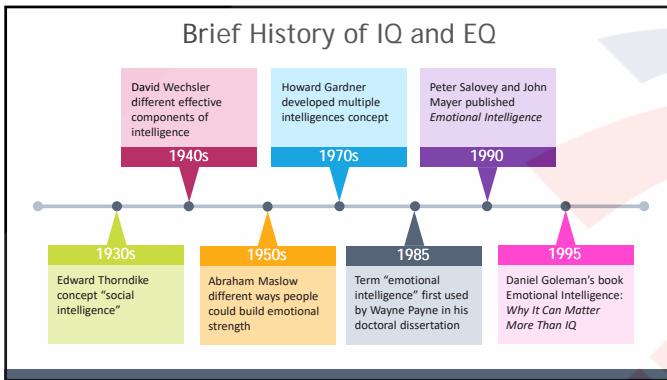


Emotional Intelligence \rightleftharpoons Emotional Quotient (EQ)

The ability to understand, interpret, and respond to the emotions of oneself and others

(IQ) Intelligence Quotient

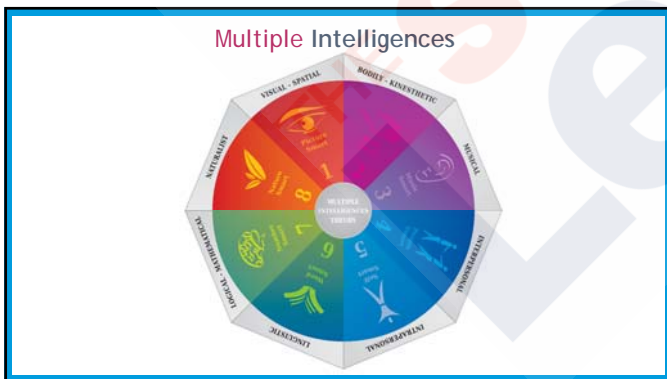
An intelligence quotient is a total score derived from a set of standardized tests or subtests designed to assess human intelligence.



MULTIPLE INTELLIGENCES

Setting the Stage

- The theory of multiple intelligences was developed by Dr. Howard Gardner
- Traditional notion of intelligence, based on I.Q. testing, is far too limited.
- Dr. Gardner proposes different intelligences to account for a broader range of human potential in children and adults.



IQ - COGNITIVE INTELLIGENCE

Test taker's score as compared to the average scores of other people in the same group.

IQ represents abilities such as:

- Visual and spatial processing
- Knowledge of the world
- Fluid reasoning
- Working with memory and short-term memory
- Quantitative reasoning

EQ - EMOTIONAL INTELLIGENCE

EQ is centered on abilities such as:

- Identifying emotions
- Evaluating how others feel
- Controlling ones own emotions
- Perceiving how others feel
- Using emotions to facilitate social communication
- Relating to others

4 Branches of Emotional Intelligence



- 01 Perceiving emotions
- 02 Reasoning with emotions
- 03 Understanding emotions
- 04 Managing emotions

EQ - EMOTIONAL INTELLIGENCE

Characteristics of Emotionally Intelligent People

- Good listeners
- Caring and considerate
- Effectively manage emotions
- Remain calm in stressful situations
- Effective problem-solvers
- Excellent decision-makers and able to trust instincts
- Can view themselves honestly
- Take criticism and use it to improve

5 Components of Emotional Intelligence in Leadership



- 01 Self-awareness
- 02 Self-regulation
- 03 Motivation
- 04 Empathy
- 05 Social Skills

1. Self-awareness

- Keep a journal
- Slow down
- Recognize your own emotions
- Managing your own emotions
- Self-confidence


Components of Emotional Intelligence



2. Self-regulation

- Know your values
- Hold Yourself Accountable
- Practice being calm

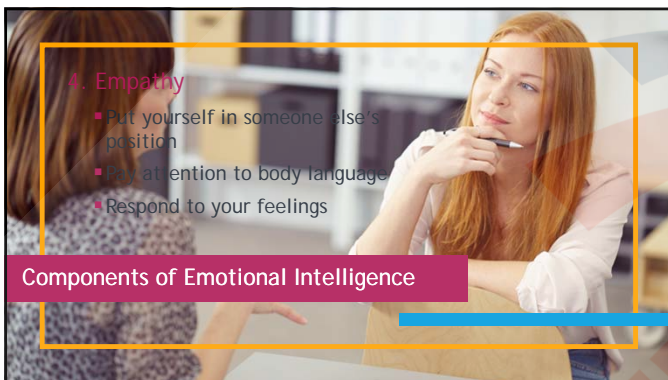
Components of Emotional Intelligence



3. Motivation

- Re-examine why you're doing your job
- Know where you stand
- Be hopeful and find something good

Components of Emotional Intelligence



4. Empathy

- Put yourself in someone else's position
- Pay attention to body language
- Respond to your feelings

Components of Emotional Intelligence



5. Social Skills

- Learn conflict management and resolution
- Develop your communication skills
- Know how to praise others

Components of Emotional Intelligence

EMOTIONAL INTELLIGENCE AND COMMUNICATION

- Individuals who are emotionally intelligent are known to be effective communicators.
- These individuals can discern the underlying feelings behind what the other person is saying in order to respond appropriately in the conversation.
- Emotionally intelligent people use effective strategies for communicating clearly.

SOCIAL SKILLS - Communication

Top 10 Communication Skills for Workplace Success

01 Listening	06 Empathy
02 Nonverbal Communication	07 Open Mindedness
03 Clarity and Concision	08 Respect
04 Friendliness	09 Feedback
05 Confidence	10 Picking the Right Medium

COMMUNICATION SKILLS for Workplace Success

1 Listening

ACTIVE LISTENING

- Hear the message
- Interpret the message
- Clarify the message
- Evaluate the message
- Respond to the message

COMMUNICATION SKILLS for Workplace Success



2. Nonverbal Communication

COMMUNICATION SKILLS for Workplace Success

3 Clarity & Concision

- Repeat back some of what is being said
- Ask clarifying questions
- Summarize what you heard
- Confirm understanding

COMMUNICATION SKILLS for Workplace Success



4. Friendliness

COMMUNICATION SKILLS for Workplace Success

5 Confidence

COMMUNICATION SKILLS for Workplace Success



6. Empathy

COMMUNICATION SKILLS for Workplace Success

7

Open Mindedness

COMMUNICATION SKILLS for Workplace Success



8. Respect

COMMUNICATION SKILLS for Workplace Success

9

Feedback

COMMUNICATION SKILLS for Workplace Success



10. Picking the Right Medium

Conflict is a collective dilemma in which two or more individuals, families, societies or regions disagree with each other.

(Dzurghba, 2006)

What is Conflict?

Conflict management is the practice of being able to identify and handle conflicts sensibly, fairly, and efficiently.

Conflict Management



1. Avoiding

Avoiding

Conflict Management Strategies

2. Competing

Competing

Conflict Management Strategies

3. Accommodating

Accommodating

Conflict Management Strategies

4. Collaborating

Collaborating

Conflict Management Strategies

5. Compromising

Compromising

Conflict Management Strategies

Conflict resolution is an alternative approach to handling conflicts. It is a procedure in which parties in conflict, through interpersonal communication are reached to an acceptable and harmonious point of agreement .

(Omoluabi, 2001)

What is Conflict Resolution?

Effective Practices for CONFLICT RESOLUTION

- Separate the person from the problem
- Don't assume others understand your intentions
- Give people the benefit of the doubt

Have a Positive Attitude Toward Conflict

- Make a choice to be positive
- Decide if you need to reframe negative thoughts
- Visualize positive outcomes
- Reassure yourself in your abilities to resolve conflicts

Emotional Intelligence

- Communication
- Conflict Resolution

Suggestions for Dealing with Emotions in the Workplace

- Pause before you respond
- Acknowledge the emotion
- You cannot think and feel at the same time
- Don't problem solve, rationalize, or communicate with someone else's emotions
- Don't tolerate other people's behavior
- Understand and handle your emotions

Strategies for Improving Your Emotional Intelligence

- Observe how you react to people
- Do a self-evaluation
- Examine how you react to stressful situations

Strategies for Improving Your Emotional Intelligence

- Take responsibility for your actions
- Determine how your actions will affect others
- Practice seeing the perspective of others and giving others the benefit of the doubt.

Strategies for Improving Your Emotional Intelligence

1. Listen
2. Empathize
3. Reflect

Social Emotional Importance

- Child's social and emotional learning (SEL)
- Promotion of information from CSEFEL - Center for Social Emotional Foundation for Early Learning
- Curriculum requirements

Emotional Intelligence - can it be taught or improved?

For children the strategies include:

- Offering character education,
- Modeling positive behaviors,
- Encouraging people to think about how others are feeling, and
- Finding ways to be more empathetic toward others.

Always remember . . .

To keep your thoughts positive, because
your thoughts become your **Zing!**

To keep your words positive, because
your words become your **Ding!**

To keep your actions positive, because
your actions become your **Kew!**

And, to keep your habits positive, because
your habits become your **Glow!**

-Pete Johnson

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NEXT webinar -
SPECIAL EVENT!



Active Learning in the Time of COVID-19
BY
RAE PICA

Tuesday, November 10, 2020 @ 1:00 PM ET

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NEXT webinar



EARLY CHILDHOOD TEACHING: From Easing Stress to Increasing Engagement
Impact of Stress on Young Children's Learning and
Development: What Do We Need to Know?

Tuesday, November 17, 2020 @ 1:00 PM ET

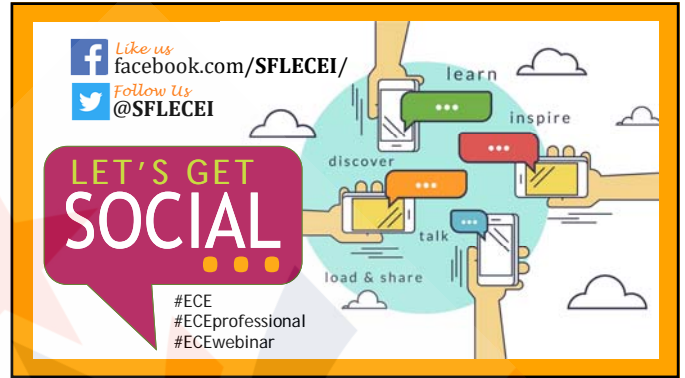
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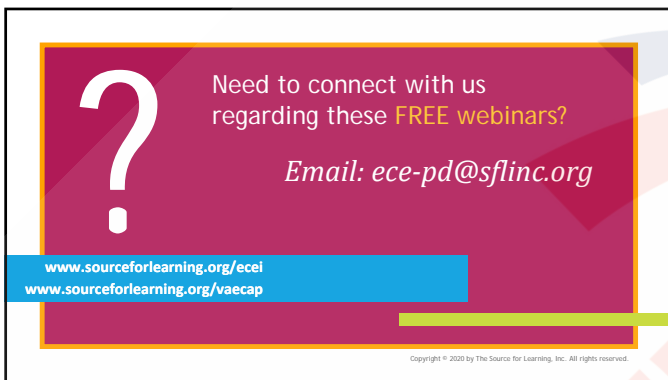


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