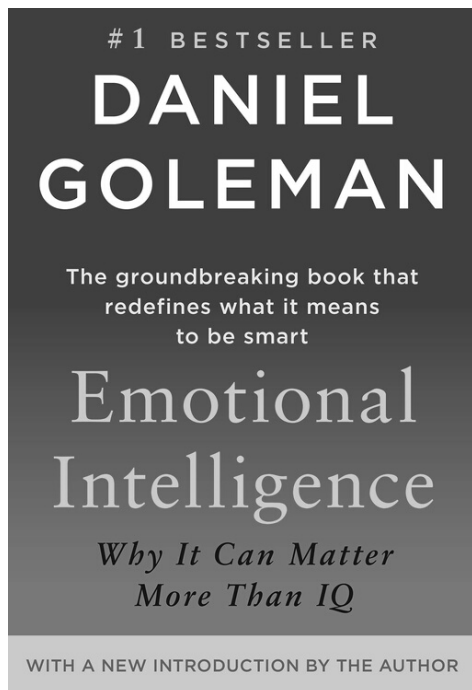


EMOTIONAL INTELLIGENCE

A HELP FOR LEADERS E-COURSE - VIDEO 1



VIDEO 1 : WHAT IS EMOTIONAL INTELLIGENCE AND WHY IS IT IMPORTANT IN THE WORKPLACE?



DANIEL GOLEMAN

Daniel Goleman, who is a world renowned psychologist, rose to fame with the publication of his book, “Emotional Intelligence” in 1995. Goleman wrote this international bestseller after working as a journalist for the New York Times for 12 years, reporting on the brain and behavior sciences. He’s written several books on the topic and this is how he defines emotional intelligence:

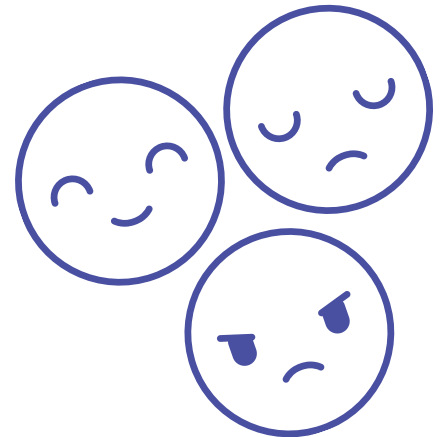
Emotional Intelligence is the ability to recognize, understand, and manage our own emotions and recognize, understand, and influence the emotions of others.

What EQ is NOT...

EQ is not about not having emotions, it’s about how to process disruptive emotions and get back to “normal.”

Managing emotions is especially important in situations when we are under pressure. For example, when we are...

- Giving and receiving feedback
- Meeting tight deadlines
- Dealing with challenging relationships
- Not having enough resources
- Navigating change
- Working through setbacks and failure



What is the difference between IQ and EQ?

We've all heard of IQ which stands for Intellectual Quotient or the measurement of our intellectual ability. EQ, or Emotional Quotient, is the measurement of Emotional Intelligence.

So why is EQ important in the workplace?

We need EQ more than ever – EQ is about managing disruptive emotions. The more stress we feel the harder it is to manage our emotions and behaviors.

Why is EQ needed now more than ever in the workplace?

- Rapidly Changing Environments
- Advances in Technology
- Competing Priorities and Distractions
- Increasing Uncertainty and Instability
- Asked to Do More with Less



This training won't change the situation or the circumstance you are facing but it can change how you respond to those situations and other stressful conditions. EQ improves predictions of how we will react and respond to different situations.

EQ will help you improve your ability to collaborate with others, your performance at work, and your decision making ability.



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