



Strategic Applications of Emotional Intelligence

Presented by Jen Shirkani

Emotional Intelligence (EQ) is a set of skills that include one's ability to **recognize** their own impulses and moods, they can **read** situations accurately and **respond** most appropriately depending on the situation or person they are dealing with.

EQ is the demonstration of sensibility. Someone with high EQ can communicate with others effectively, can manage change well, is a good problem solver, uses humor to build rapport, has empathy and remains optimistic even in the face of difficulty. These people can emotionally and mentally plug into others and can read the situation at hand and behave accordingly to get the best results for everyone.

EMOTIONAL AND SOCIAL SELF-AWARENESS - Self-Awareness is how someone understands their own feelings, behaviors, and motivations. Someone with high Self-Awareness is in touch with how they are perceived by others. They are aware of their strengths and weaknesses and know when their behavior is having a negative impact on others.

RECOGNIZE

Your instincts to hide weakness

READ

Opportunities to be vulnerable with others

RESPOND

With courage and authenticity

EMPATHY - Empathy is being able to read the emotional needs of another and respond to them in a way that is most appropriate. Someone with high Empathy recognizes that they must frame the same message differently depending on the audience.

RECOGNIZE

Your own distractions and filters

READ

How others are reacting to you

RESPOND

Adjust your behavior to synch up and demonstrate understanding of other POV's

SELF-CONTROL - Self-Control is the ability for a person to manage their impulses to not say or do inappropriate things even when the urge is strong. Someone with high Self-Control is able to think before acting and considers the negative consequences of impulsive behavior. They know how to delay immediate gratification for desired goals.

RECOGNIZE

Your physical responses to stress “triggers”

READ

Your environment objectively

RESPOND

Take action to prevent bad behaviors

STRESS TOLERANCE - Stress Tolerance is the ability to handle various levels of stress coming from multiple sources. Those with high Stress Tolerance can handle high levels of stress without losing productivity or effectiveness.

RECOGNIZE

Symptoms of anxiety or fatigue

READ

Urgent vs important

RESPOND

Take a self imposed time out / negotiate deadlines, resources or workload

FLEXIBILITY - Flexibility is the ability to handle changing circumstances and expectations without disruption. Someone with high Flexibility can handle changing conditions and uncertainty while maintaining their productivity.

RECOGNIZE

Instincts or patterns of leaning into comfort zone

READ

Opportunities to innovate, update or enhance

RESPOND

Ask for stretch assignments / learn new things on your own to stay current



OPTIMISM - Optimism is a belief system that the future will be better than the past. Someone with high Optimism doesn't allow failed attempts, tragedy, or unfair practices to permanently change their sense of hope.

RECOGNIZE

When your reactions are negative first

READ

Look for the positive or potential in situations and people

RESPOND

Stop negative self talk / eliminate flippant or sarcastic comments to coworkers

About your speaker...

Jen Shirvani is a nationally recognized expert on emotional intelligence and a featured speaker at national and state conferences, universities, government agencies, and at business organizations around the world. She is the author of *Ego vs EQ*, a leader's guide to leveraging the power of emotional intelligence. She has spent over 25-years working with organizations from the Fortune 50 (\$40B) to family-owned entities as a business consultant and executive coach. In addition to emotional intelligence, she frequently speaks and writes about workplace challenges, including interviewing and selection, employee engagement and motivation, generational differences, and coachability.

Her corporate career includes learning and development roles at specialty retailer Nordstrom, Select Comfort (the Sleep Number Bed), and Bergen Brunswig (a Fortune 500 pharmaceutical distributor). She has also been certified in programs by Franklin Covey, Achieve Global, and the TRACOM Group.

Jen has been a frequent guest of several national radio programs, and has been featured in Bloomberg/Businessweek, Leadership Excellence magazine, Investors Daily, Business Insider, Publishers Weekly, Fast Company, and Upstart Business Journal. When not with her two children in New Hampshire, Jen travels nationally to speak on leadership development, communication skills and on making common sense more common.

Connect with Jen:
LinkedIn/In/JenShirkani
@Shirkani
Facebook.com/JenShirkani
Shirkani's Musings Blog