



EMOTIONAL INTELLIGENCE PART 4

Session 4: Emotional Intelligence under Stress

Learning outcome: This session will talk about how emotional intelligence plays a critical role when we are under stress.

Topics:

- 1. Managing your stress triggers.*
 - 2. How does our brain manage stress?*
 - 3. How to use Emotional Equilibrium to effectively manage stress.*
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STEP FOUR – SKILLED RELATIONSHIPS

COMPETENCIES TO BUILD SKILLED SOCIAL RELATIONSHIPS

1. INFLUENCE
2. COMMUNICATION
3. CONFLICT MANAGEMENT
4. LEADERSHIP
5. CHANGE CATALYST

DISCOVERING COMPETENCIES FOR BUILDING SOCIAL RELATIONSHIPS

1. INFLUENCE

Wielding Effective Tactics for Persuasion

People with this competence,

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

2. COMMUNICATION

Listening Openly and Sending Convincing Messages

People with this competence,

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

3. CONFLICT MANAGEMENT

Negotiating and Resolving Disagreements

People with this competence,

- a. Handle difficult people and tense situations with diplomacy and tact.
- b. Spot potential conflict, bring disagreements into the open, and help de-escalate.
- c. Encourage debate and open discussion.
- d. Orchestrate win-win solutions.

4. LEADERSHIP

Inspiring and Guiding Individuals and Groups

People with this competence,

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

5. CHANGE CATALYST

Initiating or Managing Change

People with this competence,

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

MANAGING STRESS IN RELATIONSHIPS

WAYS TO MANAGE STRESS IN RELATIONSHIPS

1. YOU, the ongoing process.

Think of a jigsaw puzzle: It is much easier to put the pieces together if you look at the front of the box. But life does not come with a picture that shows what success looks like. Most of us start walking and juggling on the balance beam without thinking holistically and explicitly about what aspects of our lives we value most and how we value those things in relation to one another.

Set a goal that matches your life goals and values and strive to achieve it, and then move on to the next when it comes to raising your EQ.

2. Assess Value.

Life always has options, choose your battles wisely. The most effective way to stay away from stress is to acknowledge the fact that you cannot have it all, all the time. Assess value in the actions you choose to pick:

- Where does your options fall in the needs/ wants spectrum?
- What are the investment and opportunity costs?
- Are the potential benefits worth the costs?
- Can you make a trade?

EMOTIONAL INTELLIGENCE – MY GOALS

AREA I WISH TO IMPROVE	MY GOAL	COMPETENCY I MUST WORK ON