

#### EMOTIONAL INTELLIGENCE UNDER STRESS



## FOUR PART SERIES ON EMOTIONAL INTELLIGENCE



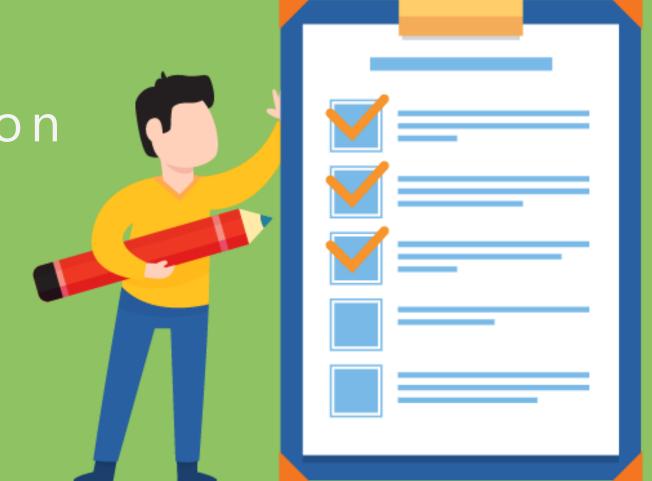


# THE FOUR DOMAINS FOR RAISING YOUR EQ



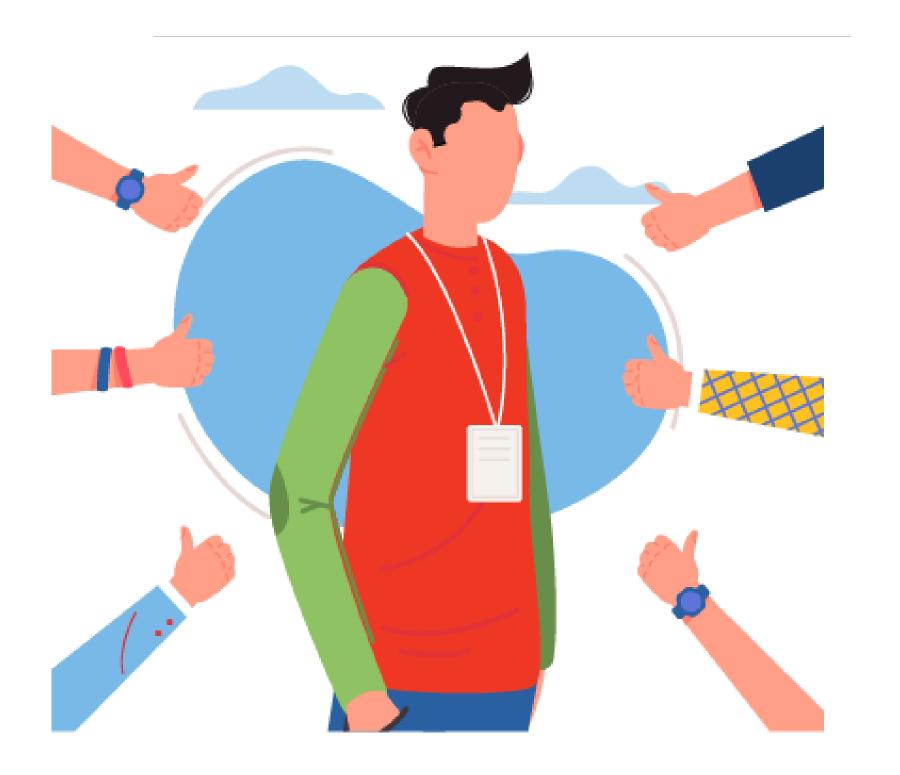


What are your thoughts on the movie clip you just watched?





# STEP 4: SKILLED RELATIONSHIPS







## JAADU KI JHAPPI!



## THE FIVE COMPETENCIES TO BULD SKILLED SOCIAL RELATIONSHIPS





#### INFLUENCE

#### Wielding effective tactics for persuasion

- Skilled at winning people over.
- Fine tune presentations to appeal to the listener.
- Use complex strategies like indirect influence to build consensus and support.
- Orchestrate dramatic events to effectively make a point.

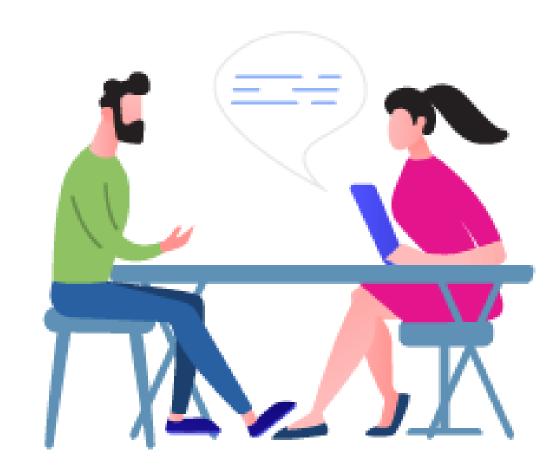




#### COMMUNICATION

#### Listening openly and sending convincing messages

- Effective in give-and-take, registering emotional cues attuning their message to deal with difficult issues straightforwardly.
- Listen well, seek mutual understanding, and welcome sharing of information fully.
- Foster open communication and stay receptive to bad news as well as good.





#### **CONFLICT MANAGEMENT**

#### Negotiating and resolving disagreements

- Handle difficult people and tense situations with diplomacy and tact.
- Spot potential conflict, bring disagreements into the open and help de-escalate.
- Encourage debate and open discussion.





#### **LEADERSHIP**

#### Inspiring and guiding individuals and groups

- Articulate and arouse enthusiasm for a shared vision and mission.
- Step forward to lead as needed, regardless of position.
- Guide the performance of others while holding them accountable.
- Lead by example.





#### **CHANGE CATALYST**

#### **Initiating or managing change**

- Recognize the need for change and remove barriers
- Challenge the status quo to acknowledge the need for change
- Champion the change and enlist others in its pursuit
- Model the change expected of others





## MANAGING STRESS IN RELATIONSHIPS

- YOU, the ongoing process
- Assess value
- Where does your options fall in the need/wants spectrum?
- What are the investment and opportunity costs?
- Are the potential benefits worth the costs?
- Can you make a trade?





### THANK YOU!



#### **SUMMARY**

- 1. The Four Steps for raising your EQ
- 2. Five competencies to build skilled social relationships

Influence

Communication

**Conflict Management** 

Leadership Change

Catalyst

3. Managing stress in relationships

