### Learning Objectives

This course is designed to accomplish the following learning objectives.

- Empower yourself and others
- Learn the art of emotional mastery
- Enhance your negotiation power
- Manage emotions and communicate effectively in challenging situations
- Understand how to expand personal influence
- Expand your ability to be creative and innovative

### Activities

To accomplish the above objectives, we'll engage in the following activities.

- Practice the fundamental skills of emotional intelligence, such as resilience, problem dissolving, interpersonal and intrapersonal relationships, self-awareness, and stress management
- Link the EQ assessment with self-management and relationship management
- Identify areas of emotional intelligence development

## Outcomes

As a result of these activities you will be able to ...

- Recognize subtle emotions before they turn toxic
- Acknowledge and address unhealthy emotions
- Build clarity to listen with intent and purpose
- Shift gears when dealing with preconceived notions
- Manage emotions in self and others
- Increase Self-Awareness
- Address mental blocks to free up time for being effective and creative
- Close the thinking, feeling and doing gap to achieve results