

Putting Emotional Intelligence to Work for You

Pam Jones

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Emotions in the Workplace

- There is no place for emotions at work
- Be a man (or a woman)
- You are thin skinned
- Your private life should stay private
- No offense, but...
- You are such a...
- You are so sweet/nice, you will never make it in this business

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It's not about me, it's them!



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What is Emotional Intelligence?



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Self Awareness

- Know What Pushes Your Buttons
- Nonverbal Communication – Body Language, Gestures, Facial Expressions, Sighing, etc.
- Know Your Own Values & Beliefs – Facts over Feelings
- Understand the Relationships **You** Have (Supervisor, Friend, Significant Other, etc.)

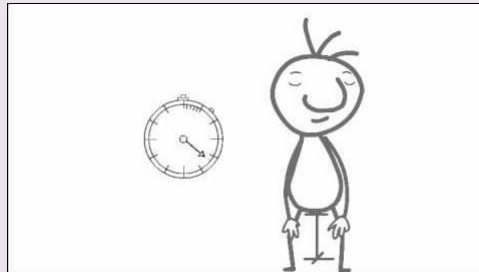
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Self Management

- Acquire Social Skills
- Physical Exercise including Yoga, Tai Chi, Weight Lifting, Running, etc.
- Reduce Stressors
- Eat & Sleep Well
- Socialize
- Be Positive
- Learn Self Control & Soothing or Calming Techniques such as: Deep Breathing Exercises, “One Minute Meditation” (Martin Boroson)

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One Minute Meditation



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Social Awareness

- Learn Non-Verbal Social Signs
- Be Empathetic
- Civility/The Golden Rule
- Learn to Navigate your Surroundings
- Have Personal Integrity
- Respect Others' Opinions even if they are Different than Your Own
- Know when People are in it as a Game, they are in it to Win



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People/Relationship Management

- Use Personality/Skills Assessments (Myers-Briggs, DISC, True Colors, etc.)
- Learn Mediation and Negotiation Skills
- Use Active Listening Skills
- Team Building
- Coaching & Mentoring
- Empathy & Emotional Understanding Training
- Use Organizational Developers
- Affirmation and Praise in the Relationship
- Acknowledge Feelings and Emotions (but do not be over run by them)

"emotions are among the primary determinants of behavior at work and profoundly influence both the social climate and the productivity of companies and organizations"

Pekrun, R. and M. Frese, 1992



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Trust

– People quit their bosses, not their jobs.

A Gallup **study** sheds new light on worker-manager relationships, finding that about 50% of the 7,200 adults surveyed left a job "to get away from their manager."

– [Fortune Magazine, Apr 02, 2015](#)

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Reflection Exercise

- It is time to reflect on your own personal skill sets:
 - Have you ever or do you perform any of these traits? Positive or negative?
 - Do you use your title to get respect?
 - Have you ever personally felt mistrust in an employer because of these traits?
 - How can you can you change your management or work style?
 - Why is it important to change?
 - Have you become complacent or settle for mediocrity?
 - Do you feel for others?
 - Are you happy in your job? Why or why not?
 - How does an organization/supervisor build trust?

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The Answer

- Emotional Intelligence



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Questions or comments

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I AM EMOTIONALLY CONNECTED!



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