A STRATEGY GUIDE TO WORKPLACE

EMOTIONAL INTELLIGENCE

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WHO WE

ARE

Rensyl Integral is a Nairobi-based strategy and execution consulting firm specializing in:

Management strategy
Marketing strategy
Customer strategy
Employee strategy.

"We are driven by a deep desire to help businesses realize their utmost POTENTIAL, because everyone has a PURPOSE that we need to discover and LIVE."

IMPORTANT TERMS

1. **WORKPLACE**

   A place where people work, such as an office or factory.

2. **LEADER**

   The person who leads or commands a group, organization, or country.

3. **EI**

   Short for emotional intelligence.

Converging Ideas from Both Sides of the Brain

INTRODUCTION TO

EMOTIONAL INTELLIGENCE

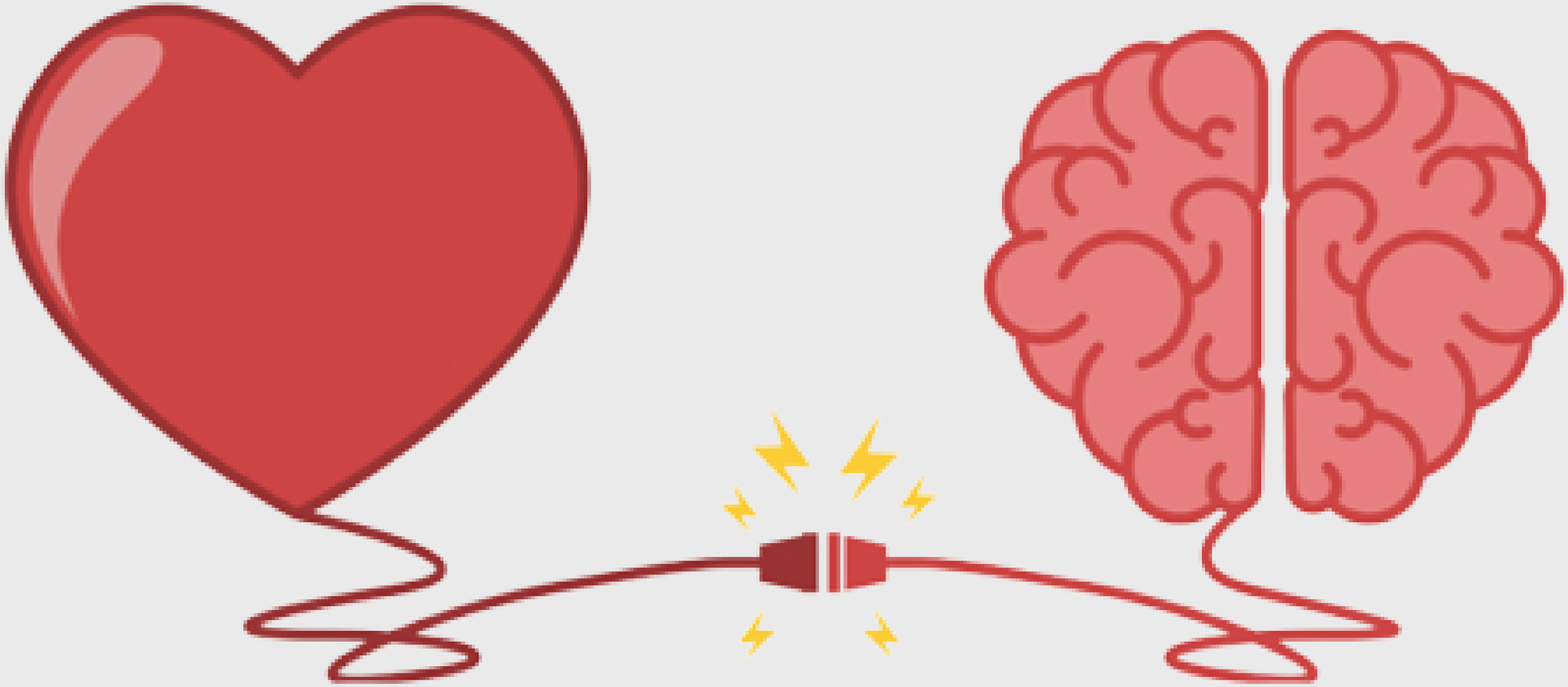
What is it?

Emotional intelligence/ emotional quotient (EQ) is defined as the ability to understand and manage your own emotions, as well as recognize and influence the emotions of those around you.

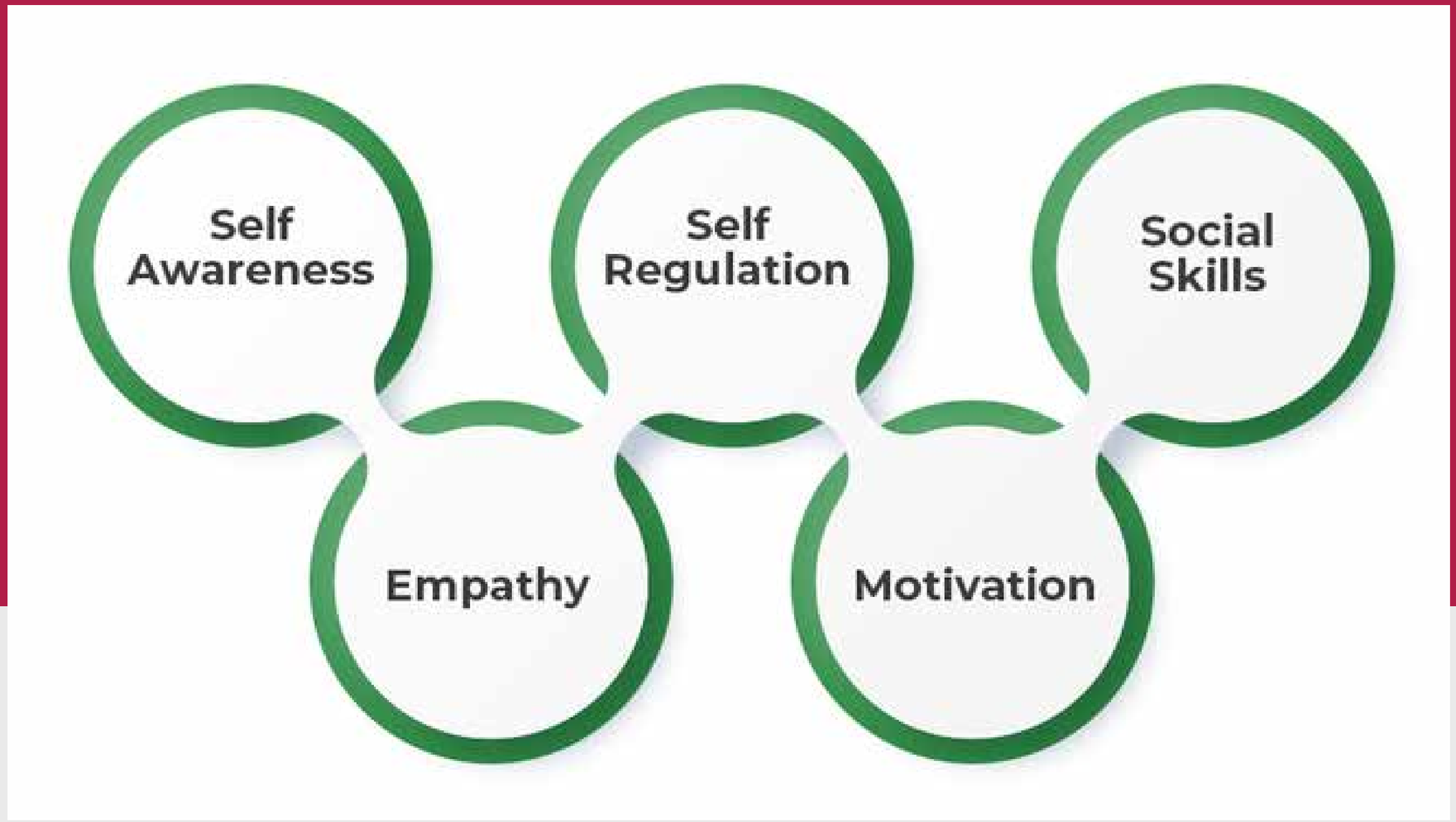
There are four key human emotions;

- Fear
- Anger
- Joy
- Sadness

The term was first coined in 1990 by researchers John Mayer and Peter Salovey, but was later popularized by psychologist Daniel Goleman



THE 5 COMPONENTS OF EI



WHAT ARE THE

BENEFITS OF EMOTIONAL INTELLIGENCE

What role does EI play in the workplace?

The benefits of emotional intelligence in the workplace include:

- Being able to better understand nonverbal cues
- Properly adjust your behavior
- Make good decisions
- Become a respected leader.
- Conflict resolution.

DIFFERENTIATING

EQ & IQ

Emotional quotient vs Intelligence quotient?

- IQ is a number derived from an intelligence test that evaluates a person’s cognitive abilities, problem-solving skills, and reasoning skills.

- EQ is a number derived from a test that measures one’s level of emotional awareness, including their social and emotional competencies.

HOW TO IDENTIFY

EMOTIONALLY INTELLIGENT PEOPLE

How can you tell someone has EI?

Characteristics of emotionally intelligent people include:

- They embrace change
- They have a strong sense of self-awareness
- They show empathy toward others
- They pursue progress, not perfection
- They have balanced lives
- They’re curious and eager to learn
- They’re grateful for what they have
- They’re express themselves assertively
- They’re receptive to feedback

STRATEGIES TO

REINFORCING WORKPLACE EI

How to you get people to cooperate?

- Understand nonverbal communication: You have the chance to fix a situation before it becomes a problem. For example, if you notice a coworker displaying some nonverbal signs of sadness, you might take them aside to offer empathy.
- Be self-aware of personal emotions: You can use this skill to adjust your behavior before it becomes an issue for a client or coworker. For example, if you know you had a rough night, you might attempt to change your behavior the following workday by shifting your focus toward more positive feelings.
- Improve efficiencies: When you are empathetic and understanding of other people's emotions, you can make decisions with ease and complete tasks more efficiently.
- Further your career: Emotional intelligence and leadership skills go hand in hand. Actively displaying abilities such as patience, active listening, positivity and empathy can help you advance to a leadership role or earn a title promotion or raise.
- Encourage others to develop strong interpersonal skills: Emotions are contagious, and displaying explicit motivation, empathy, responsibility and teamwork could encourage your team to follow along.

Tips for Enhancing Own Emotional Intelligence

- Reflect on your own emotions.
- Ask others for perspective.
- Be observant (of your own emotions).
- Use “the pause” (e.g., taking a moment to think before speaking).
- Explore the “why” (bridge the gap by taking someone else’s perspective)
- When criticized, don’t take offense. Instead, ask: What can I learn?
- Practice, practice, practice.

Tips for Enhancing Team’s Emotional Intelligence

- Have a ring leader.
- Identify team members’ strengths and weaknesses.
- Spark passion.
- Build team norms.
- Develop creative ways to manage stress.
- Allow team members to have a voice.
- Encourage employees to work and play together.
- Encourage everyone to participate in brainstorming or speaking up.

EXPLORING THE

LEADERS EI TEST

Are you an EI leader?

- Treating people badly —such as not showing people they care, forgetting to say thank you, not respecting people, not making people feel valued.
- Living by the adage “Do as I say, not as I do,” and not setting good examples.
- Focusing on too many things at once.
- Pushing too hard on the task and forgetting the people.
- Not giving clear direction.
- Giving inconsistent direction.
- Not taking responsibility for failure.
- Focusing on the detail and forgetting to tell the “whys” or the big picture.
- Showing little or no personal commitment to the vision.
- Allowing people who aren’t performing the job to remain.

FURTHER YOUR EI WITH

ASSESSMENT & LEARNING TOOLS

Don’t stop learning.

- https://www.arealme.com/eq/en/
- https://test2.thepersonalitylab.org/eq
- https://www.workplacestrategiesformental-health.com/start-assessment
- http://www.ihhp.com/free-eq-quiz/

and

- Goleman emotional intelligence tool
- EI self assessment model

BUILD OR REIGNITE YOUR

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