



NORTH CAROLINA
MANUFACTURERS
ASSOCIATION

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Robert C. Byrd Institute

MANAGEMENT
PRACTICES

Emotional Intelligence (EQ): Harnessing Its Power

WINTER CONVENTION 2018



HELLO!

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Emotional Intelligence

IN THE WORKPLACE



What's the single biggest predictor
of performance in the workplace?



Emotional Intelligence

(EQ) is the foundation for a host of critical skills. A little effort spent on increasing your EQ tends to have a wide-ranging, positive impact on your personal and professional life.

How many of you thought the biggest predictor would be IQ?



IQ or EQ?



Studies have shown that people with the highest levels of intelligence (IQ) outperform those with average IQs just 20% of the time, while people with average IQs outperform those with high IQs 70% of the time.

What's the missing link?

Emotional Intelligence



Your ability to recognize and understand emotions in yourself and others and your ability to use this awareness to manage your behavior and relationships

EQ

Emotional Intelligence

- Accounts for 58% of performance on all types of jobs!
- Strongest driver of leadership and personal excellence
- Tested alongside 33 other critical skills, EQ subsumes most of them, including time management, decision-making and communication.

5

Core Feelings

HAPPINESS



SADNESS



ANGER

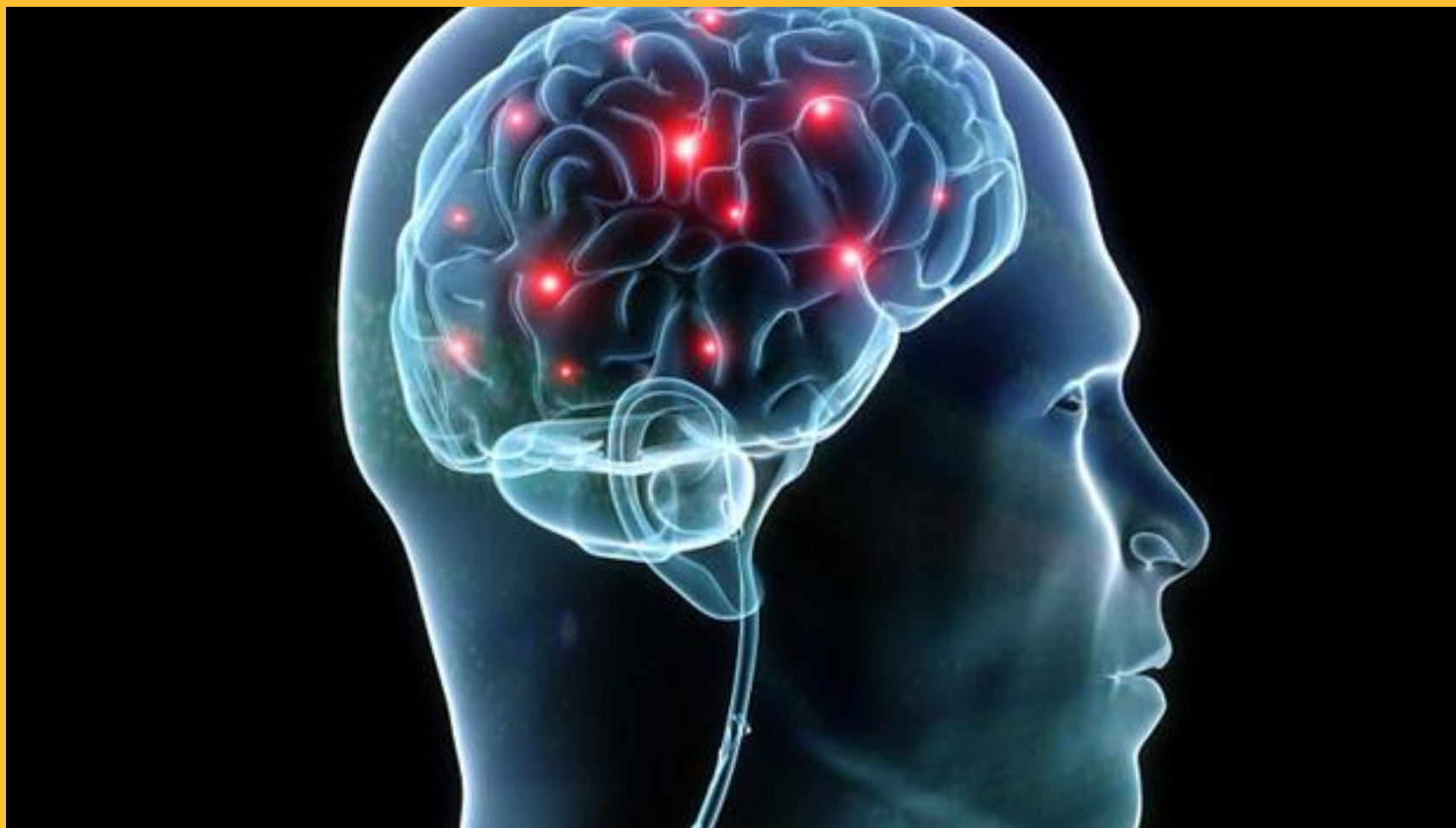


FEAR



SHAME





1

Your first reaction to an event is always going to be an emotional one.

We have no control over this, but we can control the thoughts that follow an emotion... as long as we're aware of them.



IQ

EQ

Personality

4

Emotional Intelligence Skills

**PERSONAL
COMPETENCE**

**Self-
Awareness**

**Self-
Management**

**SOCIAL
COMPETENCE**

**Social
Awareness**

**Relationship
Management**

{ 1

Self-Awareness

Recognizing Your Emotions





Self-awareness strategies

1

Observe the ripple effect from your emotions.

2

Know who and what pushes your buttons.



SELF-AWARENESS



{ 2 Self-Management }

To Act . . .or Not to Act





Self-management strategies

1

Take control of your self-talk.

2

Visualize yourself succeeding.



SELF-MANAGEMENT



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Social Awareness

Reading and Understanding Others





Social awareness strategies

1

Make timing everything

2

Go on a 15-minute tour



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SULT TR

SOCIAL AWARENESS



4 Relationship Management

Managing Interactions Successfully





Relationship management strategies

1

Acknowledge the other person's feelings

2

Complement the person's emotions or situation



RELATIONSHIP MANAGEMENT



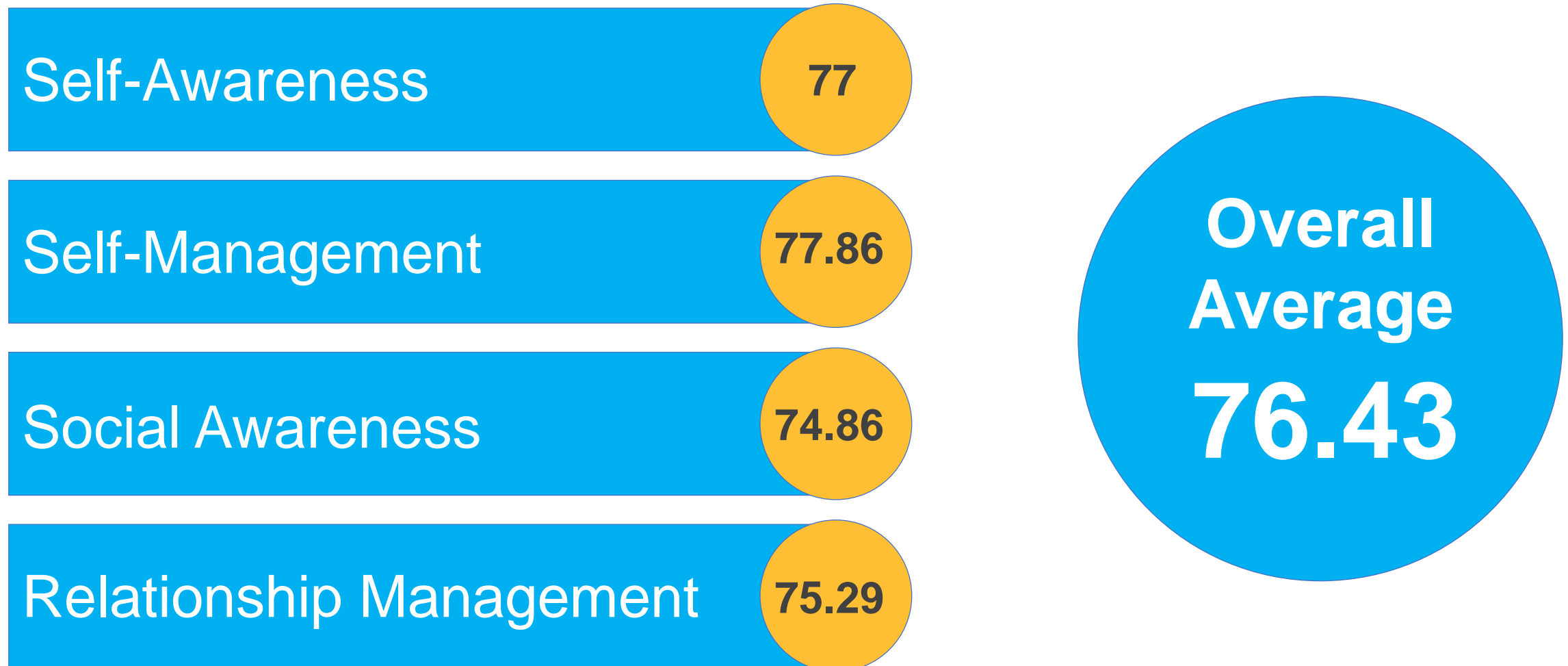
MOVIECLIPS

Using assessments to predict workplace success



Seven volunteers recently took an EQ assessment developed by TalentSmart, which includes 27 questions related to each of the EI skills.

Average Results





THANK YOU



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