

EMOTIONAL INTELLIGENCE

OCTOBER 26 – 27, 2022

Training Objectives

At the end of this training, participants will be able to:

- have an insight into Emotional Intelligence, what it is and how you can use it
- recognise deadly emotions and its effect;
- develop self-awareness and emotional resilience;
- recognise emotions in others and respond to those emotions to improve relationships, performance and productivity;
- develop emotional intelligence and social skills – i.e. understand the perspective of others and build rapport
- manage the varying extreme dispositions of acceptability and outright hostility towards them by their Auditees

Outline

Module 1: Introduction to Emotional Intelligence

Module 2 : Know your Emotional Intelligence Quotient

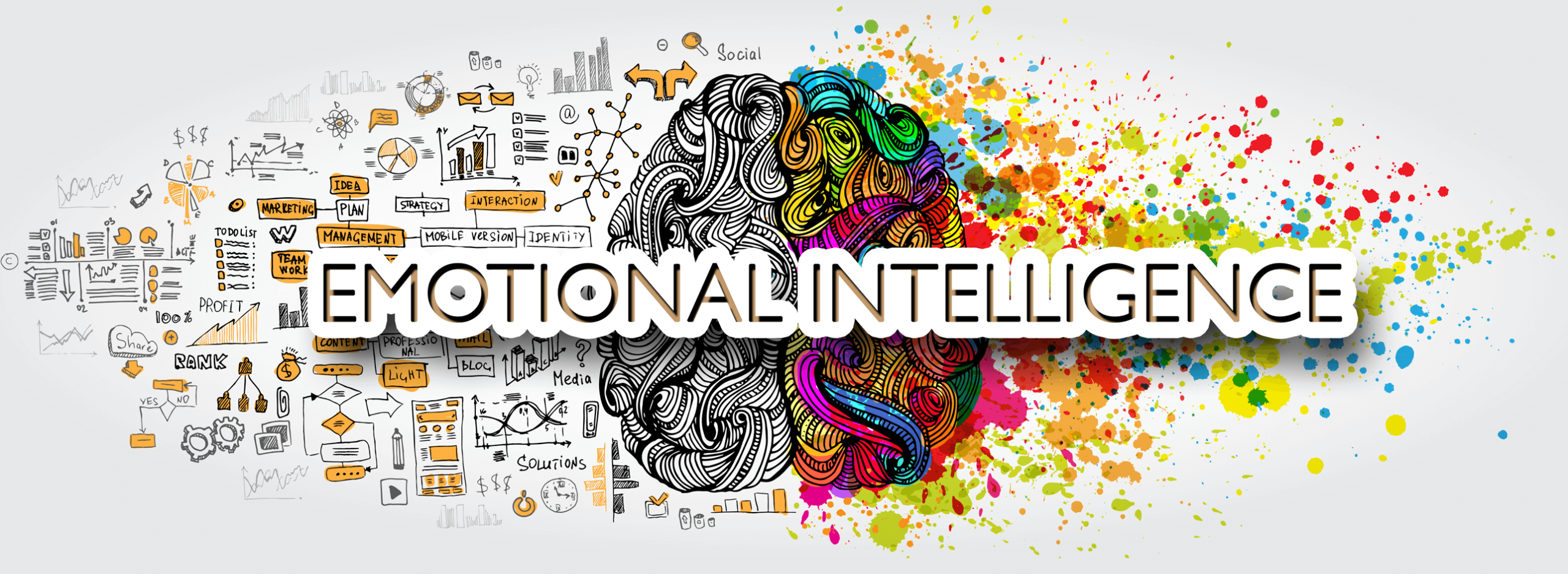
Module 3: Understanding the 5 Emotional Intelligence Competencies

Module 4 : Enhancing your Emotional Intelligence Quotient

Module 5 : Toxic Emotions

Module 6: Emotional Wellbeing

Q & A / Conclusion



EMOTIONAL INTELLIGENCE

Module 1: Introduction to Emotional Intelligence

Checking In: Right now, I am feeling



happy



angry



jealous



scared



awesome



silly



frustrated



surprised



shy



disappointed



confused



impatient



nervous



proud



grumpy



excited



curious



sleepy



sad



sick



embarrassed



worried



hurt



confident

Introduction to Emotional Intelligence

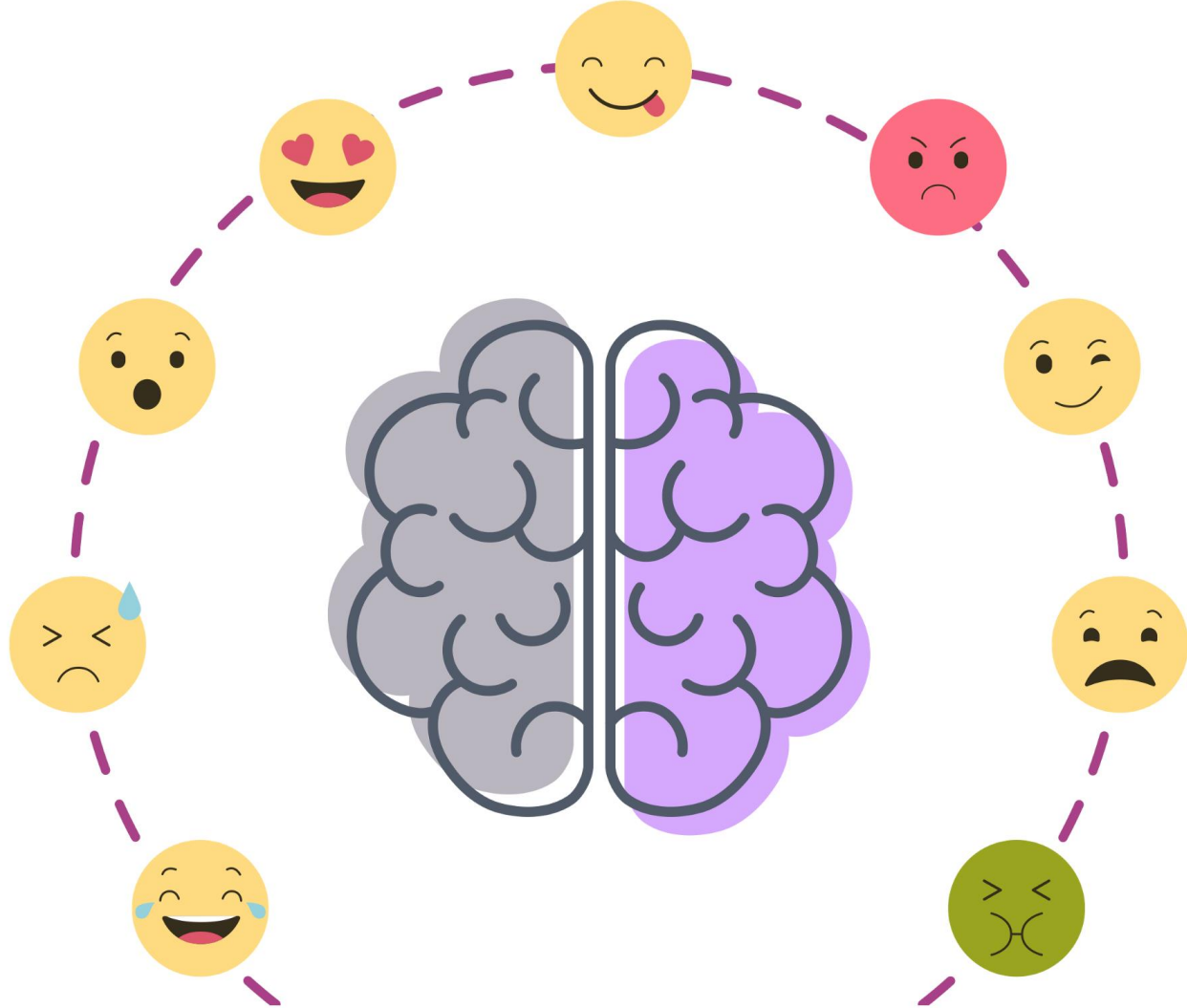


- We live in the most stress inducing dispensations in man's history.
- The pace of life and the demands of today's world place unprecedented demands on today's individuals.
- Due to the fact that the individual components and niches in life are intertwined, they create high levels of emotional stress, personally and professionally
- This program is designed to help participants develop the internal capacity required to thrive in today's stressed-packed world

What is Emotion?

- An emotion is a subjective, conscious experience characterized by psychophysiological expressions, biological reactions and mental states. It is responsible for all motivation (negative or positive).
- What we feel physically is often a function of how we feel emotionally.
- Emotions reveal our thoughts, values and beliefs.

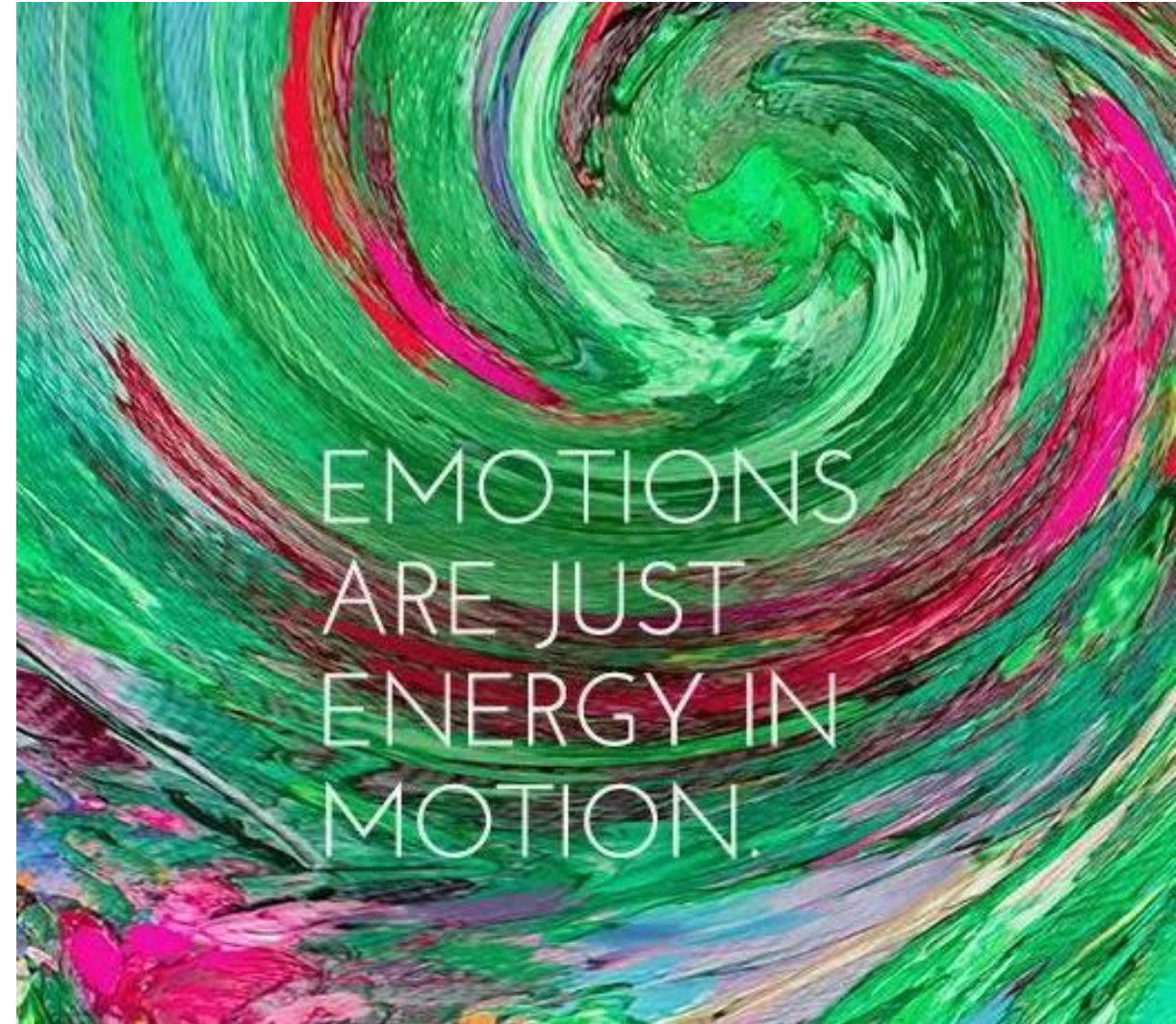
What is Emotion?



- Emotions are strong (positive or negative) temporary feelings that influence our thinking and behavior
- Each emotion offers a distinctive readiness to act; each points us in a direction that has worked well to handle the recurring challenges of human life.

What is Emotion?

- Energy is neither created nor destroyed
- Learn to channel this power within you by directing the flow of your emotions



What is Emotion?



- Emotion is **Intelligence**

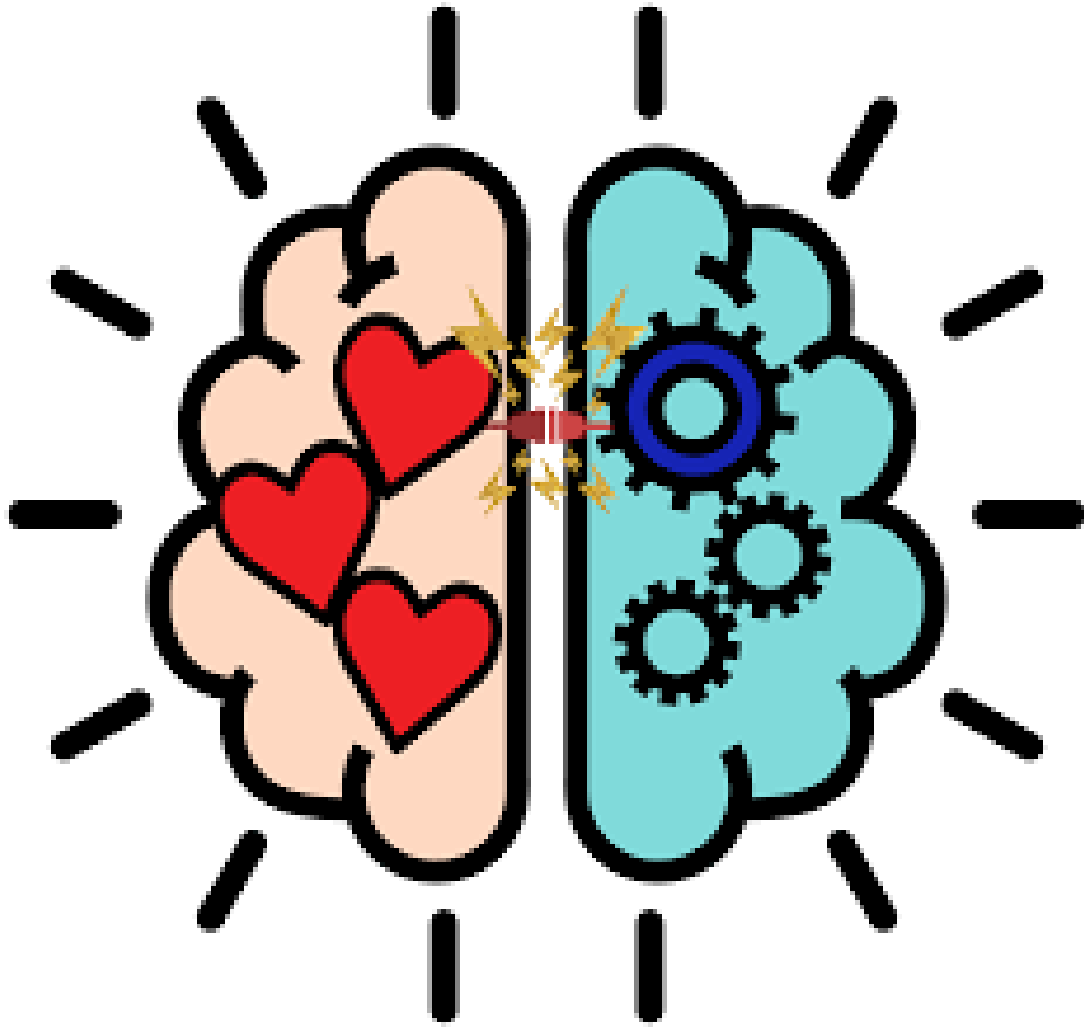


- Emotion is **language**



- Emotion is **Power**

What is Emotional Intelligence?



- All emotions are, in essence, impulses to act, the instant plans for handling life that evolution has instilled in us.
- The very root of the word *emotion* is *motere*, the Latin verb “to move,” plus the prefix “e” to connote “move away,” suggesting that the tendency to act is implicit in every emotion.

What is Emotional Intelligence?



- **Emotional Intelligence** is a way of recognizing, understanding, and choosing how we think, feel, and act.
- It shapes our interactions with others and our understanding of ourselves.
- It defines how and what we learn; it allows us to set priorities; It determines the majority of our daily actions
- Freedman et al.

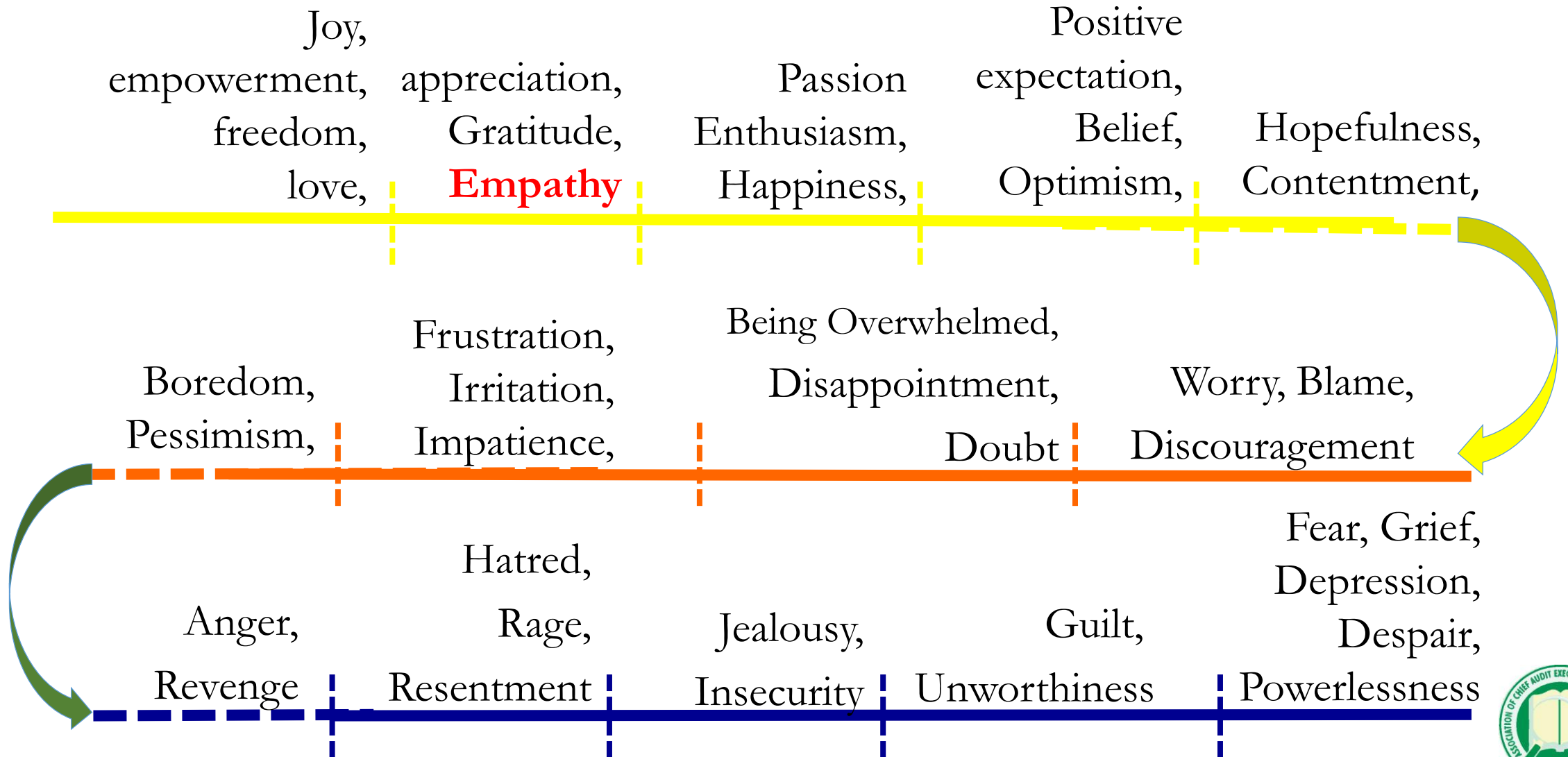
Emotional Intelligence?

“**Emotional Intelligence** is the ability to process emotional information, particularly as it involves the Perception, Assimilation, Understanding and Management of Emotion.”

- Mayer & Cobb



The Emotion Spectrum



Basic Emotions and their Various Purposes



Anger
To fight against
problems



Fear
To protect us
from danger



Anticipation
To look forward
and plan



Surprise
To focus us
on new
situations



Joy
To remind us
what's important



Sadness
To connect us
with those
we love



Trust
To connect with
people who help



Disgust
To reject what
is unhealthy

Basic Emotions and their Various Purposes



- With **anger**, blood flows into the hands, making it easier to grasp a weapon or strike at a foe;
- The heart rate increases, and a rush of hormones such as adrenaline generates a pulse of energy strong enough for vigorous action

Basic Emotions and their Various Purposes

- With **fear**, blood goes to the large skeletal muscles, such as in the leg making it easier to flee – and making the blanch as blood is shunted away from it (creating the feeling that the blood “runs cold”)



Basic Emotions and their Various Purposes



- The lifting of the eyebrows in **surprise** allows the taking in of a larger visual sweep and also permits more light to strike the retina.
- This offers more information about the unexpected event, making it easier to figure out exactly what is going on and concoct the best plan for action

Basic Emotions and their Various Purposes

- **Love, tender feelings, and sexual satisfaction** entail parasympathetic arousal.
- The parasympathetic pattern, dubbed the “relaxation response,” is a body-wide set of reactions that generates a general state of calm and contentment, facilitating cooperation.



Basic Emotions and their Various Purposes

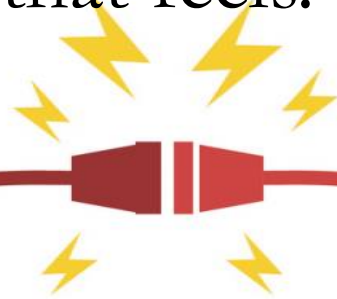
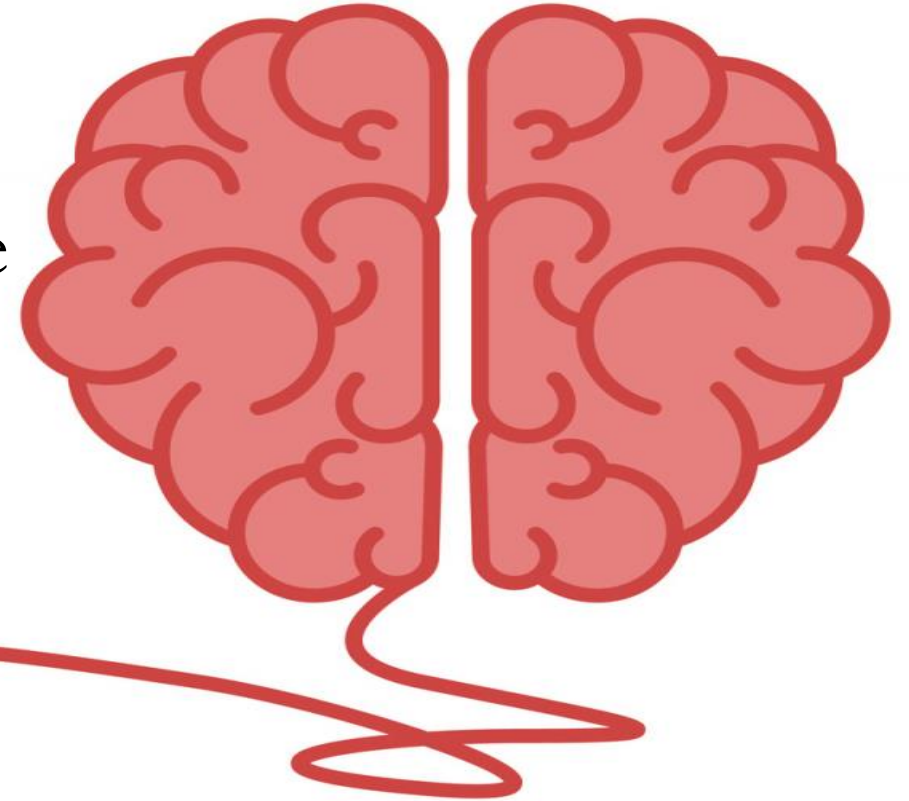


- **Sadness** brings a drop in energy and enthusiasm for life's activities, particularly diversions and pleasures, and, as it deepens and approaches depression, slows the body's metabolism.

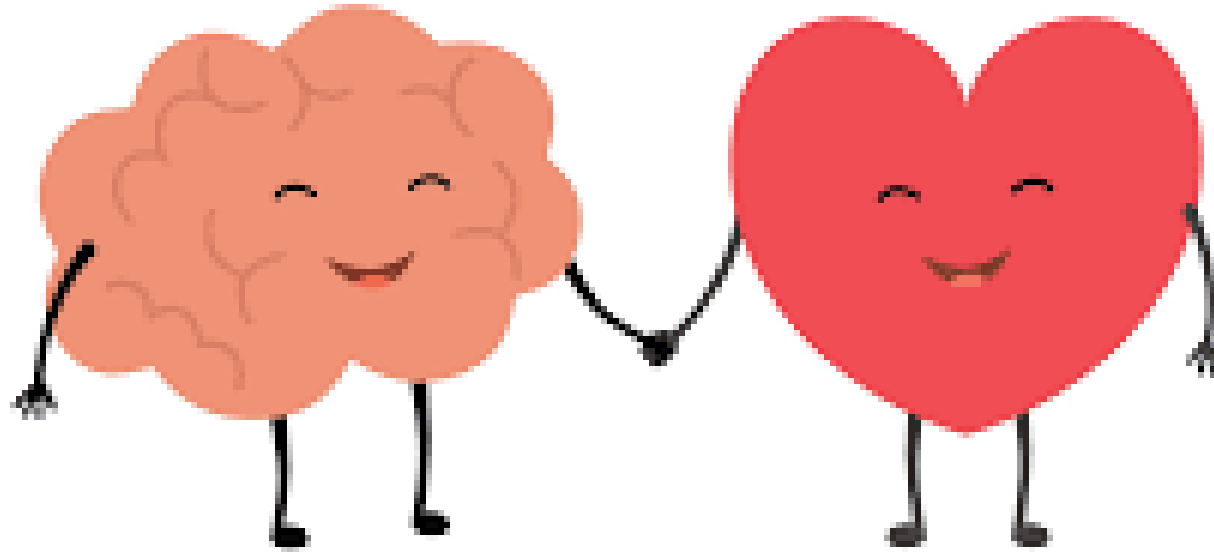
Basic Emotions and their Various Purposes



In a very real sense, we have **two minds**, one that thinks and one that feels.

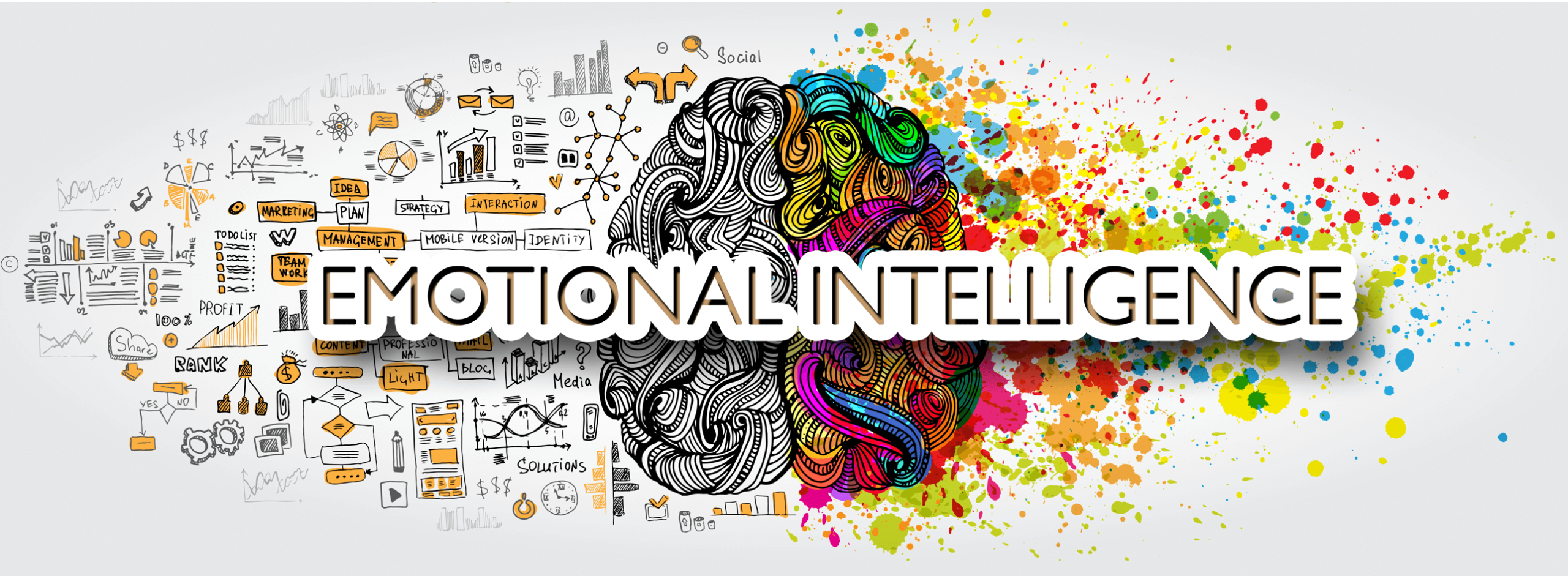


Basic Emotions and their Various Purposes



The new paradigm – **Emotional Intelligence** – urges you to
“harmonize head and heart”.

Research has shown that people who are emotionally adept – who know and manage their own feelings well, and who read and deal effectively with other people’s feelings - are at an advantage in any domain of life, whether romantic and intimate relationships or picking the unspoken rules that govern success in organisational politics.



Module 2 :

Know Your Emotional Intelligence Quotient

Introduction to the **S.P.E.A.R** Assessment

The **S.P.E.A.R** Assessment measures the 5 Emotional Intelligence competencies:

- **S**elf – Awareness
- **P**atience and Personal Resolution (*Self-Regulation*)
- **E**xpectation Management, External Rationale and Re-alignment (*Motivation*)
- **A**wareness, Others-Focused and Selfless Quotient (*Empathy*)
- **R**elationship Quality and Reaction to Others (*Social Skills*)

Take the S.P.E.A.R Assessment

Know Your Emotional Intelligence Quotient

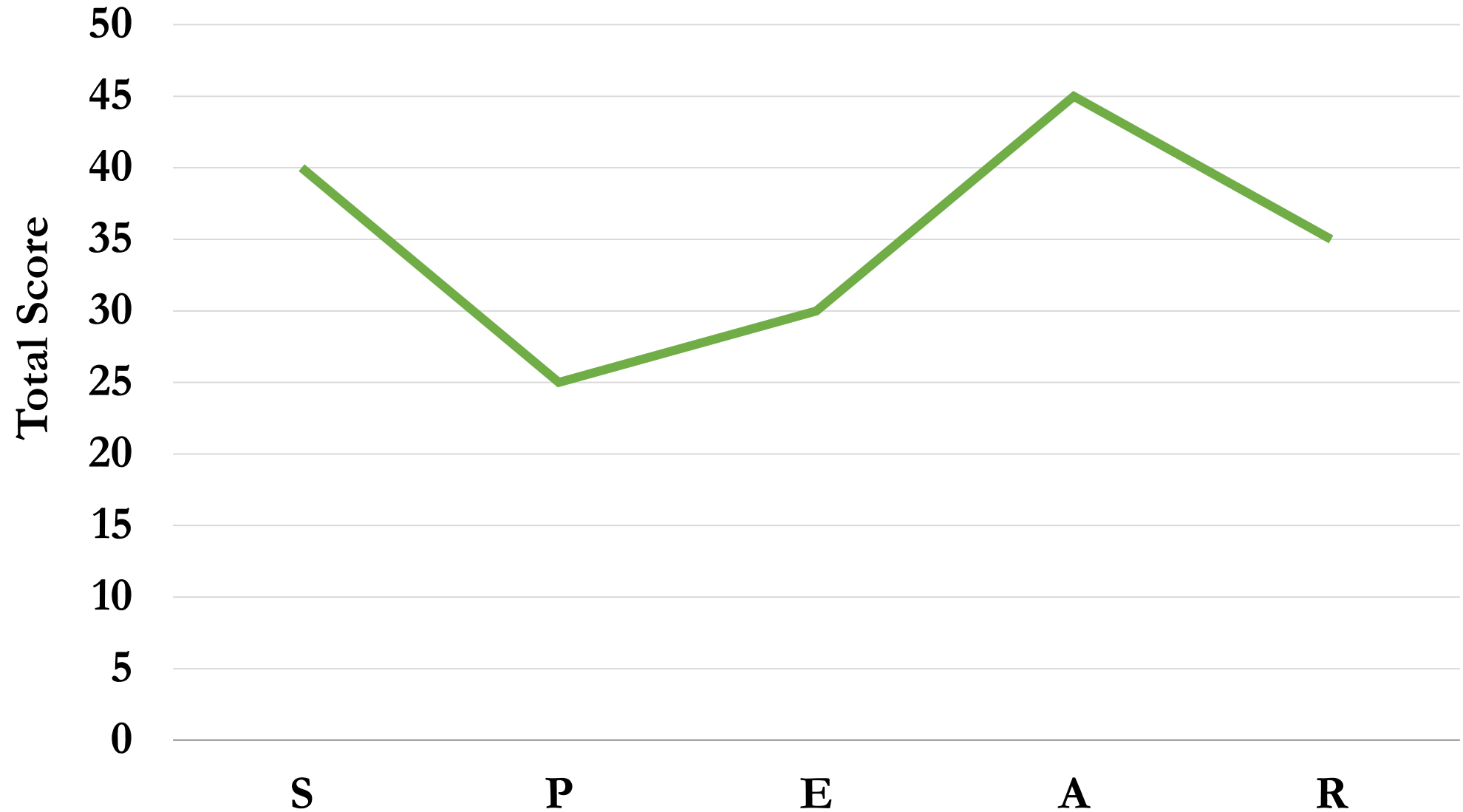
The **S.P.E.A.R** Graph

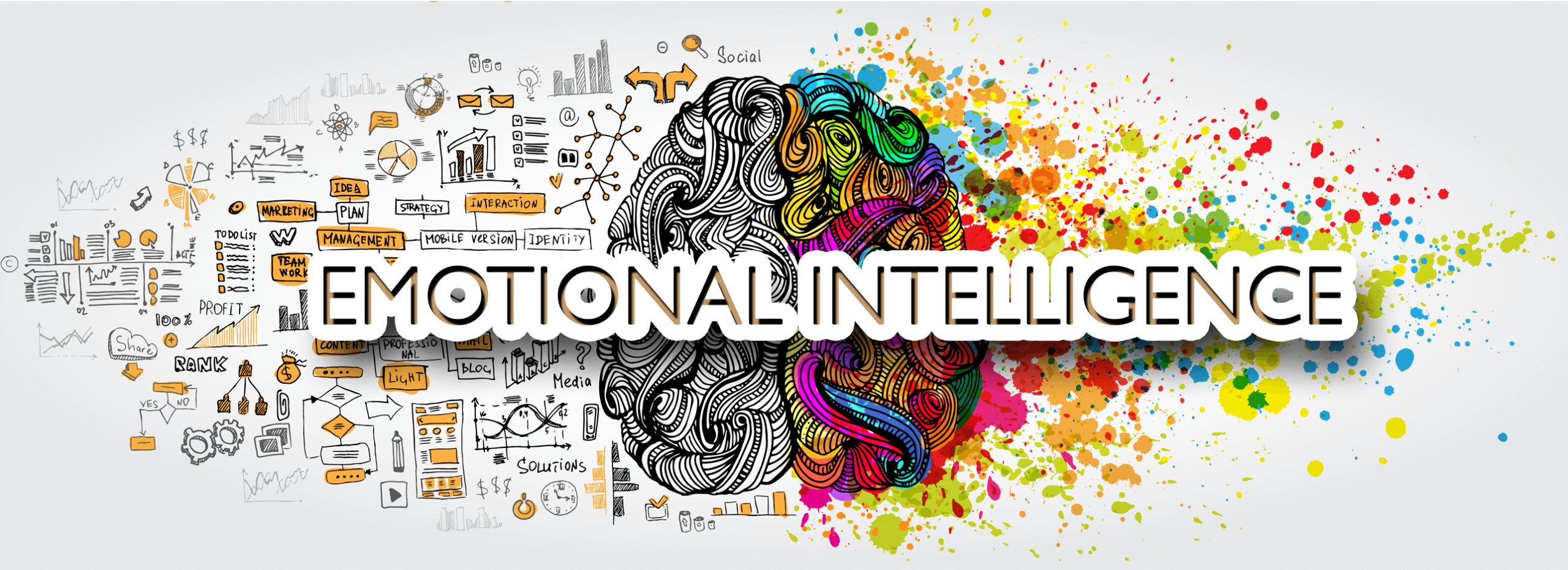
- Plot your total score from each competency of the **S.P.E.A.R** Assessment against the respective competency.
- The competencies are labelled on the x-axis as **S.P.E.A.R** respectively
- The total scores are the values on your y-axis



Know Your Emotional Intelligence Quotient

S.P.E.A.R. Assessment Graph

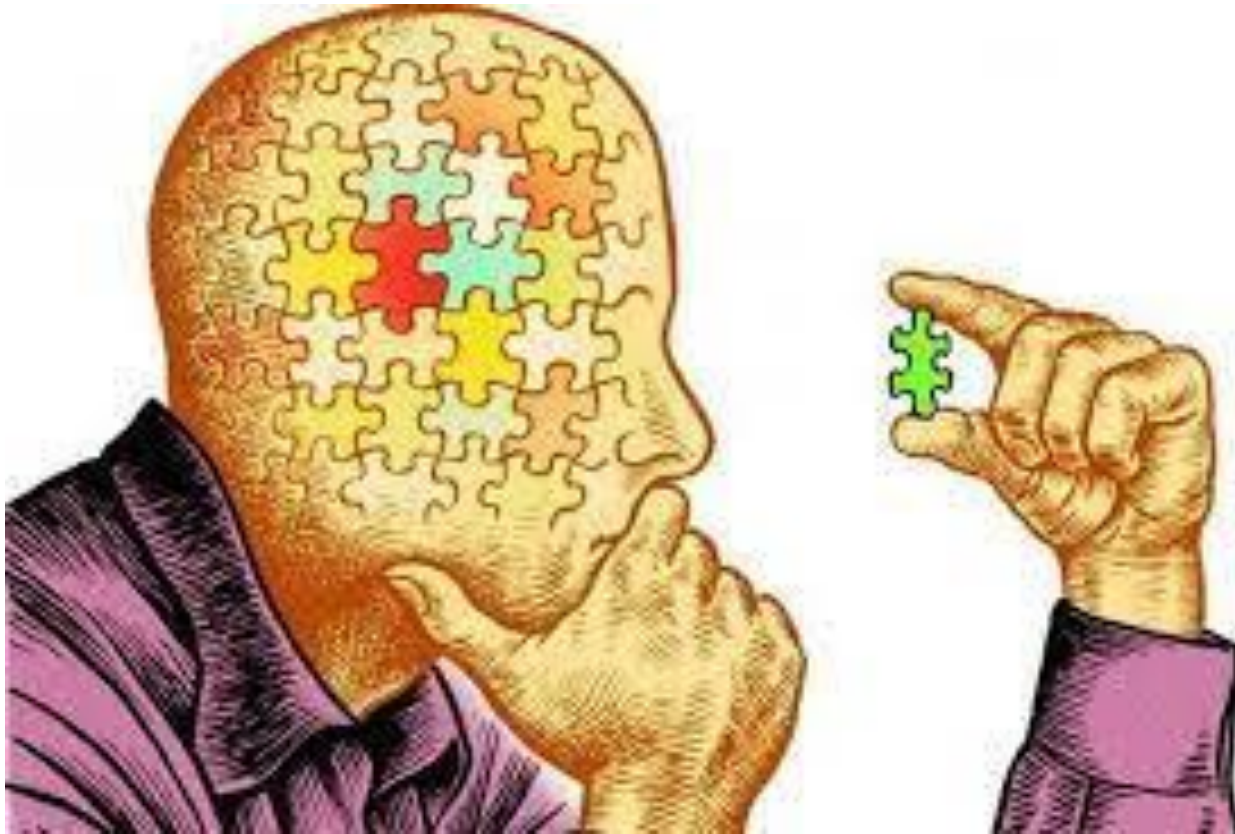




EMOTIONAL INTELLIGENCE

Module 3 : Understanding the 5 Emotional Intelligence Competencies

Understanding the 5 Emotional Intelligence Competencies



Self - Awareness:

- The ability to take an honest look at your life without an attachment to it being right or wrong – *Debbie Ford*
- Being able to see ourselves from outside of ourselves. 30

Beliefs | **Flaws** | Habits | Perceptions | **Thinking Patterns** |
Personality | Thoughts | Values | Emotions | Goals | Likes |
Dislikes | Needs | **Strengths** | Weaknesses | **Character** | Actions |
Passions | **Tendencies**

Understanding the 5 Emotional Intelligence Competencies

Patience, and Personal Perseverance (*Self-Regulation*)

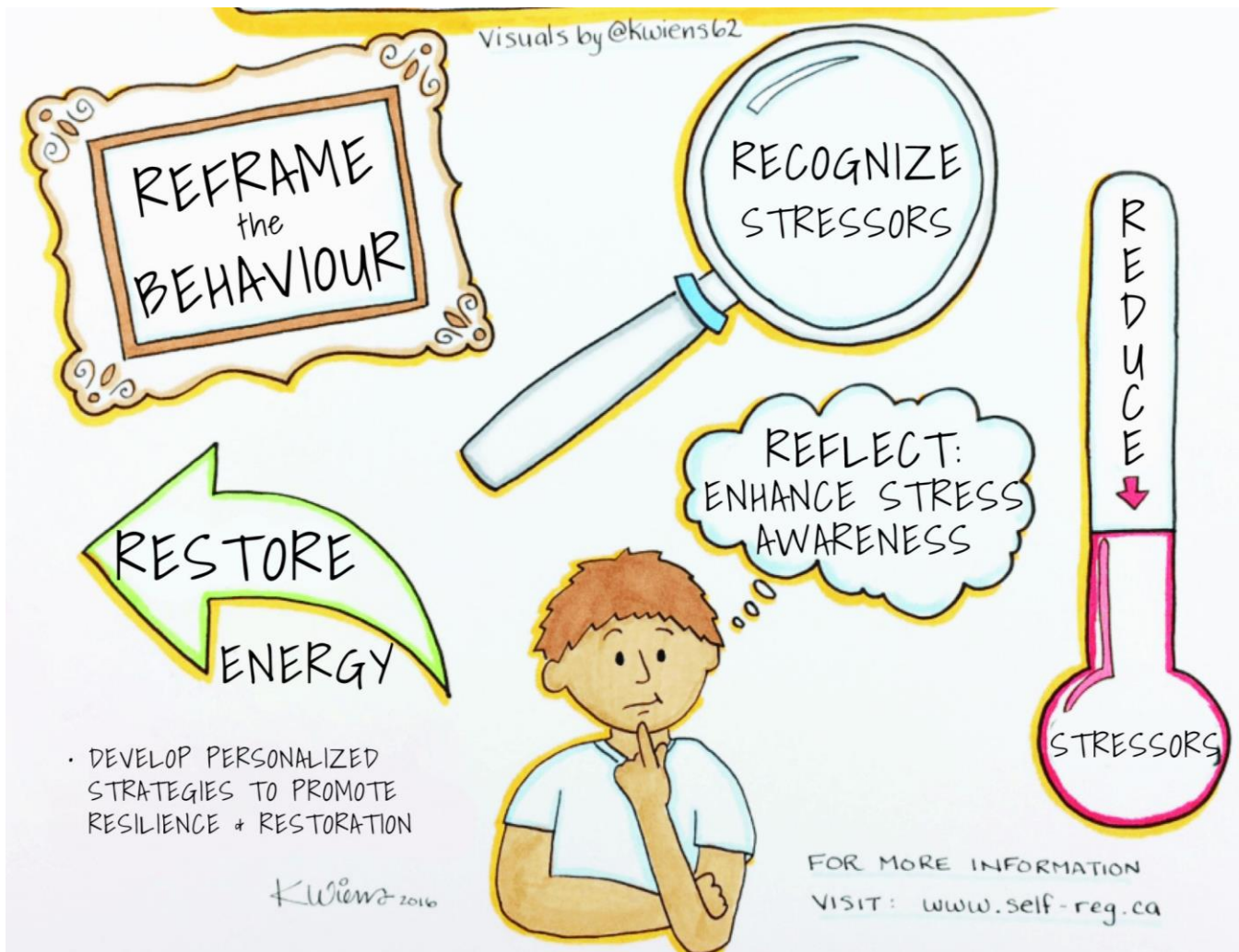
- Resolution; Self Regulation; Emotional Responsiveness.
- The ability to stay focused and persevere even through seemingly difficult provocative, unpleasant, stressful situations.



Understanding the 5 Emotional Intelligence Competencies

Patience, and Personal Perseverance (*Self-Regulation*)

- It is the ability to monitor and manage your energy states, emotions, thoughts, and behaviors in ways that are acceptable and produce positive results such as well-being, loving relationships, and learning.
- It is how we deal with stressors and as such, lays the foundation for all other activity.



Understanding the 5 Emotional Intelligence Competencies

Expectation Management, External Rationale & Realignment

(Motivation)

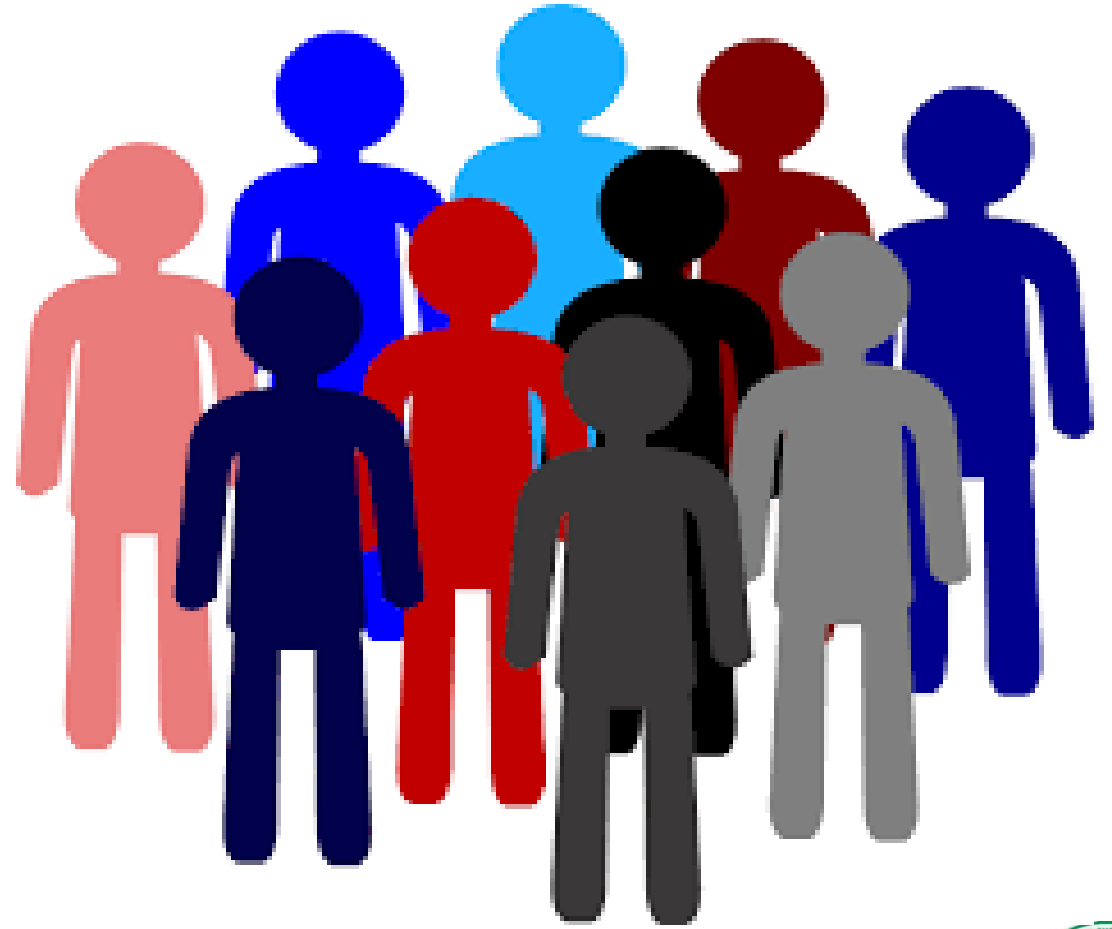
- The ability to understand and manage situations, quickly and professionally, against all odds.
- The ability to look within; learn from mistakes and failures



Understanding the 5 Emotional Intelligence Competencies

Awareness, Others-Focused, Selfless Quotient (*Empathy*)

- Being sensitive to the feelings, needs, challenges, strengths and weaknesses of others FIRST.
- Being empathetic and compassionate.
- Being genuinely interested in others' wellbeing.



EMPATHY:

i feel
your
pain.



SYMPATHY:

i'm SORRY
that you're
in pain.



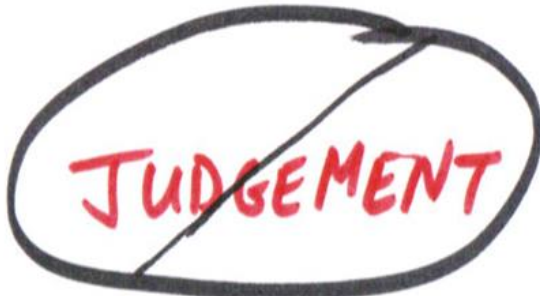
@gapingvoid



SEE
THEIR WORLD



APPRECIATE THEM
AS HUMAN BEINGS



~~JUDGEMENT~~

4 ELEMENTS
OF EMPATHY



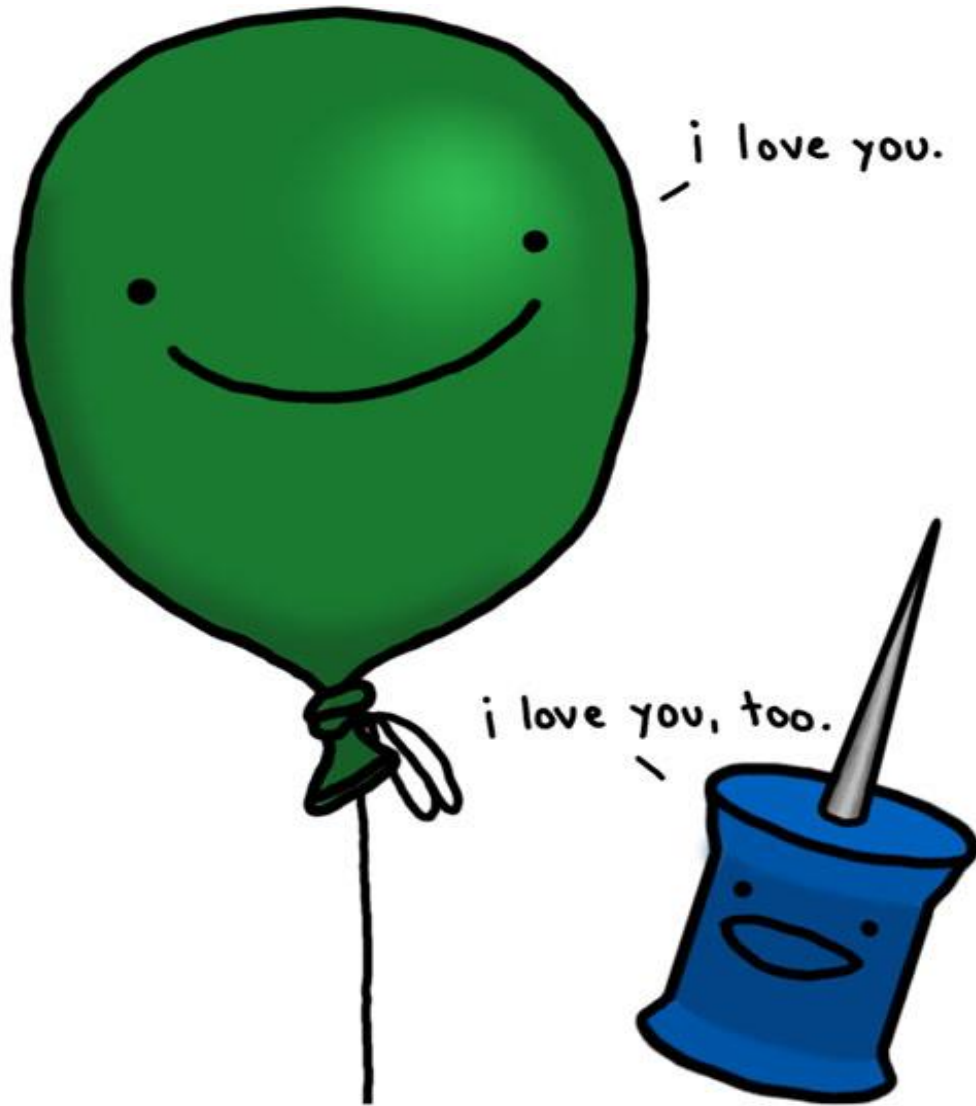
UNDERSTAND
FEELINGS



COMMUNICATE
UNDERSTANDING

CC Michael Sahota 2012

Know Your Emotional Intelligence Quotient



Relationship Mastery, Reaction to others, People Skills

(Social Skills)

- Doing the right thing, the right way at the right time cheerfully and with humility.
- Saying the right thing with the right tone, and body language at the right time also cheerfully and with humility even when it may feel justified NOT TO.

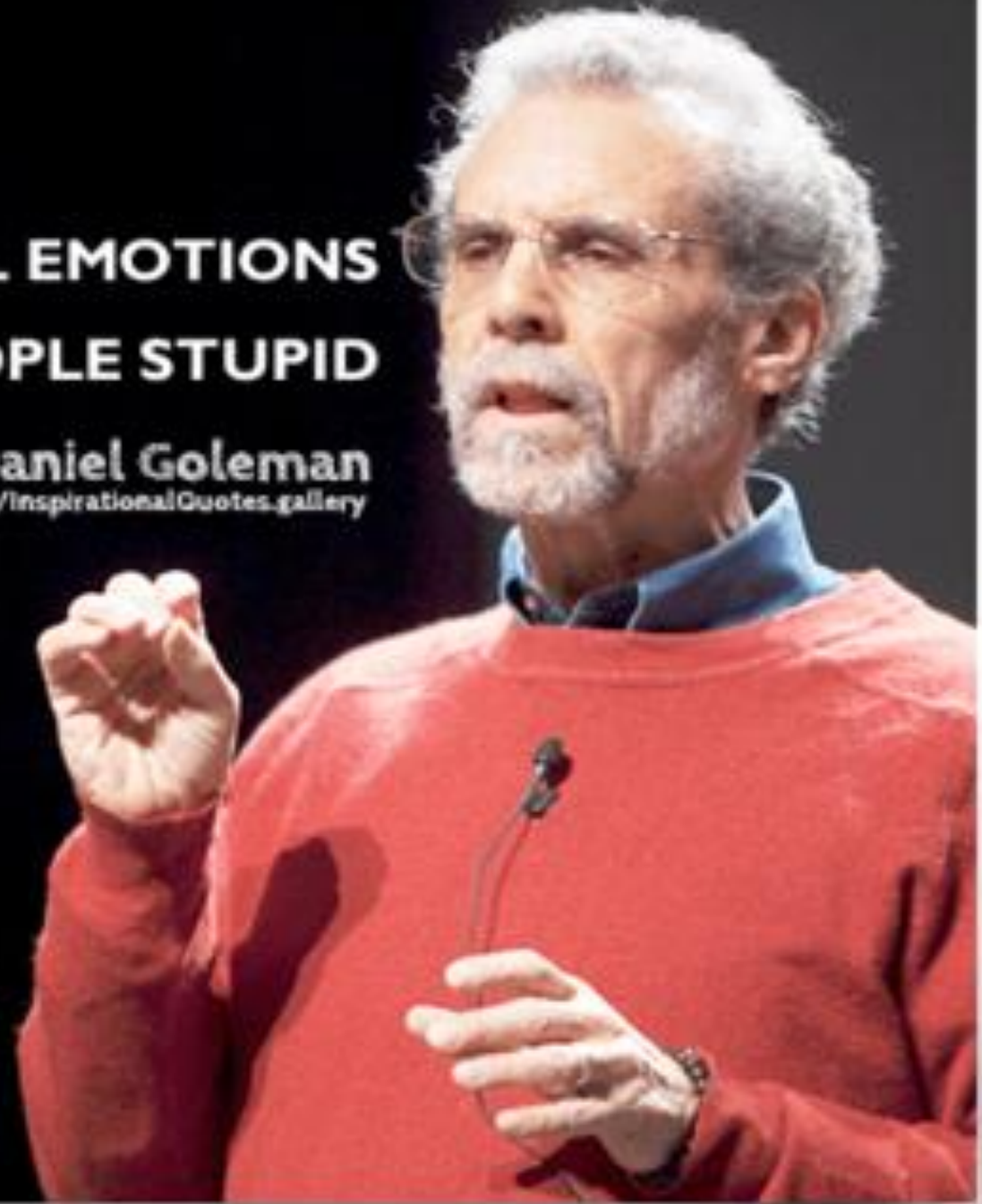
Know Your Emotional Intelligence Quotient



Work on straightening your
S. P. E. A. R to arrive at
your DREAM Destination
in X years

**OUT OF CONTROL EMOTIONS
MAKE SMART PEOPLE STUPID**

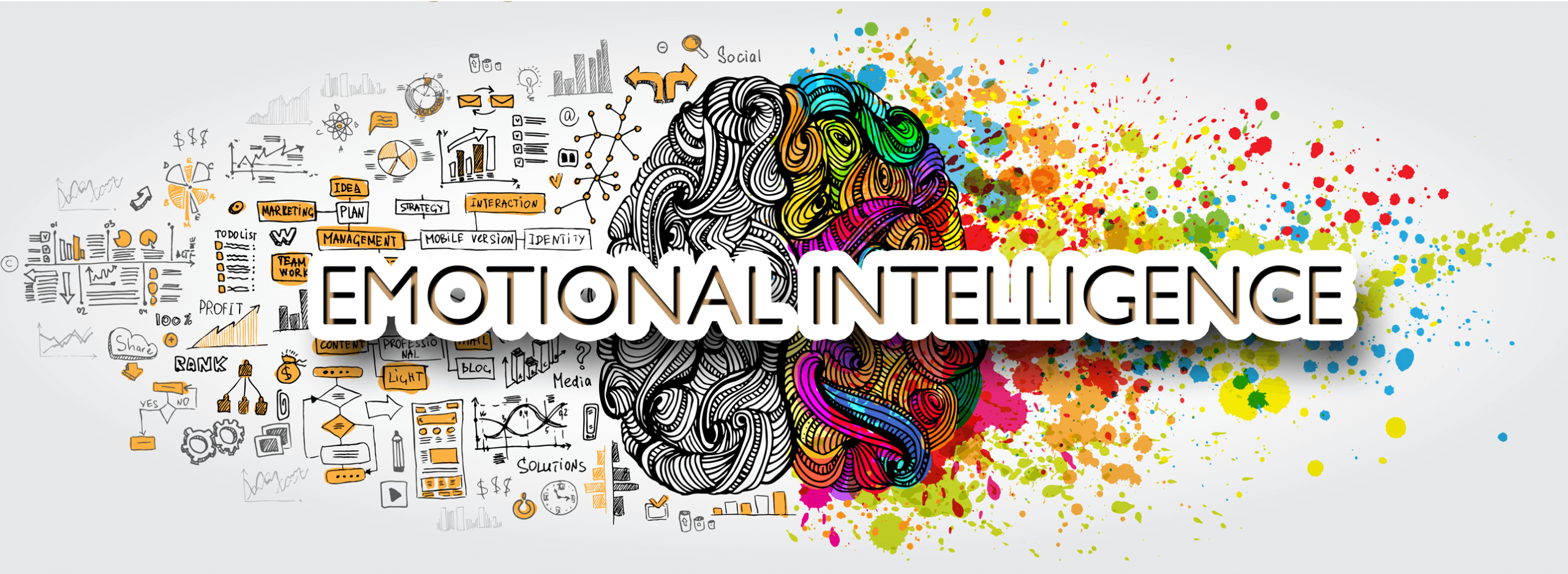
Daniel Goleman
<http://InspirationalQuotes.gallery>



Know Your Emotional Intelligence Quotient

Activity

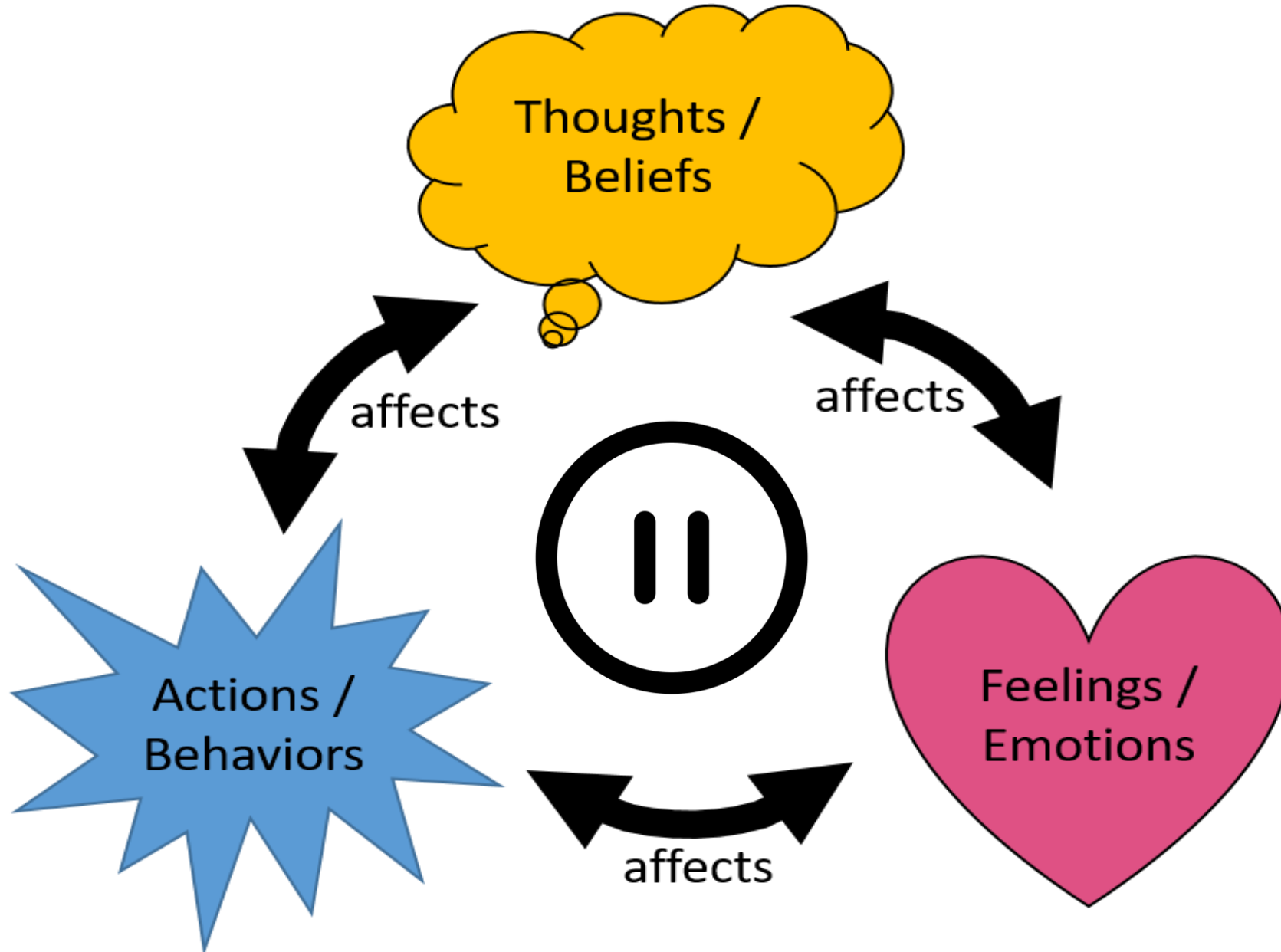
1. List 3 things you can do to improve your self-awareness
2. In what 3 ways will proficiency in patience & personal resolution help you to be more emotionally intelligent?
3. Identify the item where you had your lowest rating on the expectation management & re-alignment probe.
4. List 3 things you can do to increase your rating on that item.
5. List 3 things that get in your way of being aware of the feeling of others
6. What 3 things can you do to improve your relationship quality and reaction to others

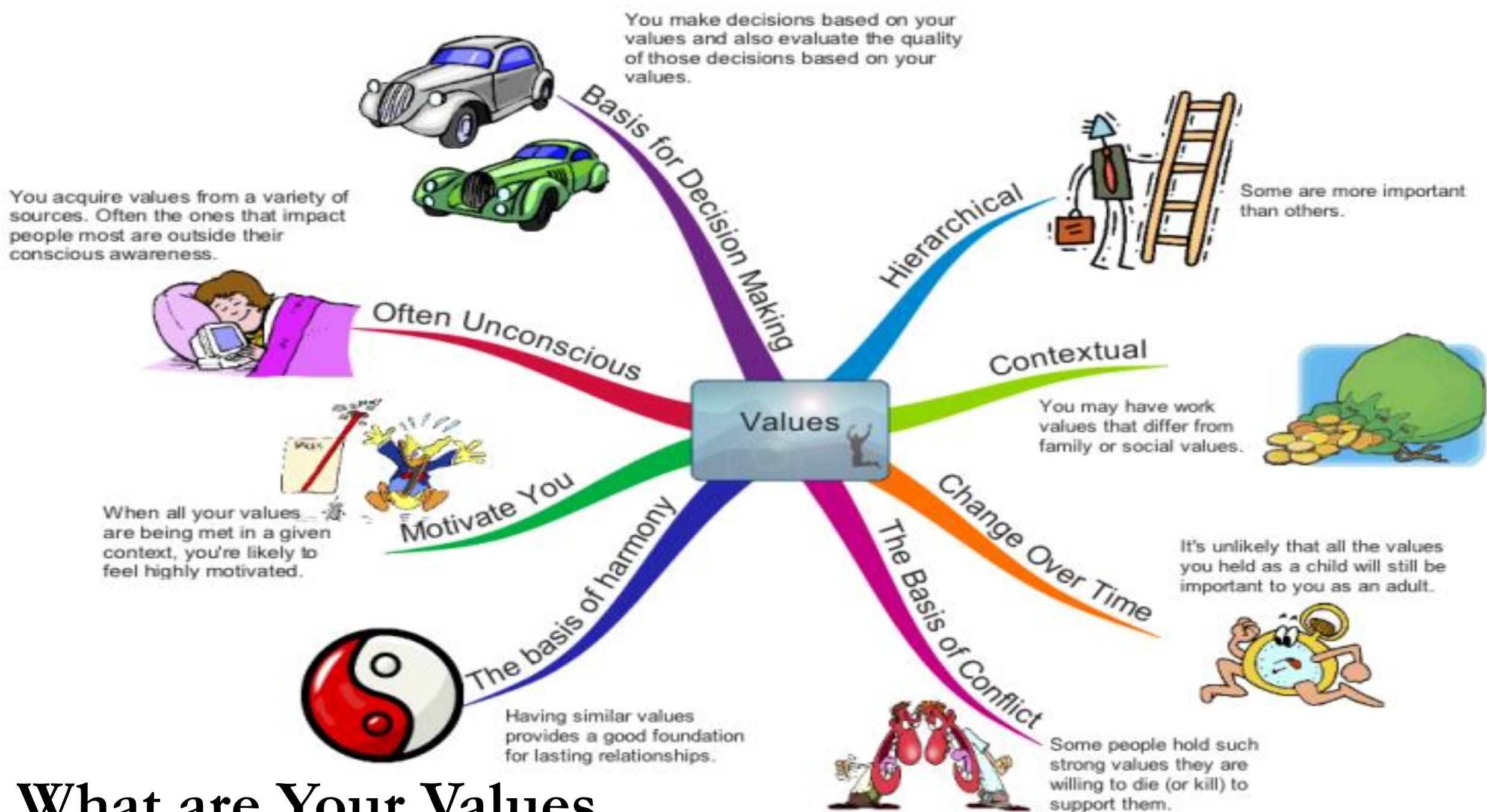


EMOTIONAL INTELLIGENCE

Module 4 : Enhancing Your Emotional Intelligence Quotient

The PAUSE: Think-Feel-Act Cycle





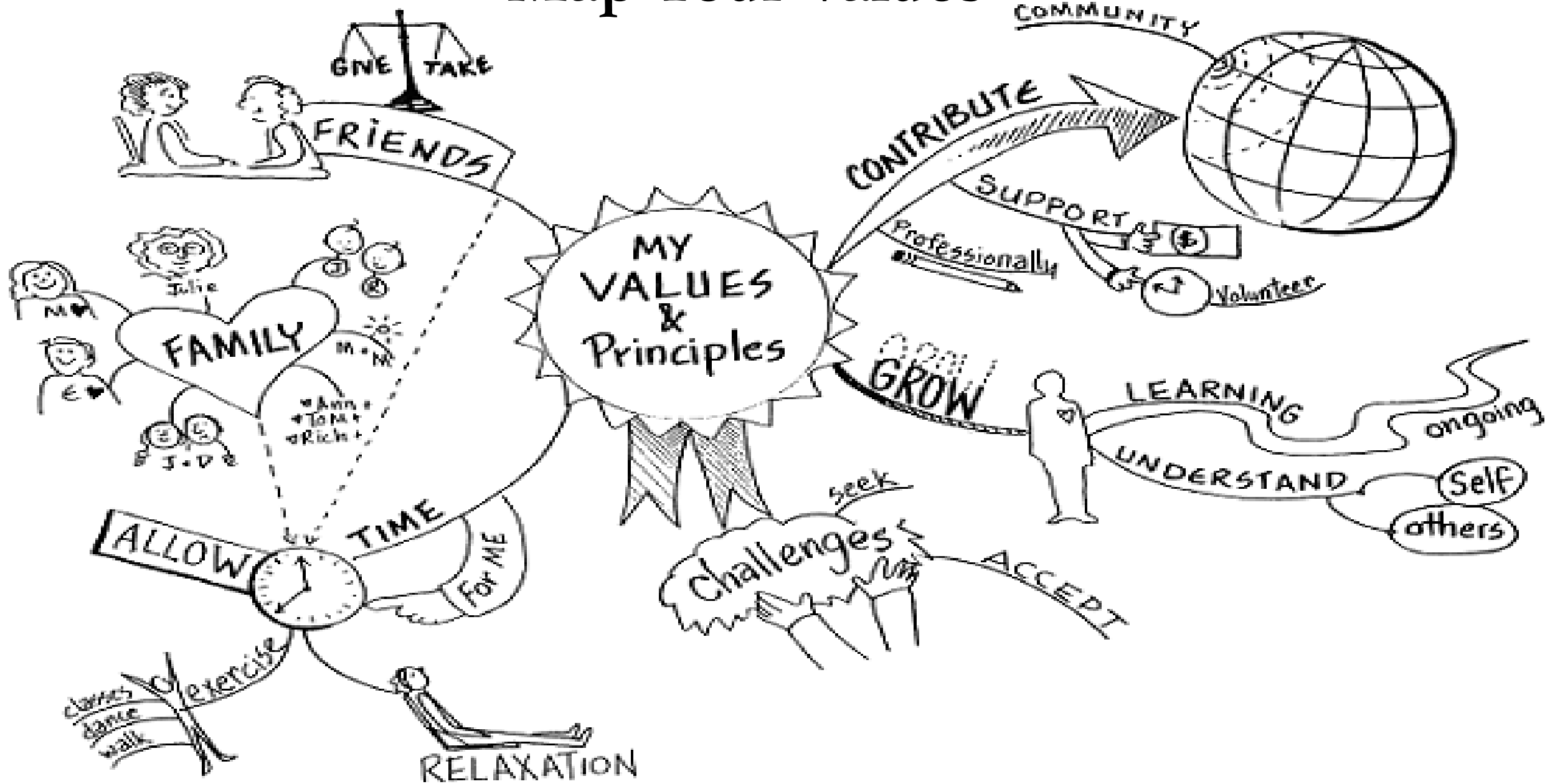
What are Your Values

What Are Your Values

- Individual beliefs that motivate people to act the way they do
- What is important to you, those things that you will not compromise on?
- What is the connection between your past experiences and your values?
- How does understanding your values impact your quality of life?
- What values guide your character, work and personal life?



Map Your Values



Effective Communication

“ Effective communication is a combination of a set of skills that include attentive listening, nonverbal communication, the ability to deal with stress in the present situation, and the capability to identify and understand one’s own emotions and those of the person one is communicating with. ”



Effective Communication



7%
SPOKEN
WORDS



38%
VOICE
tone



55%
BODY
LANGUAGE

The 7Cs of Effective Communication



1. Correct
2. Complete
3. Concrete
4. Concise
5. Coherent
6. Courteous
7. Clear

The Impact of Effective Communication

Strong
Decision
Making

Increased
Productivity

Consistency in
the Work Flow

Advanced
Professional
Image

Better
Response from
all Stakeholders

Quick Problem
Solving

More
Productivity

Better Control



Perceptual Positioning for Conflict Management

What Do You See?

Perceptual Positioning for Conflict Management



What Do You See?

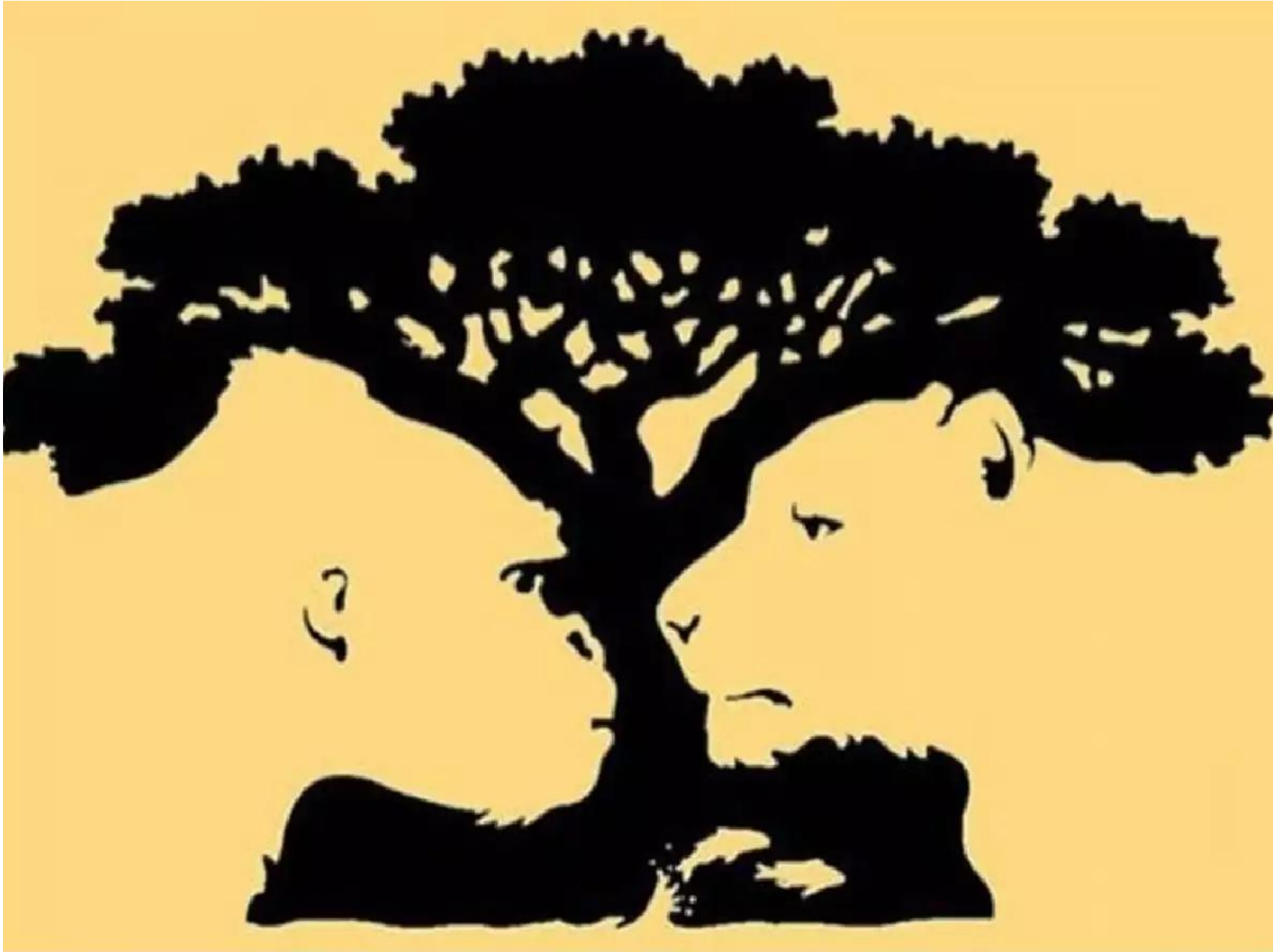
Perceptual Positioning for Conflict Management

What
Do
You
See?

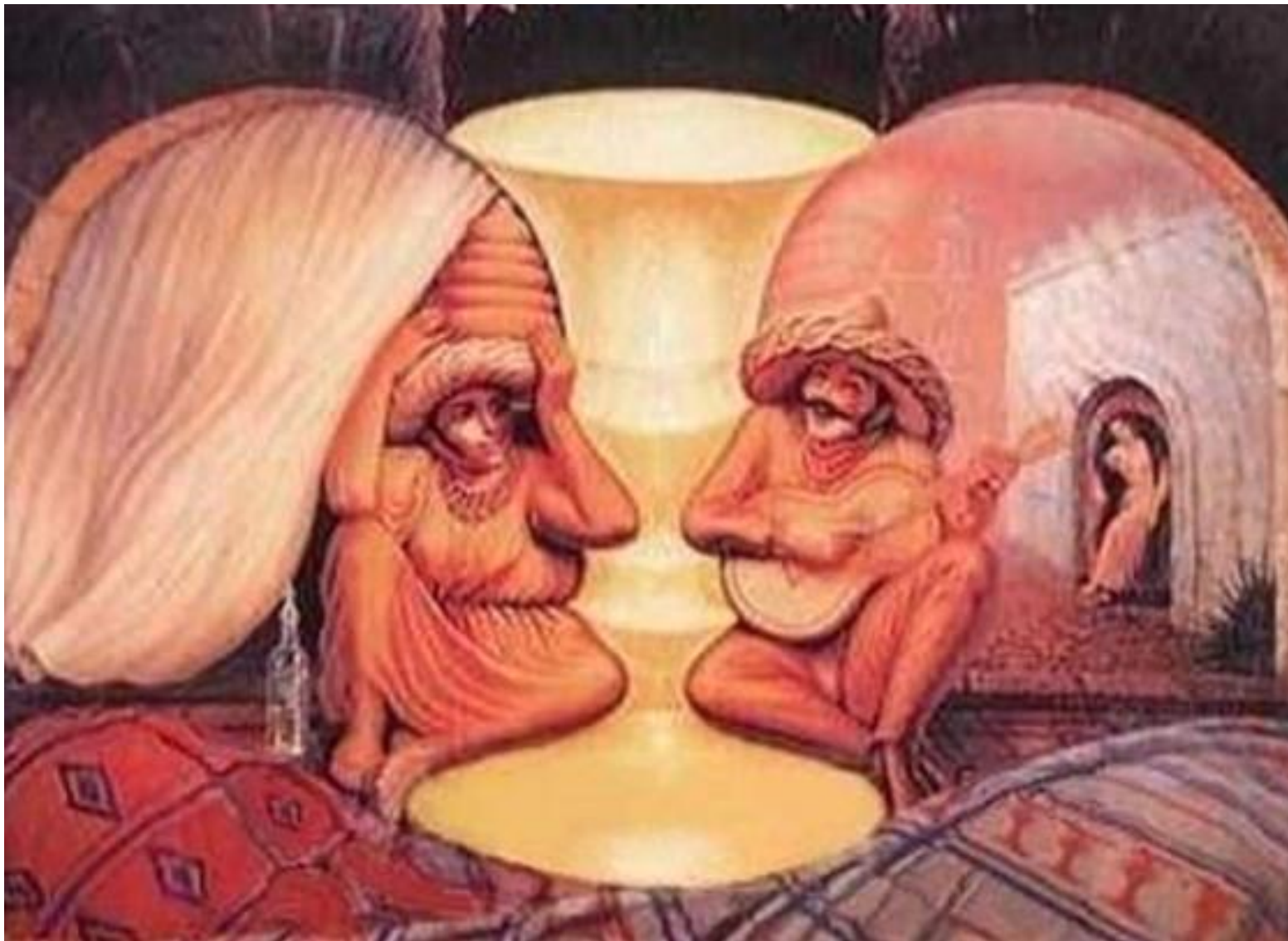


Perceptual Positioning for Conflict Management

What
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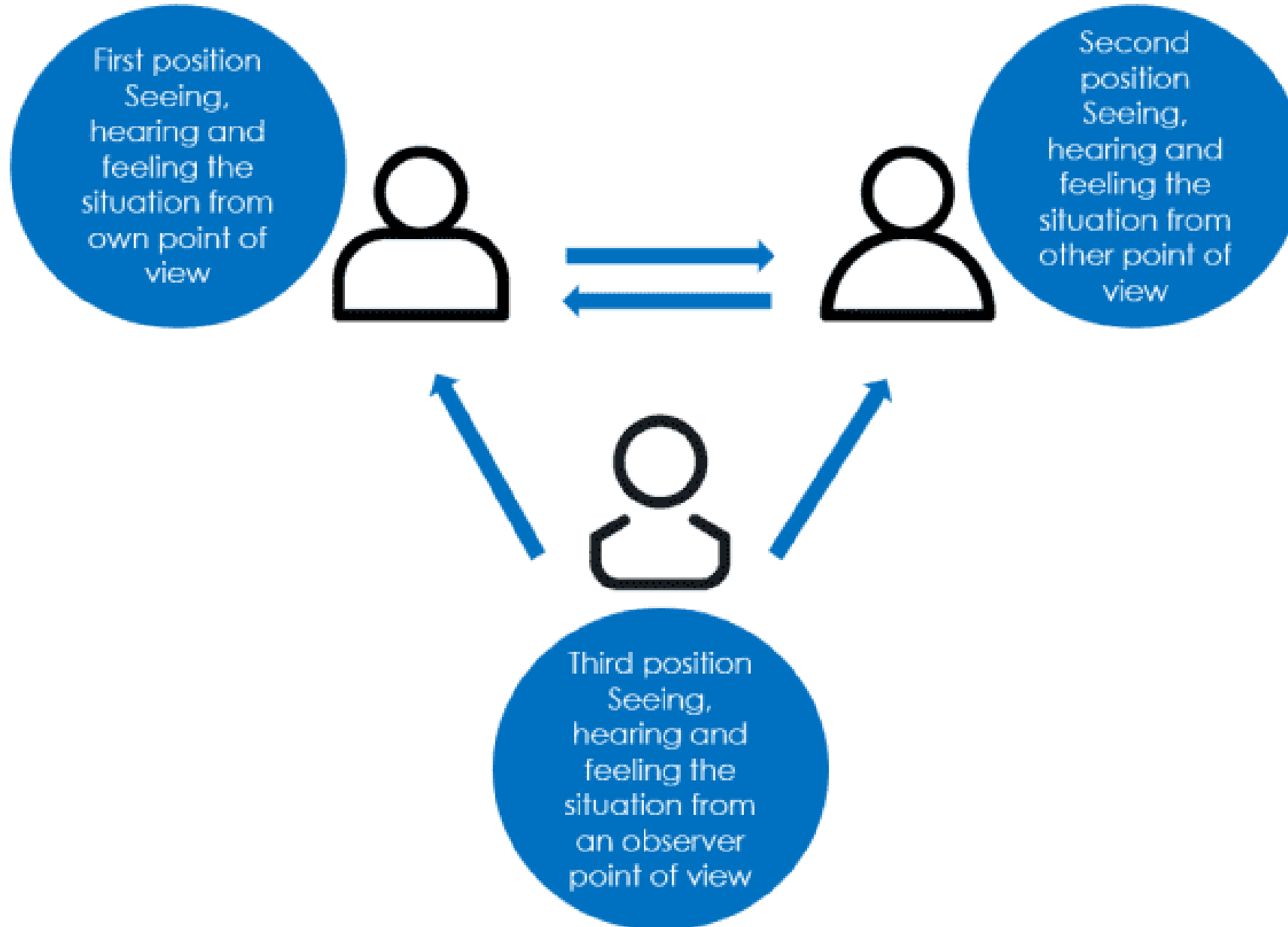


Perceptual Positioning for Conflict Management



What Do You See?

Perceptual Positioning for Conflict Management



The Mindset of Being Solution-Focused



1. You look at a problem and see the possible outcomes
 - If you allow yourself to get emotionally involved in a problem – getting your feelings hurt or growing resentful over it – then you are not really thinking about solutions
 - Don't dwell in the past; start building the future

The Mindset of Being Solution-Focused

2. You think systematically and strategically

- You are at Point A. You need to get Point B.
- A solutions – oriented mind immediately starts thinking about ways to close the gap and achieve the desired result



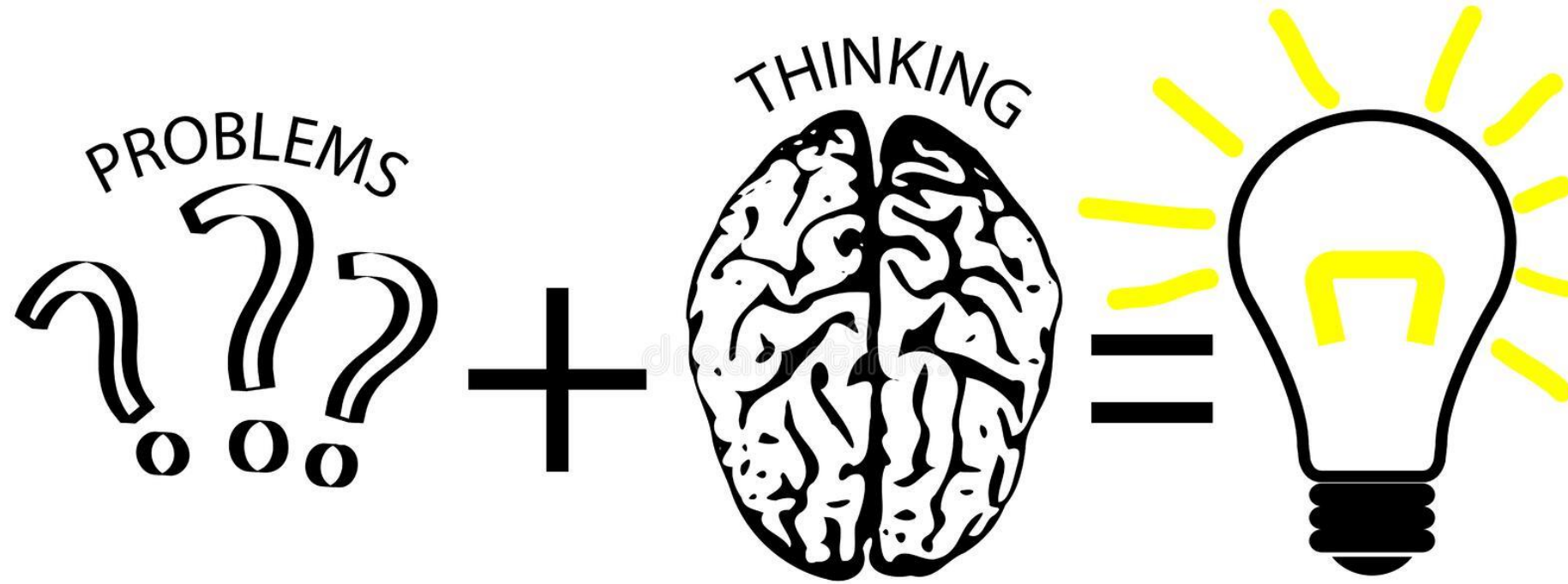
The Mindset of Being Solution-Focused



3. You have little time for excuses

- The solutions-oriented leader simply doesn't want to receive or give excuses
- He or She is focused on what can be done to achieve set

5 Traits of A Solution-Oriented Leader



4. You resist problem-oriented questions

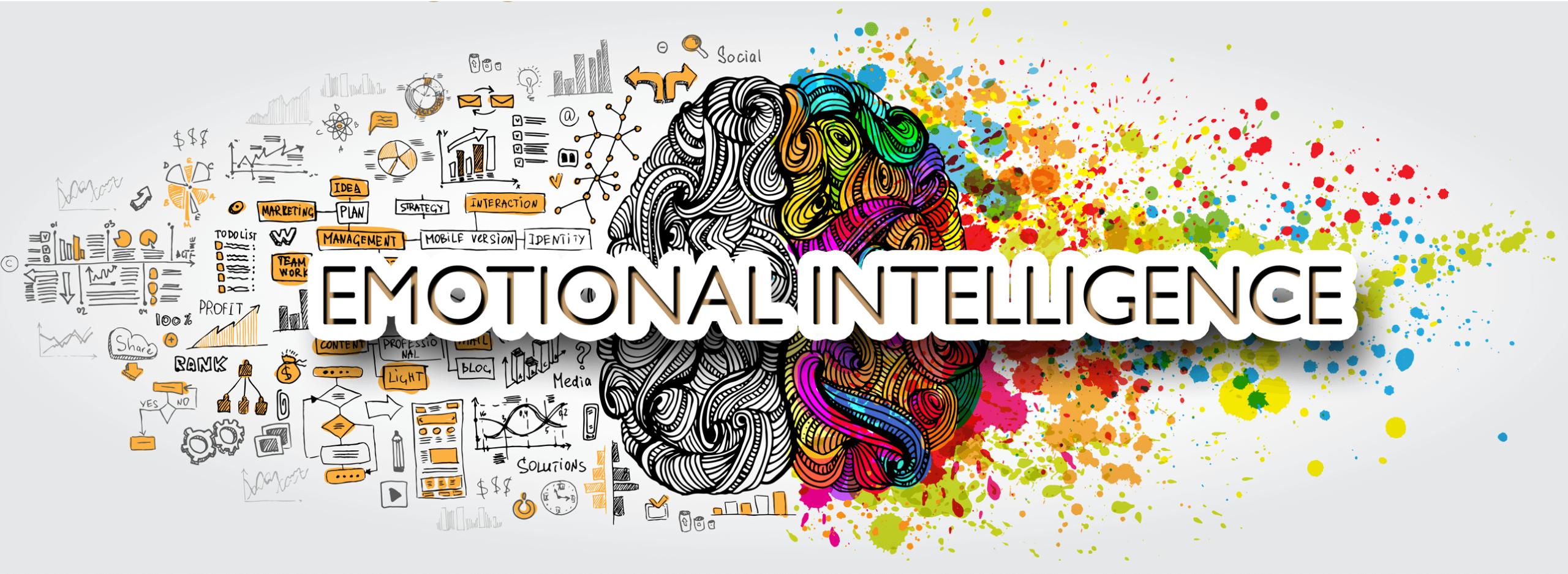
- Some employees will inevitably ask why did this happen?
- The solutions-oriented leader fights these question, because often, they just waste time.
- Focus less on why and more on what we need to do right now

5 Traits of A Solution-Oriented Leader



5. Take a collaborative approach

- He or she knows that the most important thing is to find a way forward
- The best way to do that is to pull the whole team together into brainstorming and collaboration



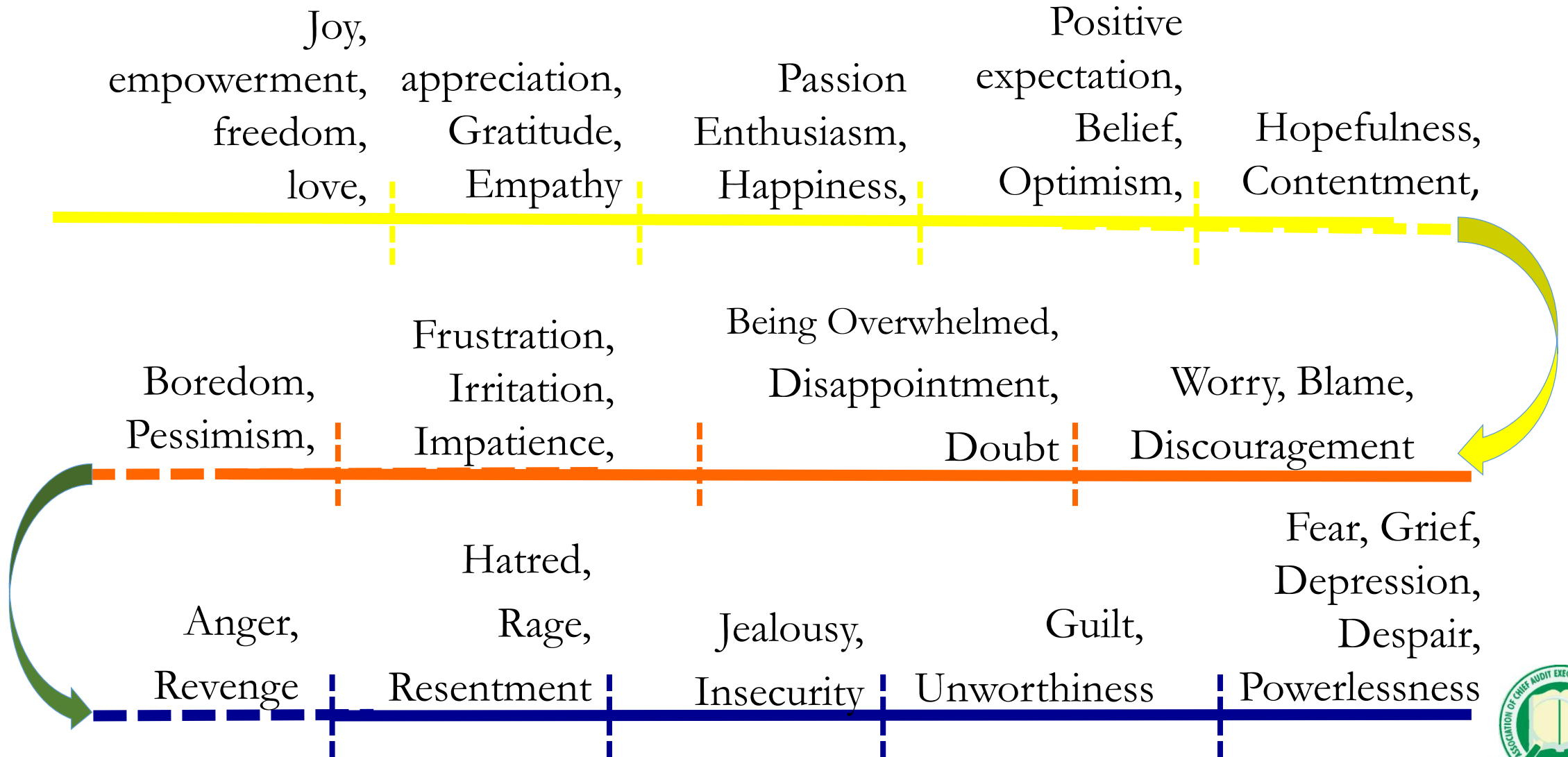
Module 5: Toxic Emotions

Stress and Dis-Ease



- Pressure or tension exerted on a material object.
- A state of mental or **emotional strain** or tension resulting from adverse or demanding circumstances (*Oxford Living Dictionary*).

The Emotion Spectrum



Stress and Dis-Ease



The World Health Organisation agrees, that:

“80-90% of health challenges are preventable and accounts for approximately 90% of healthcare costs on individuals, organisations or nations while about 95% of this is STRESS-related.”

- Stress is the enemy of 100% wellness and wellbeing.

STRESS is a CUE to check your Mental and Emotional Health



Stress and Dis-Ease

How are you doing? Stress Assessment

Scoring

- 0 - If this never happens
- 1 - 3 - If this happens but rarely
- 4 - 6 - If this happens occasionally
- 7 - 9 - If this happens frequently
- 10 - If this happens always



How are you doing? Stress Assessment

1. Frequent/sudden emotional outbursts...Score =

You find yourself frequently/suddenly angry, irritated and lashing out at the people around you, your family, friends & or colleagues without a real cause.

2. Overwhelming feelingsScore =

You feel overwhelmed with the little things in your home/work life like your usual routines of relating with family/friends, listening, reading, writing, domestic chores, or hobbies, etc. and feel like getting away from them all.

How are you doing? Stress Assessment

3: ExhaustionScore =

You get very tired easily, or get tired but find it difficult to sleep and you stay awake, creating lack of strength, or you're beginning to feel weak in your legs & light-headed while standing for a duration you are used to.

4: Sudden appetite changeScore =

You experience a sudden change in your appetite for food, drink, sex, &/or power e.g. Inability to eat, eating impulsively, uncontrollable crave for sugar/alcohol/ coffee/smoking, frequent change in sexual drive (fluctuating libido), or unexplainable craze for control, power and respect.

How are you doing?

Stress Assessment

5. Loss of sense of purpose/valuesScore =

You have lost interest in things that you formally hold dear like personal principles, religious fellowships, fitness control, community service, self development or you now notice a pattern of reckless spending and unexplainable debt that keeps recurring in your life.

6. Too frequent Colds/infections/illnessScore =

You catch every single cold or flu bug that comes around and just can't seem to get over them as quickly as you used to or you're starting to feel like you are constantly ill, with body aches and pains and all.

How are you doing? Stress Assessment

7. Waning mental strengthScore =

You find it much harder to concentrate than before or to gain clarity of mind on issues or You now give up on tasks easily or Your memory seems to be going and you are frequently starting to do something and then forgetting what it was you were doing.

8. Mood SwingsScore =

Your mood (state of mind) suddenly changes from happy or motivated to sad, Irritation, frustration, anger, tears, worry or doubt, fear all at the drop of a hat with no apparent cause.

How are you doing? Stress Assessment

9. Social apathyScore =

You no longer care as much about your appearance or your environment as you once did and you don't bother about brushing your teeth/touching your hair/ironing your clothes etc. More often than not, you don't want to open posts/emails/messages on your phone or your usual social media platforms and groups. Connecting with friends and peer group/facebook/twitter/whatsapp now becomes boring, or chatting or talking with friends is becoming less appealing.

10. Time pressureScore =

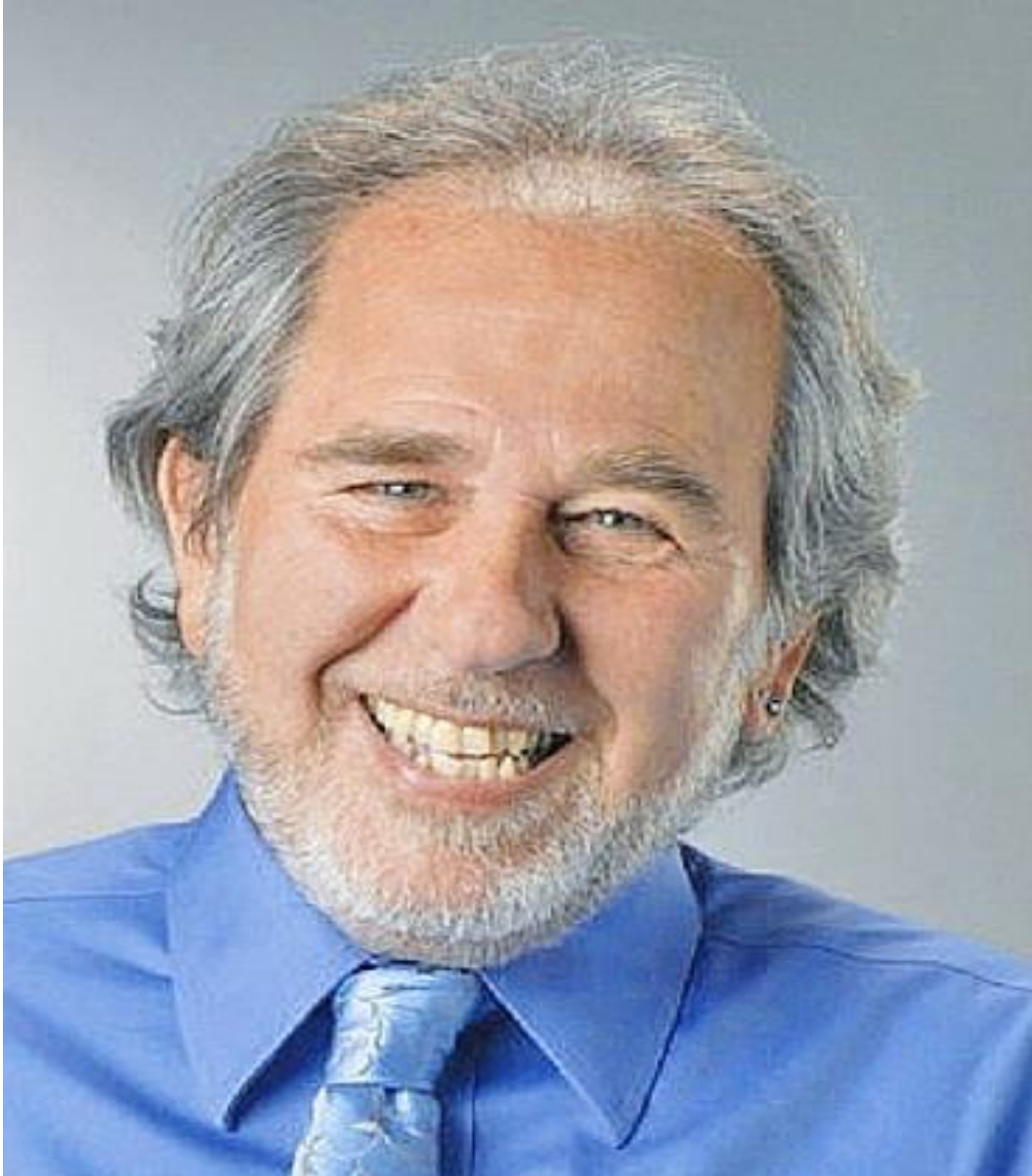
You now feel as if someone has removed twelve hours from your day and you struggle to keep up unlike before or You find it difficult to track how you spend your time.

How are you doing?

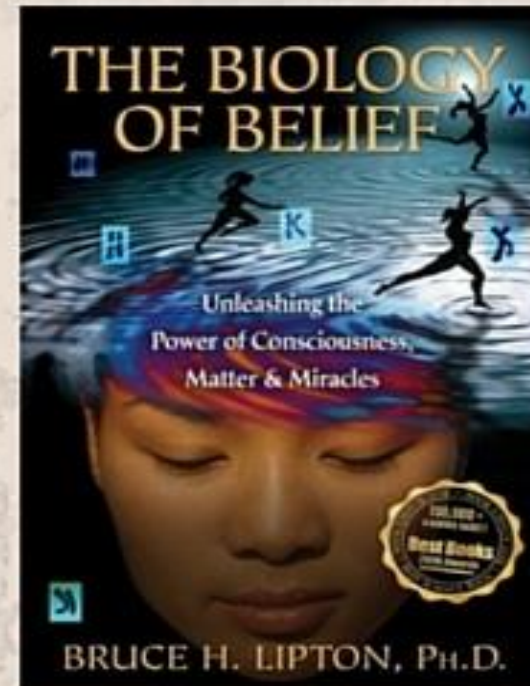
Stress Assessment Results

- **0 – 20 HYPOSTRESS:** looks like you are living an overtly chilled life that could turn unproductive and unhealthy
- **21 – 50 EUSTRESS:** You're on point! Ensure you stay here and in charge of your mindset and lifestyle
- **51 – 80....HYPERSTRESS:** Take time-out to master your lifestyle response to stress before it masters you and becomes too serious a problem.
- **81 – 100.... DISTRESS:** Now, this is a real risk for burn-out and organ failure

Stress and Dis-Ease



Dr Bruce Lipton Biologist & Author



Effects of Unwanted Stress

- Headaches
- Sleep problems
- Anxiety
- Depression
- Overeating or undereating
- Bloating
- Social withdrawal



Stress and Dis-Ease

"Your Belief/Perception of a situation is the source of your **Stress** and your **Stress** Level determines how productive you are".

Some Health Issues related to Stress :

- Heart and Vascular Problems, Palpitations
- High blood pressure, High cholesterol
- Weight issues, diabetes, Chronic pain
- Arthritis, Joint problems, IBS
- Loss of Libido, Erectile dysfunction
- Chronic Depression, Migraines
- Organ dysfunction, Immunity issues etc

"The moment you
change **your perception**
is the moment you **rewrite**
the chemistry of the body"

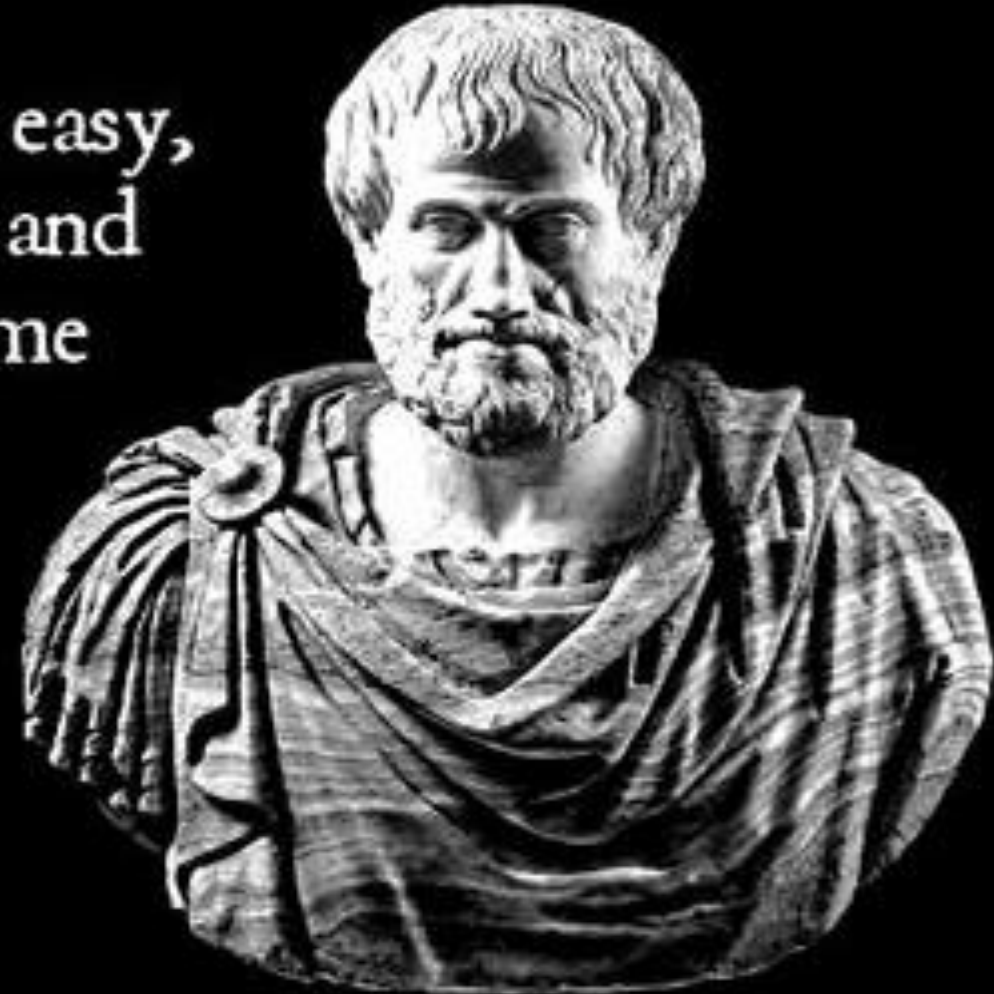
- BRUCE LIPTON

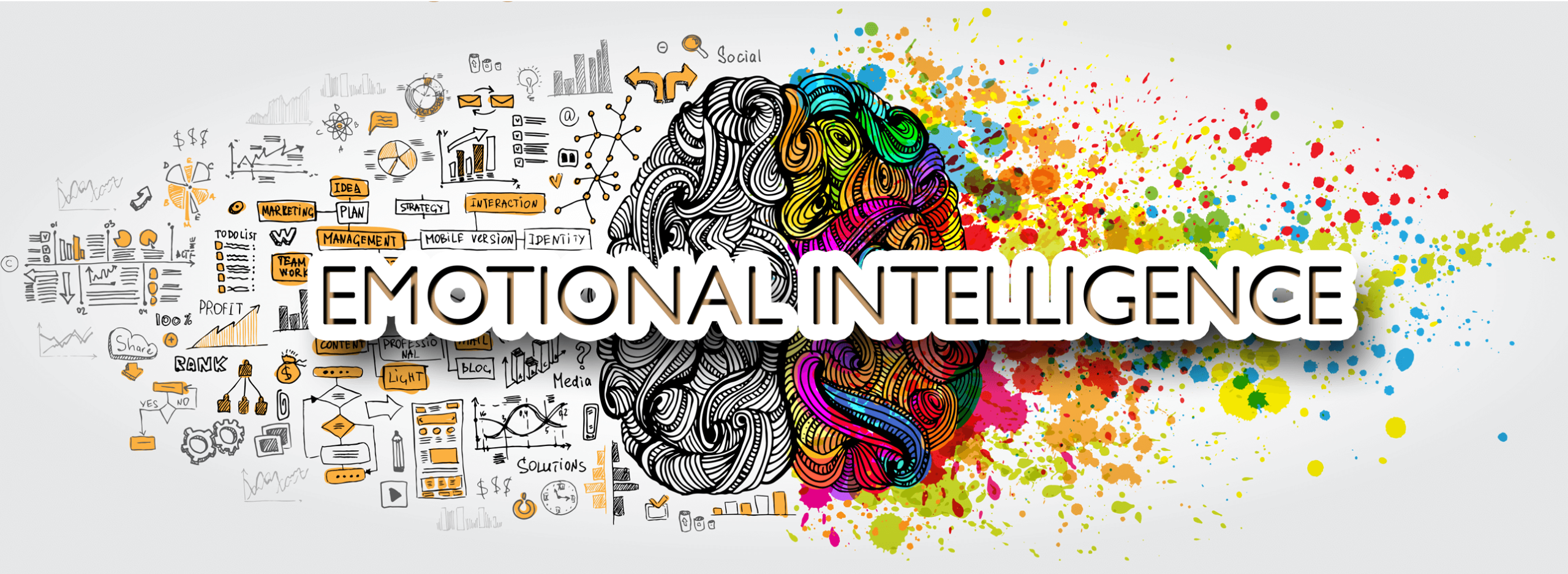
Toxic Emotions

- **Anger and Hostility:** Hypertension & Coronary Artery Disease
- **Repressed Anger:** Tension migraine, chronic pain, headaches, fibromyalgia
- **Resentment, Bitterness, Unforgiveness and Hatred:** Autoimmune Disorders, Rheumatoid Arthritis, Lupus, and Multiple Sclerosis
- **Anxiety, Fear, Worry:** IBS, panic attacks, mitral valve prolapse, heart palpitations symptoms, sweaty hands, over sweating, strong body smell
- **Rage; Unforgiveness; Depression; Anger; Anxiety; Worry; Frustration; Fear; Panic:** If these emotions are repressed for a long time, they will find another means to express themselves - They will find a means to erupt!

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

-Aristotle





Module 6: Emotional Wellbeing

What is Wellbeing?

- It is the experience of health, happiness and prosperity.
- It includes having good mental health, high life satisfaction, a sense of meaning or purpose and ability to **manage STRESS**



Emotional Wellbeing



Emotional wellbeing is being able to manage our feelings – both the pleasant and unpleasant ones – so they do not impact our life negatively.

A positive sense of wellbeing enables an individual to be able to function in society and meet the demands of everyday life; **people in good mental health have the ability to recover effectively from illness, change or misfortune.**"

Enhancing Your Emotional Wellbeing

CONNECT

KEEP
LEARNING

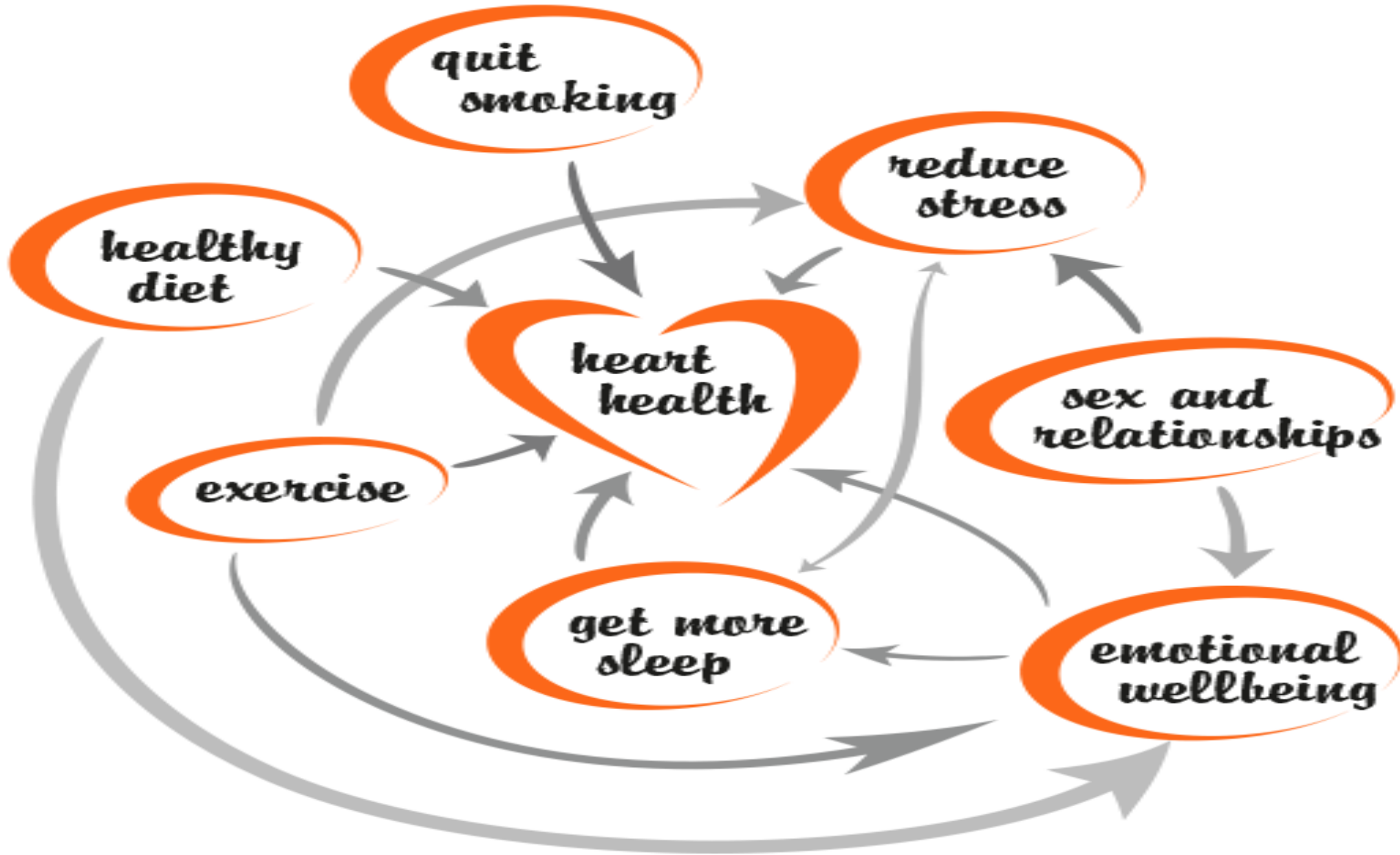
BE
ACTIVE

GIVE

TAKE
NOTICE



Enhancing Your Emotional Wellbeing



Enhancing Your Emotional Wellbeing



Today I am
grateful for

- Write down a **minimum** of 12 things that you are **grateful** and **thankful** for at the end of each day.
- Wake up each morning being **grateful** and **thankful** for yesterday's 12 things you wrote down.

Enhancing Your Emotional Wellbeing

AFFIRMATIONS

Every cell in your body is
eavesdropping on your thoughts.

Deepak Chopra

“ quote fancy

Enhancing Your Emotional Wellbeing

Dopamine



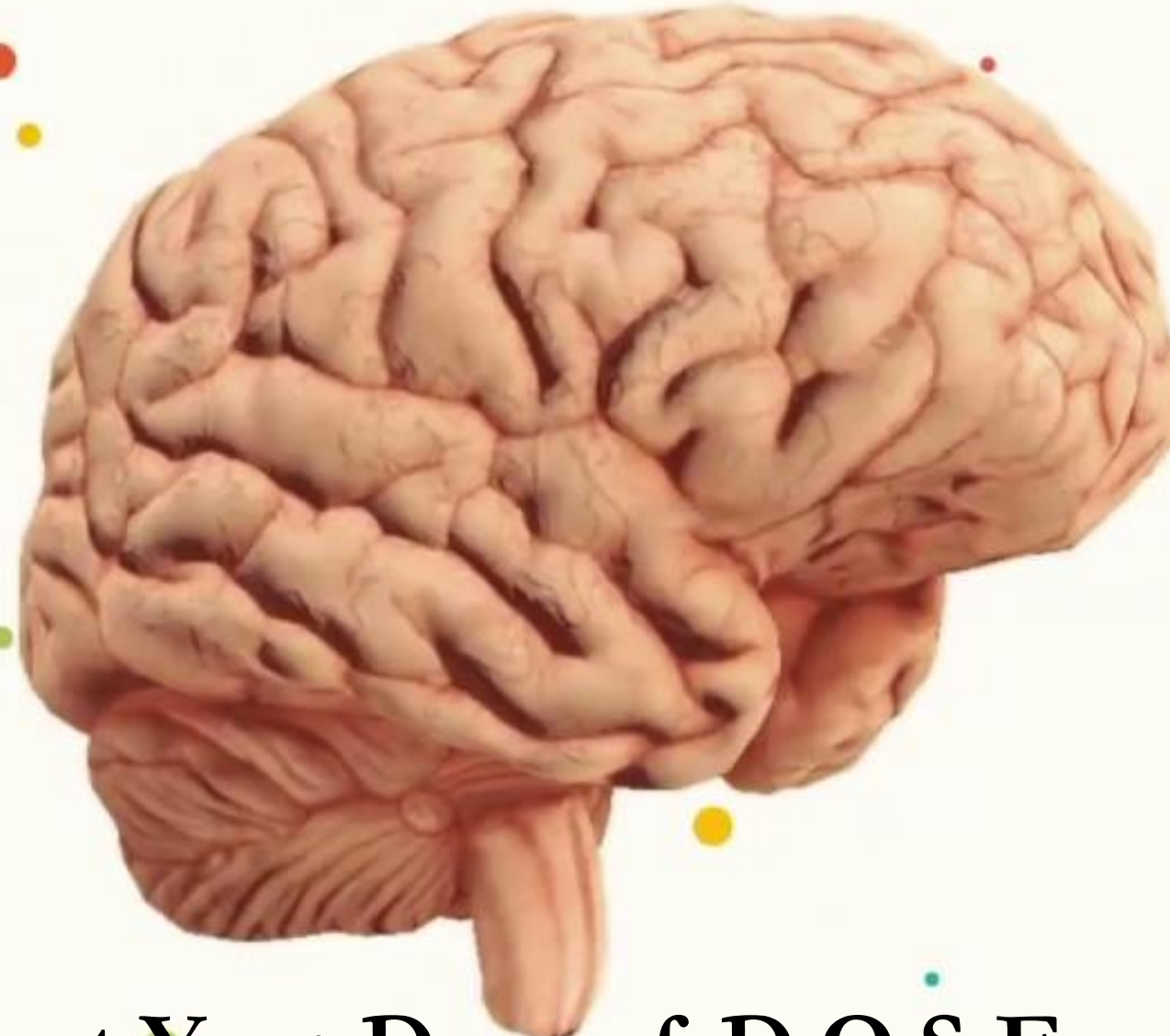
Serotonin



Oxytocin



Endorphin

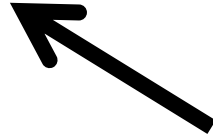


Boost Your Dose of D.O.S.E

Enhancing Your Emotional Wellbeing



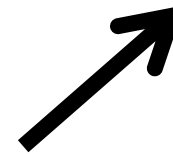
Laughing



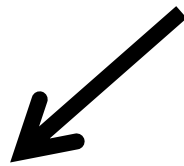
Relaxation



Meditation



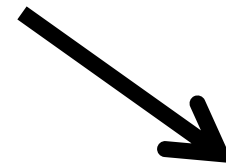
Dancing



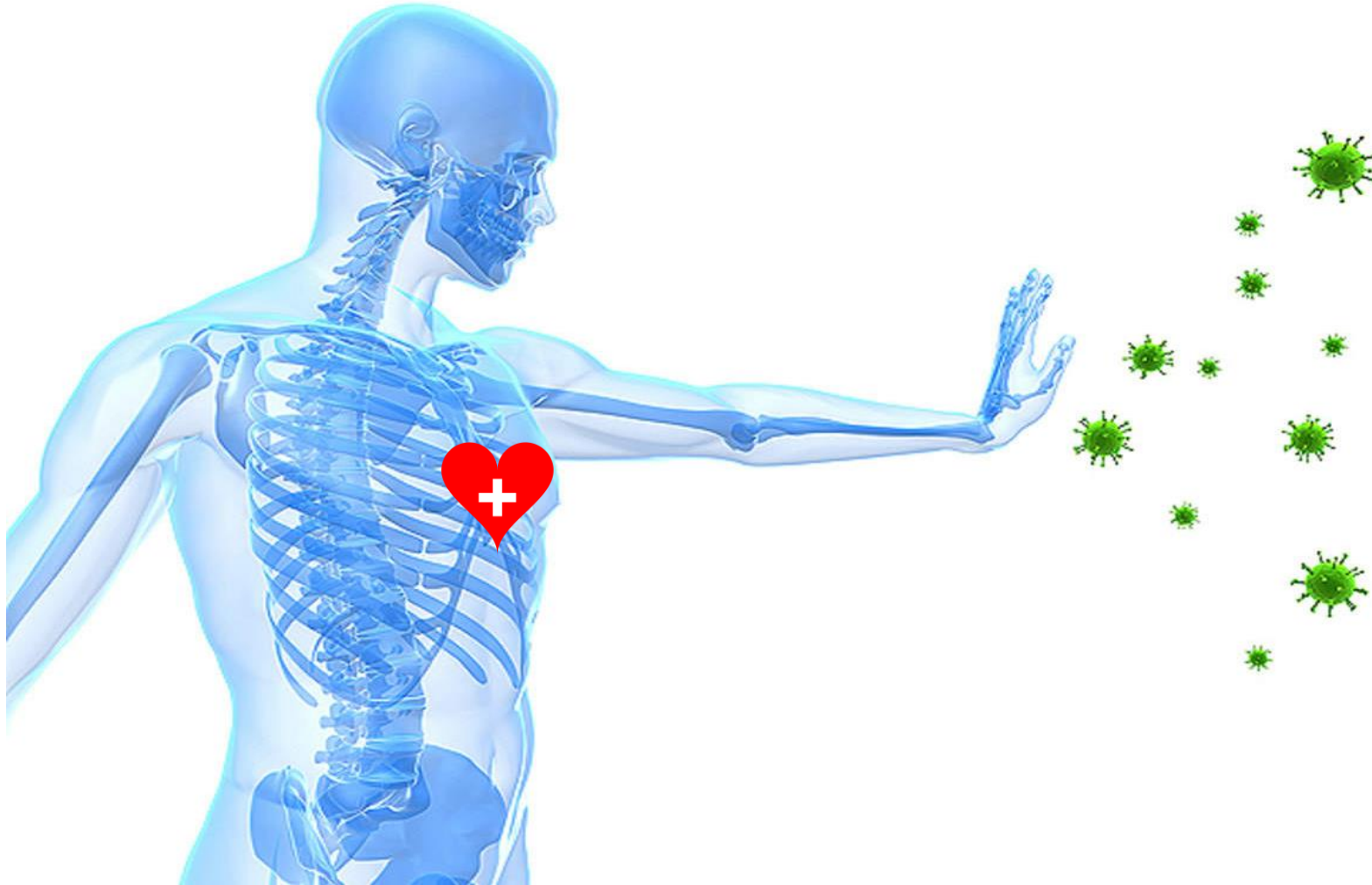
Relaxing music



Deep breathing



Enhancing Your Emotional Wellbeing



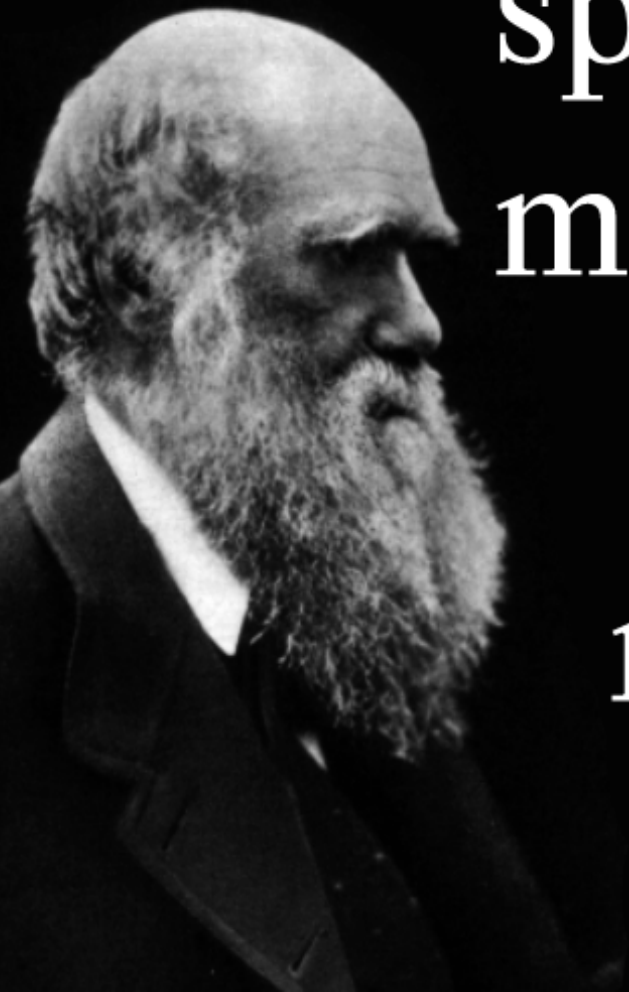
PROTECT yourself by daily building your
Emotional Immunity & Resilience with LOVE

Some Health Benefits of Love & Kindness

- 1) Love certainly makes you feel good
- 2) Love keeps you healthy mentally, reduces tendency for depression
- 3) Love reduces Stress
- 4) Love promotes calmness and tranquility
- 5) Love creates an Anti Cancer effect
- 6) Reduces pain, headaches, chronic back pain etc
- 7) Better blood circulation
- 8) Longer life
- 9) Lowers blood pressure
- 10) Reduces risk of heart diseases
- 11) Faster healing, less visits to the doctors
- 12) Forever young - Increased blood flow to the skin

The Love Affirmation

- I do not rejoice in injustice, I rejoice in Truth
- I have empathy, I see as people see, I hear them and I feel them.
- I do not take advantage of weaker people, I acknowledge the good in them and also strengthen them.
- I am not resentful or critical, I do not live in fear or guilt, I live in Perfect Love hence I Conquer all
- I do not live in unforgiveness; I release and forgive all wrongs done to me
- I bear all things. I endure all things. I hope all things Wonderful. I believe all things positive.
- I am Affectionate. I am Compassionate and I am Kind in words and deed.
- I never fail to Love, I Love all and I am Loved by all.
- I Live to Love and I Love to Live; Today and Everyday.



It is not the strongest of the species that survives, nor the most intelligent that survives.

It is the one that is the most adaptable to change.

-Charles Darwin

Evaluate This Training



<https://bit.ly/E2T-EvaForm>



Any Questions?





**Thank
You!!!**

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