

Elevating Emotional Intelligence

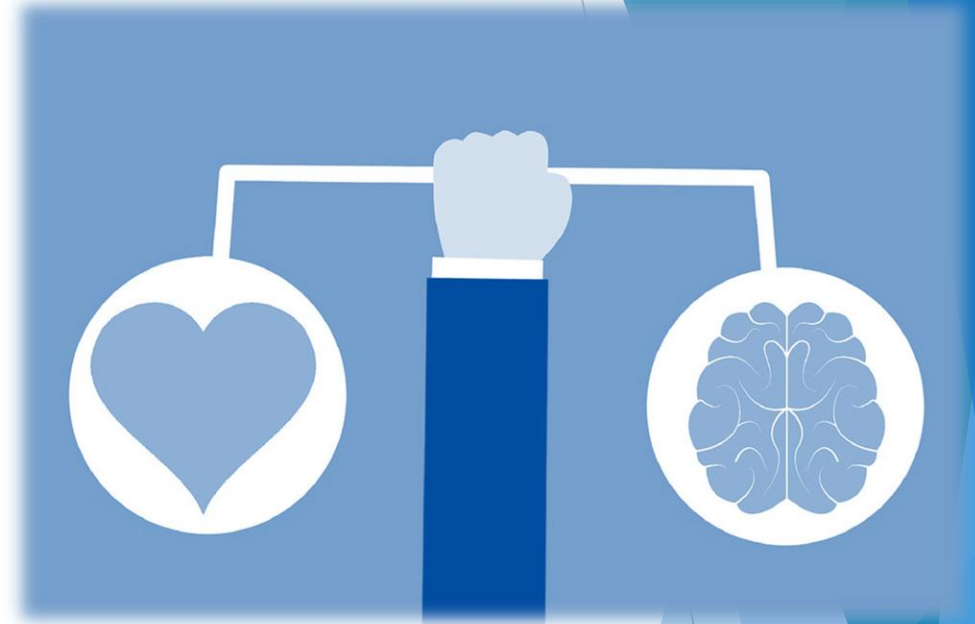
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What We'll Cover ...

- What is Emotional Intelligence?
- Explore Each of the 5 Pillars of Emotional Intelligence
- How Emotional Intelligence Can Elevate Leadership Success

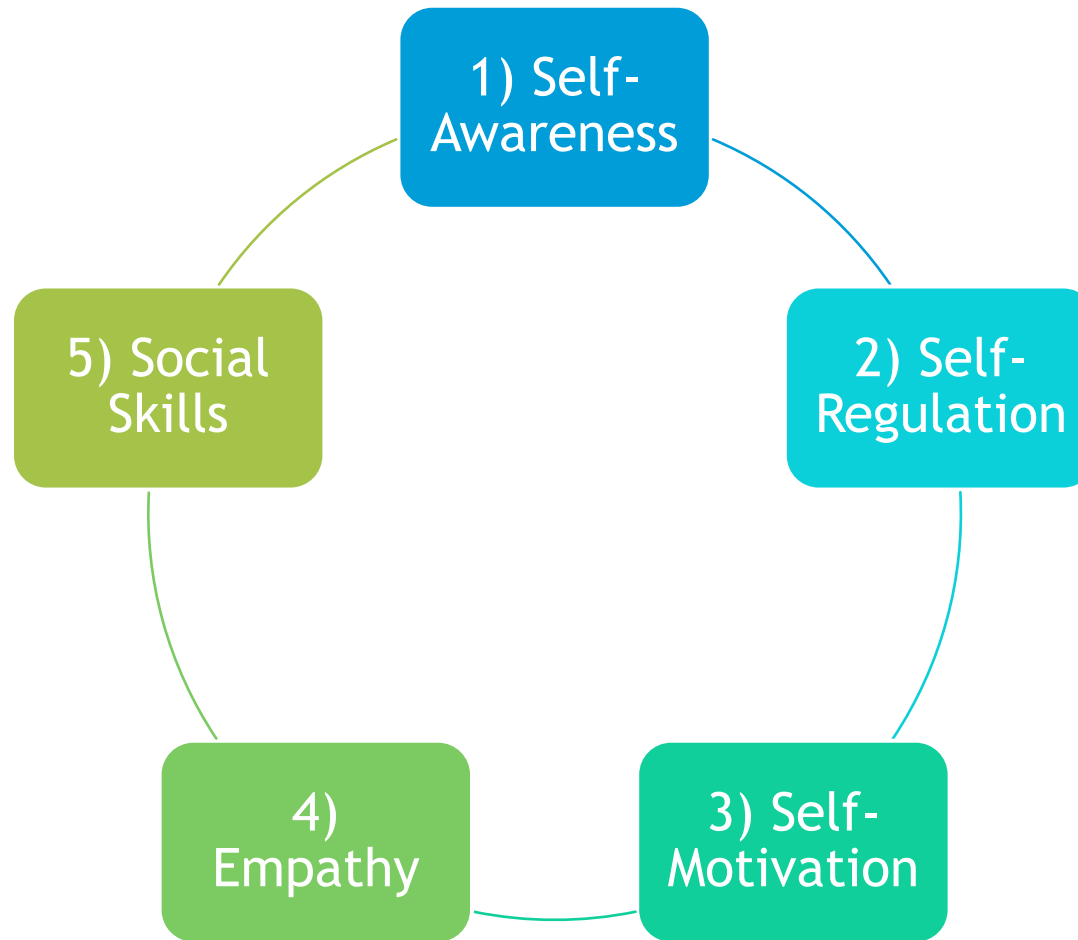


What is Emotional Intelligence?

- **Self-Awareness & Managing Our Own Emotions**
 - ✓ An ability to **monitor your own emotions** as well as the emotions of others,
 - ✓ to **distinguish** between and **label** different emotions correctly, and
 - ✓ To use emotional information to **guide your thinking**
- **Social Competency & Relationship Management**
 - ✓ To use emotional information to **guide behavior** and **influence** that of others.

(Goleman, 1995; Mayer & Salovey, 1990)


Daniel Goleman's 5 Pillars



Pillar 1 - Self-Awareness

The ability to
recognize, label
and understand
your own
emotions.





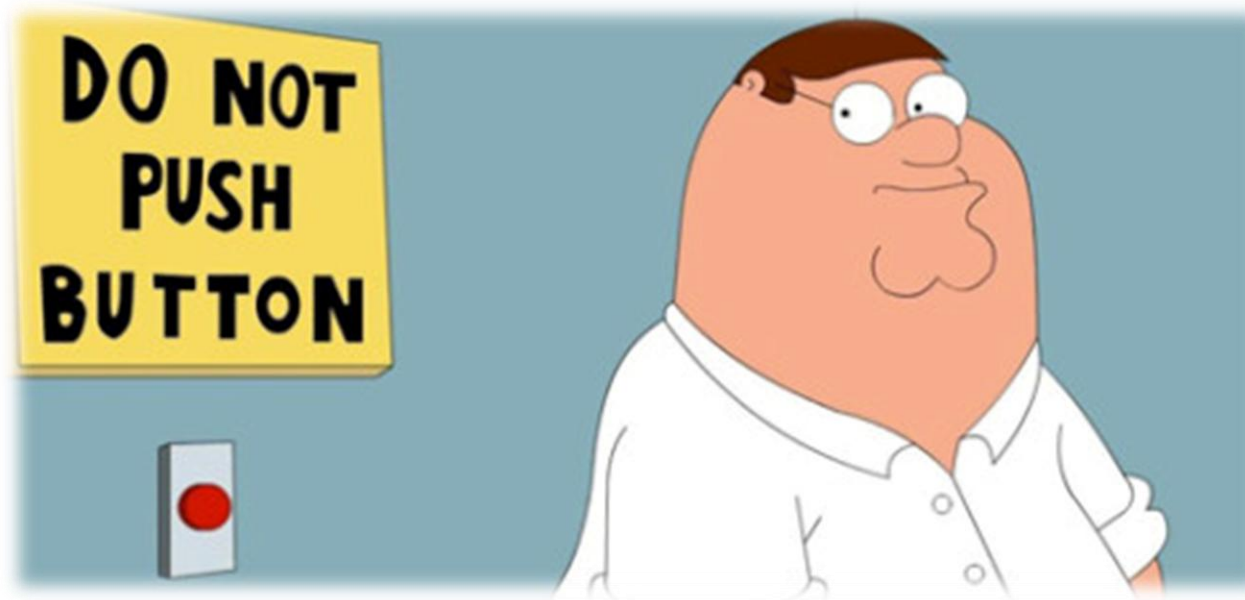
We must
know
ourselves to
know others.

The Self-Awareness Triangle



Pillar 2 - Self-Regulation

Ability to understand (self-awareness), regulate and manage our own emotions and impulses.



A#1 Goal of Self-Regulation

*Understand
consequences before
making a choice.*

Key Concepts in Self-Regulation

Act intentionally
versus reactively

Practice
congruence in
emotions

Identify where
counterfeit
emotions exist

Go into things
with realistic
expectations

Reflect

Ask for feedback

Self-Talk Promotes Self-Regulation



Negative internal thoughts can be a major barrier.



How would you speak to someone you care about when they make a mistake/are facing the same concerns?

A Guide to Effective Self-Regulation

1) How do I feel right now?
Emotionally? Physically?

2) What can I do to calm down,
refocus, charge up?

3) How will I feel after I
_____.





Squash Negative Self-Talk: Reframing



How Reframing Works



Identify situations in which you become negative



Harness your negative thought and reframe it



Challenge your own negative thinking



Replace the negative thought with something better!



Reframing + Being Realistic ...

Being in a perpetual state of positivity or bliss is unrealistic.

- ▶ Be self-aware
- ▶ Seek balance
- ▶ And, as they say: don't sweat the small stuff



Pillar 3 -

Self-Motivation

- ▶ Self-motivation is the ability to establish a goal and take necessary steps toward achieving the goal.

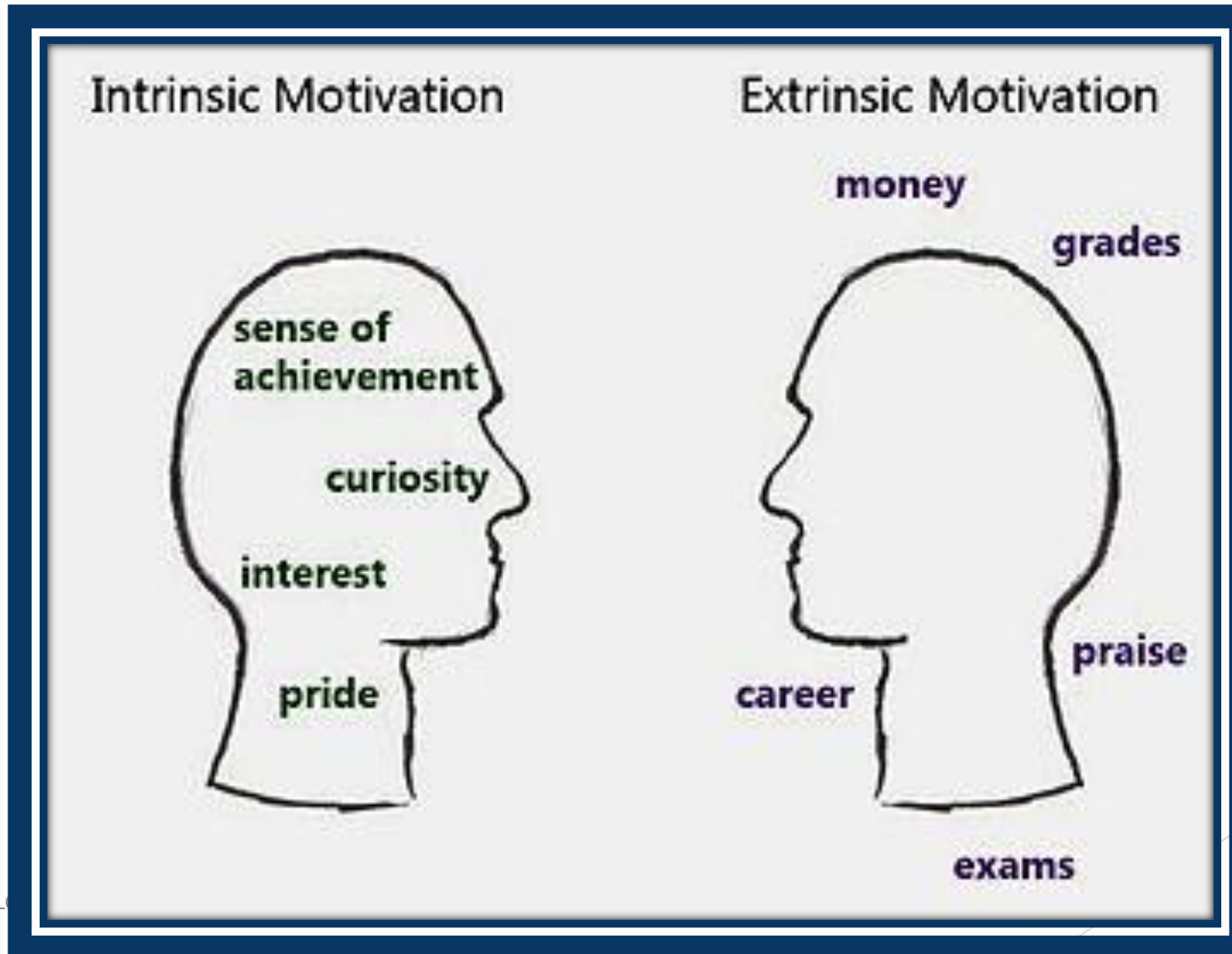




Self-Motivation - Key Concept

Individuals with high emotional intelligence are often known to be motivated for their own personal reasons and work towards their own goals.

Where does motivation come from?



Intrinsic Rewards



Something that comes from
_____.



Working toward _____ not
rewards.

Extrinsic Motivators

Comes from the _____.



Working toward a _____.

Inspiration

- ▶ An animating influence. Something that prompts you to get going!



Round Table Time!



1. Tell us about a difficult goal that you accomplished.
2. What inspired you to set the goal?
3. How did you monitor progress?
4. What 2 or 3 factors contributed to your success, overall?

Pillar 4 - Empathy

- ▶ Ability to understand how other people are feeling. And more, empathy is the ability to understand *how you would feel in their shoes*.



Empathy at Work: Key Concepts

Why it's important

- It creates space to connect.
- It allows us to see another's perspective.
- It makes it possible to respond with sensitivity and compassion regardless of your personal opinion.

Inputs: How
do we know
how people
feel?

Non-verbal

Active listening

Personal history and
experience

Activity time!

“Role Reversal”

Pilar 5 - Social Skills

Social skills are special skills that allow people to interact socially with one another and to successfully navigate social situations.



Pilar 5 - Social Skills: Relationship Management

Let's Discuss:

- 1) *Why are social skills important in the workplace?*
- 2) *What defines a successful relationship at work?*
- 3) *How can we cultivate great relationships at work?*



Tips for Building Strong, Trusting Relationships:

- 1) Follow the Platinum Rule
- 2) Identify what may cause friction
- 3) Focus on connecting
- 4) Work diligently to maintain trust



The Platinum Rule

Treat others the way they want to be treated.



The Platinum Rule in Action



CONSIDER THAT YOUR WAY
ISN'T THE ONLY WAY.



CHALLENGE YOUR
ASSUMPTIONS.



BE AN EXCELLENT
LISTENER.

What causes friction in the workplace?

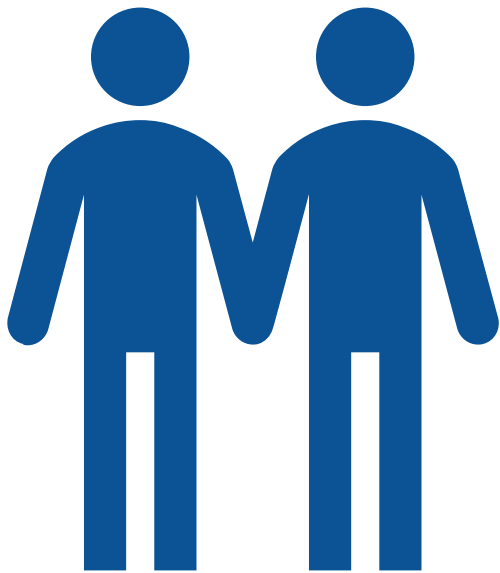


- ▶ Personalities (likes, dislikes, emotions, values)
- ▶ Conflict resolution style
- ▶ Communication style
- ▶ Natural way of doing things

Express
Yourself!
Said.
Heard.
Meant.



Activity Time! Said. Heard. Meant.



- Pair Up.
- One person is the leader, and one is their employee.
- Leader makes the statement to the employee (choose from list)
- Employee responds with: *“When you said XXX, I heard...”*
- Leader provides more meaning: *“You heard XXX, but I meant...”*

Said. Heard. Meant.

Example

1. **Team leader says:** *“When are you going to have the project completed?”*
2. **Employee responds:** “When you said, ‘When are you going to have the project completed,’ I heard, ‘You’re going too slow with this!’”
3. **Team leader expands:** “You heard, ‘you’re going to slow with this,’ but I meant ‘I need a timeline so that I can plan the rest of the week.’”

1) Team Leader Says:

- ▶ *It's not personal.*
- ▶ *Leave your personal struggles at home.*
- ▶ *So-and-so used to do it this way.*
- ▶ *I don't have time right now.*
- ▶ *Well, it's always been this way.*
- ▶ *Work smarter, not harder.*
- ▶ *I need to treat everyone equally.*
- ▶ *It is what it is.*

2) Employee
Responds:
*When You Said ...
I heard*

3) Team Leader
clarifies - *You heard,
but I meant ...*

Focus on Connecting & Maintaining Trust: Ask Great Questions



What do you like about this job?



What are you really good at? Do you feel you get to do that here?



How can we collaborate best?



What should we do when we miscommunicate?



What will we do when one of us makes a mistake?

Be the type of person
who makes everyone you
come across

feel perfectly ok with being
exactly who they are.

Pieces of Soul

Reflection - Consider the following:

1. Which of the 5 pillars do you see as your strength?
2. Which of the 5 pillars do you see as an area of improvement for you at this time?

(They are: Self-awareness, self-regulation, motivation, empathy, social skills)



HR Answers

Plan to Follow Up!

- 1) What is one thing that you can do to **become more aware** of your own strengths and weaknesses?
- 2) What is one way that you can work to **self-regulate** or **self-manage** better (leading to less emotional reactions)?
- 3) What is one way that you can maintain a steady level of **motivation**?

Summary: We Covered A Lot!

- ✓ Defined emotional intelligence
- ✓ Explored the 5-Pillars of Emotional Intelligence
- ✓ Considered a model for processing information using emotional intelligence at work
- ✓ Reflected on our own abilities
- ✓ Completed the Self-Assessment
- ✓ Made a plan for ACTION!



HR Answers

Free Emotional Intelligence Surveys

Want to dig deeper?

- Psychology Today - 45 minutes (you can purchase full results)
- Mindtools - Free 15 questions, limited results
- TalentSmart - Code to take the full assessment with the Emotional Intelligence 2.0 book

We'll Keep the Conversation Going



HRAnswers.org

Our Mission: Your people.

Your facilitator today:
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Your Facilitator:

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- ▶ I'm a certified human resources consultant and the founder of HRAnswers.org. We focus on providing practical, impactful HR consultation to small business leaders so that they can relax and focus on their goals.
- ▶ I believe that professional human resources support isn't only for big companies with huge budgets. HR support is something that every size business deserves! I decided to take what I learned in big-Company HR and design a process to help small businesses create HR programs that align with their business goals *and* organizational culture, to yield maximum results.
- ▶ Our goal is to help our clients reduce business risk and dramatically improve the employee experience. Clients trust my expert team and I to work on a variety of complex HR projects like employee handbooks, job descriptions, performance plans, and sticky hiring and termination situations.

