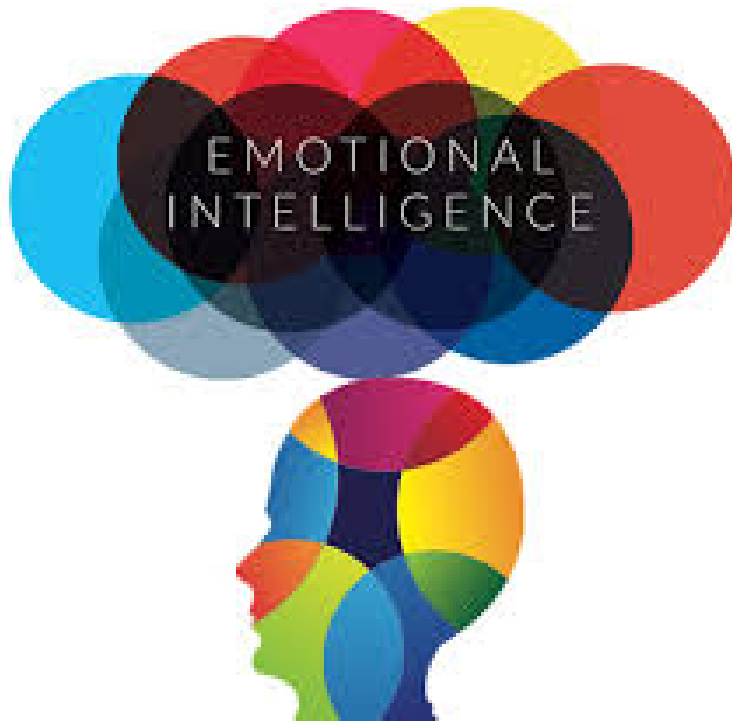




Need of Emotional Intelligence in career development

DR. D. K. SARAOGI

Career

In the present world, a good career is most important. A person is known by his/her career.

Various careers –
doctor, engineer, lawyer,
businessman, sportsman, writer,
actor, singer, politician, etc. etc.

Career required for –
financial independence, self-
confidence, social acceptance,
security, etc.

Career provides -
Personal and professional
fulfillment



Total Personality most important factor in career



Physical body
(relates to PQ)

look, physique, fitness, dressing sense, etc.



Mental body
(relates to IQ)

Knowledge, academic skill, talent, etc.



Emotional body
(relates to EQ)

Attitude, emotions, behavior, cohesiveness, tolerance, etc.



Total Personality
= PQ x IQ x EQ

Emotional Intelligence (EQ)

A concept introduced by Daniel Goleman in early 1995.

References to emotional intelligence everywhere.

Experts advice that sharpening your “EQ” can dramatically increase your chances of success.



Emotional Intelligence (EQ)

The capacity to:

- Be aware of, control and express one's emotions.
- Handle interpersonal relationship empathetically.

Includes :

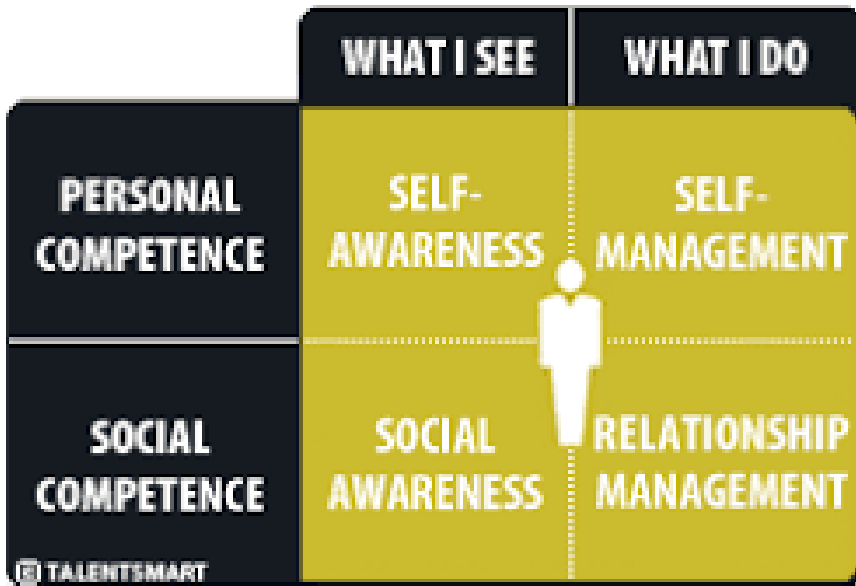
- Perceiving Emotions
- Understanding Emotions
- Using Emotions
- Managing Emotions

What is Emotional Intelligence (EQ)?

Emotional intelligence is **the ability to make emotions work for you**, instead of against you.

Basically an **ability to identify, understand, and effectively manage emotions like anger, happiness, anxiety, optimism, humor, sadness, fear, shame, love, etc.**—both your own and those of others.

A practical skill; it's not just understanding how emotions work, **it's being able to use that knowledge to help yourself and others.**



Emotional intelligence is made up of four core skills.



How Do You Influence?

4/6

Domains of Emotional Intelligence

1. Self-awareness

Ability to identify and understand your own emotions and how they affect you.

recognizing how emotions impact your thoughts and actions (and vice versa) and how your feelings can help or hinder you from achieving your goals.

Self-awareness includes the ability to recognize your emotional tendencies, strengths, and weaknesses.



Domains of Emotional Intelligence

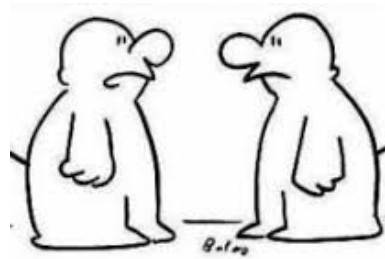
2. Self-management

Ability to manage emotions in a way that allows you to accomplish a task, reach a goal, or provide a benefit.

includes the quality of self-control, which is the ability to control your emotional reactions.

You can't always control how you feel. But you can control the way you act (or refrain from acting) upon those feelings. Practicing self-control can therefore reduce the chance you say or do something you later regret, especially in an emotionally charged situation.

Domains of Emotional Intelligence



I know exactly how you feel.



3. Social-awareness (Empathy)

Ability to accurately perceive the feelings of others and understand how those feelings influence behavior.

Allows you to see and feel things from the perspective of others. Empathy keeps you in tune with others' wants and needs, and it equips you to better satisfy those desires, increasing the value you have to offer.

Also provides you with a more complete picture of others and helps you understand the role emotions play in your relationships.

Domains of Emotional Intelligence

4. Relationship management

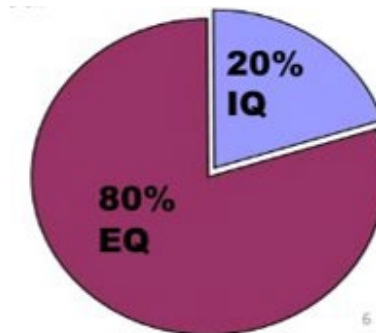
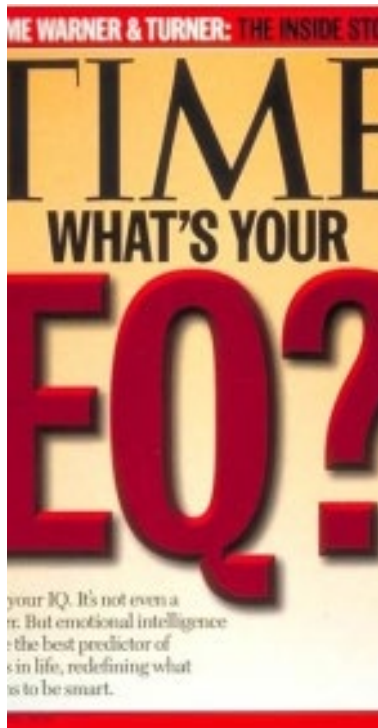
Ability to get the most out of your connections with others.

Ability to influence through your communication and behavior. Instead of trying to force others into action, you use insight and persuasion to motivate them to act on their own accord.

Also involves bringing emotional benefits to others. Doing so gradually increases the level of trust and strengthens the bond between you and your partners.



EQ and Career



Large companies all over the world look for “emotionally intelligent” people to fill human resources, sales, customer service, training, and top management positions.

Your expertise, your professional skills, your degree(s), just aren’t enough in today’s super-competitive workplace.

**“Out of control emotions
make smart people stupid.”**

Daniel Goleman, 1998



IQ: 178

EQ: 0



Research in Emotion - Emotional Intelligence

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EQ and Career

Career enveloped with positive energy (high EQ)
– **Sure success**

Career enveloped with negative energy (low EQ)
– **Sure failure**

Career is just a road map of efforts; where to go, when to go, how to go depends on EQ levels.



EQ and Career

Intellectual intelligence (IQ) isn't enough on its own to be successful in your career and in life.

Your IQ can help you get into college, but it's your EQ that will help you manage the stress and emotions when facing your final exams.

Your IQ can get you hired, but it's your EQ that will get you promoted.

EQ and Career

LOW IQ + LOW EQ = POOR ACCEPTANCE

HIGH IQ + LOW EQ = LOW ACCEPTANCE

LOW IQ + HIGH EQ = GOOD ACCEPTANCE

HIGH IQ + HIGH EQ = HIGH ACCEPTANCE



In the Long Run, EQ Trumps IQ

EMOTIONAL INTELLIGENCE

71% OF HIRING MANAGERS SAID **EI** IS MORE IMPORTANT THAN **IQ**.

EQ IS RESPONSIBLE FOR:

58%
OF YOUR JOB
PERFORMANCE

90%
OF TOP PERFORMERS
HAVE HIGH EQ

29,000
PEOPLE WITH HIGH
EQ MAKE 29,000 MORE
ANNUALLY THAN THEIR
LOW EQ COUNTERPARTS

EMOTIONAL INTELLIGENCE:

SELF-AWARENESS

MOTIVATION

SELF-REGULATION

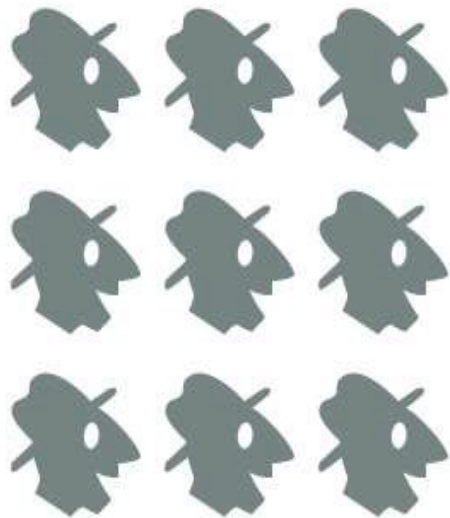
SOCIAL SKILLS

EMPHATY

70% OF FORTUNE 500 COMPANIES ARE SETTING ASIDE BUDGETS TO TRAIN **EI**.

EQ and Career

Emotional Intelligence and Career



90%

*of top performers
have high EQ*



EQ is responsible for

58%

*of your job
performance*



\$29,000

*People with high EQ
make \$29,000 more
annually than their
low EQ counterparts*



Signs of low Emotional Intelligence

Aggressive

Unresponsive

Demanding

Resistant to change

Egotistical

Stubborn

Bossy

Critical

Confrontational

Picky

Easily distracted

Fussy

Selfish

Hard to please

Poor listener

Impulsive

Unforgiving

Slow

Characteristics of Low EQ Person



"If only I had different Job....."
 "If I had finished Graduation....."
 "If only I had been
 Handsome/Beautiful....."
 "If only I had been born rich....."
 "If only I had better Contacts....."
 "If only I had married someone
 else...."



Results of low Emotional Intelligence

Shame	Lack of confidence
Disappointment	Low motivation
Fear	Untrusting
Guilt	Slow
Uncontrolled outbursts	Depression
Self-centered	Stress
Misunderstanding	Suicides
Low productivity	Divorces



Signs of high Emotional Intelligence

Assertive

Decisive

Warm

Enthusiastic

Sociable

Charming

Forgiving

Persuasive

Patient

Predictable

Good listener

Careful

Meticulous

Neat

Systematic

Empathetic

Consistent

Grateful



Characteristics of a High EI Person

- ✓ Is not afraid to express his/her feelings.
- ✓ Is not dominated by negative emotions.
- ✓ Balances feelings with reason, logic, and reality.
- ✓ Is independent, self-reliant and morally autonomous.
- ✓ Is not motivated by power, wealth, status, fame, or approval.
- ✓ Is interested in other people's feelings.
- ✓ Is not immobilized by fear or worry.
- ✓ A time to speak and a time to be silent,
- ✓ Is emotionally resilient.



Benefits of high Emotional Intelligence

Fulfilled and happy life

Improved communication

Strong interpersonal relationships

Effective stress management

Higher productivity

Good physical health

Higher success in profession

Effective decision-making

Trust and confidence of others

Better team-work



Emotional Intelligence Applied

Emotional intelligence can be used to solve problems and conflicts at work and in personal relationships.

Let us take the example of anger as an emotion -

First, **Be aware** of your anger or identify that you are angry even before others identify that anger in you,

Then, **Find the root cause behind** your anger (because anger is a secondary emotion always preceded by another primary emotion),

Then, **Accept** it instead of **fighting** with it or **judging**/hating it.

Finally, **Express/release** it by **redirecting** it



Emotional Intelligence Applied

Two people had a **fight with their boss at work**. One of them was emotionally intelligent and the other wasn't.

On returning to their homes **the first, who wasn't emotionally intelligent, started shouting at her children**. She acted based on her emotions without thinking about them in an emotionally intelligent way.

When the second person returned home and found that the kids were noisy she just told herself, “well, why should I shout at the kids, they are not the ones to blame for my feelings, they always make that loud noise while playing. The main reason I am feeling bad is because of my boss”

The second person recognized her emotions, thought about them, then acted in an emotionally intelligent way.



Low Emotional Intelligence

Here are some common examples of what those with low emotional intelligence may say and how it's actually heard:

What you say: "At the end of the day, it's all about getting the work done."

What others hear: "All I care about is the results and if some are offended along the way, so be it."

What you say: "If I can understand it, anyone can."

What others hear: "You're not smart enough to get this."

What you say: "I don't see what the big deal is."

What others hear: "I don't really care how you feel."

Examples – low EQ

Uber CEO ousted due to low Emotional Intelligence

Uber CEO, Travis Kalanick, had great vision and technical acumen.

What he underestimated – and did not value enough – was the importance of EQ (emotional intelligence).

Kalanick was recently fired by his Board.



Examples – low EQ



People with low Emotional Intelligence

Ravan

Hitler

Paris Hilton

Britney Spears

Donald Trump

Osama Bin Laden

Examples – high EQ

You are driving down the road in your car on a wild, stormy night, when you pass by a bus stop and you see three people waiting for the bus:

1. An old lady who looks as if she is about to die.
2. An old friend who once saved your life.
3. The perfect partner you have been dreaming about.

Which one would you choose to offer a ride to, knowing that there could only be one passenger in your car?

You could pick up the old lady, because she is going to die, and thus you should save her first. Or you could take the old friend because he once saved your life, and this would be the perfect chance to pay him back. However, you may never be able to find your perfect mate again.

The person with high EQ would say - "I would give the car keys to my old friend and let him take the lady to the hospital. I would stay behind and wait for the bus with the partner of my dreams."





Examples – high EQ

Michael Phelps creates records in his Final Olympic Games

In 2012 Olympic Games Michael Phelps **finished fourth in his first race.**

Then Phelps rebounded, winning four gold medals and two silver medals, making him, with 22 medals, the **most decorated Olympian of all time.**

When asked about how he made it, he said that he started the Olympic Games tight and tense, and he hadn't felt comfortable in the pool. After he failed in his first race, he started relaxing more, smiling more, and trying to have a good time.

Once Phelps became aware, understood his emotions, he used the EQ skill and he was able to relax, he started adding medals to his collection.

Examples – high EQ

People with high Emotional Intelligence

Walt Disney

Mother Teresa

Princess Diana

Oprah Winfrey

Abraham Lincoln

Michael Jackson

Warren Buffett

Jeff Bezos (CEO-Amazon)

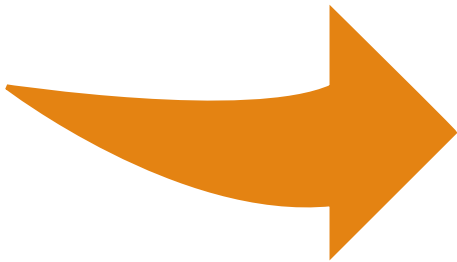
Indra Nooyi (CEO-Pepsi)



Examples – high EQ

More real life examples of high emotional intelligence

- a. Mother Teresa – photo session
- b. Abraham Lincoln – wrong speech
- c. Satya Nadella – email to employees after an epic fail
- d. Elon Musk – attempts to do injured employee's tasks
- e. Eight girls in a race – runs back to lift the fallen girl
- f. Mahatma Gandhi – thrown out of train in South Africa
- g. Acharya Bhikshu – 'Saw your face, I will go to hell' incident





Increasing EQ

Practice observing how you feel

Pay attention to how you behave

Question your own opinions

Take responsibility for your feelings

Reflect on negative emotions

Learn to breathe correctly and deeply

Eat healthy

Be realistic

Think positive

Listen more

Practice empathy

Avoid complaining

Avoid dwelling in the past

Avoid being critical





MAY ALL BE
HAPPY!



MAY ALL BE
PEACEFUL!



MAY ALL BE
SUCCESSFUL!

Thank you!