

# Emotional Intelligence

Presented by,  
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## Introductions

Who am I?  
 Who is here?  
 Name  
 What County do you work for?  
 What unit/s do you supervise?

AGENDA  
 1. What is EQ  
 2. How to use EQ

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## Self+Reflection

Reflection Journal/Notebook

Self-Reflection  
 What is self+reflection: observing yourself and understanding why you think/act/do the things that you do.

Self-Growth opportunities along the way!

First one!  
 What is your "why" for this work?  
 WHY do you do the job you are doing?

The most important conversations you'll ever have are the ones you'll have with yourself.  
 David Goggins  
[www.davidgoggins.com](http://www.davidgoggins.com)

## Emotional intelligence

### What it is...

Definition:  
 Emotional intelligence (EI) or Emotional Quotient (EQ) is the capacity of individuals to recognize their own, and other people's emotions, to discriminate between feelings and label them appropriately, and to use emotional information to guide thinking and behavior.

<https://youtu.be/wLafBJEAY8>

## Emotional intelligence

What it is...



## Self+Reflection Opportunity

Do you feel that you have a high, neutral or low EQ?

Rate yourself on the 7 characteristics

1. Needs improvement
2. Fair
3. Really Good

- You can read non-verbal communication
- You are interested in others and their thoughts
- You are emotionally resilient
- You know where you need improvement
- You are aware of your own feelings
- You avoid negative self talk
- You pursue success

## IQ versus EQ

EQ is different from IQ. IQ measures your cognitive abilities whereas EQ measures emotional abilities. EQ gets you through life whereas IQ gets you through school.

EQ has more to do with happiness and success in life than IQ.

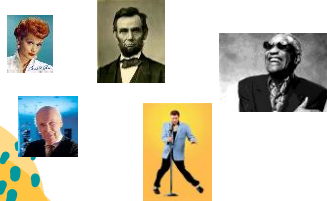
*IQ is a capacity you are born with, EQ is continuously growing.*

IQ is a number that indicates a persons reasoning or logical ability in comparison to the statistical norm.



### Thought to have had "little potential" based on IQ

*Its not always the people who start the smartest who end up the smartest*



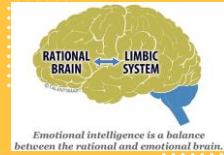
## Why EQ Matters

	WHAT I SEE	WHAT I DO
PERSONAL COMPETENCE	SELF-AWARENESS	SELF-MANAGEMENT
SOCIAL COMPETENCE	SOCIAL AWARENESS	RELATIONSHIP MANAGEMENT

Emotional intelligence is made up of four core skills.



Emotional intelligence is the foundation for critical skills.



Emotional intelligence is a balance between the rational and emotional brain.

## Emotional Intelligence

How to build and embody EQ.....



## Self+Awareness

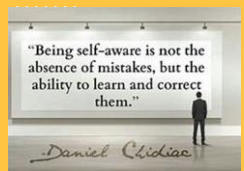


Self-awareness: being aware of the way you feel and the impact your feelings can have on decisions, behavior and performance.

Your ability to accurately pick up on emotions and stay aware of them as they happen. This includes keeping on top of how you tend to respond to specific situations and certain people.

## Self+Awareness How to build and embody it.....

1. Self+Reflection
2. Mindfulness/meditation
3. Active Listening
4. Know your motivational drivers
5. Feedback



## High/Low Examples of Self+Awareness EQ

<https://youtu.be/Hmkv5a4gkQw>

<https://youtu.be/W3FCbP8rdRU>



## Self+Management



Self-management is our ability to *manage* our actions, behaviors, thoughts, and emotions productively. The self-management facet of emotional intelligence builds based on self-awareness and is simply the ability to control your emotions so that they don't control you.



## Self+Management How to build and embody it.....

1. Know your values
2. Build Trust
3. **ACCEPT ACCOUNTABILITY**
4. Have a good work ethic
5. Take care of your body and mind

<https://vimeo.com/118479328>

## Social Awareness



Your ability to accurately pick up on emotions in other people and get what is really going on. This often means understanding what other people are thinking and feeling, even if you don't feel the same way.

## Social Awareness How to build and embody it....

1. Practice Empathy
2. Be Genuine
3. Communicate Clearly
4. Listen to Understand



## Relationship Management



Your ability to use awareness of your emotions and the emotions of others to manage interactions successfully. Letting emotional awareness guide clear communication and effective handling of conflict

## Relationship Management How to build and embody it....

1. Align your intention with your impact
2. Recognize the power of parallel process in supervision/leadership
3. Explain your decisions, don't just make them



## Self+Reflection Opportunity

Get to know your own internal resources, both the strengths and areas of needed growth. When you realize them, work on them!

### LAST REFLECTION

What is one opportunity for EQ growth you've self-identified and what is your next step?

## 9 things Emotionally Intelligent people DON'T do

1. You don't Suppress Your Emotions
2. You don't invalidate other peoples emotions
3. You don't give into peer pressure
4. You don't usually overthink things
5. You don't have an issue setting personal boundaries
6. You don't seek out external validation
7. You don't get frustrated with situations beyond your control
8. You don't avoid constructive criticism
9. You don't avoid change

## Emotional intelligence

How to use it in supervision....

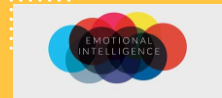


## “ LOW EQ RESPONSES CAN SHOW UP IN TEAMS.....”

1. Double Standards
2. Culture of immediacy
3. Lack of other awareness
4. Black and White thinking

## Wrap-up/Take aways

1. EQ is a higher predictor of long term happiness and success than IQ
2. EQ can be enhanced and grown
3. EQ is tiered: self-awareness, self management, social awareness, and relationship management
4. EQ is our emotional GPS
5. Knowing your internal resources is important, when you do not know your internal resources you allow external circumstances to drive your responses, please hang your mirror.





## QUESTIONS/COMMENTS

Thank you for joining!

\*NEW "Reflective Leader Intensive" COHORT  
STARTING NOV 1st

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- 2 90 minute live training sessions on connecting and networking that enhance Reflective Capacity. Each in the format: research on emotional intelligence and how to harness this knowledge to give your leadership abilities.