



What's Your EQ?

The 5 Components of Emotional
Intelligence and How it Impacts Your
Interaction with Colleagues and Customers

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- Name
- Something unique about you
- Favorite childhood memory



Emotional Intelligence

- What is Emotional Intelligence (EI)?
- We define EI as the capacity to reason about emotions, and of emotions to enhance thinking. It includes the abilities to accurately perceive emotions, to access and generate emotions so as to assist thought, to understand emotions and emotional knowledge, and to reflectively regulate emotions so as to promote emotional and intellectual growth [1].
- Emotional intelligence (EI) refers to the ability to recognize, understand, and manage emotions.

R.U.L.E.R



Recognize
Understand
Label
Express
Regulate

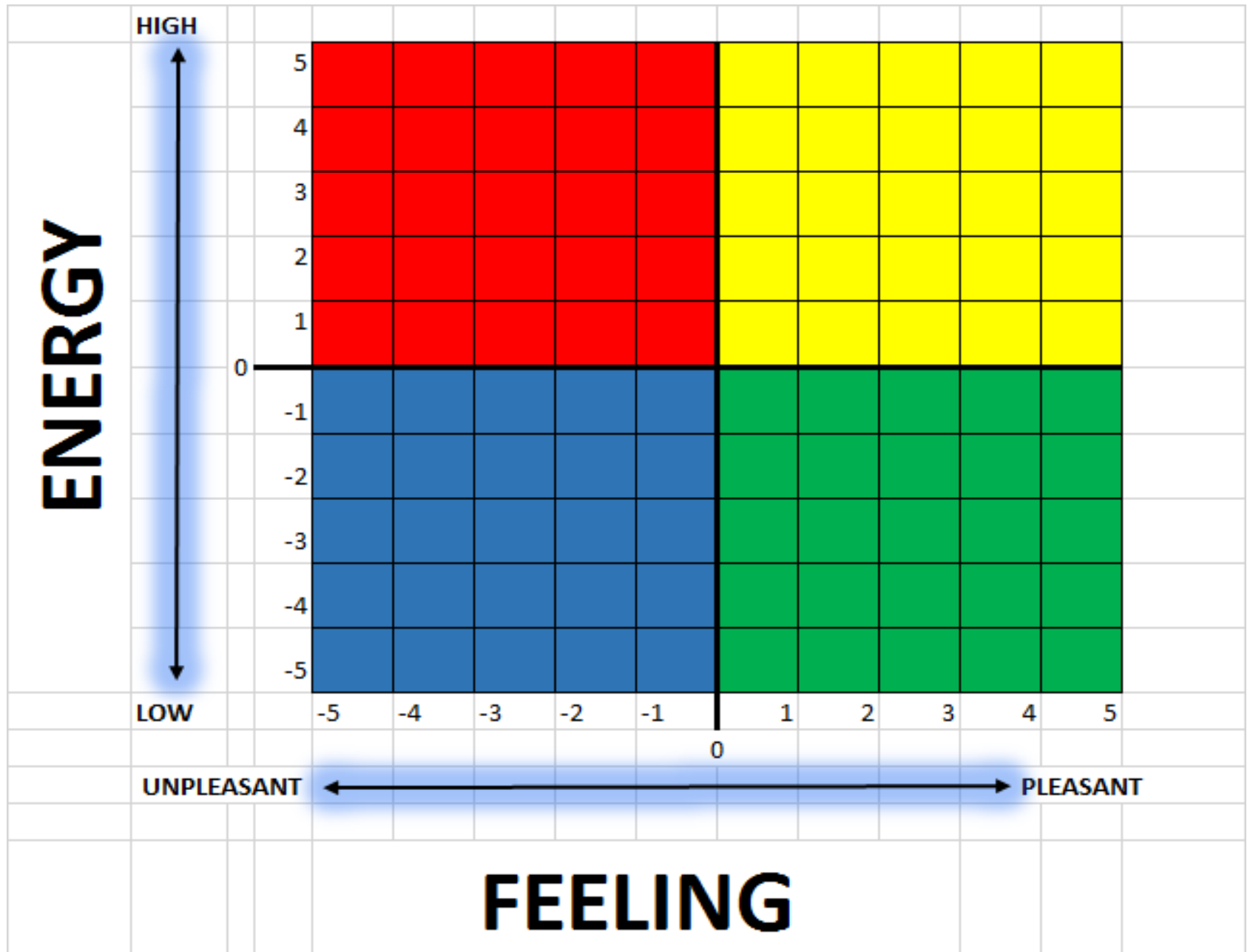
RULER

- Recognizing emotions in self and others.
- Understanding the causes and consequences of emotions.
- Labeling emotions accurately.
- Expressing emotions appropriately.
- Regulating emotions effectively

How Are You Feeling?



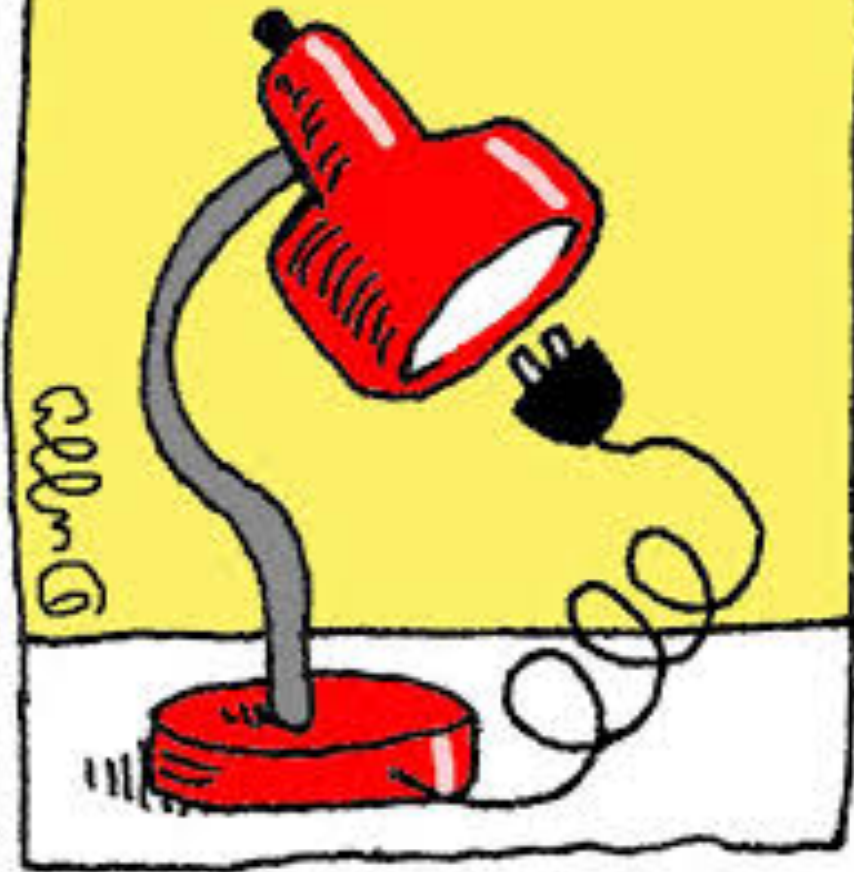
MOOD METER



Can You *Describe* How You're Feeling?



SELF-AWARENESS



Self-Awareness and Social Media



@theconnor

Cisco just offered me a job! Now I have to weigh the utility of a fatty paycheck against the daily commute to San Jose and hating the work.

3:17 AM Mar 18th from web

@theconnor Who is the hiring manager. I'm sure they would love to know that you will hate the work. We here at Cisco are versed in the web.

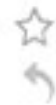
about 20 hours ago from TweetDeck in reply to theconnor



timmylevad
Tim Levad

@fedex

True confession but I'm in one of those towns where I scratch my head and say "I would die if I had to live here!"



11:58 PM Jan 14th from twirl



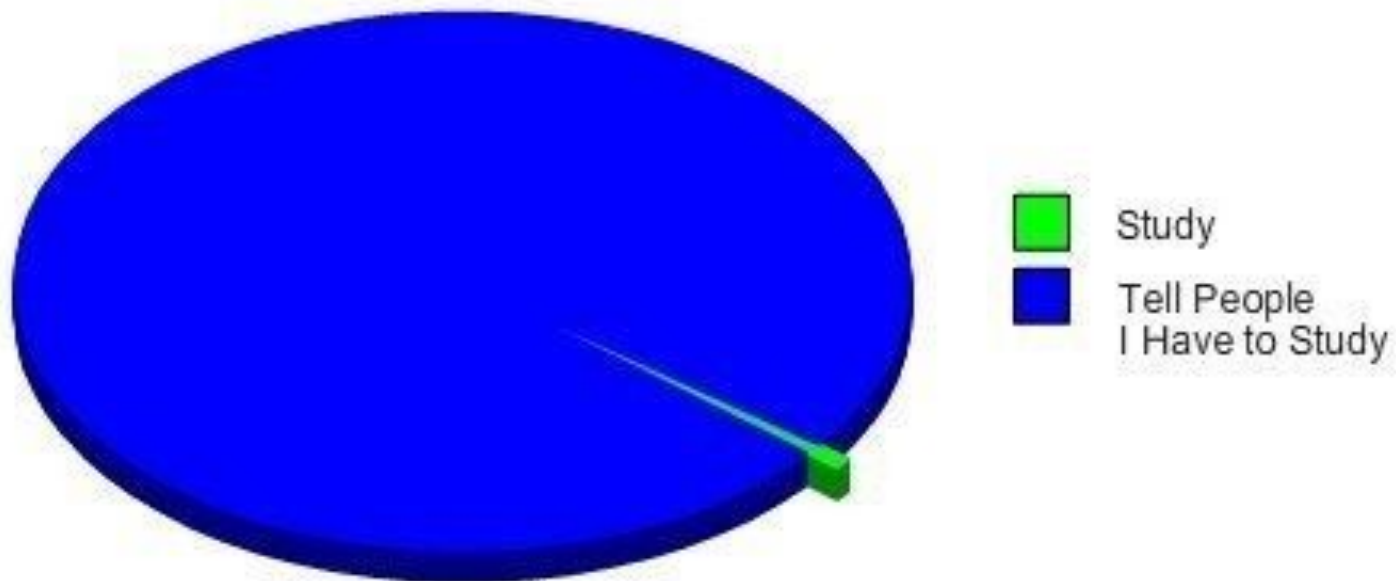
keyinfluencer

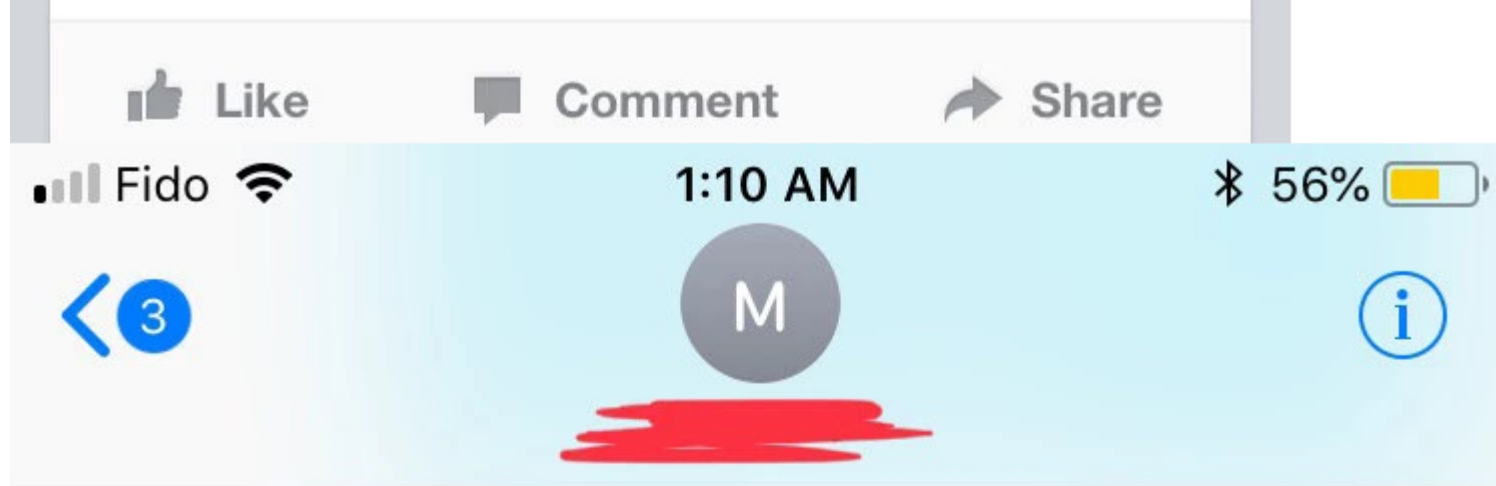
James Andrews

Mr. Andrews,

Many of my peers and I feel this is inappropriate. We do not know the total millions of dollars FedEx Corporation pays Ketchum annually for the valuable and important work your company does for us around the globe. We are confident however, it is enough to expect a greater level of respect and awareness from someone in your position as a vice president at a major global player in your industry. **A hazard of social networking is people will read what you write.**

Things I Do When I Have to Study





Today 12:58 AM

Do you have the bio notes ?

Yeah I do. You need them?

Thank god hahaa you're the only one who's up this late I swear

Quick question tho - did you write them?

Yeah I do. You need them?

Thank god hahaa you're the only one who's up this late I swear

Quick question tho - did you write them?

No problem

And yes I did

Oh loll you're writings kinda messy lowkey. Is it possible you can type it up and send it to me on google docs

No problem

And yes I did

Oh loll you're writings kinda messy lowkey. Is it possible you can type it up and send it to me on google docs

? No? I'm not gonna type my notes is like 1am lol

I can send a pic tho but that's it

All you have to do is type the notes lol it's not hard

? No? I'm not gonna type my notes is like 1am lol

I can send a pic tho but that's it

All you have to do is type the notes lol it's not hard

Please

I have a pic of my notes, do you want it or not?

I thought you were nicer hah



Oprah Winfrey 

@Oprah



Gotta say love that SURFACE! Have
bought 12 already for Christmas gifts.

[#FavoriteThings](#)

18 hours ago via [Twitter for iPad](#)



🕒 Viewing most recent stories · [Back to top stories](#)



The Flat Earth Society

20 hrs · 🌐

The Flat Earth Society has members all around the globe.

👍❤️👹 4.9K

32 Comments 386 Shares



Like



Comment



Share

Top Comments ▾



Write a comment...



Physics-Astronomy.com Say that again, but slowly

Like · Reply · 👍 1,986 · 20 hrs

#1. Recognizing Emotion

- Important to recognize one's own emotions and others.
- You can begin to recognize others' emotions by interpreting facial expressions, body language, vocal tones, and physiology.





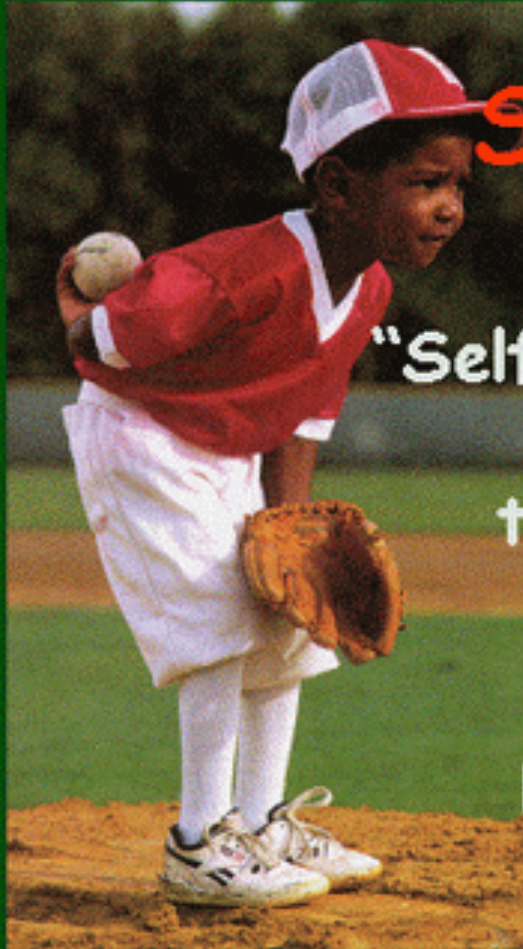


#2. Understanding Emotion

- Knowing the causes and consequences of emotion.
- Understanding the different emotions on thinking, learning, decisions, and behavior.

Work on Your Inside Game



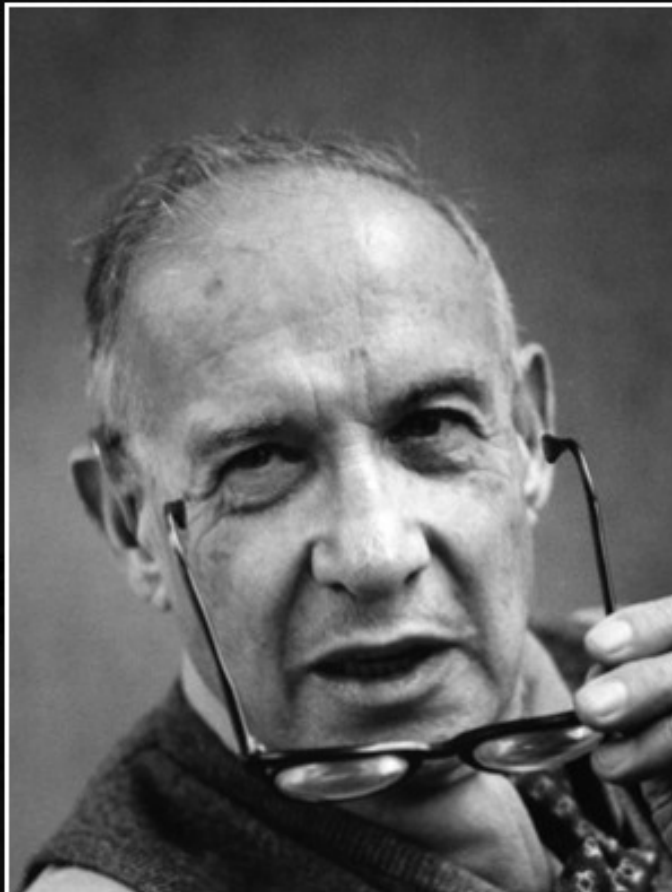


SELF-EFFICACY

"Self-efficacy is the *belief* in one's capabilities to organize and execute the sources of action required to manage prospective situations."

Bandura, 1986





Success in the knowledge economy
comes to those who know
themselves - their strengths, their
values, and how they best perform.

— *Peter Drucker* —

AZ QUOTES

#3. Labeling Emotions

- Having and using a sophisticated vocabulary to describe a deeper range of emotions.

What's the Difference?





#4. Expressing Empathy

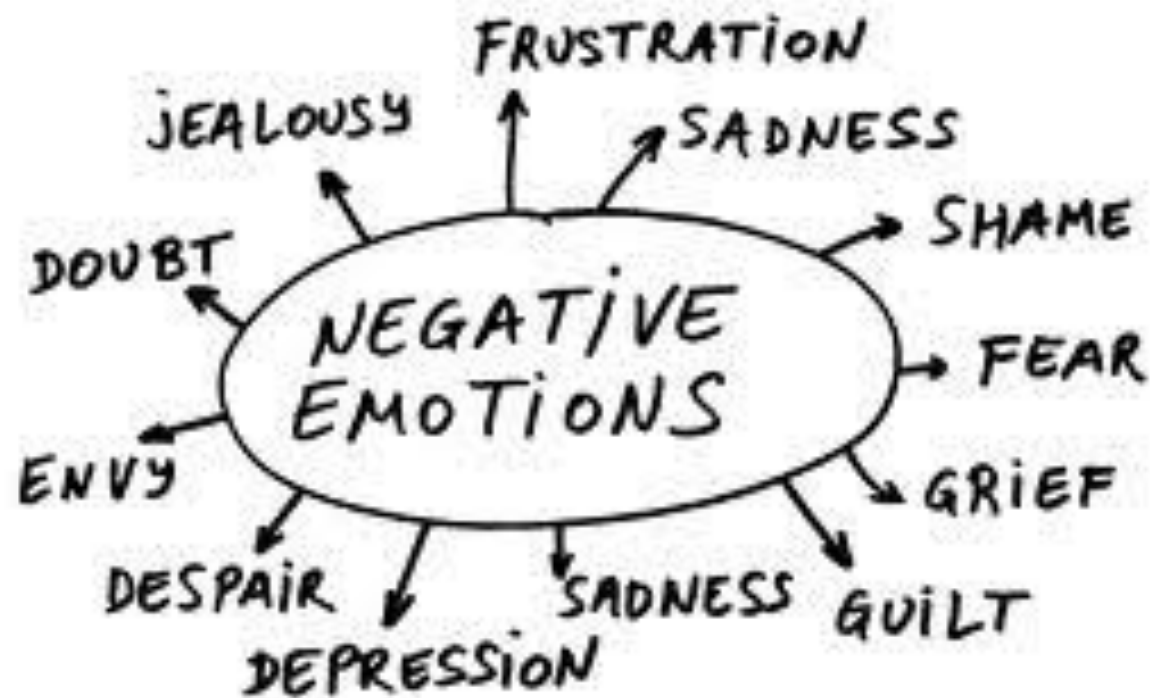
- Knowing how and when to express emotions.

Empathy

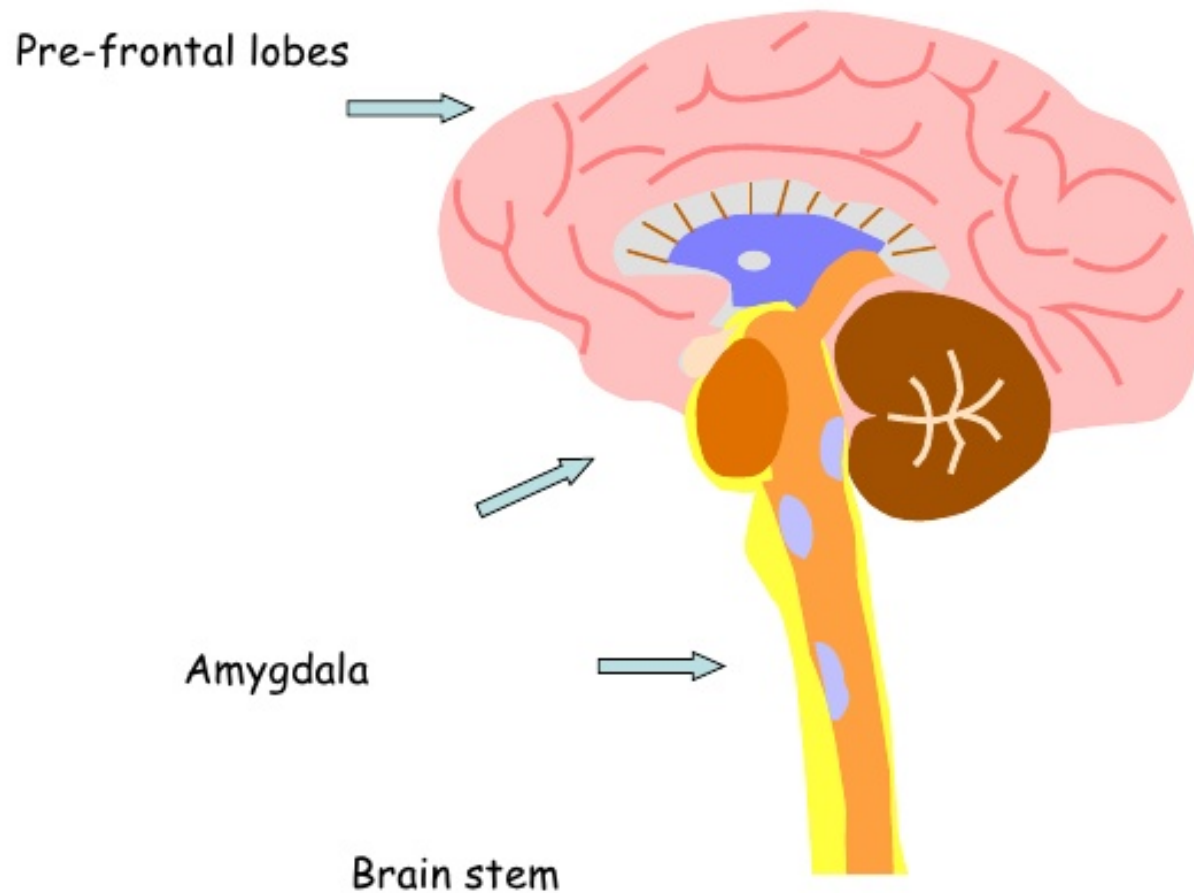


Customer Service Calls?





The “Amygdala Hijack”



KNOW
YOUR
TRIGGERS



**“Out of control emotions
make smart people stupid.”**

Daniel Goleman, 1998



IQ: 178

EQ: 0



ISEI

Institute for Social-Emotional Intelligence

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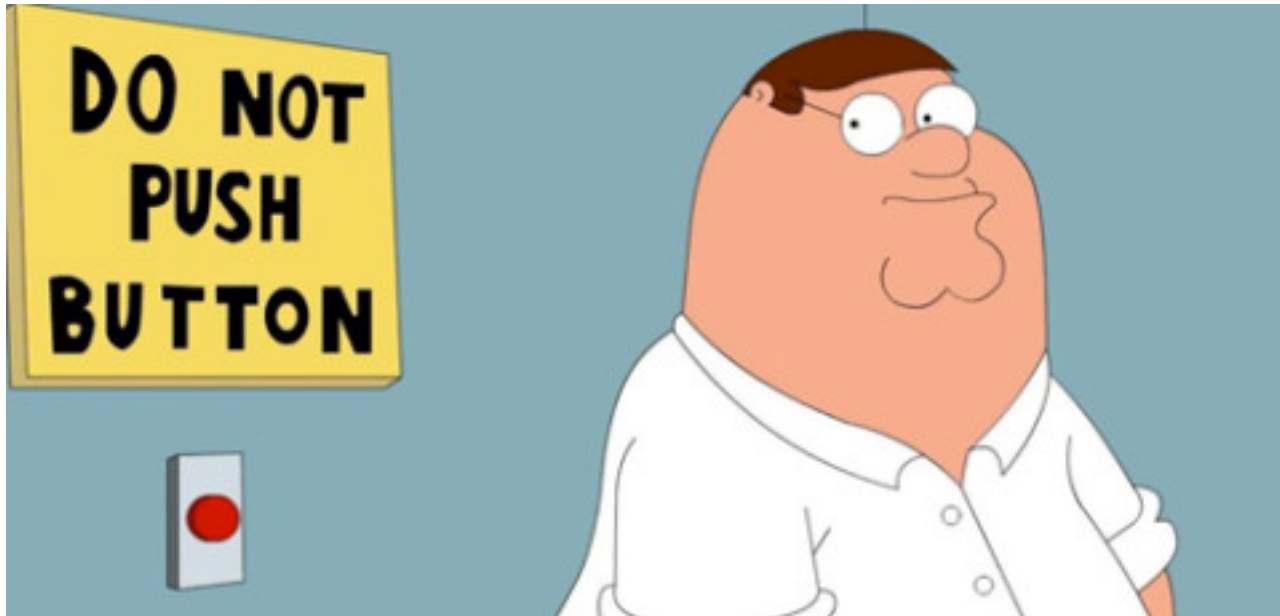
“How are you?”

Broken. Useless. Alone. Clueless.
Confused. Betrayed. Fragile. On the verge
of tears. Depressed. Anxious. About to
break down. Really, I've given up. Pathetic.
Annoying. I'm just a burden. Distant.
Lonely. Bitter. I just broke. Lonely.
Rejected. Crushed. I feel like I'm going to
just fall apart at any moment. Empty.
Defeated. Never good enough.

#5. Regulating Emotions

- Knowing and using effective strategies to prevent, reduce, maintain, and enhance different emotions.

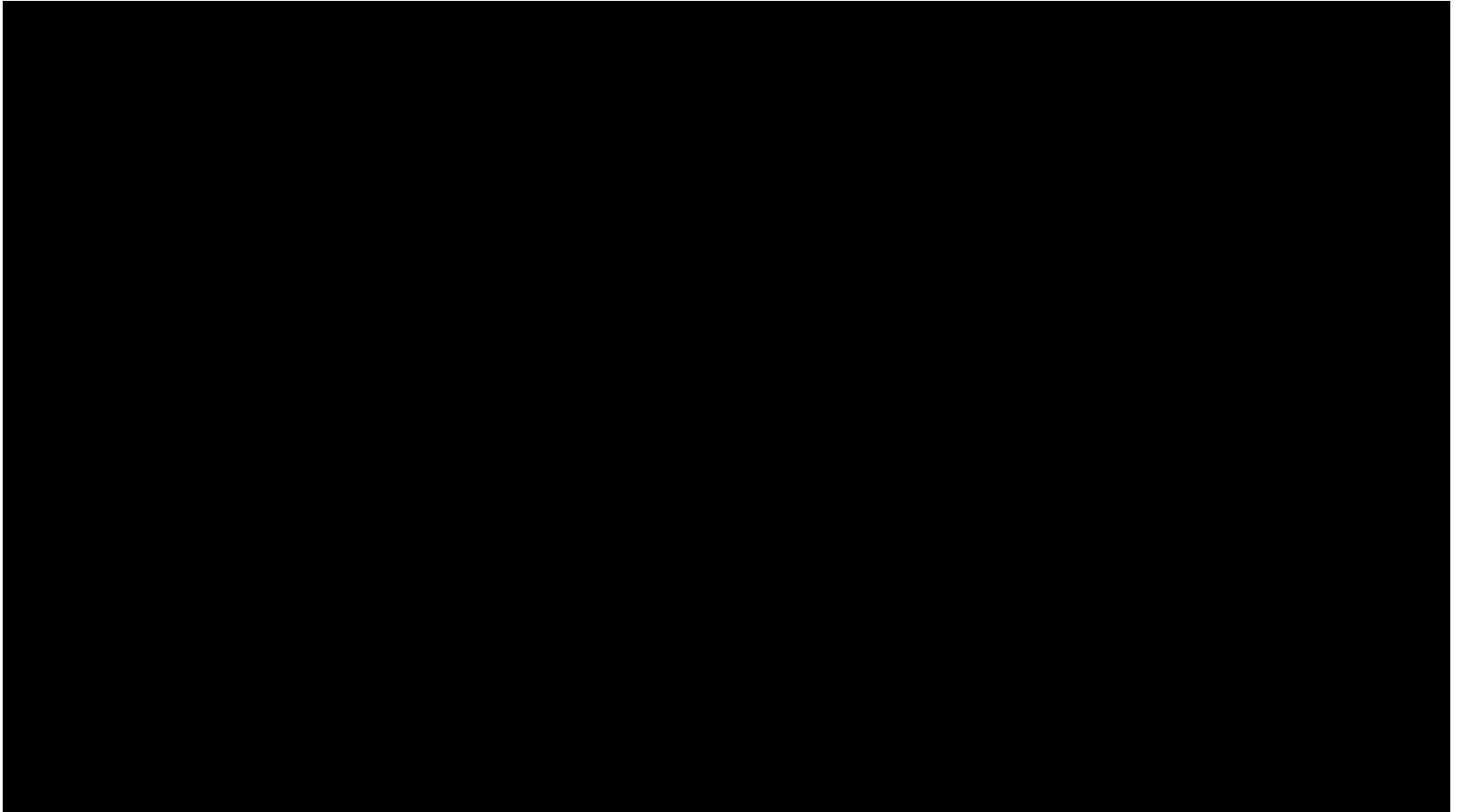
How well do you self-regulate?



Stanford Marshmallow Test



Stanford Marshmallow Test



Findings from the Marshmallow Test

- Follow-up studies on these preschoolers found that those who were able to wait the 15 minutes were significantly less likely to have problems with behavior, drug addiction or obesity by the time they were in high school, compared with kids who gobbled the snack in less than a minute.
- The gratification-delayers also scored an average of 210 points higher on the SAT.

What If I Don't Want To?

- “Connect the dots...” ~ Steve Jobs
- Every job has its mundane or unpleasant tasks, be it weekly reports, billing, or performance reviews.
- Yet they must be done to reach a greater goal. A big component of emotional intelligence is learning to connect in a positive way with everything that you're doing.

HBR study found that the most significant factor in employee engagement is “making progress in meaningful work.”



breathe

“

**BE YOUR
BEST
SELF.**

2ND GRADER

R.U.L.E.R



Recognize
Understand
Label
Express
Regulate

**I hope you
enjoy your
cavities!**



1%



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