

# Emotional Intelligence

This is a full, two-hour, professional development session regarding the ability to recognize and understand emotions in oneself and others, and the ability to use the awareness to manage behaviors and relationships.

This session is adapted from the book, *Emotional Intelligence*, by Brandon Goleman. This can be modified to ninety minutes by having a brief rendition of the ice breaker, and omitting the second activity, emotional quotient, the 66 Strategies document. Instead, highlight the article and distribute it as a reference tool.

When one thinks about intelligence, many individuals think about book smarts, or the component needed to excel. Yet, psychologists have determined there is an additional element required for relative success. This extra ingredient is referred to as Emotional Intelligence (EI). There are four domains that describe the essence of Emotional Intelligence: Self-Awareness, Self-Management, Social-Awareness, and Relationship Management.

One of the overarching goals in improving one's EI, is to replace counterproductive behavior. This will also improve how others view individuals as well. Thereafter, one can experience success in job performance, relationships, psychological aspects of our lives, and have overall, more happiness. Further, EI has been found to positively affect performance and success. For example, leaders who also react and act from emotions, without filtering them, can create mistrust amongst staff and jeopardize working relationships. As such, reacting with erratic emotions can be detrimental to an overall culture, attitudes, and positive feelings toward a company or organization, and its mission. Consequently, great leaders must be self-aware and understand how their verbal and non-verbal communications, can affect the team and work environment. Essentially, EI can drive one's behavior and impact individuals. Being able to manage these behaviors effectively, is key.

Growing one's EI can also enhance one's approach to serving students, with postsecondary education and career advising. While educators, advisors, mentors, coaches, and leaders are not equipped to solve all students' challenges and concerns, it is important to advise them about their academic and career pathways, and goals. Thus, staying fully present, being an active listener, and having better insight about unspoken feelings students may be experiencing and how they are impacting their lives or performance in school, can help when communicating with them.

The workshop is created for participants to gain an understanding of EI, have strategies and tools to enhance one's EI, and deliver a more effective approach when teaching, advising, and supporting students. Initially, participants will complete a brief assessment to determine their level of emotional intelligence, engage in roleplay, view videos related to the four domains, and partake in other activities. They will become more self-aware, learn from others' perspectives, learn personal triggers, be reflective, empathize, and ascertain lessons for development and growth.