

# Strengthening Workplace Relationships Through Confidence, Empathy and Emotional Intelligence

Joann Farrell Quinn, PhD

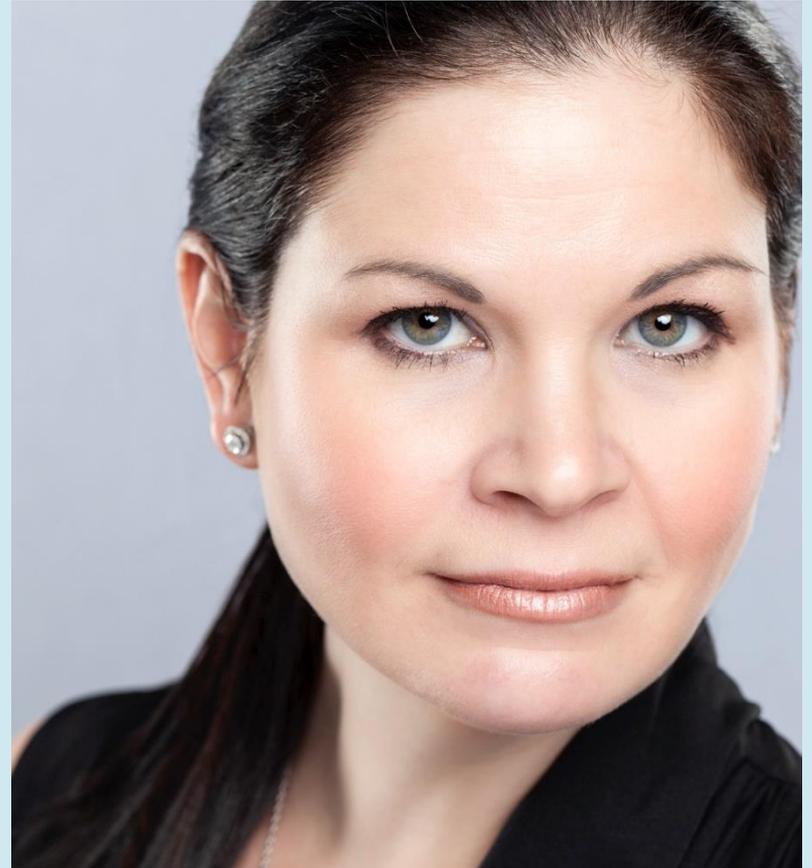
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# Objectives

- Understand the importance of self-awareness, self-management, social awareness or empathy, and relationship management (emotional intelligence)
- Understand how to use emotional intelligence to cultivate strong relationships
- Recognize the importance of confidence in how you manage yourself, as well as in how others relate to and respond to you
- Recognize the importance of empathy in gaining insight into others and how that leads to better relationship management.

# WHAT is Emotional Intelligence?

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

*(Goleman, 1995)*



## Self-Awareness

- Emotional Self-Awareness

## Self-Management

- Achievement Orientation
- Adaptability
- Emotional Self-Control
- Positive Outlook

## Social Awareness

- Empathy
- Organizational Awareness

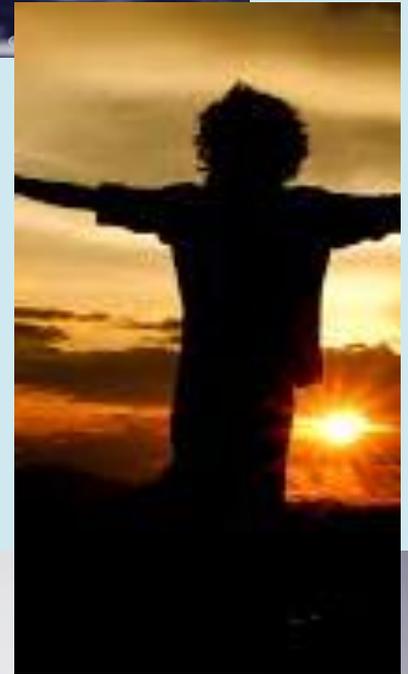
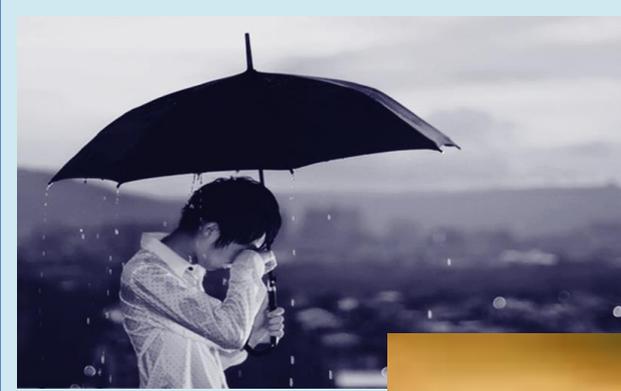
## Relationship Management

- Conflict Management
- Coach and Mentor
- Influence
- Inspirational Leadership
- Teamwork

# HOW do you *feel*?

## 10am and 2pm

- Do you ever just take a break from your work—all of the emails, texts, and phone calls and just take a time out think about how you **FEEL**?
- Take the time right now to consider how you feel. Not what you are thinking about, but how you actually feel. *Are you content? Feeling frustrated? Overwhelmed? Happy?*



# You cannot escape emotion

**You should not suppress or ignore your emotions. Rather, be aware of your emotions and not allowing them to negatively influence your ability to make good decisions.**



# What Does High or Low EI Look Like?

## HIGH

- 'I feel...'
- Open expression of emotions
- Not preoccupied with negative emotions
- Can identify the feelings of others
- Emotionally resilient
- Decisions based on feelings and logic
- Accepts self and others
- Good listener
- Talks about problems

## LOW

- 'You always make me feel....'
- Cannot share feelings verbally
- Negative feelings dominate
- Not perceptive to others' feelings
- Carries grudges, unforgiving
- Acts without reasoning or logic
- Not accepting of self or others
- Poor listener
- Acts out when there is a problem

WHY



# WHY

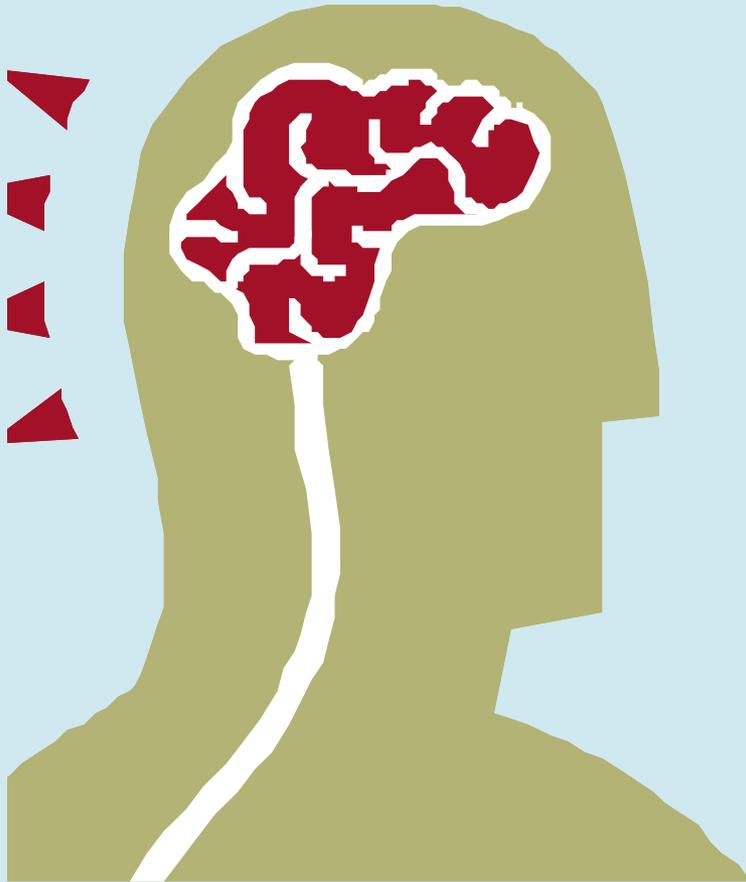
- Research shows that the ability to manage emotions, particularly when there is pressure and tension, is directly correlated with **performance, leadership and even happiness.**
- In his book ***“Working With Emotional Intelligence,”*** Daniel Goleman cites the Harvard Business School research that determined that **EI counts for twice as much as IQ and technical skills combined** in determining who will be successful.

# So WHY is EI Important?

High EI individuals compared to those low on EI are:

- Less aggressive
- More empathic
- Happier
- Have fewer unauthorised absences and exclusions from school
- Less depressed
- Less stressed
- Higher self-esteem
- Less lonely
- Better quality friendships and sexual relationships

# We are an open loop system



# But Can We Change EI?

- Yes, people can change and improve their emotional intelligence!
- EI interventions are successful with people of all ages.

# Try it for yourself

What I see	<b>Self Awareness</b>  Do I realize if something is bothering me and affecting my judgment?	<b>Social Awareness</b>  Do I recognize the emotions of others? Do I know what is unspoken?
What I do	<b>Self Management</b>  How do I manage myself? How do I fail at managing myself?	<b>Relationship Management</b>  What do I do to ensure I have good relationships?

# HOW do you manage yourself?

1. List the things that cause an impulsive emotional reaction for you, the things that sometimes make you 'lose it', for example, 'I get really angry when...'
2. Write down a strategy for each of these that you can use to prevent losing your self-control in future, for example: 'When I realize I'm angry I can stop, breathe deeply, take a short walk, and then return to handle the situation appropriately, in control of my behavior.'

# LEADership

Think of a leader you know and preferably have worked for.

**What did they SAY or DO?**

**How did they make you FEEL?**

What words would you use to describe why they were an effective or ineffective leader?





**Confidence is the Key  
to Success**

# Confidence Leads to:

- The ability to navigate change
- Bouncing back quickly from setbacks
- The ability to develop both personally and professionally
- Better relationships



# EMPATHY

- What is empathy
- Why is empathy important
- Why do we lack empathy
- What can we do about it



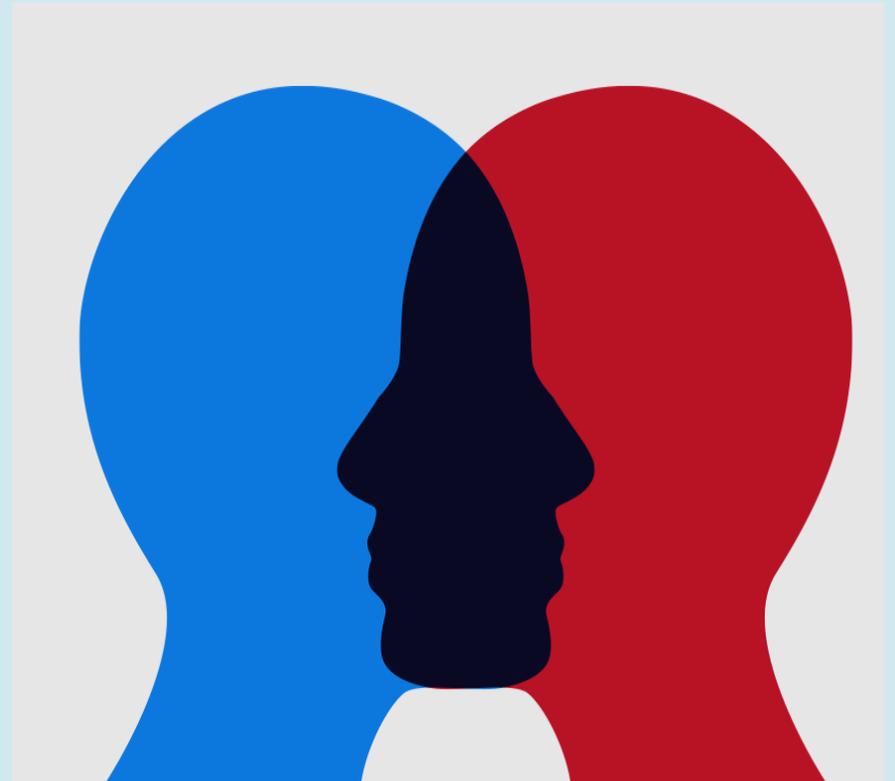
# WHAT is empathy *and WHY Should I care?*

Empathy = Strength

Empathy = Insight

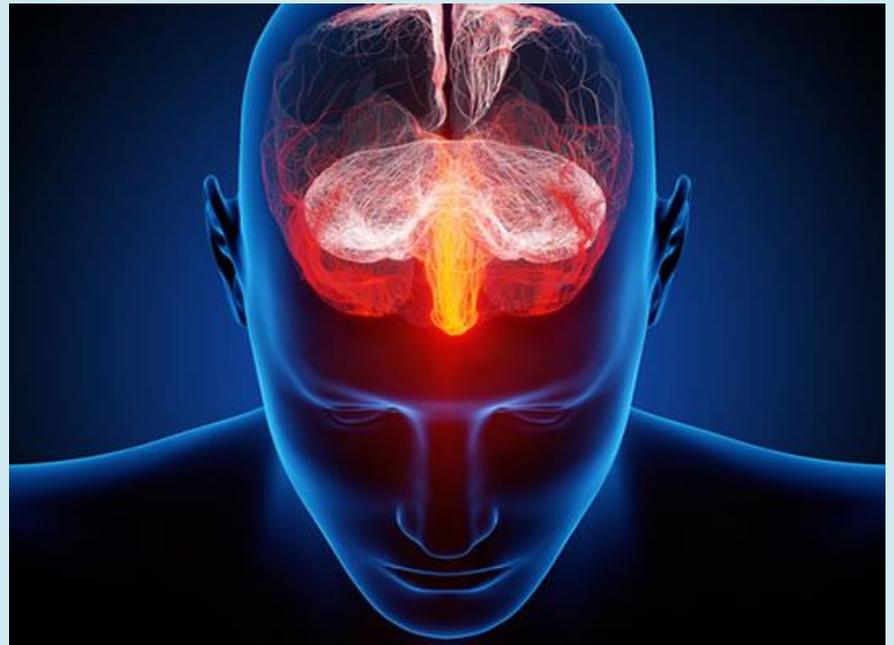
Empathy = Greater Control

Empathy = Better Conflict  
Resolution



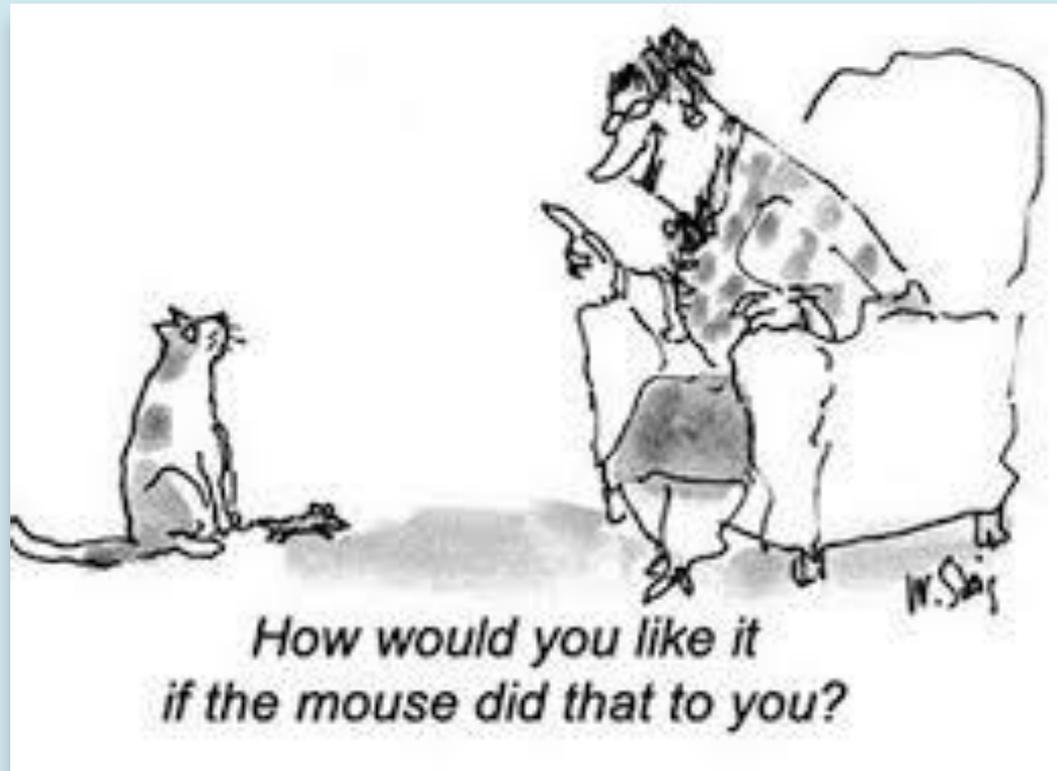
# Types of empathy

COGNITIVE EMPATHY  
EMOTIONAL EMPATHY  
COMPASSIONATE  
EMPATHY



# When Empathy fails

- During conflict
- Difference in values
- Orders/Perceived Authority
- When we forget about the “means” and just focus on the “ends”



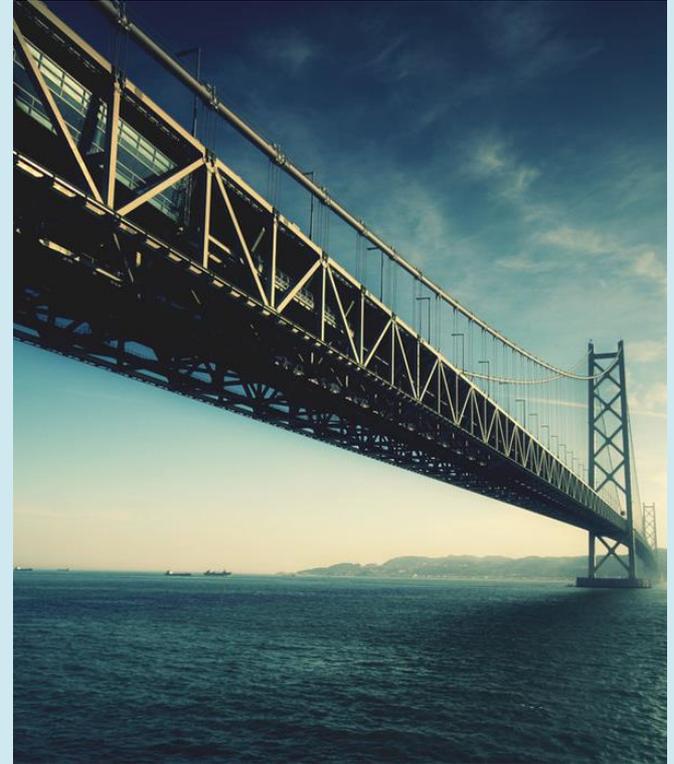
# Shared-Identity

One of the greatest barriers to altruism is that of group differences.

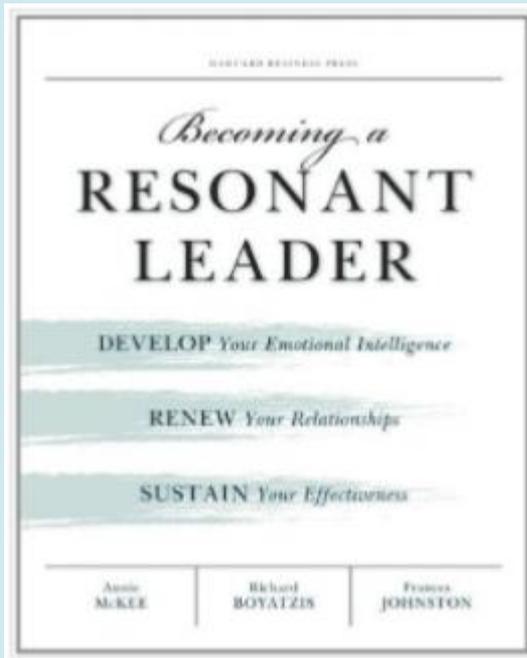


# Meaningful Relationships= Happiness and Success

BUILD  
BRIDGES to  
strengthen  
your  
relationships



# Check out this workbook:



[Becoming a Resonant Leader: Develop Your Emotional Intelligence, Renew Your Relationships, Sustain Your Effectiveness](#)

by [Annie McKee](#) and [Richard E. Boyatzis](#)

THANK YOU!  
[www.jfqconsulting.com](http://www.jfqconsulting.com)

A large, stylized handwritten signature in black ink, appearing to read 'JFQ', with a long, sweeping horizontal line extending to the right.

JOANN FARRELL QUINN

**JFQ**  
CONSULTING