



May Roundtable

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NAME ONE CHARACTERISTIC OF THE BEST EMPLOYEE OR COWORKER YOU'VE WORKED WITH...



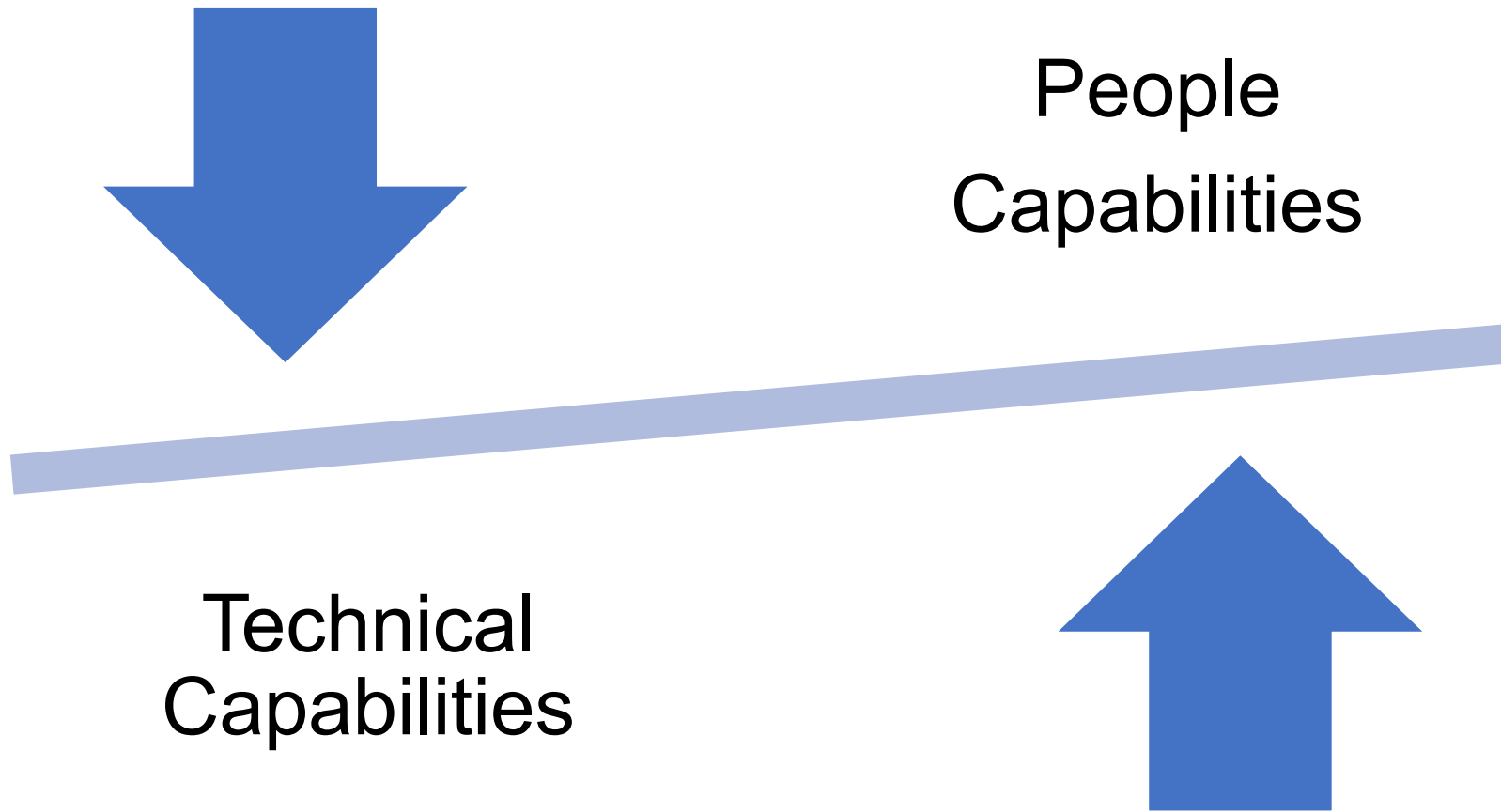
Honest

Strategic

Trustworthy

Smart

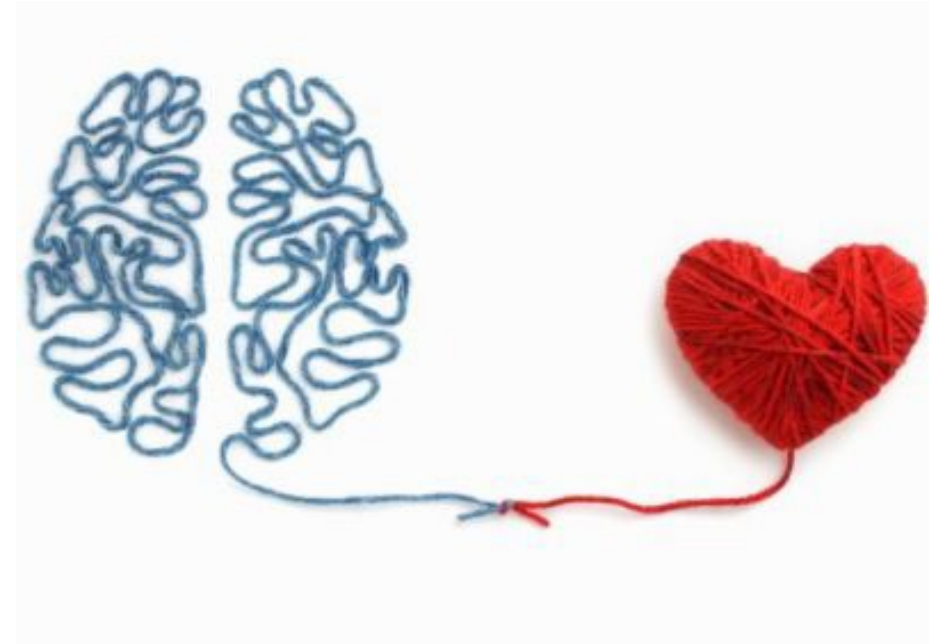
EMOTIONAL INTELLIGENCE



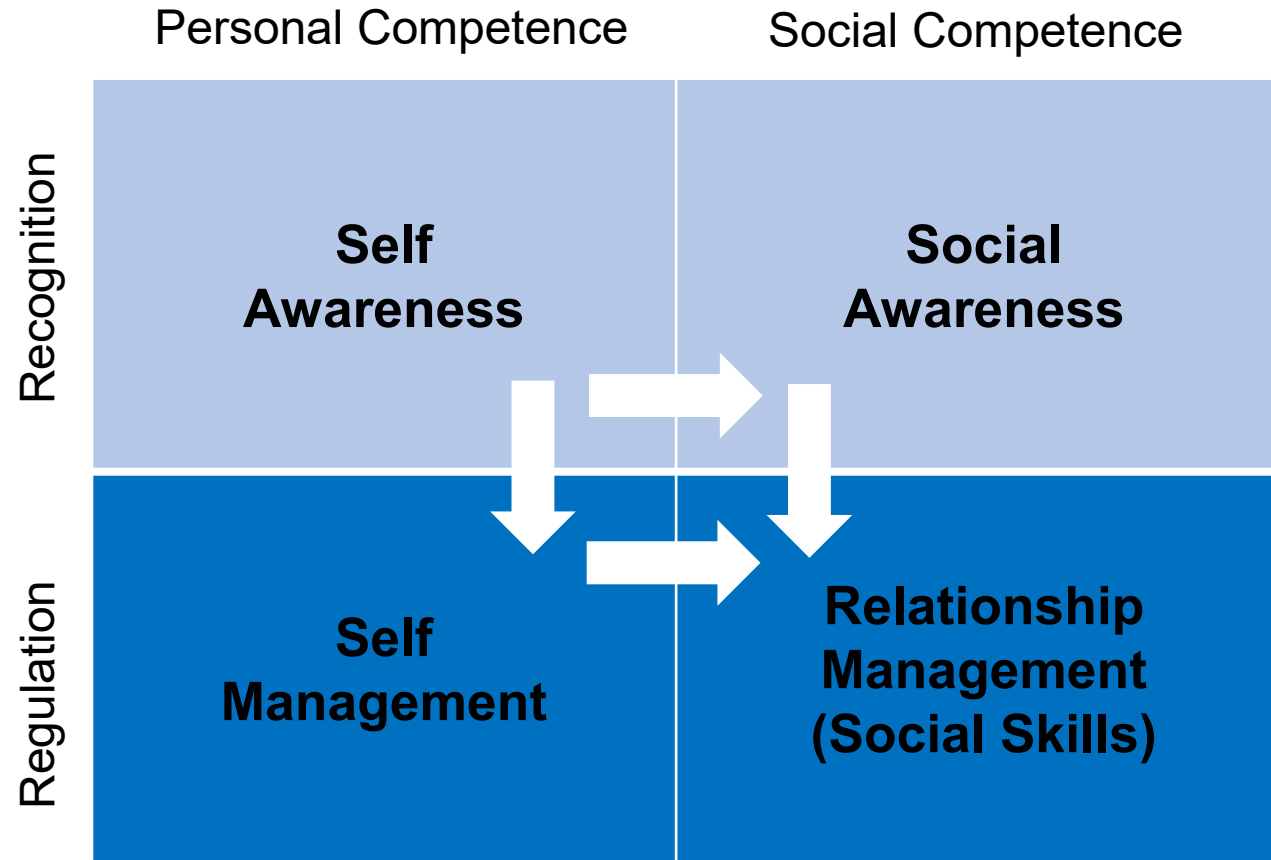
WHAT IS EMOTIONAL INTELLIGENCE?

A flexible set of emotion and social skills that can be **acquired** and **improved** with practice.

**Using the right emotion,
to the right degree,
with the right person,
at the right time,
in the right place.**



EMOTIONAL INTELLIGENCE MODEL



EQ ASSESSMENT

EMOTIONAL INTELLIGENCE COMPETENCIES

INTRAPERSONAL

Self Awareness

- Emotional Self-Awareness
- ★ Accurate Self-Assessment
- Self-Confidence

Self Management

- Self-Control
- Trustworthiness
- Conscientiousness
- Adaptability
- Initiative

INTERPERSONAL

Social Awareness

- ★ Empathy
- Organizational Awareness
- Service Orientation

Relationship Management (Social Skills)

- Influence
- Leadership
- Developing Others
- Teamwork, Collaboration
- Communication
- Change
- ★ Conflict Management

Understanding Yourself + Managing Yourself + Understanding Others + Managing Others

SELF AWARENESS

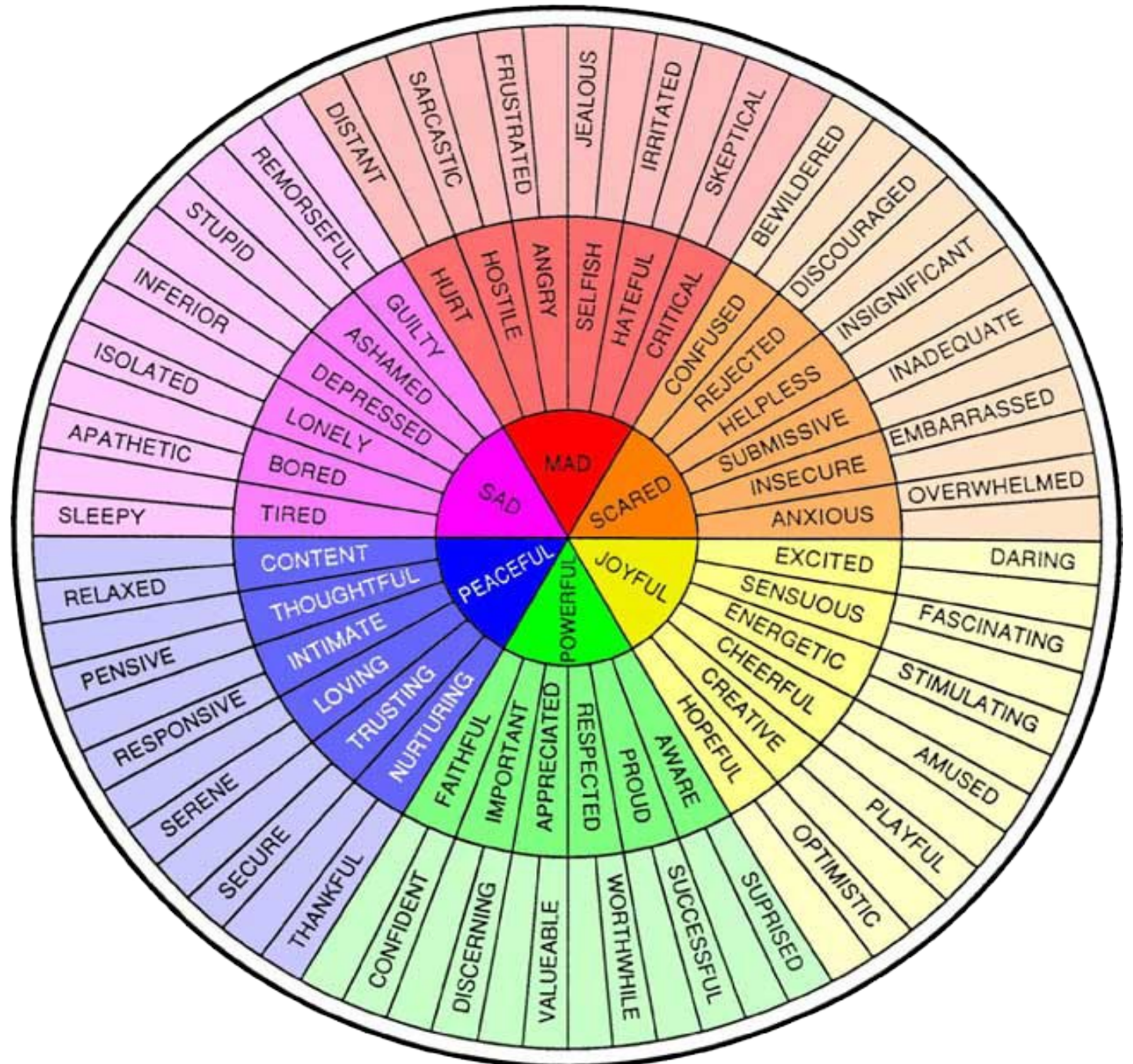


SELF AWARENESS – The Cornerstone of EQ

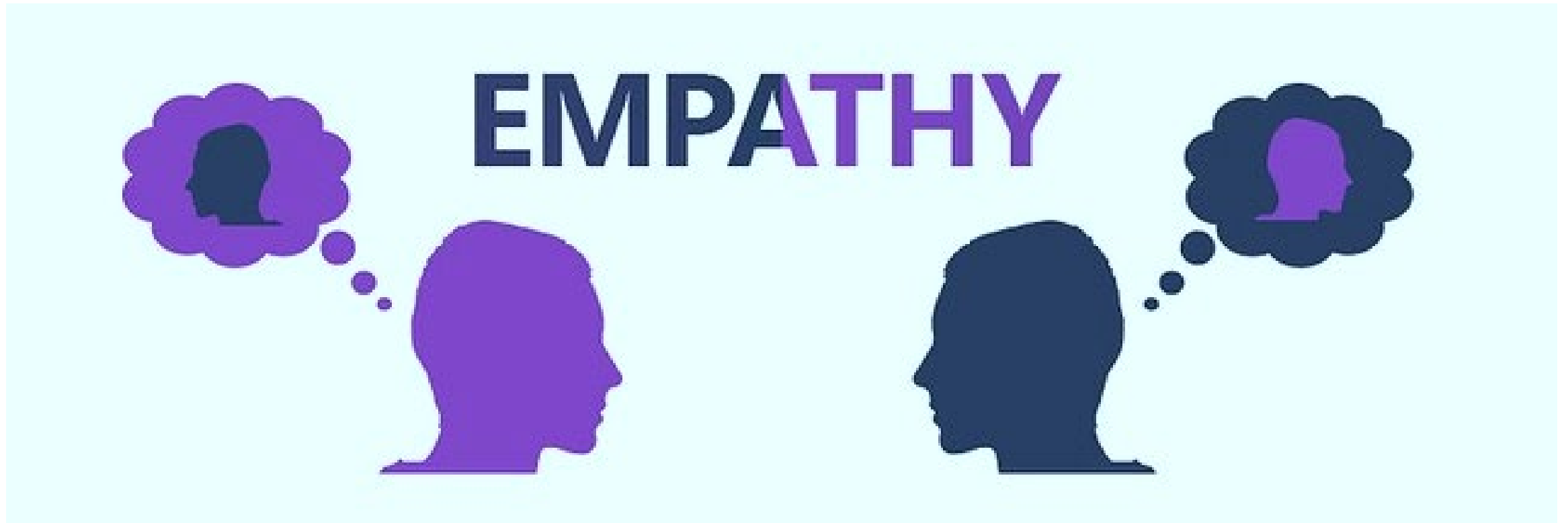
How would you fill in this table?

My Strengths	My Weaknesses
I Feel Most Confident When...	I Feel Least Confident When...

Be aware of emotions



EMPATHY – One of the Most Difficult EQ Competencies





**COMMUNICATION SKILLS:
EMPATHETIC LISTENING**

EMPATHY REFLECTION

1. What impact do you think your emotional expression (or lack of expression) has on others?
2. What can you do differently in the future to show more empathy in your HR role?



APPLYING SELF AWARENESS IN CONFLICT RESOLUTION

Hard conversations require a great deal of EQ

1. Cope with Your Emotions
2. Control Your Behaviors
3. Seek to Understand
4. Seek Resolution



CONFLICT MANAGEMENT - AN INVALUABLE HR SKILL



DO:

- Communicate face-to-face
- Manage your own emotions
- Use language that is understood
- Recognize and embrace differences
- Understand interests and perspectives of self and others
- Act sooner rather than later
- Focus on the present situation/problem
- Actively listen and pay attention
- Be present, clear, and direct
- Be honest, genuine, and respectful
- Assert yourself
- Be aware of body language
- Convey the value of your relationship

DON'T:

- Wait or avoid the issue
- Assume
- Get defensive
- Interrupt
- Ignore feedback
- Argue feelings, judge or criticize
- Use put-downs or sarcasm
- Rely solely on verbal or nonverbal
- Discuss the problem with others not associated with the issue
- Stop communicating

CREATING A CULTURE OF FEEDBACK





How do you prefer to receive feedback?

How do you tend to give feedback at work?

How do you tend to give feedback in your personal life?







FBI FEEDBACK

A framework to make conversations less hard



Feelings



Behavior



Impact



FBI Feedback Example #1

"I feel concerned about your commitment because last week (F), you didn't help the customer find a satisfactory solution to the problem they were experiencing (B), and the impact was we had to give them a refund, and I don't want that to keep happening as each customer costs \$1500 to nurture them to that point (I)."



FBI Feedback Example #2

"During yesterday's team meeting, your body language was negative during my presentation (B), which made me feel like you didn't agree with what was being said even though I took you through the main points before the meeting started (F). I'm now concerned I won't be able to trust you to stand alongside me in future meetings of this nature (I)"





IQ + EQ = SUCCESS





QUESTIONS

An overhead view of a group of people sitting around a long wooden table in a meeting. The table is cluttered with various items: a laptop, a tablet, a smartphone, a notebook, a pen, and a cup of coffee. The people are engaged in conversation, with some looking at their devices. The scene is brightly lit, suggesting an indoor office or meeting space.

THANK YOU