



EMOTIONAL INTELLIGENCE

Emotional Intelligence

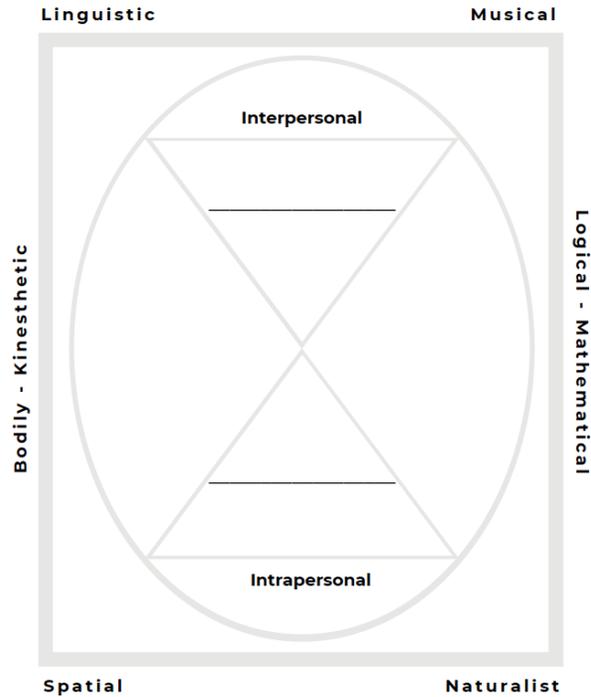
Abilities such as being able to motivate oneself and persist in the face of frustrations; to control impulse and delay gratification; to regulate one's moods and keep distress from swamping the ability to think; to empathize and to hope.

(Goleman, Emotional Intelligence, 1998)

A set of emotional and social skills that influence:

- How we perceive and express ourselves
- How we develop and maintain relationships
- Our capacity and confidence to make decisions
- How we cope with stress and challenges

EQi 2.0



Using Emotion
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Linguistic

Musical

Bodily - Kinesthetic

Logical - Mathematical



Spatial

Naturalist

Unforgettable Leadership. Unforgettable Results.



Managing Self

1. Self-Awareness
2. Self-Confidence
3. Self-Control
4. Adaptability
5. Initiative
6. Optimism

Emotional Intelligence

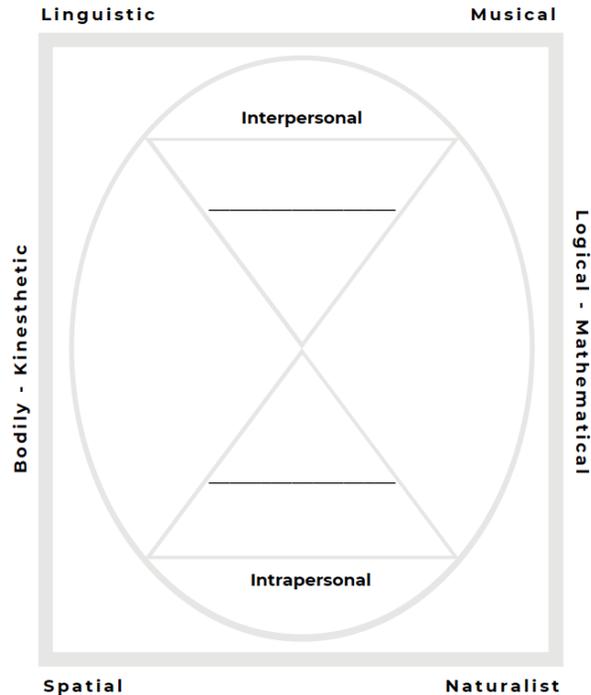
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Interpersonal Intelligence (Managing Self)

Directions: Rate each statement by considering how frequently you display the behavior.

1. _____

	Almost Never	Occasionally	Frequently	Almost Always
I listen to others fully without judgement.	1	2	3	4
I listen without offering advice or solutions.	1	2	3	4
I observe facial expressions and non-verbal cues.	1	2	3	4
I easily recognize what others are feeling.	1	2	3	4

In upcoming conversations, stay curious. Remember, people's choices and worldview makes sense to them – it doesn't have to make sense to you. Review Coaching Presuppositions under Communication.

In upcoming conversations, tap the breaks on giving advice or solving the problem. Instead, ask generative questions that begin with 'what' or 'how.'

In upcoming meetings, be an intentional observer.

2. _____

	Almost Never	Occasionally	Frequently	Almost Always
I actively build trust with others.	1	2	3	4
I go the 'extra mile' to meet spoken and unspoken needs.	1	2	3	4
I serve others without expecting a personal return.	1	2	3	4
I give credit to those around me.	1	2	3	4

Select and implement trust-building actions listed in the Trust Assessment under Culture.

Be mindful of asking yourself, "What does this person need?" and ...even better if? For example, an email requests the time of a meeting. You respond with the time and the link to join.

Identify where you may have an opportunity to make a connection or open a professional door for someone else. We build our network when we help others build theirs.

6 Behaviors of Interpersonal Intelligence

Pages 11-13



Influencing Others

1. Empathy

Four Attributes

- Perspective taking, putting yourself in someone else's shoes
- Staying out of judgment and listening
- Recognizing emotion in another person
- Communicating that you can recognize that emotion

~ Theresa Wiseman



Empathy



Influencing Others

1. Empathy
2. Service

BY
ITSELF
ING WORKS, New York, NY



Brooke





Influencing Others

1. Empathy
2. Service
3. Inspiration
4. Assertiveness
5. Influence

FORCE



Tell them, they
comply

FLOW



Involve them, they
commit



Influencing Others

1. Empathy
2. Service
3. Inspiration
4. Assertiveness
5. Influence
6. Teamwork

Section Two: Influencing Others

Create an action plan for improving in Interpersonal Intelligence.

Competencies:

- Empathy
- Service
- Inspiration
- Assertiveness
- Influence
- Teamwork

1. List one competency you commit to using more of over the next 30 days.

Example: Empathy

2. What specific action are you willing to take over the next 30 days to use this skill?

Example: I will listen fully and resist the urge to give advice or solve the problem.

3. How might increasing the use of this skill impact your relationships or results?

Example: I will build greater trust and not carry the weight of having to have all of the answers.

As you reflect on these six behaviors:

- Which do you plan to strengthen?
- How do you plan to strengthen?
- What impact are you looking for?



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