



Emotional Intelligence

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Emotional Intelligence (EI)

“A person’s ability to understand his or her own emotions and the emotions of others and to act appropriately based on this understanding.”

Journal of Personality Assessment
Dr. John Mayer, Ph.D.
Dr. Peter Salovey, Ph.D

Importance on EI

*“I am able to control only that of which I am aware.
That of which I am unaware controls me.”*

~ John Whitmore, from Coaching for Performance

Importance of Communication

- *The words we use* 7%
- *The tone of the words we use* 38%
- *Our body language* 55%

Components of EI

Self-awareness – The ability to recognize your own emotions and how they affect your thoughts and behavior, know your strengths and weaknesses, and have self-confidence.

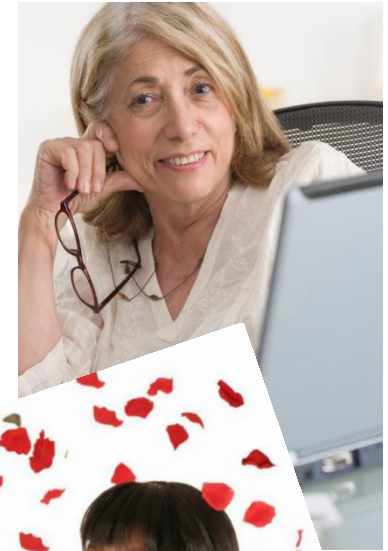
Self-management – The ability to control impulsive feelings and behaviors, manage your emotions in healthy ways, take initiative, follow through on commitments, and adapt to changing circumstances.

Social awareness – The ability to understand the emotions, needs, and concerns of other people, pick up on emotional cues, feel comfortable socially, and recognize the power dynamics in a group or organization.

Relationship management – The ability to develop and maintain good relationships, communicate clearly, inspire and influence others, work well in a team, and manage conflict.

What is personality

- *How you perceive yourself*
- *How others see you*



7 dimensions of personality

- *Adjustment*
- *Ambition*
- *Sociability*
- *Interpersonal sensitivity*
- *Prudence*
- *Inquisitive*
- *Learning approach*

Being aware of our “derailer” behaviors

	“strength”	“watch-out”
• <i>Cautious</i>	Look at worst case before moving forward	Obsess about what may go wrong and get stuck
• <i>Detached</i>	Calm in the midst of controversy	Withdraw in the midst of controversy
• <i>Arrogant</i>	You possess a powerful ego that allows you to make an impact on others	You possess a powerful ego that causes you to dominate others
• <i>Perfectionism</i>	Manage processes with skill & determination	People’s needs become secondary

Source: [Why CEO’s Fail](#) by David L. Dotlich & Peter C. Cairo

Sources of feedback

- *Skip level*
- *360 assessment*
- *Performance management*
- *Coaching*
- *Open door*

“I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

Maya Angelou

