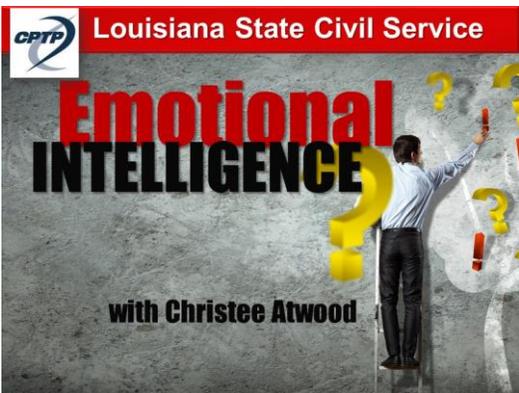


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|---|---|-------------------------|-----------|---------------------|----------------|-----------------|-------------------|------------------|-------------------------|--------------|
|  | <p>WELCOME</p> | | | | | | | | | |
| <p>What is Emotional Intelligence?</p> <p>EQ</p> <ul style="list-style-type: none"> Identifying and managing your own emotions Interacting positively with the emotions of others | <p>NOTES</p> | | | | | | | | | |
| <p>Emotional Intelligence</p> <table border="1" data-bbox="115 1045 634 1358"> <tr> <td></td> <td>What I See</td> <td>What I Do</td> </tr> <tr> <td>Personal Competence</td> <td>Self-Awareness</td> <td>Self-Management</td> </tr> <tr> <td>Social Competence</td> <td>Social Awareness</td> <td>Relationship Management</td> </tr> </table> | | What I See | What I Do | Personal Competence | Self-Awareness | Self-Management | Social Competence | Social Awareness | Relationship Management | <p>NOTES</p> |
| | What I See | What I Do | | | | | | | | |
| Personal Competence | Self-Awareness | Self-Management | | | | | | | | |
| Social Competence | Social Awareness | Relationship Management | | | | | | | | |
| <p>I-Message Statements</p> <ol style="list-style-type: none"> When you... I feel ... This is important because... I would like... ? <p>Assertive Communication</p> | <p>When you ...</p> <p>I feel...</p> <p>This is important because...</p> <p>I would like...</p> | | | | | | | | | |

EQ CHECKLIST

These are some basic skills of emotional intelligence that you can apply to situations or challenges that you encounter every day. Which ones will help with a situation you are addressing at this time?

| | |
|--------------------------------|--|
| Self-Awareness | |
| | 1. Solicit input on your behaviors. |
| | 2. Recognize and use your strengths. |
| | 3. Address situations, not personalities. |
| | 4. Be consistent and fair in your actions. |
| | 5. Notice if a situation concerns one of your "hot buttons." |
| | 6. Identify mentors who can help in your areas for development. |
| Self-Management | |
| | 7. Use positive language and behaviors. |
| | 8. Ask non-threatening questions to get to the root of problems. |
| | 9. Do not interrupt the other person or finish his sentences. |
| | 10. Use the language of teamwork. |
| | 11. Take time to address your own resistance to change before presenting the change to others. |
| | 12. Create practices that ensure you follow through on actions and decisions. |
| Social Awareness | |
| | 13. Refer to values, mission, and goals of the team. |
| | 14. Put yourself in the other person's shoes. |
| | 15. Recognize the emotions that are affecting the situation. |
| | 16. Ask for others' solutions first. |
| | 17. Be observant and address negative situations before they become problems. |
| | 18. Determine if the best action is no action. |
| | 19. Determine if this issue is an opportunity for development. |
| Relationship Management | |
| | 20. Create ground rules for addressing conflict or change. |
| | 21. Look toward solutions, not placing blame. |
| | 22. Structure outcomes as win-win, not competition. |
| | 23. Create practices that clear the air after challenging situations. |
| | 24. Determine methods to ensure the team follows through on actions and decisions. |
| | 25. Consider your audience when sharing messages. |
| | 26. Create opportunities for collaboration. |