

Student Affairs JEDI Training: Emotional Intelligence

**University of Southern Indiana
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Emotional Intelligence Defined?

“The capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically.”

-Webster Dictionary (2022)

What Comes to Mind?

What comes to mind when you hear
emotional intelligence?

<https://www.menti.com/ygux8fjcwn>

Five Components of Emotional Intelligence at Work

- Self-awareness
- Self-regulation
- Motivation
- Empathy
- Social skills

Self-Awareness

- Self-awareness: is the ability to identify your emotions and emotional triggers. Being aware of your feelings helps you understand how others might perceive your emotions.
- You might use self-awareness at work to understand how you are viewed by your coworkers, clients or managers.

Self-Regulation

- Self-regulation: is the ability to control and adjust your emotions to create a more positive effect. Being in control of your feelings is essential in any situation because your emotions strongly affect other people.
- You might control your emotions on the job by adjusting your feelings to keep a professional appearance in front of students, faculty, staff and those you encounter while at work.

Motivation

- Motivation: is the urge and desire to do something, and it relates to emotional intelligence because your desires can promote different feelings toward something.
- For example, having a desire to complete all your daily tasks successfully might be displayed as intrinsic motivation to your employer — and a way of fulfilling your own inner needs and goals.

Empathy

- Self-regulation: is the ability to control and adjust your emotions to create a more positive effect. Being in control of your feelings is essential in any situation because your emotions strongly affect other people.
- You might control your emotions on the job by adjusting your feelings to keep a professional appearance in front of students, faculty, staff and those you encounter while at work.

Social Skills

- Social Skills: are the tools used to communicate and interact with other people. Having stronger social skills — like effective communication and respect — allows you to listen, speak and resolve conflicts more effectively.
- Social skills can be used in the workplace to develop your career and are essential tools for leaders.

Self Evaluation

- Before moving forward, I would like us to take a moment and individually complete this assessment form.
- <https://www.surveymonkey.com/r/KSGYNTN>

Breakout 1: Discussion Questions

After completing the survey, please discuss:

- What behaviors or personal attributes do you bring to your interactions in this role?
- What triggers you to shut down when communicating with campus or community partners in your current role? How have you navigated this trigger?
- What does it mean to show up as your authentic self in your respective roles?
- Do you believe that whether directly or by proxy, that we can cause more harm than good, when engaging with students, and other community members? Please explain.

Own Your Behaviors, Master Your Communication, Determine Your Success

Behavioral Coach, Corporate Trainer, Author of '5 Chairs 5 Choices'. Louise Evans heads up her own organization in Florence, Italy from which she offers international leadership development, cross-cultural transitional coaching and personal development programs for individuals and teams working in international contexts. She is English but has lived and worked in Germany, France and for the last 30 years in Italy.

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Breakout 2: Discussion Questions

- How do you process the feedback you are given regarding missteps or wins in your role?
- What hinders you from processing the feedback you may receive regarding an interaction with a campus or community member
- How have you navigated conflicts that arise in your respective roles?
- Do you feel that you have to “like” someone to respect them, and treat them with an ethic of care? If yes, why? If no, why?

Tips

- Emotional intelligence is important because it can help you improve your interpersonal relationships, both personally and professionally.
- The five components of emotional intelligence at work are self-awareness, self-regulation, motivation, empathy and social skills.
- The benefits of emotional intelligence in the workplace include being able to better understand nonverbal cues, properly adjust your behavior, make good decisions and become a respected leader.

Tips Continued

- Focus on nonverbal communication: Maintaining eye contact, limiting hand gestures and having good posture create a positive impression when meeting someone for the first time.
- Practice public speaking: Regularly speaking in front of a group will magnify your strengths and weaknesses and force you to develop great communication habits.
- Develop a filter: Leaders need to know how to express their thoughts and feelings to those around them. It's important to know what's appropriate to say or do in different workplace situations.

Reference/Questions?

Taken from: [The Importance of Emotional Intelligence in the Workplace | Indeed.com](#) 2/28/2022

[How Emotionally Intelligent Are You? - Career Skills From MindTools.com](#) 2/28/2022

[Own Your Behaviours, Master Your Communication, Determine Your Success | Louise Evans | TEDxGenova – YouTube](#)