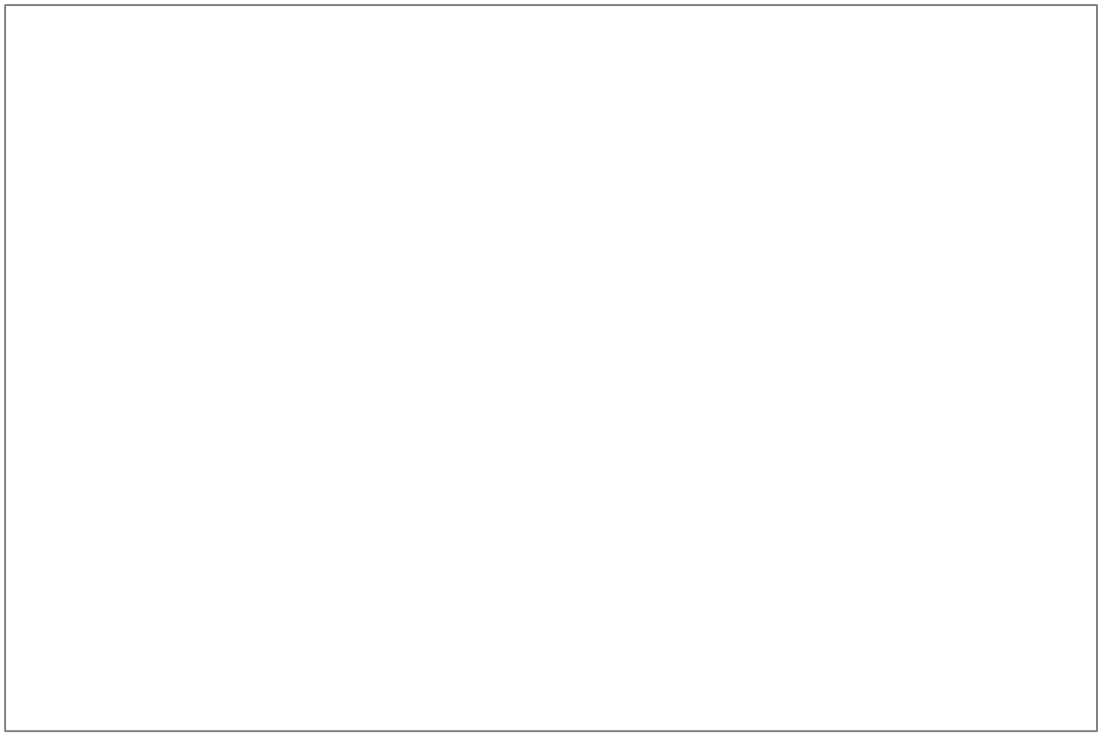
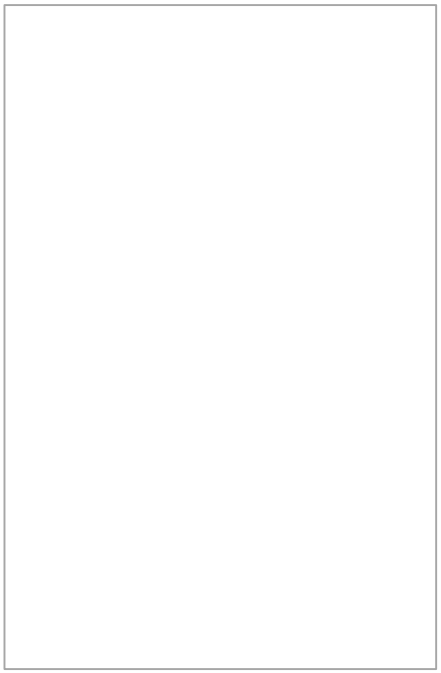
How to Use Emotional Intelligence to Help Your Team Succeed

History





This last decade [1990's] . . . has also seen an unparalleled burst of scientific studies of emotion. Most dramatic are the glimpses of the brain at work, made possible by innovative methods such as new brain imaging technologies.

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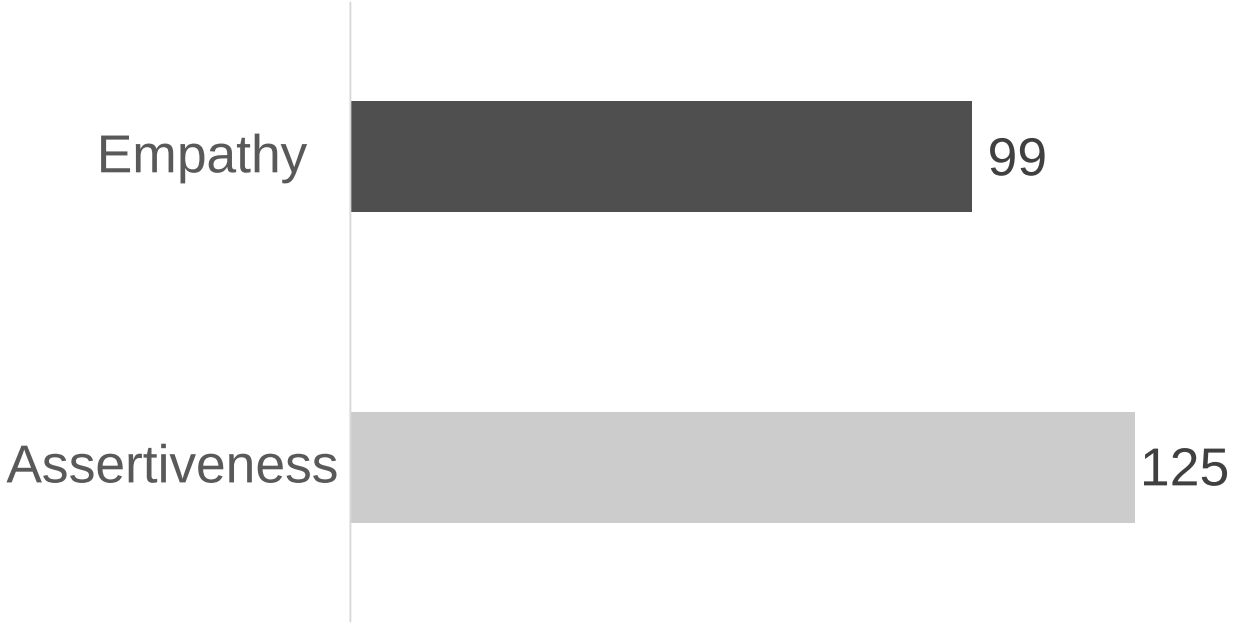
EIModels

- ESCI (Emotional and Social Competency Inventory): Daniel Goleman & Richard Boyatzis
- MSCEIT: John Mayer, Peter Salovey, David Caruso
- Talent Smart: Travis Bradberry
- EQ-i 2.0: Reuven Bar-On (now owned by MHS)

There are over 200 studies that have used the EQ-i or EQ-i 2.0. It has the best norms, reliability, and validity of any self-report instrument and was the first one reviewed in Buros Mental Measures Book.

https://en.wikipedia.org/wiki/Emotional_intelligence


Empathy
99
Assertiveness
125

Teams

- Marc: Assistant Director of Accounting for University of Central Georgia. Recently promoted after working in the Accounting Office

Questions

1. What might be some issues inherent in the situation, th(o)-5.1e(os)1./ih ( )]TJ 0.001 Tc -0.001 T2.1560c 0d

Questions

1. Based on his empathy and assertiveness, what challenges might David have regardless of others' EI? (Focus on her potential actions.)
2.

Basic Strategies

Reflect on Your Emotions

Take time to ask yourself how you feel about a particular event, person, or piece of news. Those who are low in self-perception might benefit from stopping for 5 or 10 seconds at 3 specific times a day and asking, “How do I feel right now?”

Ask Others

Ask for feedback so that you can pinpoint whether you are too high or too low in specific areas.

Remember: Feedback and criticism are not the same thing. Use a trusted source who knows you well and looks for your strengths, as well as out-of-balance areas.

Observe Others

http://www.apa.org/science/about/psa/2011/05/facial-expressions.aspx

Specific Strategies

Recognize your strengths and leverage ther

Karen Schwind
Communications and Training Professional
Administrative Services l Georgia*FIRST*
Karen.Schwind@usg.edu