



Leveraging the Power of Emotional Intelligence

By Jen Shirkani

EMOTIONAL INTELLIGENCE (EQ)

Emotional Intelligence (EQ) is a set of skills that include one's ability to **recognize** their own impulses and moods; they can **read** situations accurately and **respond** most appropriately depending on the situation or person they are dealing with.

EQ is the demonstration of sensibility. Someone with high EQ can communicate with others effectively, can manage change well, is a good problem solver, uses humor to build rapport, has empathy and remains optimistic even in the face of difficulty. These people can emotionally and mentally plug into others and can read the situation at hand and behave accordingly to get the best results for everyone.

Self-Assessment

In each of the following situations, please rank each of the "A to C" options based on how consistently you demonstrate the behaviors on each statement.

For each scenario, use "1" as your **most consistent** response choice, "2" as **second most consistent** response and "3" being your **least consistent** response.

When someone makes comments to me about how to improve, I:

A	Ask for more details so that I can thoroughly understand their feedback.
B	Show appreciation to them for being candid with me about how I'm doing.
C	Weigh it against the feedback I've received in the past to see whether or not it aligns.

1. SELF-AWARENESS - Self-Awareness is how someone understands their own feelings, behaviors, and motivations. Someone with high Self-Awareness is in touch with how they are perceived by others. They are aware of their strengths and weaknesses and know when their behavior is having a negative impact on others.
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When I am trying to understand the way other people feel:

	A	I put myself in their shoes until I agree with their perspective.
	B	I go with my gut; I can read others quickly based on my experience.
	C	I seek clues to interpret their preferred communication style.

2. **EMPATHY** - Empathy is being able to read the emotional needs of another and respond to them in a way that is most appropriate. Someone with high Empathy recognizes that they must frame the same message differently depending on the audience.
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When others around me are agitated or upset:

	A	I match their level of emotional intensity, verbally and non-verbally.
	B	I always stay calm and collected.
	C	I have a hard time controlling my reactions when someone is challenging me.

3. **SELF-CONTROL** - Self-Control is the ability for a person to manage their impulses to not say or do inappropriate things even when the urge is strong. Someone with high Self-Control is able to think before acting and considers the negative consequences of impulsive behavior. They know how to delay immediate gratification for desired goals.
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When faced with an unexpected change:

	A	I make it a point to not overreact and keep the status quo until otherwise notified.
	B	I lose focus on other things until I can regain control.
	C	I can adapt quickly, I don't lose productivity or effectiveness.

4. FLEXIBILITY - Flexibility is the ability to handle changing circumstances and expectations without disruption. Someone with high Flexibility can handle changing conditions and uncertainty while maintaining their productivity.



Conservers:
 Prefers known to unknown. Disciplined, Detailed, Deliberate and Organized.



Pragmatist:
 Prefers to explore the current situation objectively. Reasonable, Practical, and Agreeable.



Originator:
 Prefers a faster spontaneous approach to change. Unconventional, Visionary, and Flexible.

When I am faced with a setback:

	A	It takes me a while to recover.
	B	I keep pursuing what I want and believe the future will be better than the past.
	C	I am more cautious next time and plan for things to go wrong.

5. OPTIMISM - Optimism is a belief system that the future will be better than the past. Someone with high Optimism doesn't allow failed attempts, tragedy, or unfair practices to permanently change their sense of hope.

About your speaker...

Jen Shirkani is a nationally recognized expert on emotional intelligence and a featured speaker at national and state conferences, universities, government agencies, and at business organizations around the world. She is the author of *Ego vs EQ* and *Choose Resilience*. She has spent over 25-years working with organizations from the Fortune 500 as a business consultant and executive coach. In addition to emotional intelligence, she frequently speaks and writes about workplace challenges, including interviewing and selection, employee engagement and motivation, generational differences, and coachability.

She has worked with senior living providers nationwide since 2001 and has been a featured speaker at national Argentum and NCAL/AHCA conferences and at state affiliates in Arizona, California, Connecticut, Florida, Illinois, Maryland, Massachusetts, New Hampshire, Pennsylvania, and Virginia.

Her corporate career includes learning and development roles at specialty retailer Nordstrom, Select Comfort (the Sleep Number Bed), and Bergen Brunswig (a Fortune 500 pharmaceutical distributor). She has also been certified in programs by Franklin Covey, Achieve Global, and the TRACOM Group and she holds a Master's Degree in Organizational Leadership. Jen has been a frequent guest of several national radio programs, and has been featured in Bloomberg/Businessweek, Leadership Excellence magazine, Reader's Digest, Inc.com, Business Insider, Publishers Weekly, Fast Company, and Upstart Business Journal. When not at home in Mesa AZ, Jen travels globally to work with clients to make common sense more common.

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