



Emotionally Intelligent Career Development



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Your Host Today...



Imrah Mughal
Career Development & Experience
Analyst

Antoinette Oglethorpe

>25 years of experience developing leaders in the Private Sector and now consulting with the UN System

- Speaker and Author on Talent Development
- Professional Career Coach and Counsellor

“[Career Conversations] provoke reflection insight, ideas and action. They keep the focus on the employee while helping them see things differently. And they encourage them to take ownership of their own development. They help them recognize possibilities.”

Antoinette Oglethorpe in “It’s Good to Talk - A Practical Guide to Have Career Conversations in the Workplace.”



Poll

HOW OFTEN DO YOU BEHAVE IMPULSIVELY IN A WAY YOU LATER REGRET?



Very often



Often



Sometimes

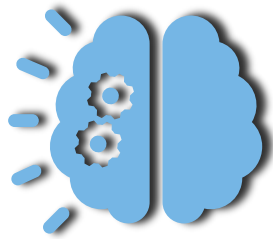


Rarely



Not at all

As a result of this webinar



Understand what
emotional
intelligence is

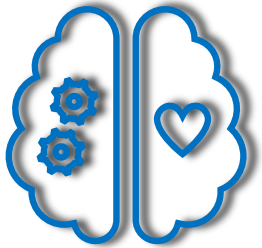


Discover how
emotional
intelligence can
help you develop
your career



Learn some
practical steps you
can take to
improve your
emotional
intelligence

What We'll Cover in this Webinar



What is Emotional Intelligence?



What are the career benefits of Emotional Intelligence?



How can you improve your Emotional Intelligence?



What is Emotional Intelligence?



Question

If you had to describe Emotional Intelligence to another person, what would you say?

PLEASE TYPE YOUR ANSWERS
INTO THE CHAT BOX

A basic definition of Emotional Intelligence

the ability to identify and deal with our own emotions...

the ability to recognize and understand the feelings of
others...

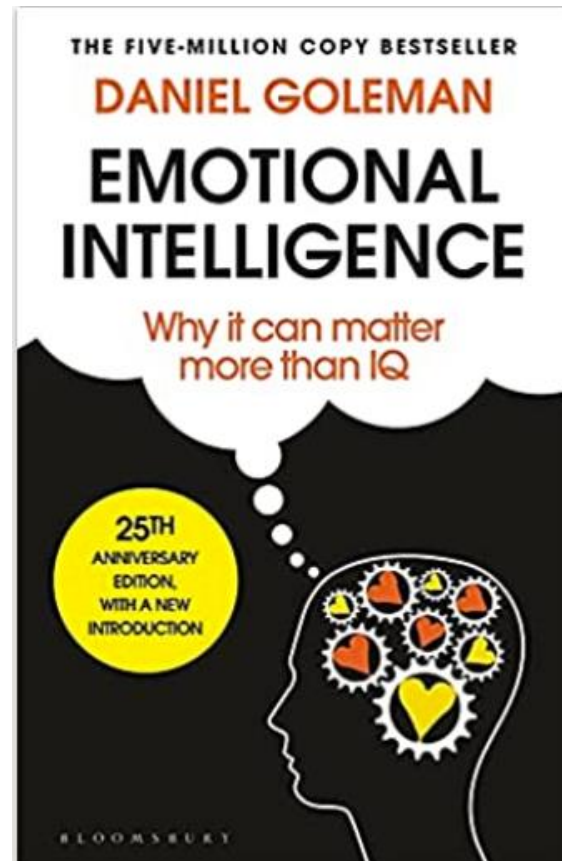
...and to adjust our own behaviors and our responses to
others accordingly

“the other kind of smart”

emotional intelligence (EQ) is the counterpart to intelligence quotient (IQ)

EQ answers the question of why, 70 percent of the time, people with average IQs outperform those with the highest IQs

5 Characteristics of Emotional Intelligence



Self Awareness



the ability to identify your own emotions, acknowledge where they come from and how your emotions and actions can affect the people around you

Self Regulation

A man with short, light-colored hair, wearing a light blue button-down shirt, stands in a field of tall grass. The image is overlaid with a semi-transparent blue filter. The text is positioned on the left side of the image.

the ability to control and adjust your emotions to create a more positive effect

it means staying in control despite experiencing varying emotions

Motivation

A woman with a determined and intense expression is shouting, her mouth wide open. She has white paint or clay markings on her face, including a crescent shape on her forehead and cheek. She is wearing traditional attire, including a beaded necklace with a large heart-shaped pendant and a patterned strap across her chest. Her hands are clenched into fists, and she appears to be in the middle of a performance or a moment of high energy. The background shows other people, also in traditional attire, suggesting a group activity or ceremony.

the general desire or willingness to do something

Empathy

A woman wearing a blue long-sleeved shirt and a white hairnet is looking down and to the right with a thoughtful expression. The background is a blurred outdoor setting with green foliage. The entire image has a light blue tint.

the ability to identify and understand the feelings of another person

Social Skills

A photograph of two women in a field. The woman on the right is wearing a white hairnet and a dark blue long-sleeved shirt with a white stripe on the sleeve. She is holding a white bucket filled with red tomatoes. The woman on the left is wearing a black headscarf and a patterned dress. They appear to be engaged in a conversation or transaction. The background is a field of green plants.

the tools used to communicate
and interact with other people



Empowered lives.
Resilient nations.



Reflection

What has been useful about what we've covered so far?

What insights have you gained?

Please type any comments or questions into the chat box



What are the Career Benefits of Emotional Intelligence?



Question

From what we have described so far, what would you say is the most valuable benefit of emotional intelligence for developing your career?

PLEASE TYPE YOUR ANSWERS
INTO THE CHAT BOX

#1 Strengthening Relationships



#2 Better communication



#3 Motivating Others



#4
Improved
productivity



#5

Increased
performance



#6
Higher
reward



#7
Futureproofing
your
career





Desirable to
employers
and
supervisors



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How can you improve your Emotional Intelligence?

Review Your Past Behavior

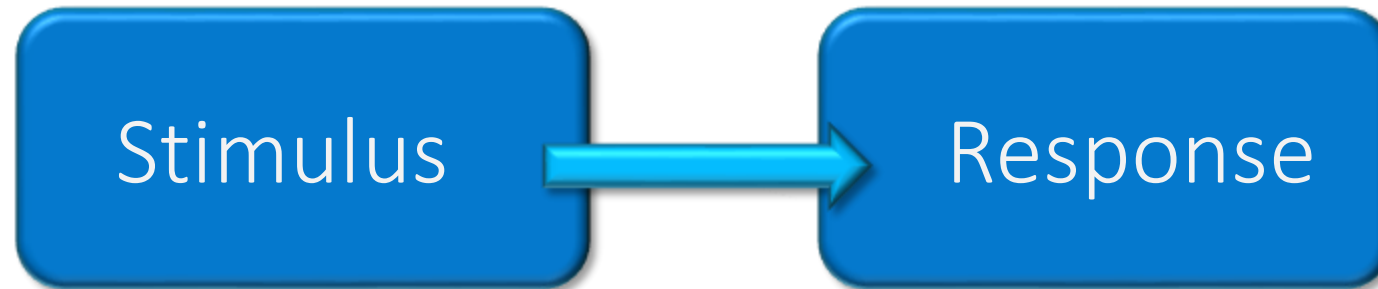
Look back on your emails and text messages to reflect on how you dealt with various situations



Know when to pause



Reactive

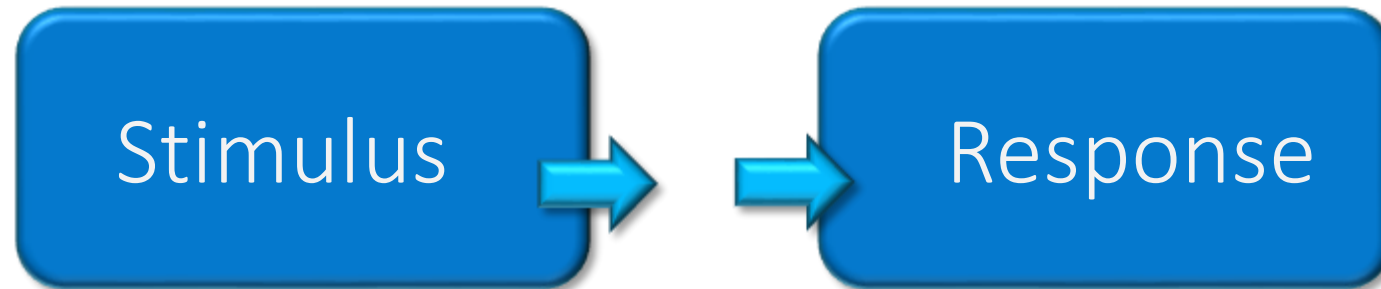


Response controlled by outside influences

Choose to be proactive
not reactive

People who do not have high emotional intelligence, tend to be reactive. They allow outside influences and how they feel about them to control their responses. They react automatically without thinking

Proactive



Choose response according to values

Choose to be proactive
not reactive

People with high emotional intelligence are proactive. They exercise the freedom to make choices that best apply their values

In the words of Stephen R. Covey

“When we blame and accuse others, we are reactive. We focus on the behaviours of others and get so involved that we stop thinking, feeling and acting in our best interests. On the other hand, by exercising proactivity, we don't let others' behaviours drive our decisions. Despite others' actions, we make choices according to our values, purpose and desired outcomes.

It's not what people do to us that hurts us. In the most fundamental sense, it is our chosen response to what they do to us that hurts us”

Example: Viktor Frankl

“We who lived in concentration camps can remember the men who walked through the huts comforting others, giving away their last piece of bread. They may have been few in number, but they offer sufficient proof that everything can be taken away from a man but one thing: the last of the human freedoms – to choose one’s attitude in any given set of circumstances, to choose one’s own way.”

- *VIKTOR FRANKL, Man’s Search for Meaning*

Reflect on your feelings with the KCG Model

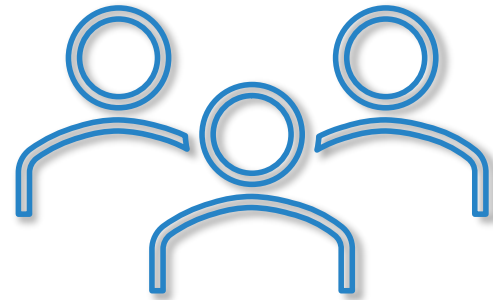


Knowing yourself: Understanding how you respond to certain circumstances

Choosing yourself: Instead of reacting “on autopilot,” deciding what version of yourself you’re going to be, and proactively responding

Giving yourself: Committing to be the best version of yourself but knowing when to share your emotions with others

Ask others for their perspective



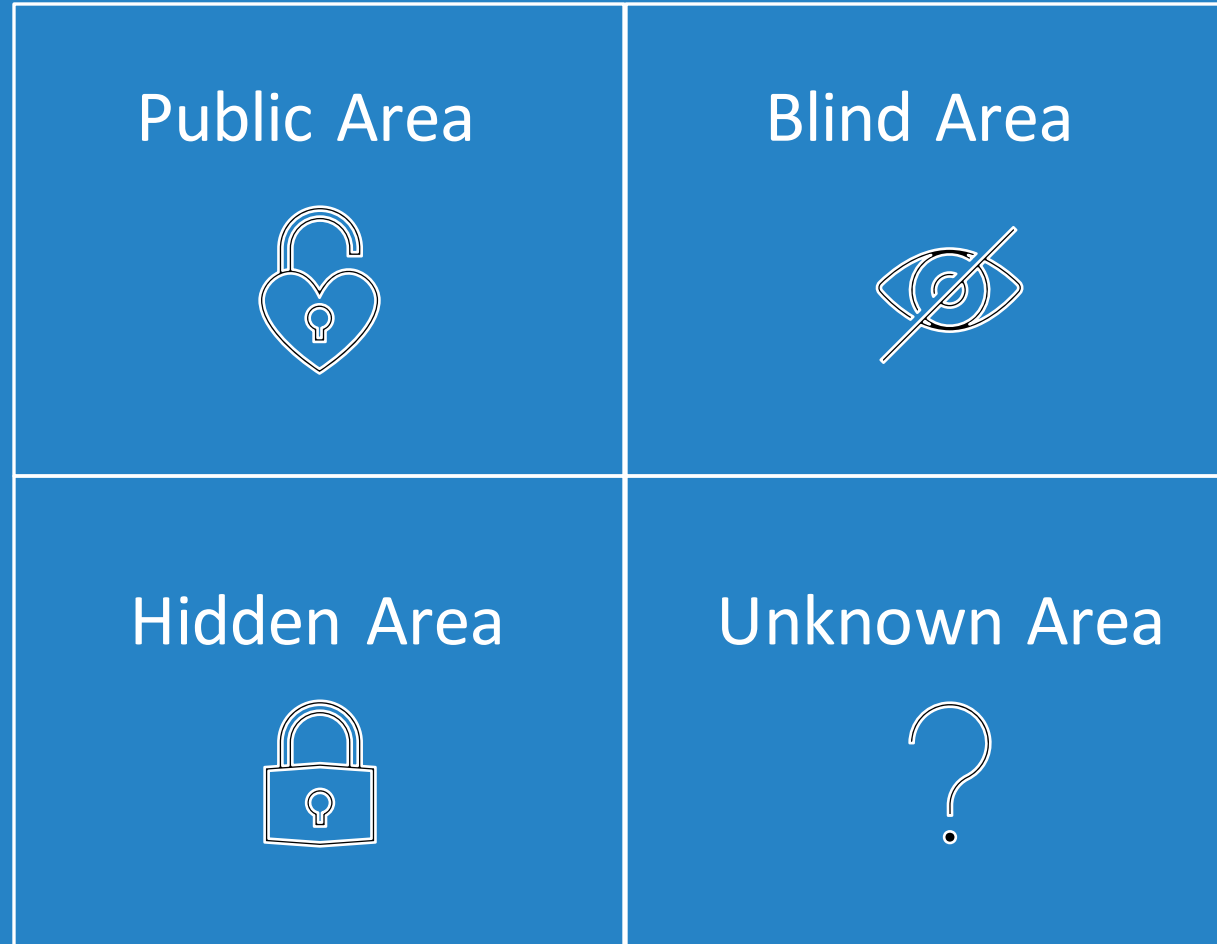
The Johari Window

What others know about me

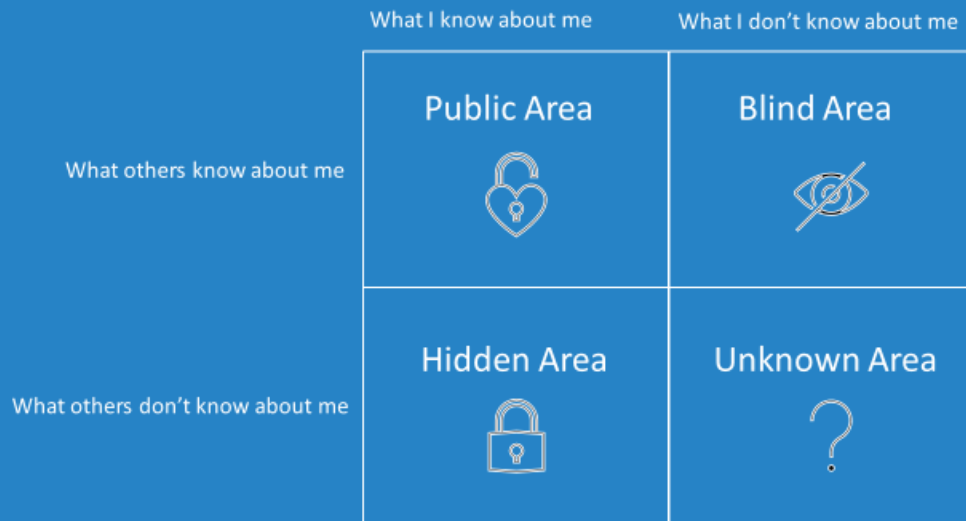
What others don't know about me

What I know about me

What I don't know about me



The Johari Window



PUBLIC AREA: This refers to those aspects of ourselves that we know about and that are also perceived by others

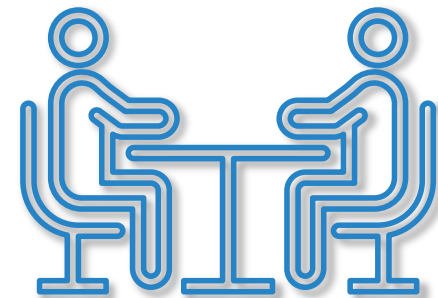
BLIND AREA: Those parts of ourselves that others see but of which we remain ignorant

HIDDEN AREA: Our innermost thoughts and feelings, expressed to few

UNKNOWN AREA: Aspects of ourselves that we are not aware of and that are not perceived by others

Feedback from your mentor

Start by asking your mentor how they've seen you respond to stressful situations, and how you might be able to adapt your behavior in the future



Feedback from your team

Ask:

How do I respond when things don't go according to plan?

How do my reactions make you feel?

What can I do to support the team better?



Use a growth mindset to respond to criticism

Ask:

What can I learn from this situation?

How can I become better at my role?





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What remaining questions do you have?

Thank You!



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For any further questions, reach out to us on:

E-mail: career.development@undp.org

Yammer: Career Development & Experience

Or visit our intranet page on:

<https://undp.sharepoint.com/teams/TalentDevelopmentHub>