Career Skills for Techies
Webinar Series
Session 2: Emotional Intelligence and Your Workplace Success

Cisco Talent Bridge
EMOTIONAL INTELLIGENCE

To be aware of, in control of, and able to express one's emotions

Able to handle relationships thoughtfully and empathetically
<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
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<tbody>
<tr>
<td><strong>Self-Awareness</strong></td>
<td>Recognizing your own emotions and how they impact your behavior as well as actions</td>
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<td>Mindfulness</td>
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<td><strong>Self-Management</strong></td>
<td>Ability to have a healthy understanding of your emotions</td>
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<td>Being in control of feelings and behavior as situations change</td>
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<td><strong>Social Awareness</strong></td>
<td>Ability to sense others’ emotions and feelings with the understanding of how to react</td>
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<td>Recognition of dynamics within various social situations</td>
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<td><strong>Relationship Management</strong></td>
<td>Ability to develop as well as maintain healthy relationships</td>
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<td>Engage appropriately with others in social contexts</td>
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Types of competencies based on the features of emotional intelligence

- Self Awareness
  - Emotional Self Awareness
  - Emotional Self Control
  - Achievement Orientation

- Self Management
  - Adaptability
  - Positive Outlook

- Social Awareness
  - Empathy
  - Organizational Awareness

- Relationship Management
  - Influence
  - Coach and Mentor
  - Conflict Management
  - Teamwork
  - Inspirational Leadership

Image source: Daniel Goleman
Why does this matter at work?

- Your non-technical skills rely upon your ability to understand and manage your own emotions – aka your EQ.
- Ability to engage professionally with coworkers and at the workplace is directly influenced by your EQ.
- Just like your physical health, your mental health impacts your ability to be successful at work.

Emotional intelligence is the foundation for critical skills.
Practice does lead to perfection

- More you practice emotionally intelligent behaviors – the more you will create a balance in your brain
- You have the ability to rewire your reflexes to social situations
What should you do next?

**Be Mindful** - especially of your nonverbals: facial expressions, body language, and gestures. Stay present in situations and respect those around you.

**Reduce Stress** - practice techniques that help you stay calm and relaxed even in high-stress situations. Try to analyze situations objectively – don’t take things personally.

**Practice Conflict Resolution** - choose words carefully, keep conversations focused, and be ready to forgive. This will help everyone involved move forward.

**Stay Positive** - there is a silver lining in every situation, even when you fail because it is an opportunity to learn and improve. Fail, but fail fast – keep moving forward.

**Be Introspective** - reflect upon your thoughts, behaviors, actions each day – did you react in the most appropriate way? Is there a way to improve how you respond?
Why does emotional intelligence translate to being successful at work?