



# Emotional Intelligence

Kate Read

Deputy Postgraduate Dean  
Fellow of CIPD

Member of BPS (Level 2  
Assessor)



What is Emotional  
Intelligence



How can we use it



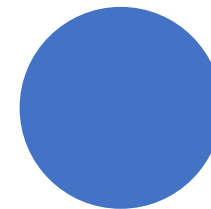
How can we improve  
it

Plan for session

“ the capacity for recognising our own feelings and those of others, for motivating ourselves and for managing emotions well in ourselves and in our relationships. ”

---

Emotional Intelligence



# Effective Leader

- Think about the Qualities they possess
- Chances are you picture someone who listens to their team. They stay cool under pressure, know when to trust their intuition, and they never let their emotions get the best of them.

# Emotional Intelligence



Self awareness, knowing your emotions



Managing emotions and emotional self control



Self motivation



Empathy, recognising emotions in others



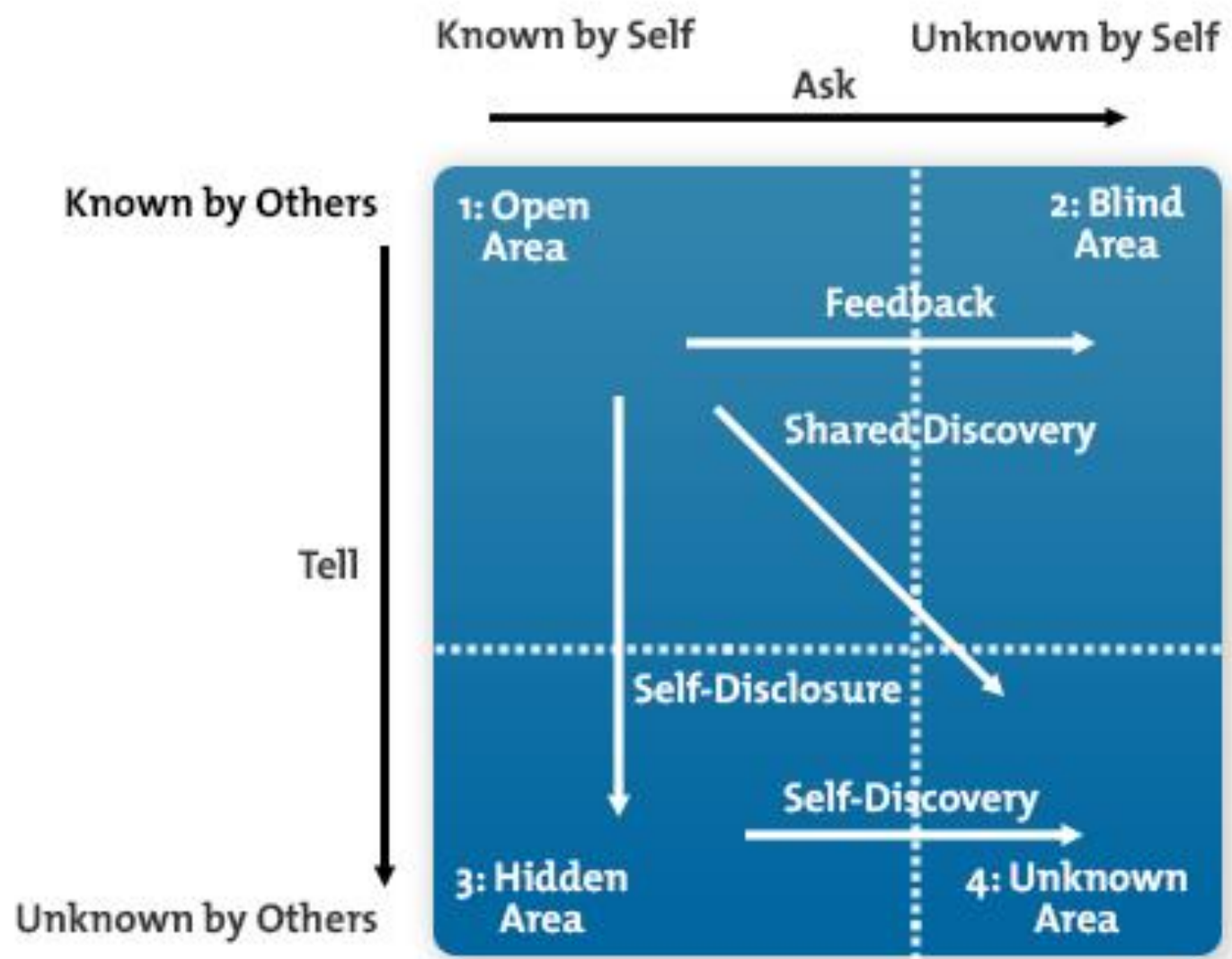
Handling relationships, interpersonal effectiveness

# 1. Self Awareness

- When you're self-aware, you know how you're feeling all of the time, and you understand how those feelings are affecting the people around you.

# *The Johari Window*

1 Open  Known to self and to others	2 Blind  Not known to self but known to others
3 Hidden  Known to self but not to others	4 Unknown  Not known to self or others






# Busting Urban Myths – Johari Window



## 2. Self Regulation

- Managing emotions and emotional self control
- You can develop self-regulation by living your values, and by holding yourself accountable when you make a mistake.

The background features several sets of concentric, curved lines in shades of gray, some solid and some dashed, creating a sense of motion and depth. A prominent blue rectangular box with a white border and a small white triangle pointing downwards at its bottom center contains the main title text.

# Understanding Values and Prejudice

- Exercise

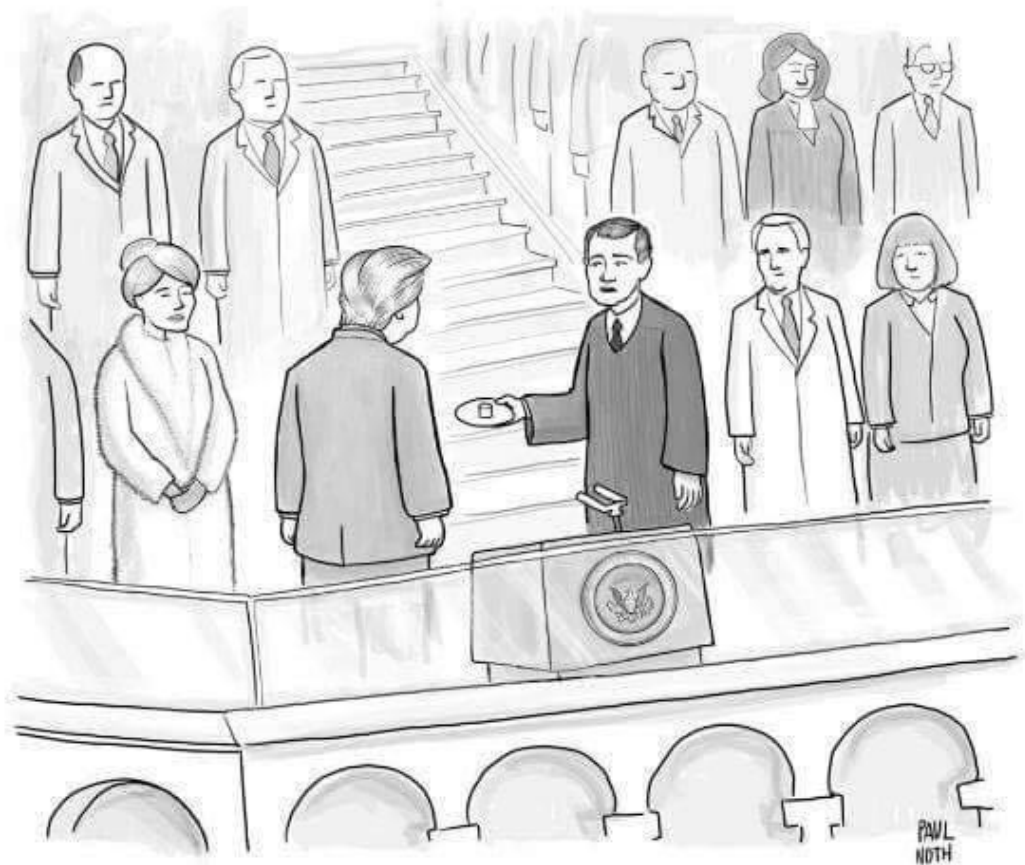
# 3. Motivation

- Highly motivated people tend to put off short term reward for long term success



# The Power of Delayed Gratification

[https://www.youtube.com/watch?v=QX\\_oy9614HQ](https://www.youtube.com/watch?v=QX_oy9614HQ)



*"You can eat the one marshmallow right now, or, if you wait fifteen minutes, I'll give you two marshmallows and swear you in as President of the United States."*

# The Power of Delayed Gratification

## 4. Empathy

- The ability to identify with other people, and understand their wants, needs and viewpoints

## 5. Social Skills

- Helps you work positively with other people, and manage conflict effectively.



# Effective Feedback

---



# The SCARF Model

---

## SCARF Model of Social Threats and Rewards



Having high emotional intelligence is crucial in today's workplace. If you can build and maintain strong relationships, then you can work happily and productively with the people around you. It's also one of the key attributes of being an effective leader.

---

# Global EI Rating

---

