



EMOTIONAL INTELLIGENCE UNDER STRESS

FOUR PART SERIES ON EMOTIONAL INTELLIGENCE

SESSION 1:
Understanding
Emotional Intelligence (EQ)

SESSION 2:
Self awareness to manage
emotions

SESSION 3:
Social Awareness

SESSION 4:
Emotional Intelligence
under Stress

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 BUILD 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 do 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

