



Emotional Intelligence

A primer



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We all want to be successful in our careers

How to achieve career success

Be intelligent

Work hard

Learn the things

Perfect your skills

Join professional associations

Engage in professional development

Attend seminars

Is that enough?





*Imagine
the best
person
you've
ever
worked
with*


*And now
imagine the
worst person
you've every
worked with*





I've learned that
people will forget
what you said,
people will forget
what you did, but
people will never
forget how you
made them feel.

Dr. Maya Angelou

A woman with shoulder-length, wavy, reddish-brown hair is speaking. She is wearing a dark blue, collared shirt. She is positioned in front of a dark wood bookshelf filled with various books. The background is slightly out of focus. In the top right corner of the video frame, there is a white text overlay.

#optimisticoutlook
Starts Sept 8th

Any professor can tell
you that participation,
attitude, effort,
approach, all play part
in grades

Which means that the
most "objective"
measure of achievement
includes emotional
intelligence



Photo by Edwin Andrade on Unsplash



What is emotional intelligence?

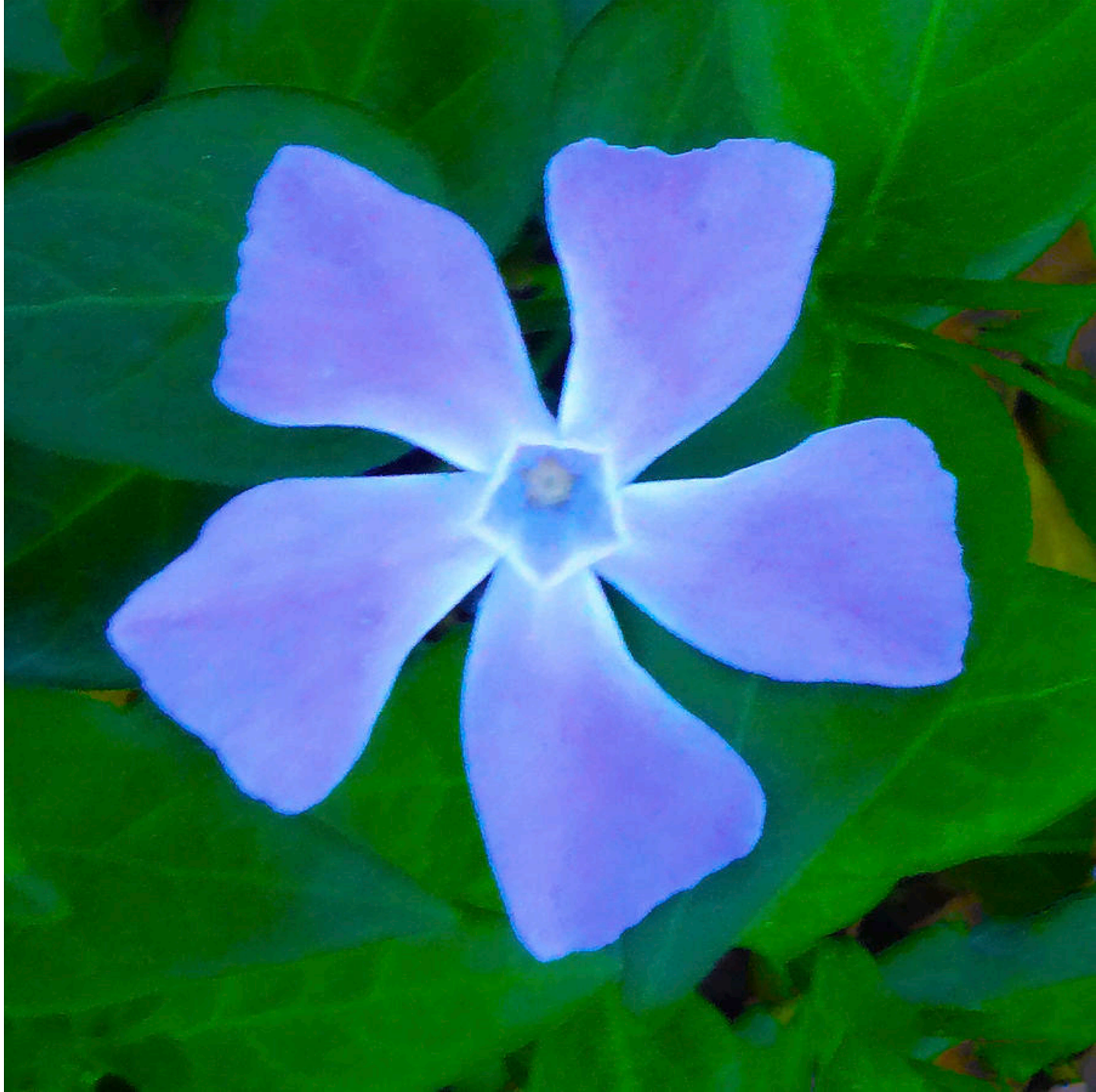
The ability to understand and manage your emotions and the emotions of others in positive ways to relieve stress, communicate, empathize, overcome challenges and defuse conflict.

*How do we define
emotional intelligence?*



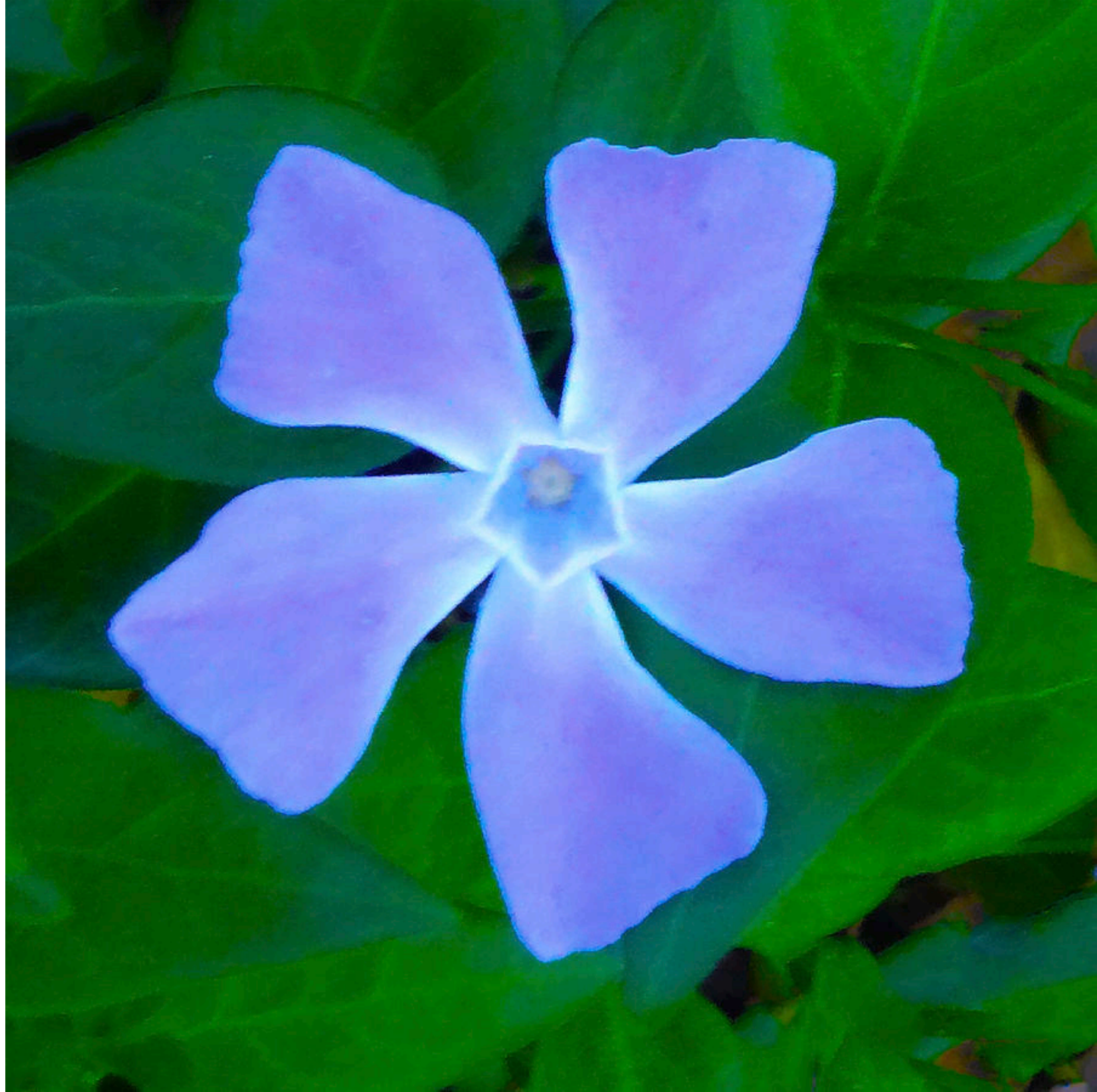
Five characteristics of emotional intelligence

- Self-awareness
- Self-regulation
- Empathy
- Motivation
- Social skills



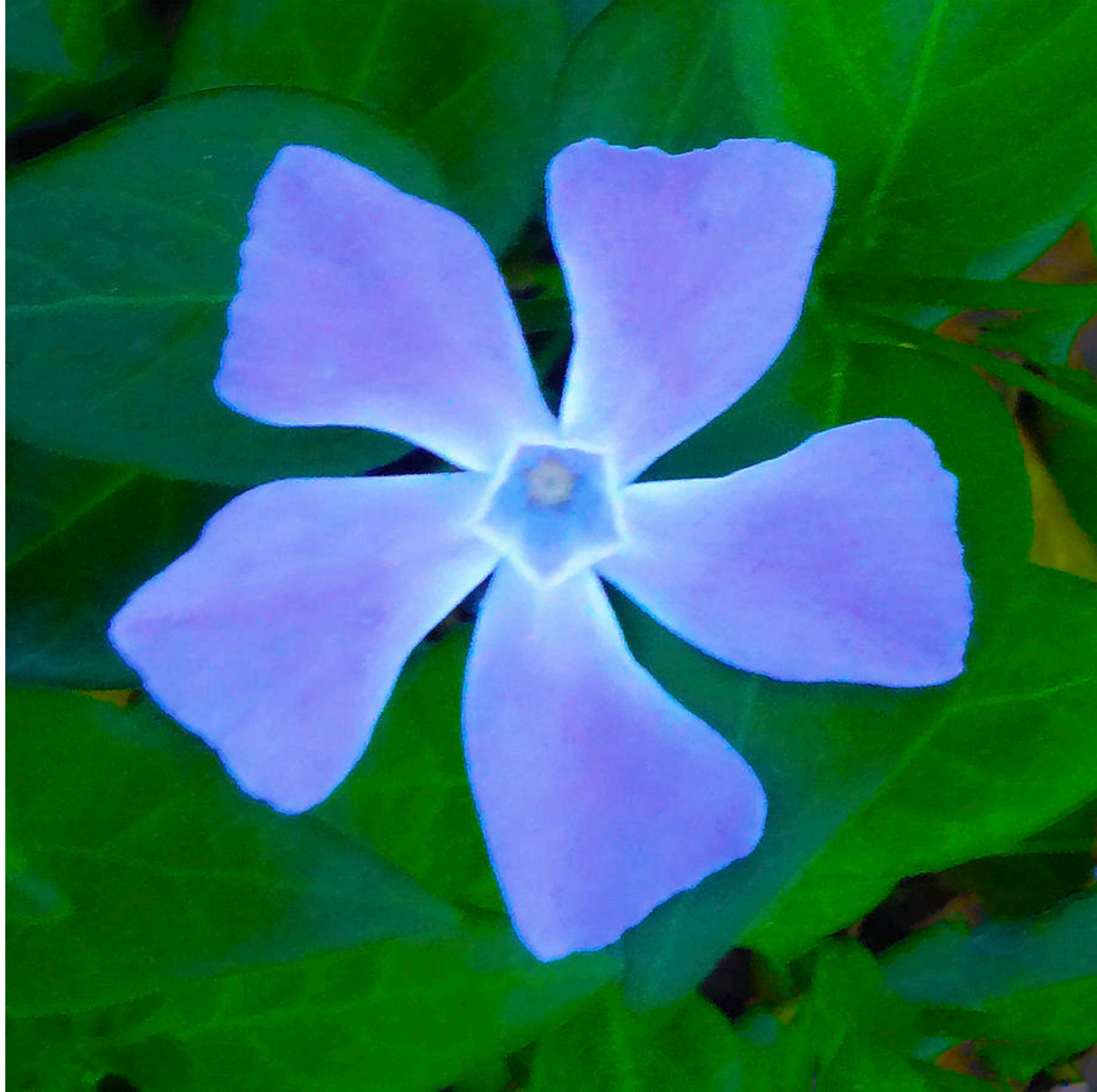
Self-awareness is the ability to identify your emotions and emotional triggers. Being aware of your feelings helps you understand how others might perceive your emotions.

You might use self-awareness at work to understand how you are viewed by your coworkers, clients or managers.



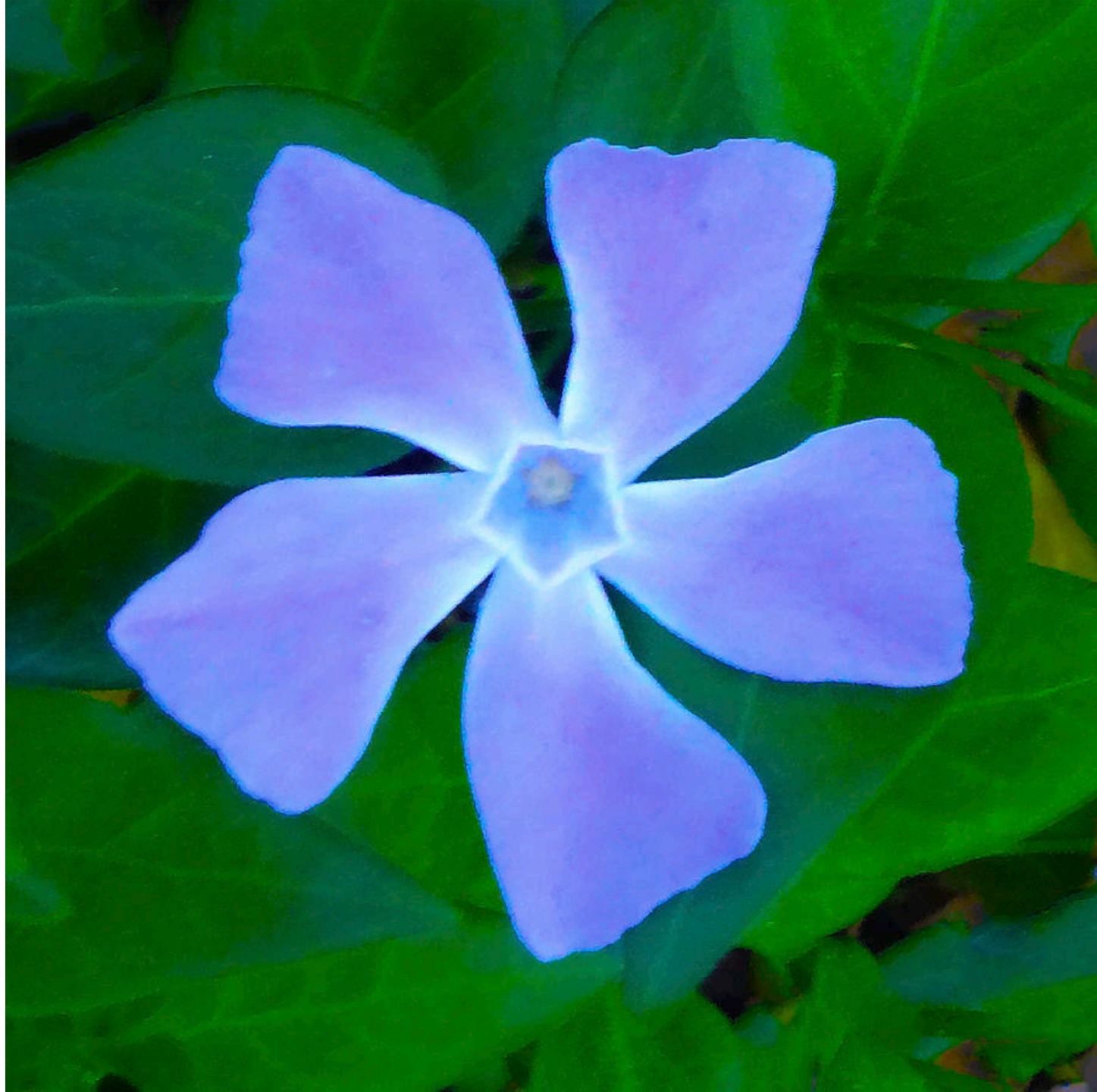
Self-regulation is the ability to control and adjust your emotions to create a more positive effect. Being in control of your feelings is essential in any situation because your emotions strongly affect other people.

You might control your emotions on the job by adjusting your feelings to keep a professional appearance in front of clients.



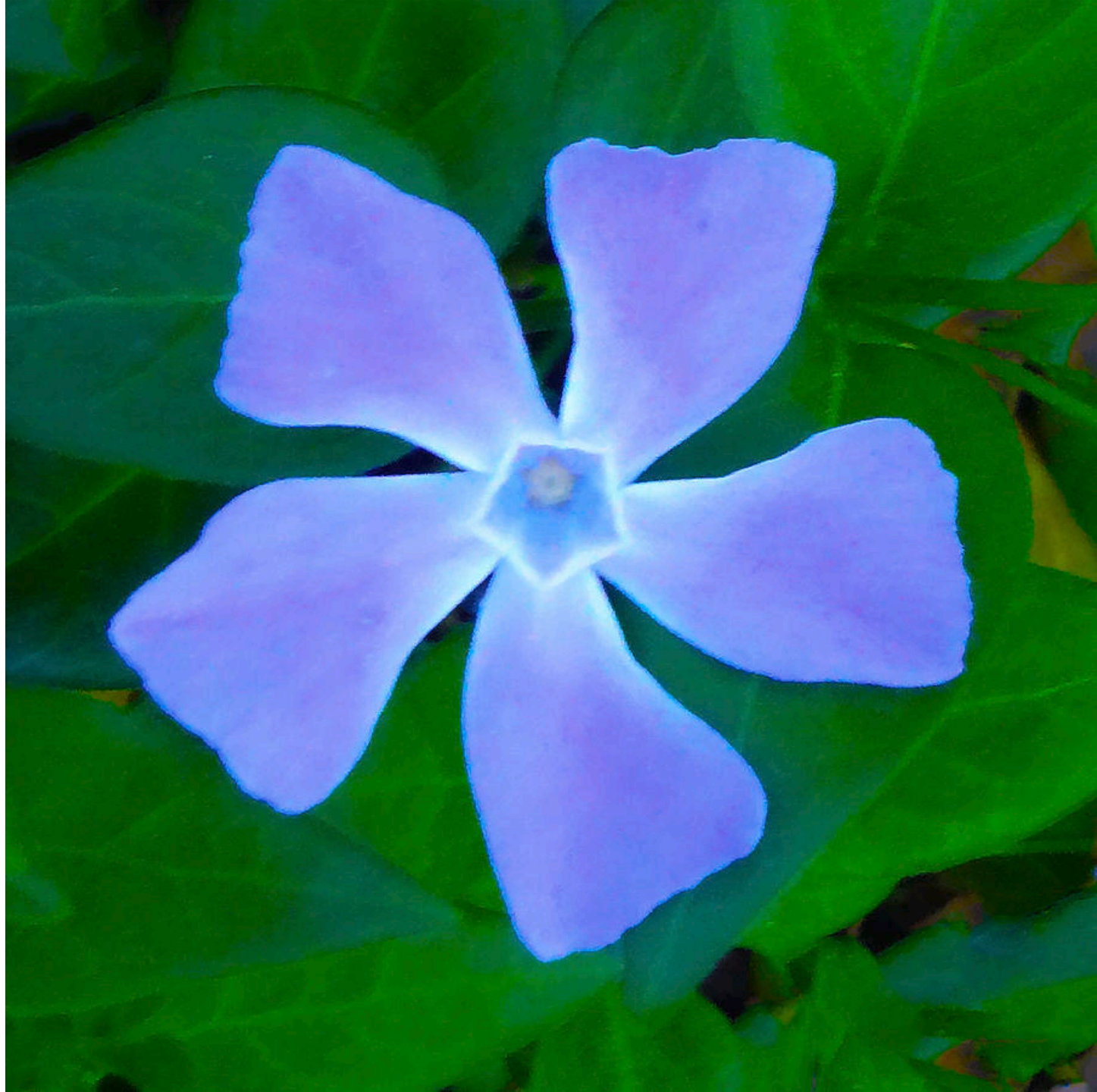
Empathy is the ability to identify and understand the feelings of another person. Understanding the feelings of others allows you to handle workplace situations more effectively.

For instance, when a coworker is showing signs of dismay, you can react with empathy to alleviate a situation that might have become worse.



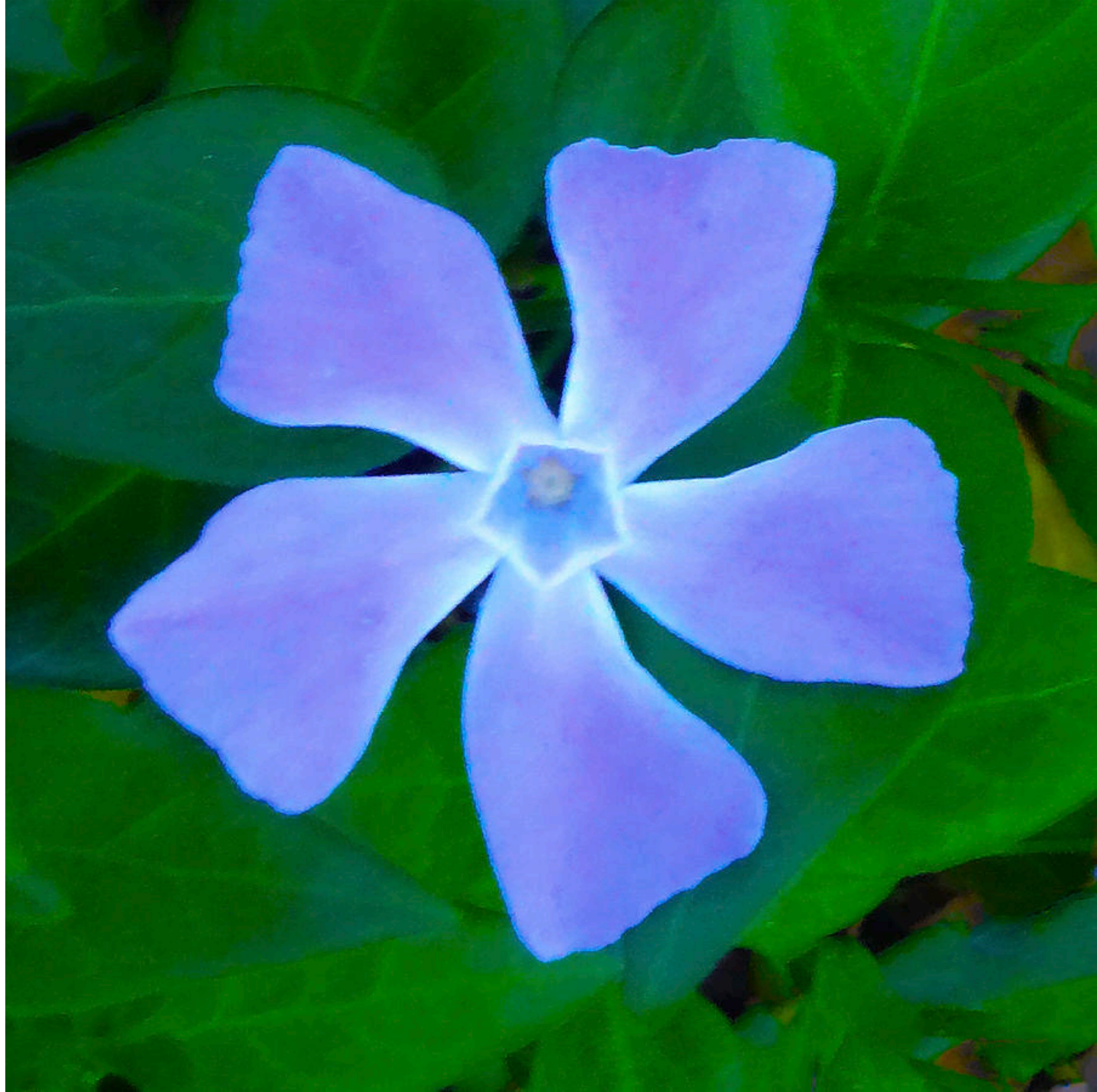
Motivation is the urge and desire to do something, and it relates to emotional intelligence because your desires can promote different feelings toward something.

For example, having a desire to complete all your daily tasks successfully might be displayed as intrinsic motivation to your employer — and a way of fulfilling your own inner needs and goals.



Social skills are the tools used to communicate and interact with other people. Having stronger social skills — like effective communication and respect — allows you to listen, speak and resolve conflicts more effectively.

Social skills can be used in the workplace to develop your career and are essential tools for leaders.





*How to improve your
emotional intelligence*



Practices to improve emotional intelligence

Self-awareness

- Slow down
- Keep a journal

Self-regulation

- Know your values
- Hold yourself accountable
- Remain calm

Motivation

- Re-examine why you're doing this job
- Know where you stand
- Be hopeful and optimistic

Empathy

- Put yourself in their place
- Pay attention to body language and tone of voice
- (I didn't say we should kill him)

Respond to feelings

Social skills

- Learn conflict resolution
- Improve communication
- Praise others and share credit

Photo by Shane Rounce on Unsplash

Group exercise



Examples of situations where someone displayed good emotional intelligence

Describe the situation

Why do you characterize this as good emotional intelligence?

How did the actor's good emotional intelligence influence the outcome?

Examples of situations where someone displayed poor emotional intelligence

Describe the situation

Why do you characterize this as poor emotional intelligence?

How did the actor's poor emotional intelligence influence the outcome?

What would have been a better (high EI) approach?



Thanks! Bye!

Sources

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