

Emotional Intelligence

How Your Emotions Influence Your Life
at Work and at Home

About Qdot

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Qdot managed by a team of experienced professionals, is committed to promote quality & excellence culture in GCC (UAE, QATAR, KSA, Oman, Kuwait, Bahrain)by providing below mentioned services.

Management System Services

- ISO 9001, ISO 14001, ISO 45001, HACCP, ISO 22000, FSSC 22000, BRC GS, Halal, ISO 22716 (GMP),Organic Certification, ISO 27001, ISO 41001, ISO 37001, ISO 50001, ISO 55001, ISO 17020 & ISO 17025 etc

Training Services

- IRCA Approved Lead Auditor
- Awareness & Trainings on ISO Standards

Product Registration

- SABER, SQM, SFDA, CITC, IECEE, ECAS, EQM, RoSH, EESL, SLCP, G-Mark etc

Social Compliance

- SEDEX-SMETA, SA 8000, amfori BSCI, ISO 26001, WRAP, GRLI, ESG, CTPAT etc



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Outline

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1. What is emotional intelligence ?
2. What is YOUR emotional intelligence?
3. Why is it important to know about emotional intelligence
4. Four Clusters of Emotional Intelligence
5. Why is it Important to Develop your Own EQ?
6. Conclusions
7. Questions?



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What is Emotional Intelligence

- **Emotional intelligence (EI)** is the **capacity** for **understanding our own feelings** and the **feelings of others**, for **motivating ourselves**, and for **managing our emotions** effectively in our relationships.
- Emotional intelligence is sometimes **referred to as “people smarts.”** It is not generally included in the type of intelligence evaluation included in the traditional concept of **IQ**, which **mainly focuses conceptual abilities**, but it is a very important personal attribute.
- Emotional intelligence **can be thought of as a wide set of competencies** that are organized into a few major clusters. The most widely accepted view of emotional intelligence identifies 20 competencies, which are in turn organized into four clusters:

Four Clusters of Emotional Intelligence

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1. Self-Awareness

2. Self-Management

3. Social Awareness

4. Social Skills



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Self-Awareness

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- **Self-Awareness** is the **ability** to **accurately sense** and **identify personal feelings**, along with the ability to understand and evaluate them. To be fully aware of your feelings you must first identify them, and then you must acknowledge and accept them.
- Self-awareness is concerned with knowing about your **own internal states, preferences, resources, and perceptions**.
- Individuals who have **high self-awareness** are able to conduct **accurate self-appraisals**, are **self-confident**, are **authentic**, **welcome feedback**, **perceive situations accurately**, and are **willing to take risks** for what they believe to be right.



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Three Competencies within Self-Awareness

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The Self-Awareness cluster contains three basic competencies or subcategories:

- Emotional self-awareness
- Accurate self-assessment
- Self-confidence



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Emotional Self-Awareness

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- Emotional self-awareness is the ability to recognize your own emotions and their effects,
- to identify how you reactions to cues in the environment, and
- to understand how your emotions affect your overall performance.



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Accurate Self-Assessment

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- Accurate self-assessment is the process of identifying your inner resources, abilities, strengths, and acknowledging and accepting your limits.
- It is based on the desire to receive feedback and new perspectives about yourself and is motivated by the desire for continuous learning and self-development.



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Self-Confidence

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- Self-confidence is your own belief in your capability to accomplish a task.
- Self-confidence includes acknowledging and affirming that you are the best person for the job that you are doing.
- It is also about conveying your ideas and opinions in a confident manner and having a positive impacted on others.



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How to Improve and Develop Self-Awareness

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- Increasing your self-awareness will require serious thought and effort.
- You will have to be objective about yourself and your own perceptions as you examine your inner feelings and explore your reactions to be the people and events in your work life.
- Specifically, you will have to summon the courage to objectively examine the ways that you make appraisals, tune in to our senses, and get in touch with your feelings.
- You will have to learn how to identify your true intentions and pay close attention to your actions.



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Self-Management

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- *Self-Management* is the ability to understand your emotions and then use that understanding to turn situations to your benefit.
- Self-management is also the ability to use your feelings, to reason well and to act intentionally.



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Why is Self-Management Important?

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- Self-management is important because when people are able to better managing their emotions, they do better in life.
- The more people allow emotions out of control, the worse they do in life.
- People who are good managers of their emotions are open to change, effective in mood management, consistent in stress management, they are intentional, productive, and behave in a reasonable and rational way.



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Six Competencies within Self-Management

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The Self-Management cluster contains six basic competencies or subcategories:

- Emotional self-control
- Trustworthiness
- Consciousness
- Adaptability
- Optimism
- Initiative



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Social Awareness

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- **Social awareness** refers to how people handle relationships and awareness of others' feelings, needs, and concerns.
- It is the ability to recognize and appropriately respond to the emotions and feelings of others.



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Three Competencies within Social Awareness

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The Social Awareness cluster contains three basic competencies or subcategories:

- Empathy (Understanding, Concern, care, Kindness)
- Organizational awareness
- Service orientation



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Empathy

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- Empathy is about understanding other people.
- It is the ability to hear and understand accurately unspoken or partly expressed thoughts, feelings, and concerns of others.
- People with empathy are able to constantly pick up on emotional cues, and they can appreciate not only what people are saying but also why they are saying it.



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Organizational Awareness

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- Organizational Awareness is the ability to understand the power relationships in one's group or organization.
- This includes the ability to identify the real decision makers and who can influence them.
- It is also about recognizing the values and cultures of organizations and how they affect the way people act and behave.



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Service Orientation

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- Service orientation is anticipating, recognizing, and meeting other people's needs.
- It means focusing ones efforts on others, and reaction to the requests of others.



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Why is Having Social Awareness Important?

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- Social awareness is very important for creating and maintaining good working relationships with other people.
- People high in social awareness can feel what other people are feeling and can put themselves in their shoes.
- People who are high in social awareness are able to read non-verbal cues, read messages conveyed by facial gestures, posture, eye movement, and body language.



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Social Skills

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- *Social Skills* refers to a proficiency at suggesting desirable responses in others.
- People with good social skills are good business leaders, leaders in society, and effective parents
- They lead by example, encouraging others in positive ways, and creating trust within them.



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Eight Competencies within Social Skills

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The Social Skills cluster contains eight basic competencies or subcategories:

- Developing others
- Inspirational leadership
- Influence
- Communication
- Change catalyst
- Conflict management
- Building bonds
- Teamwork and collaboration



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Why are Social Skills Important?

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- Social skills are the basic skills everyone needs to have in order to be effective at anything they do.
- Not having the basic social skills can severely limit the quality of work that you produce.



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Why is it Important to Develop Our Own EQ?

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- EQ not set in stone at birth, but that it can indeed be learned and developed.
- There are many benefits associated with developing your own emotional intelligence capabilities, and those benefits range from the personal to the organizational.
 - Success in personal and professional relationships.
 - Personal self-satisfaction and overall self-confidence.
 - Superior performance when on the job.
 - It is easier to work well under constantly changing circumstances and to act on your ideas in ways that benefit the organization.



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10 EQ Principles



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Do Not Interfere In Others' Business Unless Asked

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- Most of us create our own problems by interfering too often in others' affairs.
- We do so because somehow we have convinced ourselves that our way is the best way, our logic is the perfect logic and those who do not conform to our thinking must be criticized and steered to the right direction, our direction.



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Forgive and Forget

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- We often develop ill feelings inside our heart for the person who insults us or harms us.
- This insult or injury was done once, but nourishing of grievance goes on forever by constantly remembering it.
- Get over this bad habit.
- **Life is too short to waste in such trifles.**
- **Forgive, Forget, and march on.**
- Love flourishes in giving and forgiving.



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Don't Desire for Recognition

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- Desire for recognition is good if you are in completion with positivity
- But it sucks if tried to achieve by immoral & negative means
- Don't chase recognition, do your duties ethically & sincerely recognition will chase you
- Instead running after recognition, inspire others which is an indirect method to achieve recognition



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Do Not Be Jealous

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- We all have experienced how jealousy can disturb our peace of mind.
- You know that you work harder than your colleagues in the office, but sometimes they get promotions; you do not. You started a business several years ago, but you are not as successful as your neighbor whose business is only one year old. There are several examples like these in everyday life
- **Should you be jealous? No**
- If you are destined to be rich, nothing in the world can stop you. If you are not so destined, no one can help you either. Nothing will be gained by blaming others for your misfortune.
- Jealousy will not get you anywhere; it will only take away your peace of mind



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Change Yourself According To The Environment

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- Normally we try to change the environment single-handedly and we fail
- Instead, we must change ourselves to suit with our environment. As we do this, even the environment, which has been unfriendly to us, will mysteriously change and seem friendly and harmonious



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Endure What Cannot Be Cured

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- This is the best way to turn a disadvantage into an advantage.
- Every day we face numerous inconveniences, ailments, irritations, and accidents that are beyond our control... If we cannot control them or change them, we must learn to put up with these things.
- We must learn to endure them cheerfully.



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Do Not Bite Off More Than You Can Chew

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- We often tend to take more responsibilities than we are capable of carrying out. This is done to satisfy our ego.
- Know your limitations. Why take on additional loads that may create more worries?
- You cannot gain peace of mind by expanding your external activities.
- Reduce your material engagements and spend time in prayer, introspection and meditation. This will reduce those thoughts in your mind that make you restless.



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Meditate Regularly

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- Meditation calms the mind and gets rid of disturbing thoughts.
- If you meditate earnestly for half an hour everyday, your mind will tend to become peaceful during the remaining twenty-three and half-hours. Your mind will not be easily disturbed as it was before.



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Never Leave The Mind Vacant

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- An empty mind is the devil's workshop.
- All evil actions start in the vacant mind.
- Keep your mind occupied in something positive, something worthwhile.
- Actively follow a hobby.
- Do something that holds your interest.



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Do Not feel Regretted always

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- Do not waste time in protracted wondering "Should I or shouldn't I?" Days, weeks, months, and years may be wasted in that futile mental debating.
- You can never plan enough because you can never anticipate all future happenings.
- Value your time and do the things that need to be done.
- It does not matter if you fail the first time. You can learn from your mistakes and succeed the next time.
- Sitting back and worrying will lead to nothing. Learn from your mistakes, but do not brood over the past.
- **DO NOT REGRET.** Whatever happened was destined to happen only that way



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90 / 10 Principle



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آج کے بعد سے لوگ آپ کے ساتھ جو بھی سلوک کریں یا آپ کے ساتھ جو بھی رویہ اختیار کریں یا آپ کے بارے میں جو بھی کہیں ان کو ایسا کہنے دیں اور ان کی راہ میں حائل نہ ہوں ان کے رویے اور ان کی طبع میں نہ تو کوئی تبدیلی پیدا کریں اور نہ ہی کسی طرح سے ان پر اثر انداز ہوں۔۔۔۔۔۔ نہ ہی ان کے کہنے اور کرنے پر ناخوشی کا اظہار کریں، نہ ہی نفرین کریں اور نہ ہی اس کا تذکرہ اوروں سے کریں اس موضوع پر زبان ہی نہ کھولیں۔ جب تم لوگوں کو اپنی من مانی کرنے دو (اور ایسا وہ ہر حال میں کریں گے) اور ان کی راہ کی رکاوٹ نہ بنو تو تمہارے اندر ایک حیرت انگیز تبدیلی رونما ہوگی۔ آپ پہلی مرتبہ دیکھیں گے کہ ان کے رویے پر آپ کا افسوس یا ان کے رویے پر آپ کی سرزنش ہی آپ کی پیچینی اور آپ کے تردد کی سب سے بڑی وجہ ہے۔ ان کو آپ کی پیچینی یا تردد سے کوئی واسطہ نہیں ہے اور وہ اس کی بنیاد نہیں ہیں۔

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