

**‘Grow’ your  
emotional  
intelligence,  
‘reap’ a  
successful  
business**



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# Outline: Emotional Intelligence

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**1**

**What?**

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**2**

**Why?**

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**3**

**How?**

# What is Emotional Intelligence (EI)?

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**Emotional Intelligence (EI)** describes the ability, to identify, assess, and manage the emotions of oneself, of others and of groups.

Helps to **create positive outcomes and** achieve personal and professional goals. It helps us to think and act better.

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**If you can't manage  
your emotions,  
your emotions  
will manage you!**

**IQ**

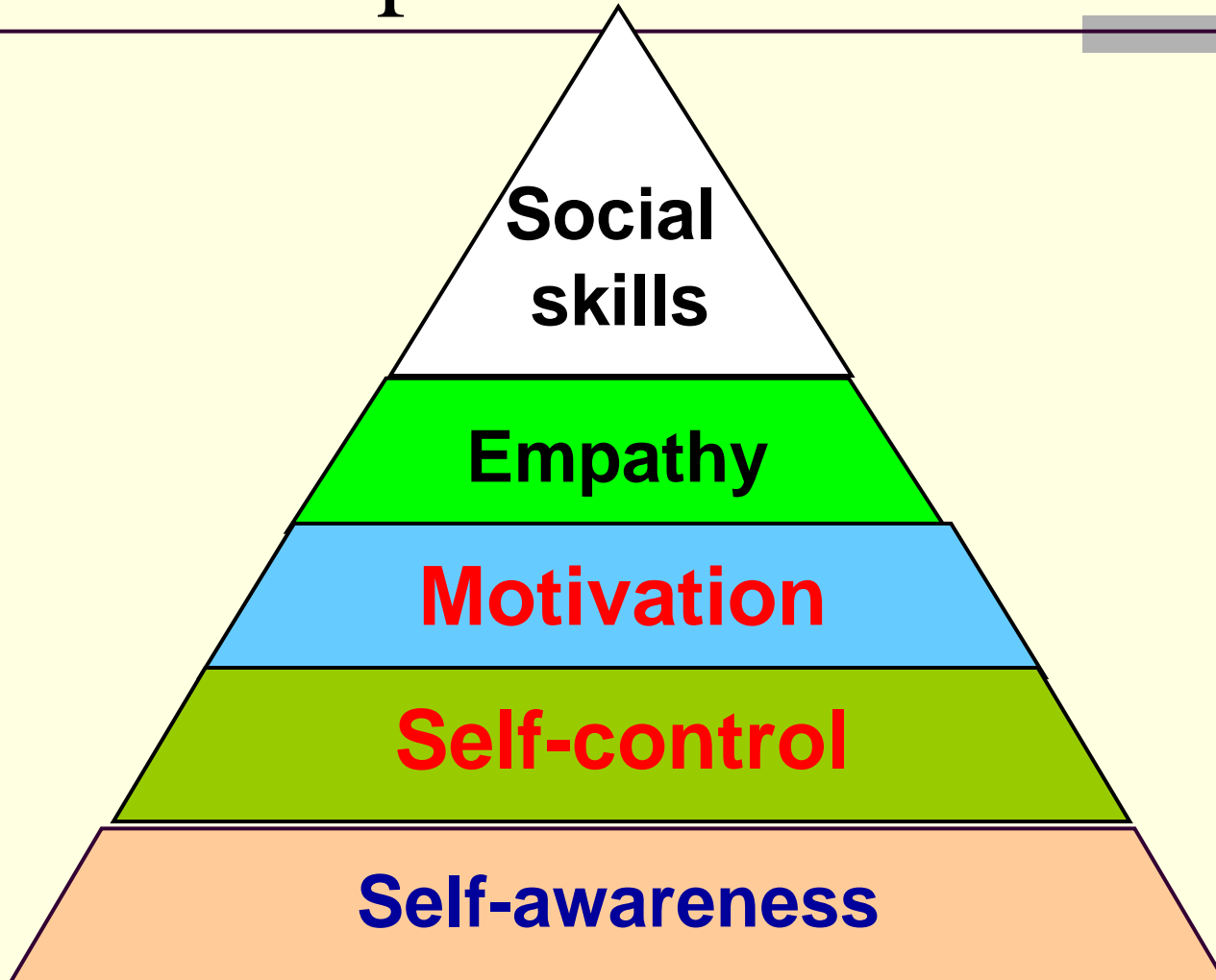
**EQ**

**Business**

**Success**

# Emotional competencies

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# “Emotional Intelligence sets successful business people apart”

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“When star performers were compared with average performers in senior leadership positions, nearly 90% of the difference was attributable to emotional intelligence factors rather than cognitive abilities.”

**Daniel Goleman**  
*As published in the  
Harvard Business Review*

# Benefits

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- Healthier
- Live longer
- Better relationships (family and work)
- Happier

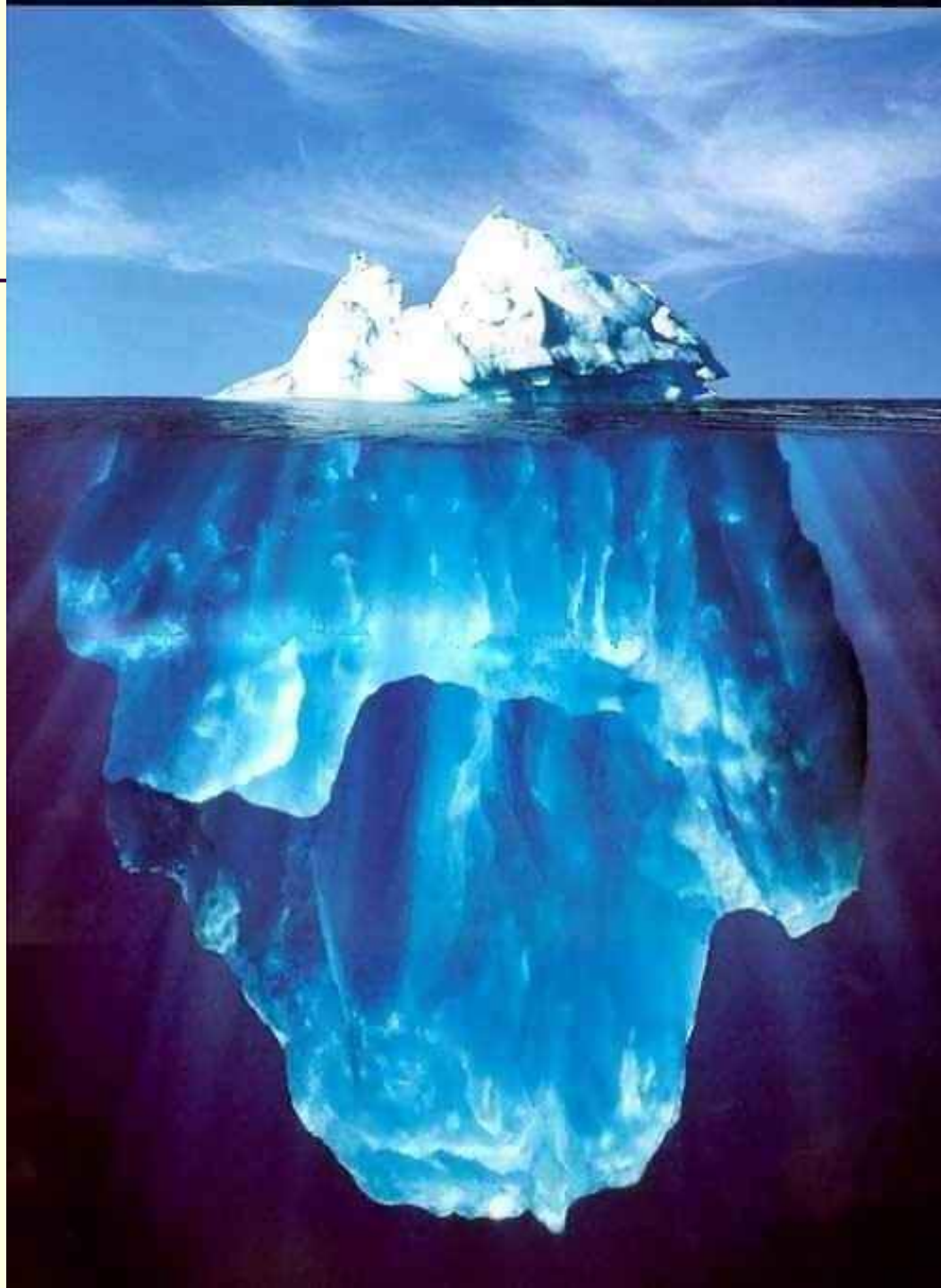
WHAT MATTERS MOST  
IS HOW YOU SEE YOURSELF.



# How well do managers and entrepreneurs know themselves?

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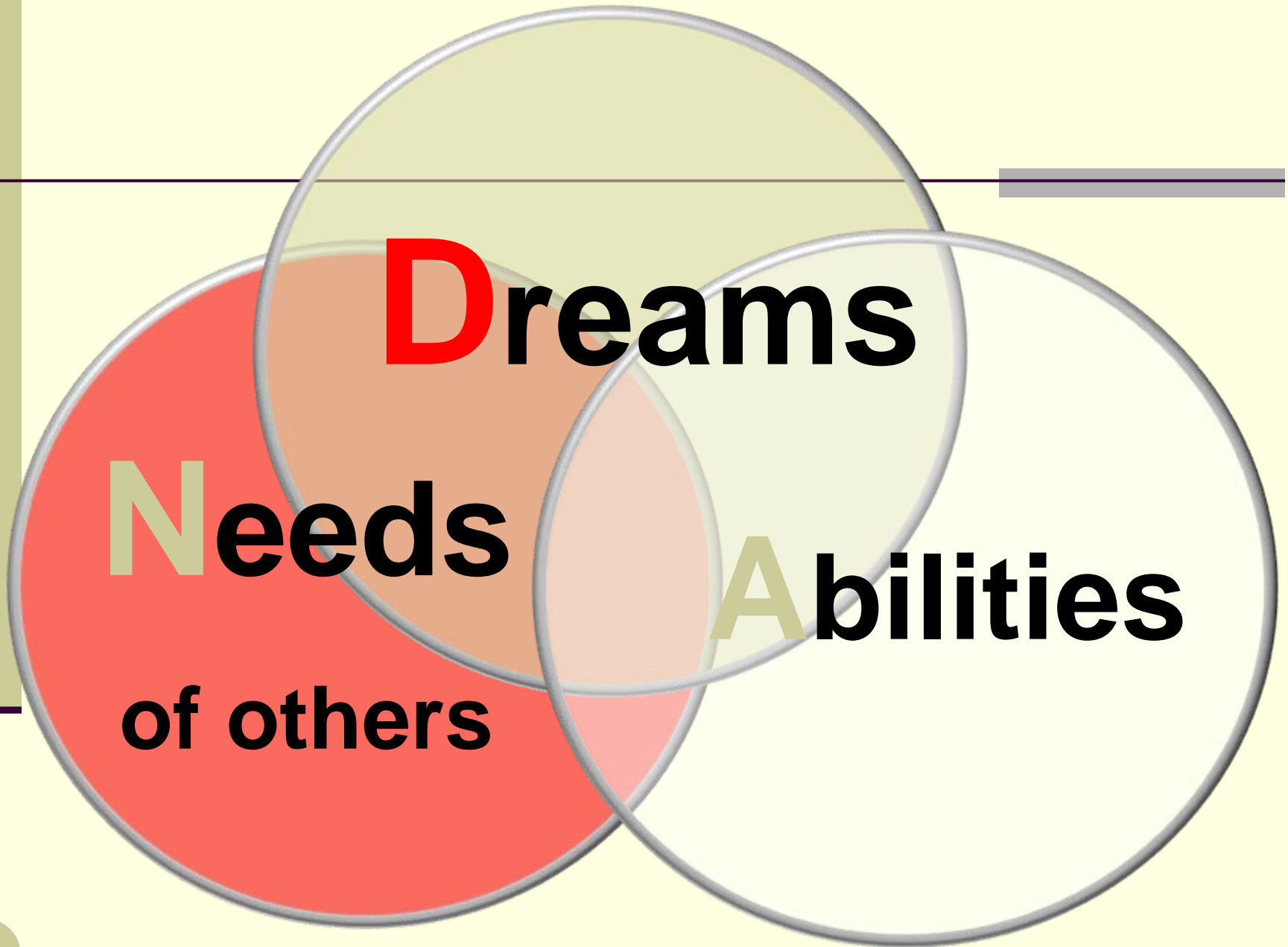
- Only 10 % of them have a realistic perception of themselves
- 75 % consider themselves to be in the top 25% with regard to their competence and intelligence



***What is your :***  

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***«Entrepreneurial  
DNA©»?***



# Decisions: are you rational ?

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*Today's CEOs who think they're basing their decisions only on reason are deceiving themselves – and jeopardizing the company's viability.”*

**Robert McNamara**

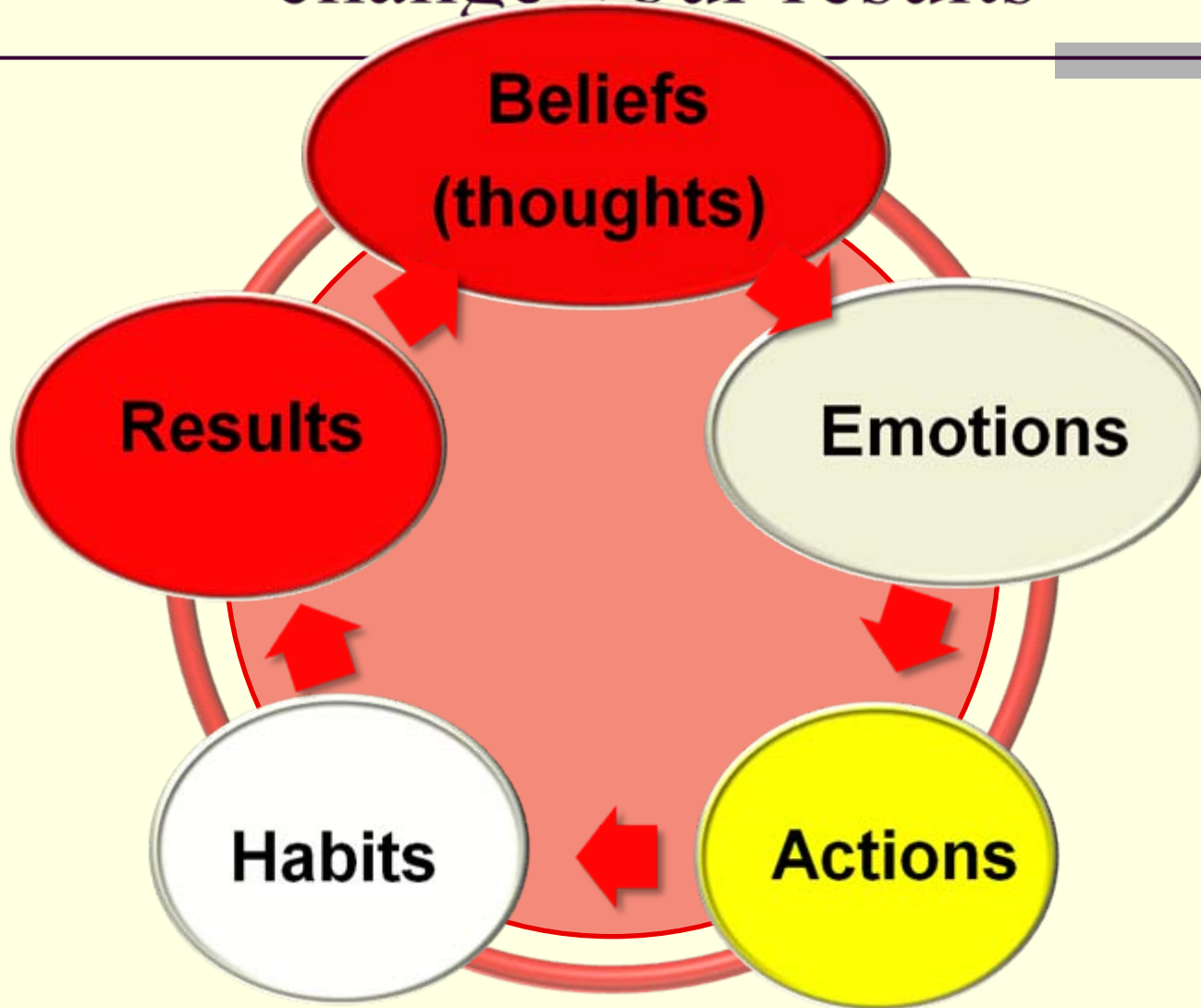
*Former Ford CEO and  
U.S. Secretary of Defense*

# Awareness and control

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- I can't control something of which I'm not aware. Moreover, that of which I am unaware controls me.
- “Awareness empowers me”.

# Change your beliefs, change your results



# Beliefs

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*"If you think you can do something or think you can't do something, you're right."*

-- Henry Ford.

## Self-limiting beliefs :Which ones do you hold to be true?

- I must be liked and be approved by....
- I can't, I'm not smart enough, or educated enough
- I should not make mistakes
- I will never be able to...
- You can't trust people with money.
- You can't be rich and healthy.
- You need money to make money.
- Making money involves a lot of hard work.
- It is too hard now, we are in a recession
- People will never pay for that

# Work on the ICC

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**1**

**Identify**

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**2**

**Challenge**

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**3**

**Change**

# Socrates' questions

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**1**

**Is it true?**

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**2**

**Is it good?**

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**3**

**Is it useful?**

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# **MANAGE IMPULSIVE FEELINGS AND YOUR EMOTIONS :**

**RECOGNIZE YOUR FEELINGS / EMOTIONS :**

**How do you know when you are stressed?**

**How do you know when you are upset?**

# The anger thermometer

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- 10 - Explosion
  - 9 - Rage
  - 8 - Feeling of being powerless
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- 7 - I must remain in control
  - 6 - Feeling of hopelessness
  - 5 - Aggravated
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- 4 - Intolerance, irritability
  - 3 - Frustration,
  - 2 - Deception
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- 1 - Well being, calm

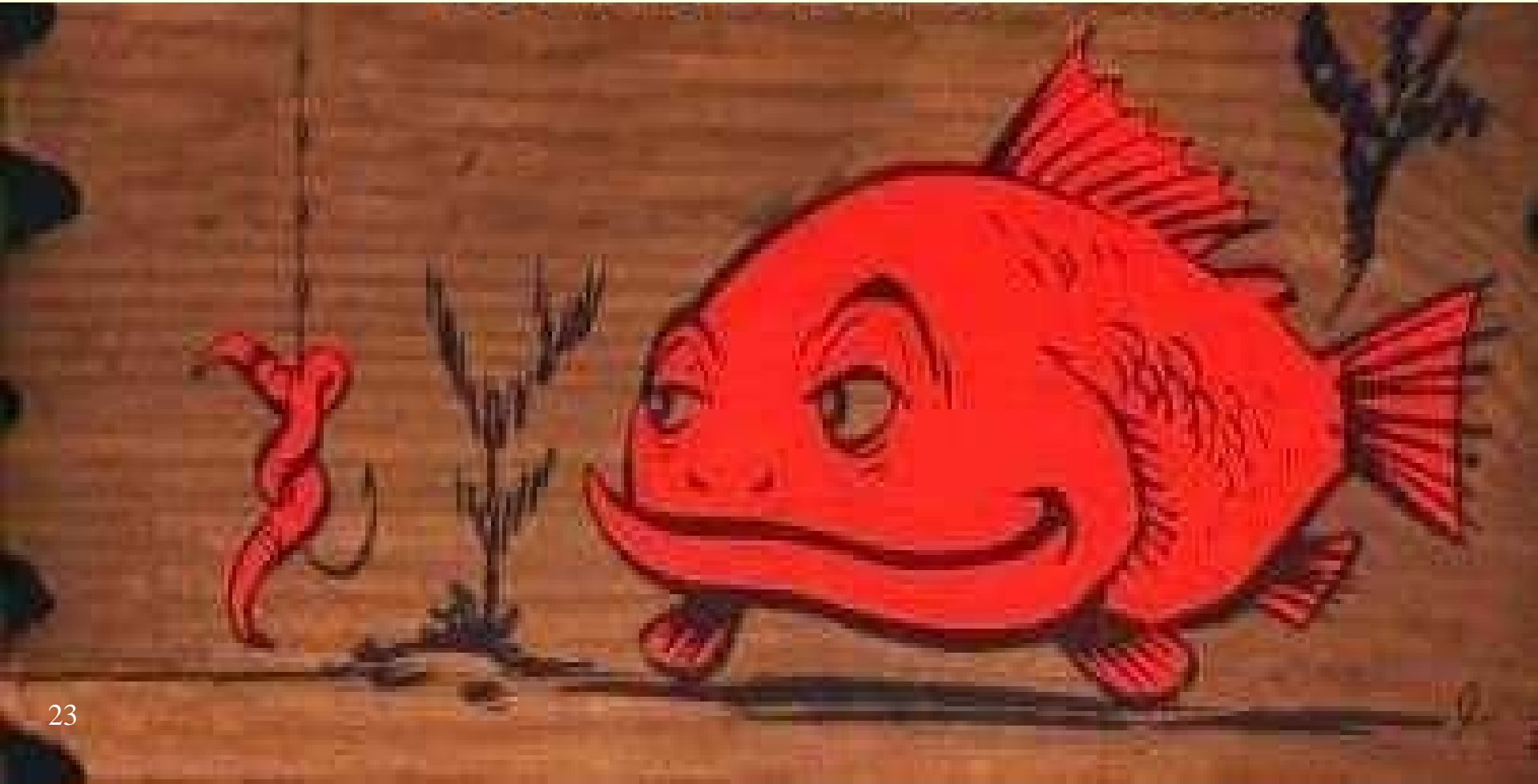


**8-10: To late!! I have gone too far!! Aggression and major crisis!!!!**

**5-7: Caution!! My anger is increasing too fast!!!**

**2-4: I am starting to get riled up. I should stop and calm myself down!**

*Sometimes it is better  
to keep your mouth shut!*







# Developing Emotional Intelligence

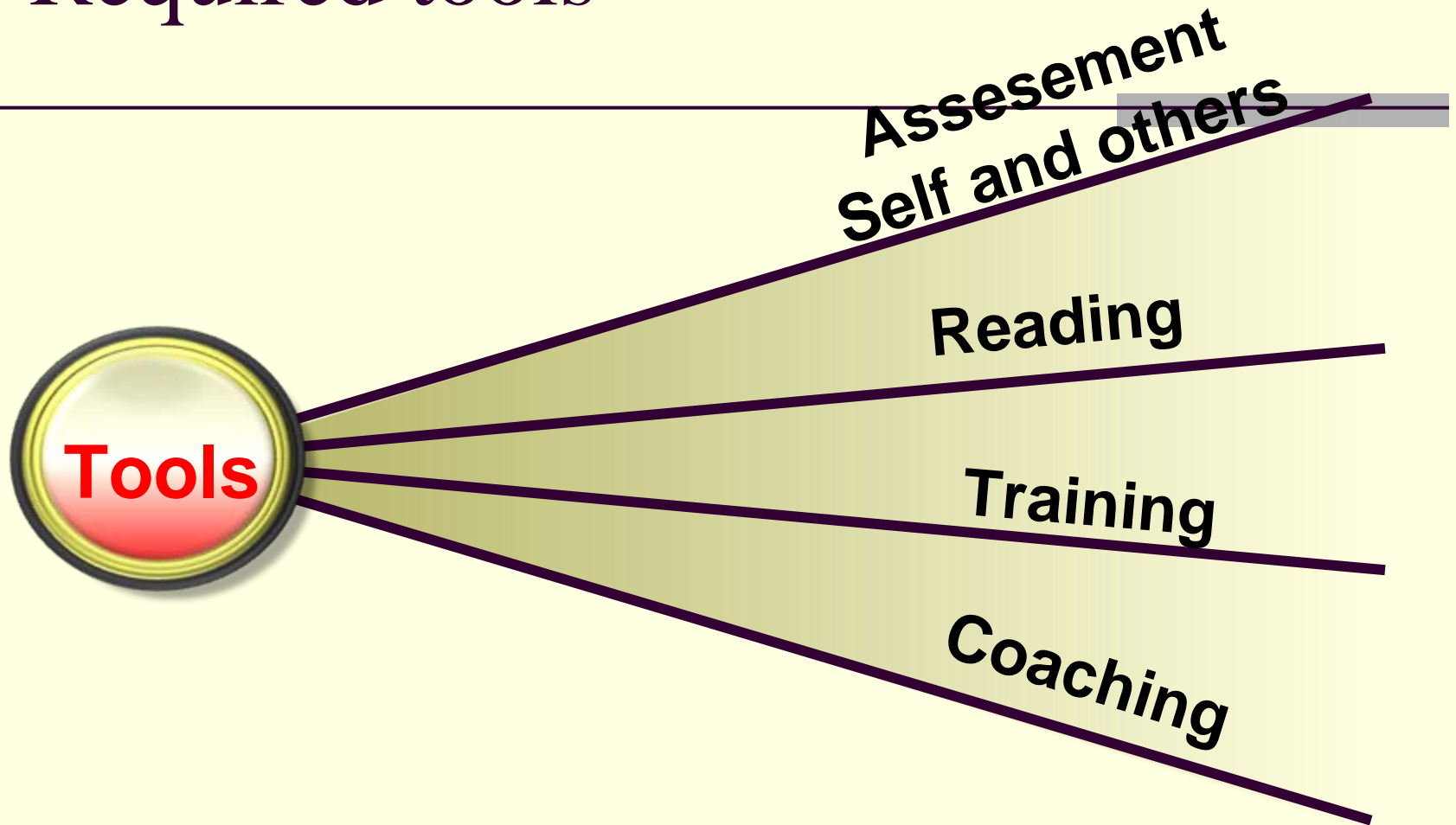
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Motivation  
Commitment  
Feedback  
Help  
Practice  
Benefits

# Required tools

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**'YES YOU CAN'**



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PSYCOACHING

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# References

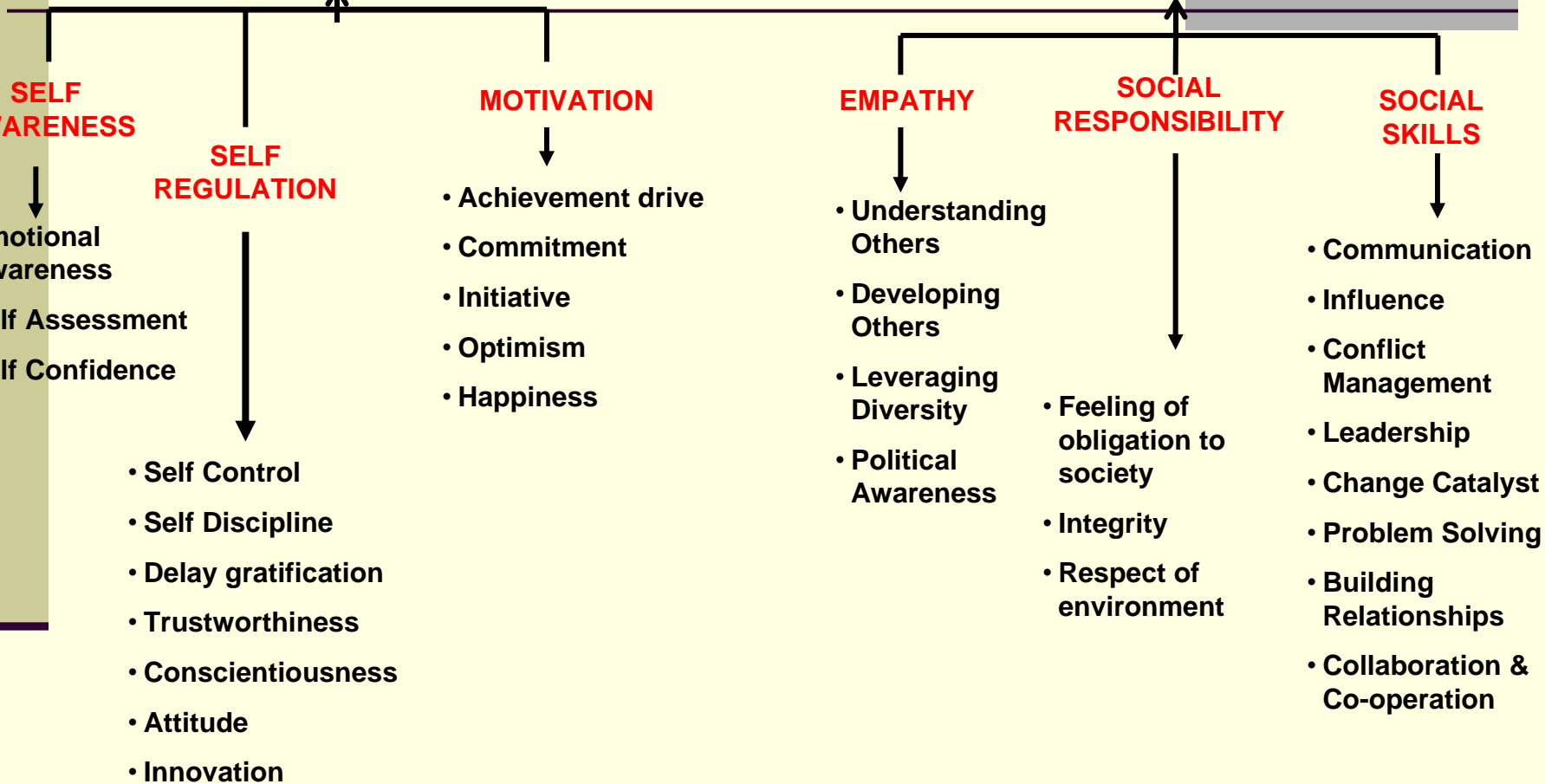
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# EMOTIONAL COMPETENCES

## PERSONAL COMPETENCES

## SOCIAL COMPETENCES



Adapted from Daniel Goleman, 1998