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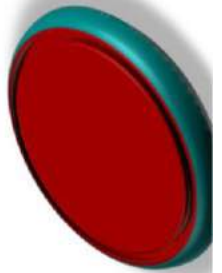
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EMOTIONAL INTELLIGENCE - IEK

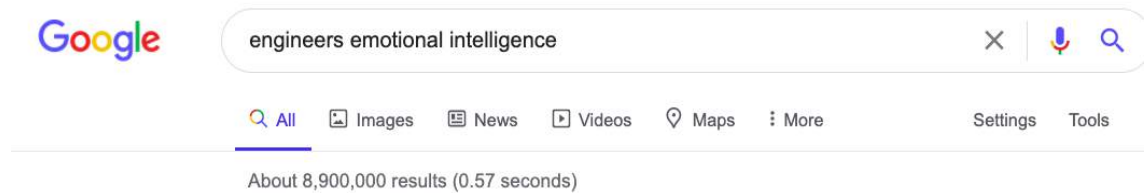
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Emotional intelligence



If you Google search 'Emotional Intelligence for engineers' you will get around 8,900,000 million results. In October 2017, there were 120 million searches of Emotional Intelligence and the number grew to 185 million searches by December 2018. This means more people around the world are increasingly curious on how to grow their Emotional Intelligence.

In a world where Artificial Intelligence is quickly taking ground, it is now becoming apparent that machines like robots will do what human beings can do with much more speed and efficiency. However, we still have an advantage over machines and that is our Emotions!

Emotional Intelligence is one of the skills listed by The World Economic Forum as one of the top ten skills needed by employers. It is quickly becoming a need rather than a secondary requirement in the world today.

Level of importance into the future



Top 10 skills

in 2020

1. Complex Problem Solving
2. Critical Thinking
3. Creativity
4. People Management
5. Coordinating with Others
6. Emotional Intelligence
7. Judgment and Decision Making
8. Service Orientation
9. Negotiation
10. Cognitive Flexibility

in 2015

1. Complex Problem Solving
2. Coordinating with Others
3. People Management
4. Critical Thinking
5. Negotiation
6. Quality Control
7. Service Orientation
8. Judgment and Decision Making
9. Active Listening
10. Creativity



Source: Future of Jobs Report, World Economic Forum



International -#-

The Impact of Our Emotions

Our emotions influence decisions, behavior, and performance, productively and unproductively. There is a direct link between the way people feel and how they

perform in the workplace. We need to be present with our emotions and conscious of how they are impacting our decisions, behaviors, and performance and how we impact those we interact with. We need to be empathetic towards others and understand what makes them feel specific emotions, be authentic in our expression, and use emotional data to make expansive decisions and build resilience to manage and control our emotions and inspire performance in others.

Emotions influence



Reflect on your emotions in the past 24 hours? Was your thinking brain enhanced or impaired? How did you behave? Did this behavior impact your performance?

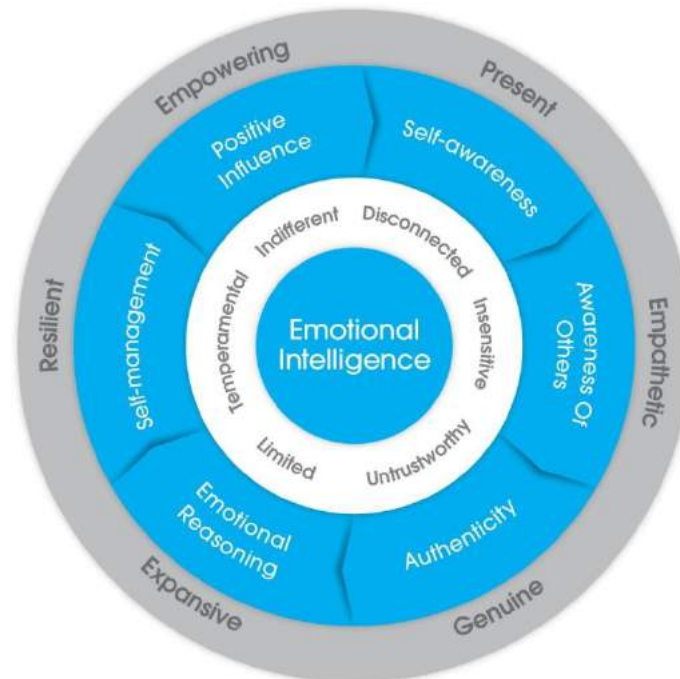
One of the most effective ways of managing emotions is to think about emotions from different perspectives. For example, exploring the benefits and consequences of them, causes of them and different ways of responding to them. Assess what strategies we are currently using to maintain and enhance our psychological well-being, and identify some things you can start or stop doing.

It starts with self-awareness is the skill of perceiving and understanding one's own emotions. People who display this competency are aware of their feelings, moods, and emotions and the causes of these feelings. Sometimes, we are not conscious of the emotion we are feeling. By bringing our subconscious emotions into our conscious brain, we are present with the emotion and understand how it impacts our thoughts, decisions, and behaviors.

Emotional Intelligence

Emotional intelligence (EI) involves a set of skills that help us perceive, understand, express, reason with and manage emotions, both within ourselves and others. We can apply these skills to help us become more conscious of our own and others' feelings and more conscious of the influence emotions are having on our decisions, behavior and performance. This in turn helps us minimize the unproductive influence emotions can have and maximize their productive qualities. The

competencies of the model help us consistently demonstrate the productive being states on the outside ring of the model, as opposed to the unproductive being states (white band), that we can all be at times, on the inside of the model.



1. Self-Awareness

Self-Awareness is about being aware of the way you feel and the impact your feelings can have on decisions, behavior and performance. People who are emotionally self-aware are conscious of the role their feelings can play in these areas, and are better equipped to manage this influence effectively. When we are emotionally self-aware we are **present** with the role feelings are playing in our decisions, behavior and performance. When we are not, we are often **disconnected** from this influence.

2. Awareness of Others

Awareness of others is about perceiving, understanding and acknowledging the way others feel. This skill helps us identify the things that make people feel valued, listened to, cared for, consulted, and understood. It also helps us demonstrate empathy, anticipate responses or reactions, and adjust our behavior so that it fits well with others. When we demonstrate this skill effectively we come across as being **empathetic**. People who do not demonstrate this skill can come across as being **insensitive** to the way others feel.

3. Authenticity

Authenticity is about openly and effectively expressing oneself, honoring commitments and encouraging this behavior in others. It involves honestly expressing specific feelings at work, such as happiness and frustration, providing feedback to colleagues about the way you feel, and sharing emotions at the right time, to the right degree and, to the right people. People high in authenticity are often described as '**genuine**' whereas people low in this skill are often described as '**untrustworthy**'.

4. Emotional Reasoning

Emotional reasoning is about using the information in feelings (from oneself and others) when decision-making. It involves considering your own and others' feelings when making decisions, combining the information in feelings with facts and technical information, and communicating this decision-making process to others. Feelings and emotions contain important information. For example, the level of commitment colleagues demonstrate often provides insight into whether a decision is going to be supported; the emotional appeal of products and services often provides insight into selling and marketing messages. When this type of emotional information is combined with facts and technical information, people make **expansive**, creative and well-thought-out decisions. Conversely, people who do not use emotional information and focus on facts or technical information only tend to be **limited** in their decision-making.

5. Self-Management

Self-Management is about managing one's own mood and emotions, time and behavior, and continuously improving oneself. The modern workplace is generally one of high demands and pressure, and this can create negative emotions and outcomes. Our mood can be very infectious and can therefore be a powerful force in the workplace; productively or unproductively. This skill helps people be **resilient** and manage high work demands and stress rather than being **temperamental** at work. People who are proficient in managing their own emotions are optimistic and look to find the opportunities and possibilities that exist even in the face of adversity.

6. Positive Influence

Positive influence is about positively influencing the way others feel through problem solving, feedback, recognizing and supporting others work. It involves creating a positive working environment for others; helping others find effective ways of responding to upsetting events; and effectively helping people resolve issues that are affecting their performance. This skill helps people create a productive environment for others. Positive Influence equips you with the

capacity to encourage colleagues to cooperate and work effectively together. People who can positively influence others' moods, feelings and emotions are **empowering** to work with and easily motivate those around them.

Dimensions of Emotional Intelligence

1. *Self-awareness*

The ability to recognize and articulate our own emotions and moods, and to be aware of the effect on others.

2. *Self-regulation*

Ability to control or redirect negative moods, impulses and behaviours.

3. *Motivation*

A passion to do something for reasons that go beyond money and status.

4. *Empathy*

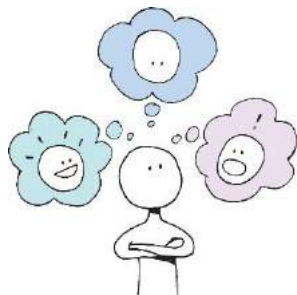
The ability to understand and have insight into other people's emotions.

5. *Social skills*

Being Ability to maintain healthy relationships and build networks.

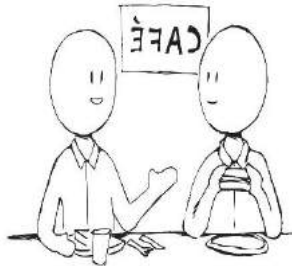
Proactive Strategies

The most effective strategies are those that become a way of life and which are applied proactively in your day-to-day activities, rather than something done reactively.



Thinking strategies – One of the most effective ways of managing emotions is to think about emotions from different perspectives. For example, exploring the benefits and consequences of them, causes of them and different ways of responding to them.

Physiological strategies – Our physiology can have an impact on the way we feel and manage stress. Changing our physiology through exercise, diet, sleep and other activities can help us manage emotions more effectively and build our resilience.



Relationship strategies – Connecting and sharing with others provides us with the opportunity to express and explore our feelings and get someone else's input or support for them. Expressing how we feel can help us manage our emotions.

Environment strategies – Factors external to us can impact how we feel at work, like; deadlines, our workload, and the environment we are working in. Changing our conditions and/or our working environment can help improve the way we feel as well as our resilience.



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**“People will forget what you
said,**

**people will forget what you
did,**

**but people will never forget
how you made them feel.”**

- Maya Angelou



STRESS MANAGEMENT AND EMOTIONAL INTELLIGENCE

By

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MENTAL HEALTH

- According to WHO this is “a state of well-being in which every individual realizes their own potential, can cope with normal life stresses, can work productively, fruitfully and is able to make a contribution to the community.”



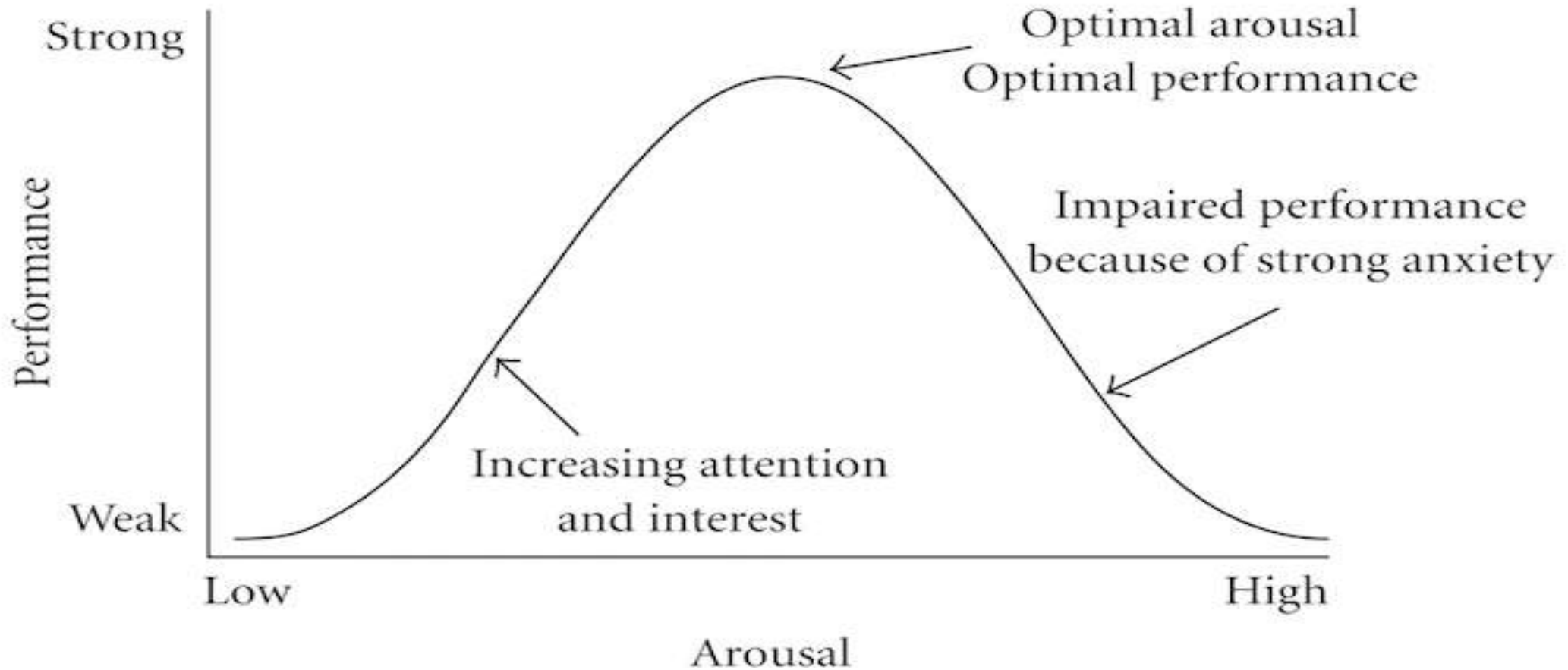
DEFINITION

Stress is the body's automatic response to any physical or mental demand placed on it.

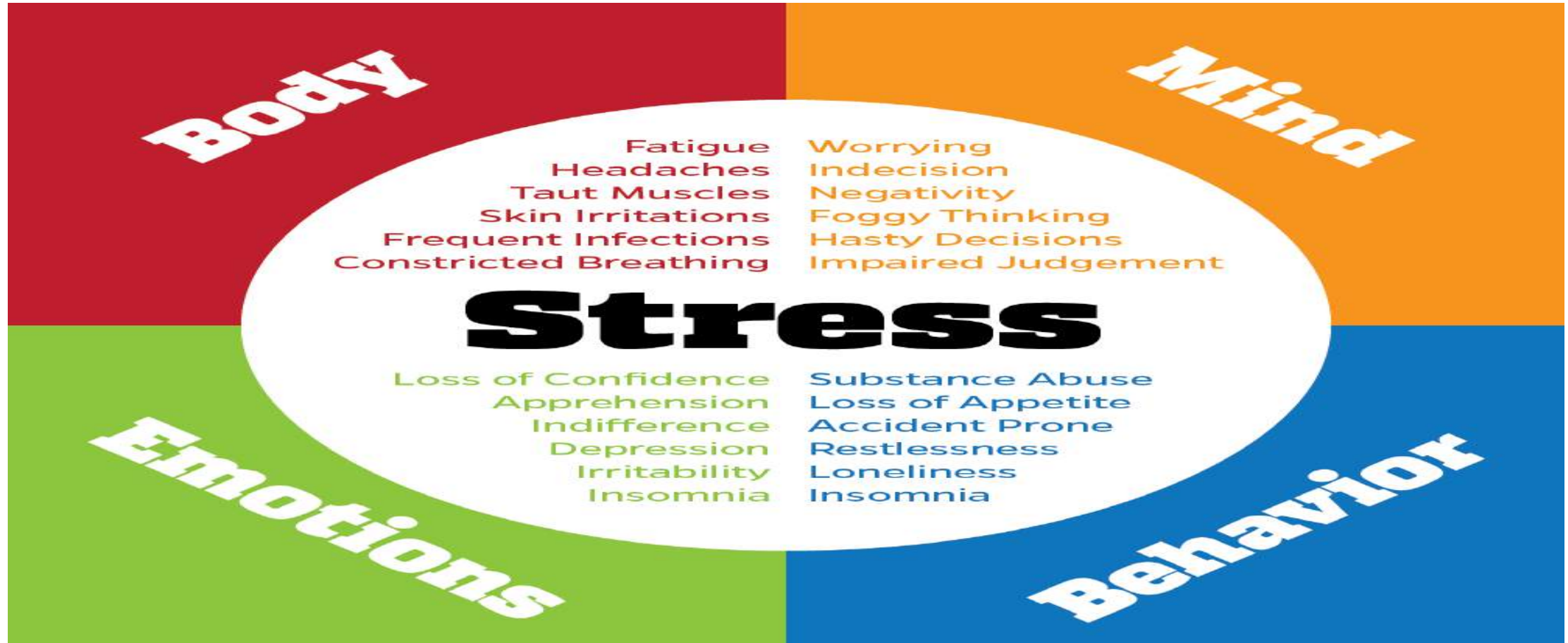
Adrenaline is a chemical naturally produced in our body as a response to stress.

Fight or Flight response is elicited.

RELEVANCE



DIAGNOSIS OF STRESS



EMOTIONAL INTELLIGENCE

- It refers to the ability to recognize and understand emotions in yourself and others.
- The ability to use this awareness to manage your behaviour and relationships.



ASPECTS OF EMOTIONAL INTELLIGENCE



1. INTRAPERSONAL SKILLS

- Self awareness is key:
- Who am I?
- Ask yourself..... What am I feeling?
- Why am I feeling it?
- Reflect on your behaviors.
- Know your triggers.
- ***Recognize Your Physical:*** Cues: tensed muscles, sweating, rising voice, hand gestures when communicating.

2. INTERPERSONAL SKILLS

- Social Awareness: recognize other people's emotions, then show empathy.
- Demonstrate empathy:
- Be understanding without necessarily agreeing,
- Use words and gestures to show you care,
- Don't offer advice, judge, tell them how to feel.
- Resolve conflict when it occurs intelligently

“Anyone can become angry—that’s easy. But to be angry with the right person, to the right degree, at the right time, for the right purpose, and in the right way, that is not easy.”

Greek Philosopher, Aristotle

3. ADAPTABILITY

- Be flexible: Are you being open-minded?
- Am I focused on outcomes?
- Am I willing to put aside the need to be “right?”
- Am I unwilling to compromise principles or values?
- Cultivating different perspectives: play devil’s advocate.
- Build problem solving skills.

4. RESILIENCE

- Resilience is the ability to bounce back from setbacks and failures
- To find a silver lining and see a hopeful future.
- The ability to spring back to shape...Elasticity
- The first aspect of resilience is gaining an accurate perspective.

SKILLS OF RESILIENCE:

- Belief in your ability to cope.
- Connection to your sources of support
- Talk about what you are going through
- Be helpful to others
- Build positive emotions
- Recognise it is possible to overcome
- Seek meaning and purpose.

TYPES OF RESILIENCE:

- Emotional
- Psychological
- Physical
- Community.
- Remember the definition of *Elastic Limit* in the study of strength of materials.

The force or stress per unit area within a solid material that can arise before the onset of permanent deformation.

BENEFITS OF EMOTIONAL INTELLIGENCE



STRESS MANAGEMENT

- Use the 4 A's to manage stressful events:
 - 1) Avoid- plan ahead, prioritize, avoid the physical stressors
 - 2) Adapt- adjust standards, practice stopping bad thoughts
 - 3) Alter- time management, communicate openly,
 - 4) Accept- talk with others, forgive others, practice positive self-talk

REMEMBER

- Mental health is not the absence of disease.
- Emotional intelligence is achievable.
- Emotional intelligence can be learnt and shared with others.





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