

# Objectives

- Gain better understanding of EI
- Information & tools
- Be inspired to take action
- Answer your questions

# About Me

- Michele Duke
- Background in Corporate
- Coach 3 years
- Run 3 businesses
  - Management Tomorrow
  - WomanFully
  - MicheleDuke.co.uk – Luxury with Love
- Licensed to administer EI tools

# What is Emotional Intelligence?

## Description

### **Intrapersonal Intelligence**

Being intelligent in picking up what's going on inside of ourselves (Self awareness) and doing what we need to do about it (Self management)

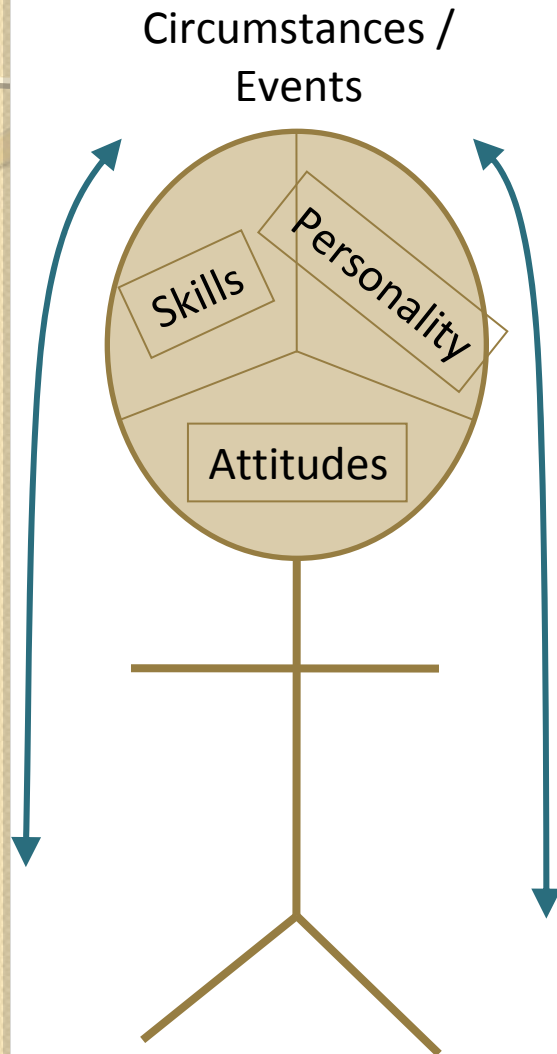
### **Interpersonal Intelligence**

Being intelligent in picking up what is going on in other people and between other people (Other awareness) and doing what we need to do about it (Relationship management)

# Emotional Intelligence is...

*“ ..all those related, but separate, variables which together characterise the behaviour of those people who integrate their feelings and their thinking when deciding what to do, and therefore excel at self management and relationship management.”*

# What is **Applied** Emotional Intelligence



- The mental ability to **take action** to be effective
- It is not a personality trait - it is how we manage our personality
- It is underpinned by our attitudes
- Performance = (Potential – Interference)
  - Maximising Potential / Minimising Interference

# A bit more depth....

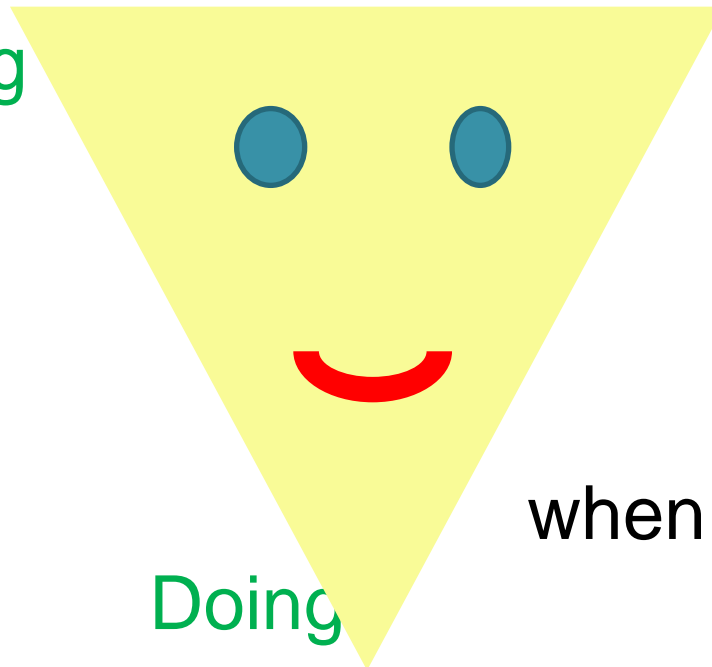
Emotional Intelligence is the **practice** of

*thinking about*

*feeling* <sup>and</sup> *feeling about thinking*

Thinking

Feeling

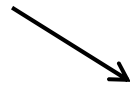


Doing

when **choosing** what to do

# Stimulus / Response Principle

Stimulus



Thinking,  
Feeling  
Organism



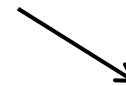
Response



Response

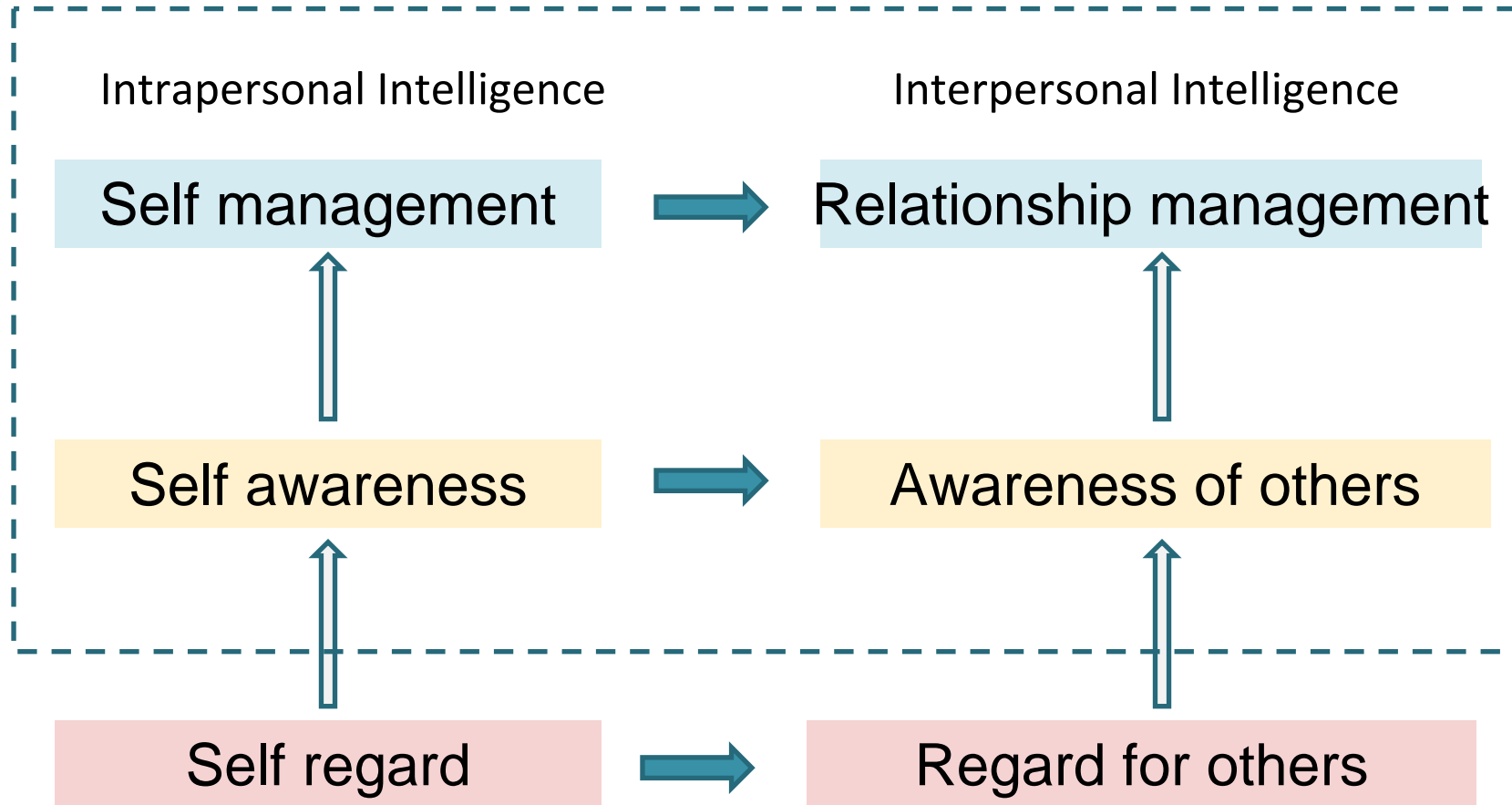


Response



Response

# Emotional Intelligence Framework



# Our Emotional Intelligence depends on.....

- Our current level of awareness
- Our skills and competencies
- How we view the world and what we value in it.  
particularly how we value ourselves and other people

# Mindsets for Applied Emotional Intelligence

- We are each in control of and responsible for our own actions
- No-one else can control our feelings
- People are different
- However you are and however they are is OK
- Feelings and behaviour are separate
- All feelings are self-justified, acceptable and important
- Change is possible
- All people have a natural tendency towards growth and health (Effectiveness = potential – interference)

# Developing Emotional

## Intelligence



### **Self Awareness & Self Regard**

Knowing myself as I am

Accept myself as I am

Value myself as I am

“I’m OK”

### **Awareness & Regard for Others**

Understanding others

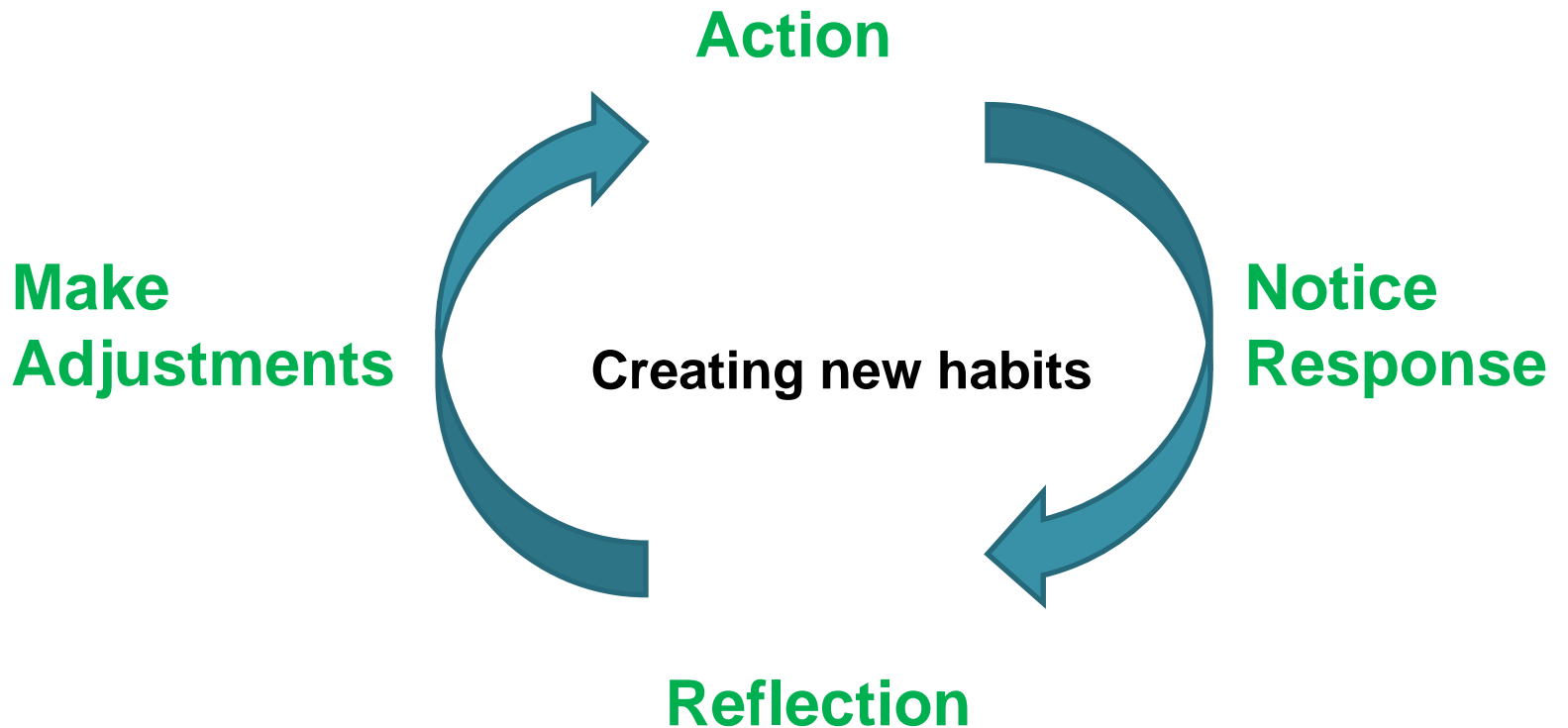
Accepting others without judgement

Valuing others for who they are

“You’re OK”

# Developing Emotional Intelligence

Reflective Learning



# Developing Emotional Intelligence

- JCA Questionnaire
  - Individual Effectiveness
  - Team Effectiveness
  - Organisational Effectiveness
  - 360° Feedback
- Detailed Report & Development Actions
- Coaching to define and implement new habits
- Few hundred people in UK licensed
- Special W-Tech / WomanFully Offer
  - Report + 1.5hrs feedback    **£150** (valid until 31/12/09)

# Follow Up

- [www.management-tomorrow.co.uk](http://www.management-tomorrow.co.uk)
- [www.micheleduke.co.uk](http://www.micheleduke.co.uk)
- [www.jca.biz](http://www.jca.biz)
- [www.appliedei.co.uk](http://www.appliedei.co.uk)
  
- Email: [m.duke@management-tomorrow.co.uk](mailto:m.duke@management-tomorrow.co.uk)
- Tel: 01797 252671
  
- Books
  - Applied EI – Tim Sparrow & Amanda Knight
  - Working with Emotional Intelligence – Daniel