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## EQ 101: THE EMPLOYEE MAKEOVER GUIDE FOR HR PROS

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Emotional Intelligence (EQ) is a set of skills that include one's ability to recognize their own impulses and moods, they can read situations accurately and respond most appropriately depending on the situation or person they are dealing with.

EQ is the demonstration of sensibility. Someone with high EQ can communicate with others effectively, can manage change well, is a good problem solver, uses humor to build rapport, has empathy and remains optimistic even in the face of difficulty. These people can emotionally and mentally plug into others and can read the situation at hand and behave accordingly to get the best results for everyone.

### TEN EMOTIONAL INTELLIGENCE SKILLS

**SELF-AWARENESS** - Someone with high Self-Awareness is in touch with how they are perceived by others. They are aware of their strengths and weaknesses and know when their behavior is having a negative impact on others.

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**SELF-CONTROL** - Someone with high Self-Control is able to think before acting and considers the negative consequences of impulsive behavior. They know how to delay immediate gratification for desired goals.

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**EMPATHY** - Someone with high Empathy recognizes that they must frame the same message differently depending on the audience.

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**MOTIVATION** - Those with high Motivation are motivated intrinsically and have the ability to persevere toward goals with enthusiasm and determination, even after failure.

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**SOCIAL SKILL** - Someone with high Social Skill can read non-verbal body language, bring people together, and build rapport easily.

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**INFLUENCE** - Someone with high Influence is able to understand the spoken and unspoken dynamics of a situation and mediate differences of opinion to achieve desired outcomes.

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**STRESS TOLERANCE** - Those with high Stress Tolerance can handle high levels of stress without losing productivity or effectiveness.

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**PROBLEM SOLVING** - Someone with high Problem Solving recognizes a problem and can think of several viable solutions that can be implemented to create win-win results.

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**FLEXIBILITY** - Someone with high Flexibility can handle changing circumstances and expectations without disruption and while maintaining their productivity.

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**OPTIMISM** – Optimists follow a belief system that good things are lasting and bad things are temporary. Someone with high Optimism doesn't allow failed attempts, tragedy, or unfair practices to permanently change their sense of hope.

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## HOW TO DEVELOP EMOTIONAL INTELLIGENCE

**Measurement**

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**Training**

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**Self Paced Learning**

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**Experience**

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**NOTES:**

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## **TEAM APPLICATIONS OF EMOTIONAL INTELLIGENCE**

**Interviewing and Selection**

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**Performance Coaching**

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**Training and Development**

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**Conflict Management**

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**Performance Standards**

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