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Emotional Intelligence

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Strategic Lead: Talent and Succession



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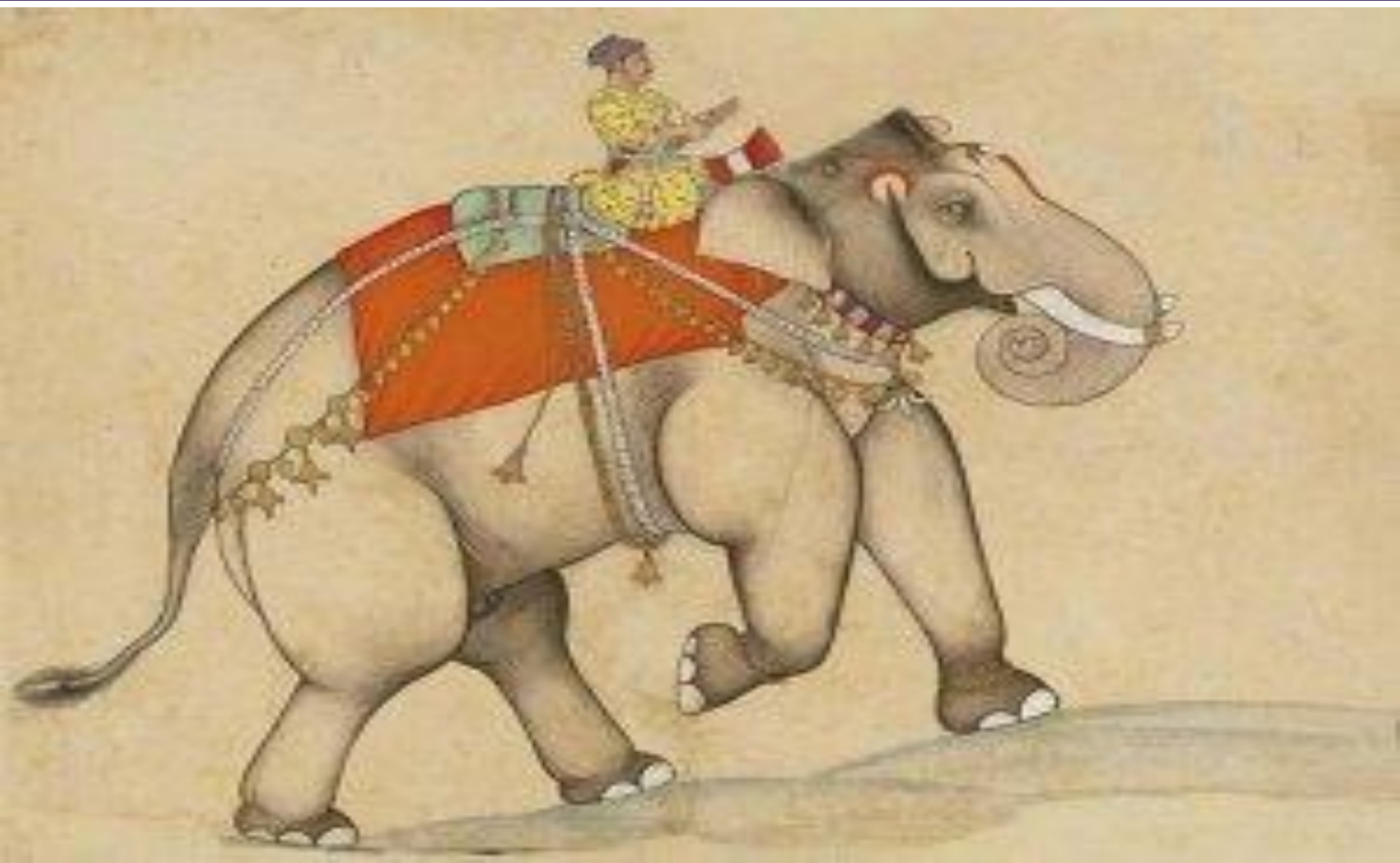
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Emotional Intelligence

- Describes the ability to access, generate and manage emotions to assist thought and understanding and promote emotional intellectual growth
- People with high emotional intelligence understand the physical, mental and social impact that emotions have on their bodies, minds, relationships and have the ability to pursue and achieve goals

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Emotional Intelligence

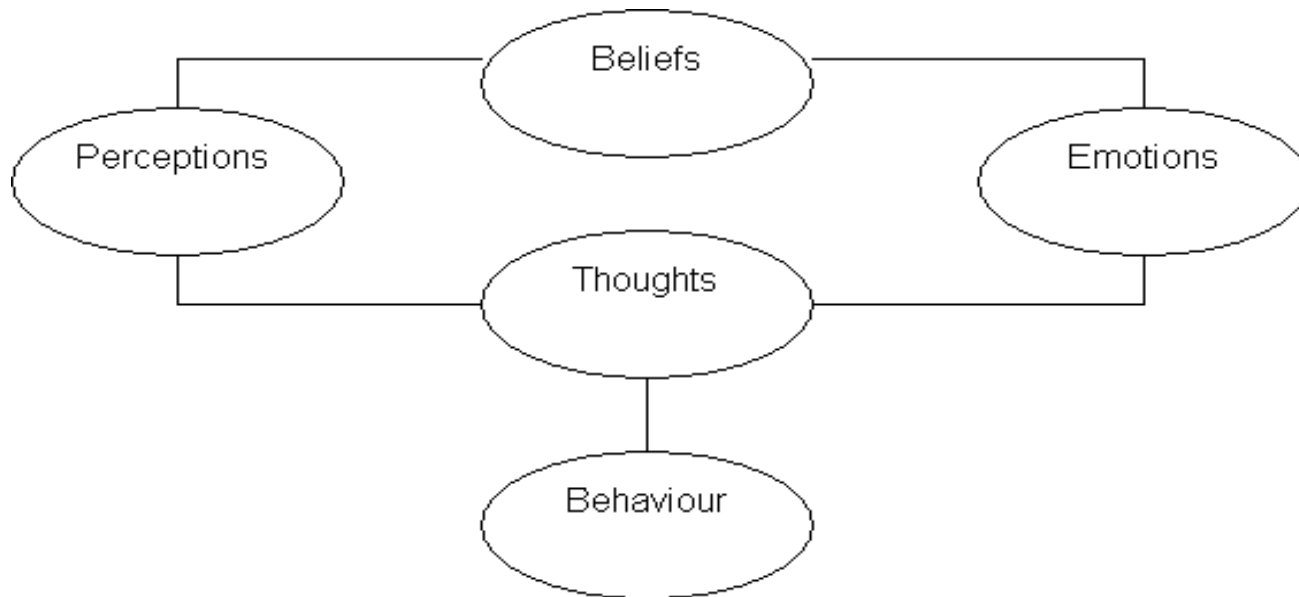
The emotionally intelligent have abilities in five main domains:

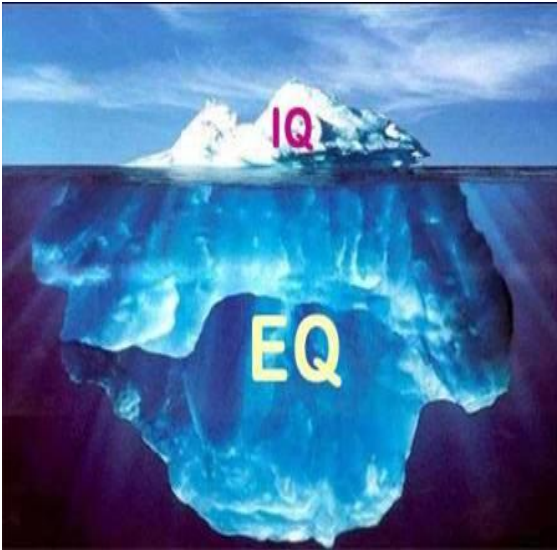
- They know their emotions
- Manage their emotions
- Motivate themselves
- Recognise emotions in others and
- Handle relationships

The Importance of Emotions and Leadership

- Emotional Intelligence is directly responsible for between 27 and 45 percent of job success (Goleman)
- Multiple studies – most successful leaders have higher levels of EI
- High EI – top third of performers
- Understand impact of behavior on success of team

Emotions and Behaviour





“in the last decade or so, science has discovered a tremendous amount about what the role emotions play in our lives. Researchers have found that even more than IQ, your emotional awareness and abilities to handle feelings will determine your success and happiness in all walks of life” John Gottman



“It is very important to understand that emotional intelligence is not the triumph of heart over head – it is the unique intersection of both” - David Caruso

Goleman's Six Leadership Styles

- Coercive
- Democratic
- Authoritative
- Affiliate
- Pacesetting
- Coaching

Daniel Goleman in his article, 'Leadership that gets Results' (Harvard Business Review)

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Emotional Intelligence Self-Test

Emotional Intelligence

- Identifying Emotions
- Understanding Emotions
- Managing Emotions
- Using Emotions

Identifying Emotions

Recognising ones emotions and their affects

- Emotional self awareness
- Know which emotions they are feeling
- Realise the chain from emotion to action
- Recognise how their feelings affect their performance
- Have a guiding awareness of their values

Identifying Emotions

- Check in – How am I feeling?
- What am I feeling?
- How long have I been feeling this way?
- Where is the feeling manifesting in my body? Am I tense, clenching my teeth, feeling tired, do I have a headache or a stomach ache?

- Label your emotions
- Identify what started your feelings
- Practice recognising and labelling your emotions
- When did the feeling start, what was happening when the feeling started?
- Has the strength of the emotion changed at all how?

Understanding Emotions

Knowing ones key strengths and frailties

- Aware of their strengths, weaknesses and emotional boundaries in relationships
- Reflective, understanding the power of learning from experience
- Open to feedback, new perspectives and self development
- Able to generate positive strokes for themselves
- Able to show a sense of humour and perspective about themselves

Reflective Cycles



Managing Emotions

Sureness about ones self worth and capabilities

- Remain collected, positive and unflustered even at testing times
- Manage distressing emotions and reduce associated anxiety
- Think lucidly remaining focused under pressure
- Stop acting on impulse when it is an unproductive behaviour

Using Emotions

Being true to yourself and others

- Build trust through reliability and congruent behaviour
- Clear up miscommunication
- Hold yourself accountable
- Treat yourself and others with compassion and humour
- Act ethically being above reproach and questioning of your motives

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Emotional Intelligence - Peer Review Exercise

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- A silhouette of a person standing on a hill with their arms raised in a 'V' shape, set against a vibrant sunset sky with orange, yellow, and blue hues. The person is positioned on the left side of the frame.
- Strengths
 - Areas for Development
 - Give yourself Permission

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