



# Increasing Emotional Intelligence

July 29 2020



# Vensure Employer Services and our PEO Partners



# Agenda

1 Defining Emotional Intelligence (EQ)

2 Importance of Increasing EQ

3 How to Increase Your EQ

4 Characteristics of EQ

5 Q&A

# Instructions for Submitting Questions with GoToWebinar



- When you launched GoToWebinar, a control panel and a screen share window opened up



- In the control panel, there is a dropdown section entitled, “Questions”



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- We will try to answer all the questions within the allotted time; however, if you did not get your question answered or if you come up with a question after the webinar ended, please contact [webinarHRhelp@Vensure.com](mailto:webinarHRhelp@Vensure.com)

# Our Panelist



**Robin Paggi**  
Training and Development Specialist

# 1

## Defining Emotional Intelligence (EQ)

# Defining Emotional Intelligence

*“Emotional intelligence is the capacity for recognizing our own feelings and those of others, for motivating ourselves, and for managing emotions well in ourselves and in our relationships.”*

Daniel Goleman



› 1995 – 2015

- Numerous theories and assessments for EQ were developed
- › Multi Health Systems EQ (2.0) Model

# 2

## Importance of Increasing EQ



# Importance of Increasing EQ

- Improve interpersonal relationships
- Get better results
- Create a more harmonious and productive workplace

# 3

## How to Increase Your EQ

# How to Increase Your EQ

- Self-Assessment
- Feedback
- Improvement Strategies

# 4

## Characteristics of EQ

# Characteristics of EQ



## Self-Perception

- Self-Regard
- Self-Actualization
- Emotional Self-Awareness



## Self-Expression

- Emotional Expression
- Assertiveness
- Independence

# Characteristics of EQ

## Interpersonal

- Interpersonal Relationship
- Empathy
- Social Responsibility



## Decision Making

- Problem Solving
- Reality Testing
- Impulse Control

# Characteristics of EQ: Stress Management

Flexibility

Stress Tolerance

Optimism

# Characteristics of EQ

- General Well-Being
  - Happiness



5

Q&A



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**Thank You for  
Your Time**

