



# How Emotional Intelligence (EQ) is Critical to Career Success





## Your Hosts for Today...



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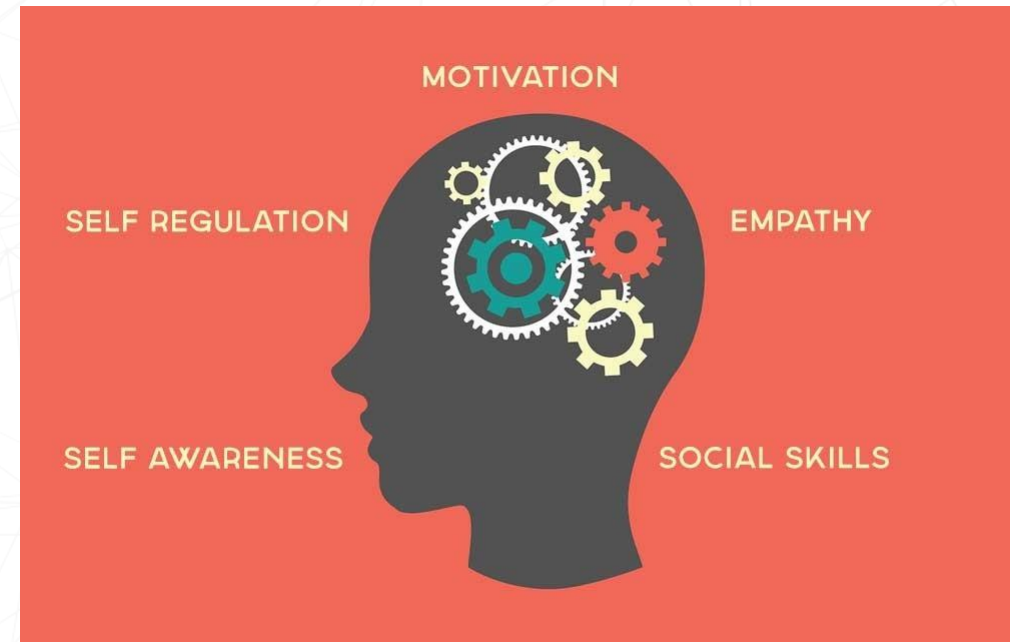


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# What is Emotional Intelligence ?

**Emotional Intelligence (EI)** also known as **Emotional Quotient (EQ)** is the ability to understand and manage **your** emotions and the emotions of **others**.

- Self Awareness
- Self Regulation
- Motivation
- Empathy
- Social Skills



# We want to hear from you

Why is it important to be aware of Emotional Intelligence?

1. It reflects our level of intelligence
2. It is Essential part of Leadership attributes
3. It will ultimately enhance the company's performance





# Why is Emotional Intelligence important ?



- 90% of Top performers display high levels of E.I Harvard Business School
- EQ is not IQ or technical skills - Daniel Goleman
- We are all born with certain levels of EI skills but EI can be learned
- We can strengthen these through persistence, practice and feedback from colleagues
- It will enhance our performance, our relationships and our wellbeing

# Self Awareness

- Knowing your Strengths, Weaknesses, Drivers and Values
- Character strengths are energising - we all have them, we just need to recognise them
- Visualise being your “best possible self”
- Understand your brand and what you want to be known for
- Get feedback - ask others to help you work through your blind spots



# Values



Personal Growth

Service to society

Achievement

Power

Change and variety

Creative expression

Knowledge

Status

Challenge

Security

Integrity

Money

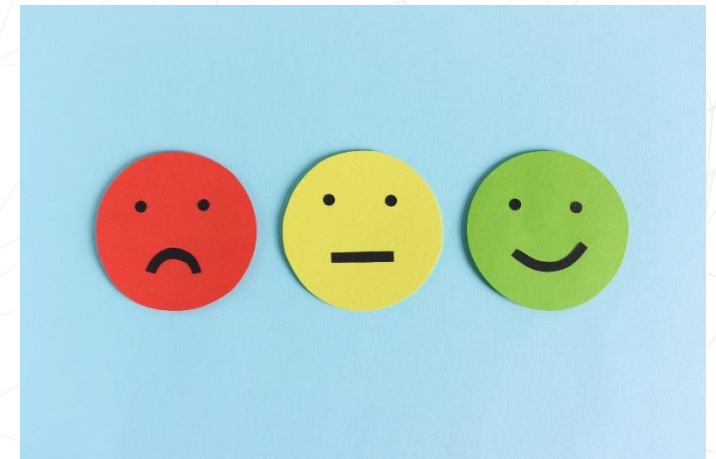
Leadership

Independence

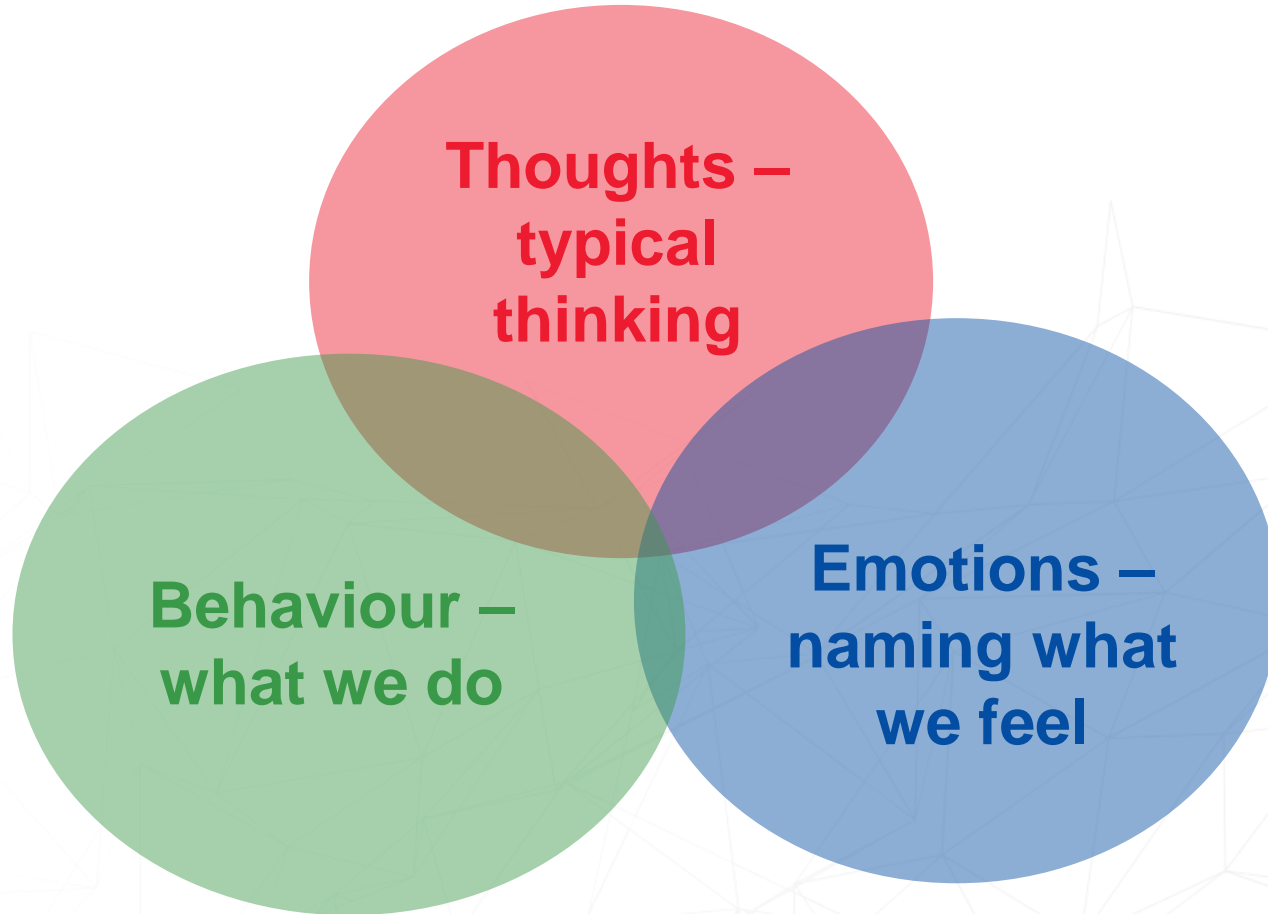
ALL DOLLAR VALUES SHOWN ARE IN USD

# Self Regulation

- Managing your emotions, feelings and behaviours
- Identify triggers
- Consider the impact of your behaviour on others
- Work on taking a step back and pausing before answering an email
- Journal your emotions
- If you recognise what you are feeling, you can respond appropriately







# Motivation

- Understanding your drivers, connecting them to your meaning and purpose
- Intrinsic Motivation is driven by personal needs and goals
- Individuals experience a state of “Flow” being immersed in an activity
- Focus on the aspects of the job you love
- Become action orientated and set goals
- Search for ways to improve and make things better



# Identifying your work satisfiers / dissatisfiers

## Things that you like most about your job

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

## Things that you dislike most about your job

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

# Empathy

- Understanding other peoples' emotions and perspectives
- Enabling you to respond appropriately to others emotions
- Enabling you to sense the dynamics in a relationship, especially in the workplace
- Compassion vs Empathy
- Change the narrative



# Social Skills

- Building rapport with others
- Includes active listening, communication skills and leadership
- It is about connections and networks
- It is about Resilience, Optimism and Positive Psychology



# Practical Tips

- Pay attention to how you are feeling throughout the day, notice how your emotions contribute to your decisions/actions. If you experience an emotional reaction, think about what was behind that behaviour
- Find techniques to deal with stress, create balance with exercise, meditation and self care. Identify 5 things that represent self care to you. Give yourself time to think and to plan
- Practise listening actively in a meeting, observe the dynamics and the non-verbal communication and how that affects the outputs of the meeting
- Put yourself in the shoes of others at work and pay attention to your own responses to them
- Focus on what you love in your job and not what you hate
- Work on maintaining a positive attitude
- Spend time reflecting on what went well this week. Appreciative Enquiry

# Goal Setting / Actions

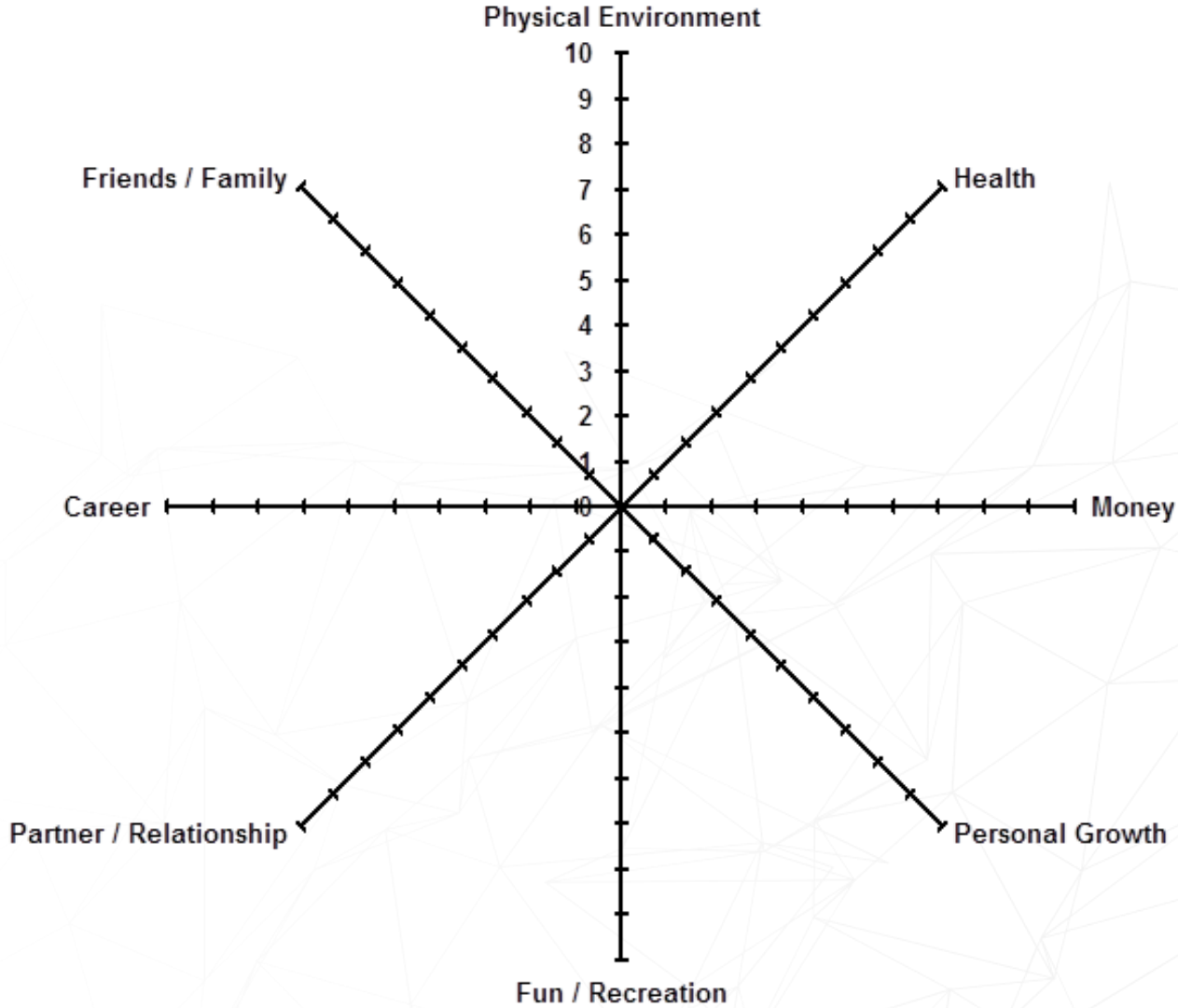
- Identify emotional triggers and discuss them with a trusted colleague and boss
- Ask for feedback whilst working on a project or from a specific meeting
- Journal what your ideal day looks like - what do you do , who are you with?
- Focus daily on your positivity; start the day saying today is going to be a good day and see how it helps regulate your mood. Keep a log 1- 10 how positive you have been today
- Practice engagement skills with colleagues you don't know well. Try to talk to at least one person a week about their interests - not work
- Increase self awareness work on strengthening one particular skill and use it as many times in a week as possible
- Notice if someone is having a bad day and see what you can do to offer support
- Make a list of things that keep you on track when things get tough

# Emotional Intelligence Resources

- Daniel Goleman – Emotional Intelligence (1995) original version
- Emotional & Social Competence Inventory - Daniel Goleman profiling tool
- Strengths Profile Tools (Cappfinity)
- Clifton Strengths finder (Gallup)
- Wheel of Life (attached)
- Career Anchors - Edgar Schein
- Values for career conversations (attached)
- VAI Values in action questionnaire







**Insert the appropriate value in each column on the table. 10 is the optimum evaluation and 0 is the lowest evaluation you could give for each aspect of your life. Connect the lines as a web.**



# Thank You!

For any further questions, reach out to us on:

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