

Using an Emotional-Intelligence Framework

IQ gets you hired; EQ gets you promoted

Clients have had success using the following emotional-intelligence framework to self-reflect, self-manage, think about others, and journal. They write down what they're noticing each day and review every week—looking for patterns and trends. The big win in developing emotional-intelligence is stronger leadership presence and improved working relationships.

Self-awareness

1. How is my state of mind (*e.g., relaxed, calm, stressed, etc.*)?
2. What emotions am I experiencing (*e.g., happy, sad, angry, afraid, ashamed, etc.*)?
3. How am I behaving toward myself?
4. How am I behaving toward others?

Self-management

1. What can I do to manage my own emotional state so that I am keeping disruptive emotions and impulses in check (*e.g., meditate, take a deep breath, go for a walk, journal, etc.*)?

2. In this situation, is immediately reacting the best course of action? What might be the benefit of taking time to reflect?
3. How might I best manage my behavior toward others so that it results in a favorable outcome?

Social awareness

1. What am I noticing about the other person's feelings, needs, and experiences?
2. What am I noticing about the other person's body language (*e.g., facial expressions, posture, breathing, tone of voice, etc.*)?
3. What am I doing so that the other person feels like I am engaged with and listening to them (*e.g., making eye contact, leaning toward them, etc.*)?
4. How are my behaviors impacting others around me?

Relationship management

1. What am I doing to contribute to better a relationship with my colleagues (*e.g., collaborating, listening, etc.*)?

