

Institute of
Certified Secretaries



Webinar on Emotional Intelligence in Meetings



Thursday July 15th 2021

Time: 11:30am-1:30pm

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Emotional Intelligence in Meetings

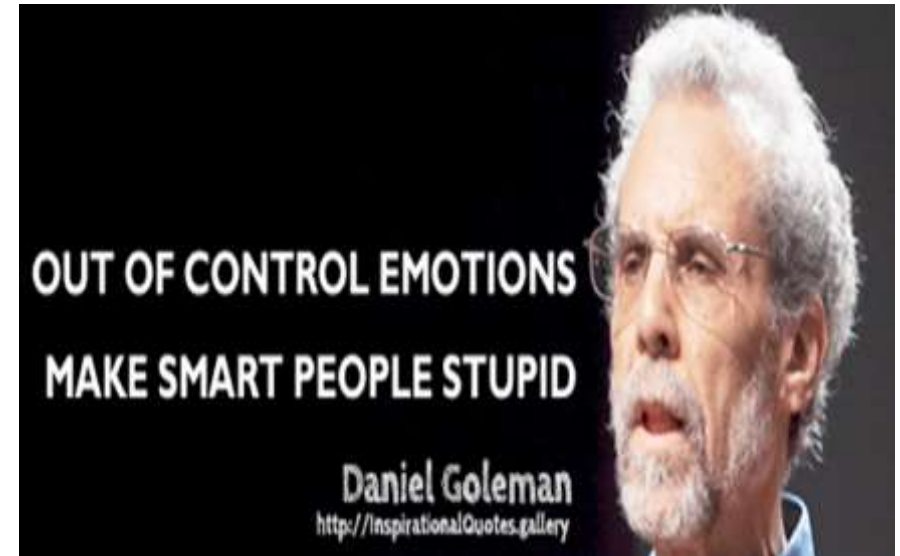
Your expectations:



Emotional Intelligence

What is *Emotional Intelligence* ?

- **Emotional Intelligence** is the **ability** to **identify our own emotions and those of others, to self-motivate ourselves and know how to monitor our emotions and those of the people around us.**

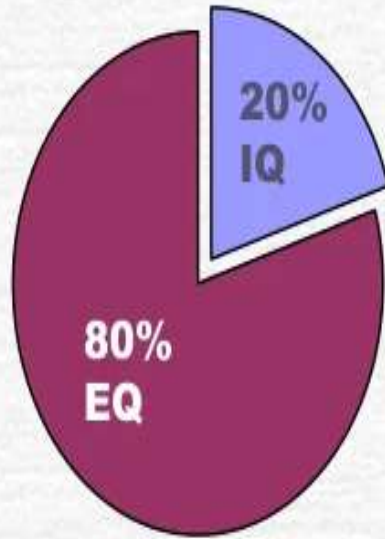


<http://en.blog.zyncro.com/2013/01/07/emotional-intelligence-applied-to-the-business-environment/>

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EQ versus IQ

The research shows that IQ can help you to be **successful** to the extent of **20** percent only in life. The rest of **80** percent **success** depends on your EQ



IQ	EQ
Ability to think	Ability to feel
Gets through school	Gets through life
Not possible to raise IQ level	Possible to raise
Cannot be earned	Can be learned

The Purpose of Emotions



- Emotions Can Motivate Us to Take Action
- Emotions Help Us Survive, Thrive, and Avoid Danger
- Emotions Can Help Us Make Decisions
- Emotions Allow Other People to Understand Us
- Emotions Allow Us to Understand Others

EQ Domains & Competencies

Which Ones Do You Have & Which Ones Do You Need To Work On?



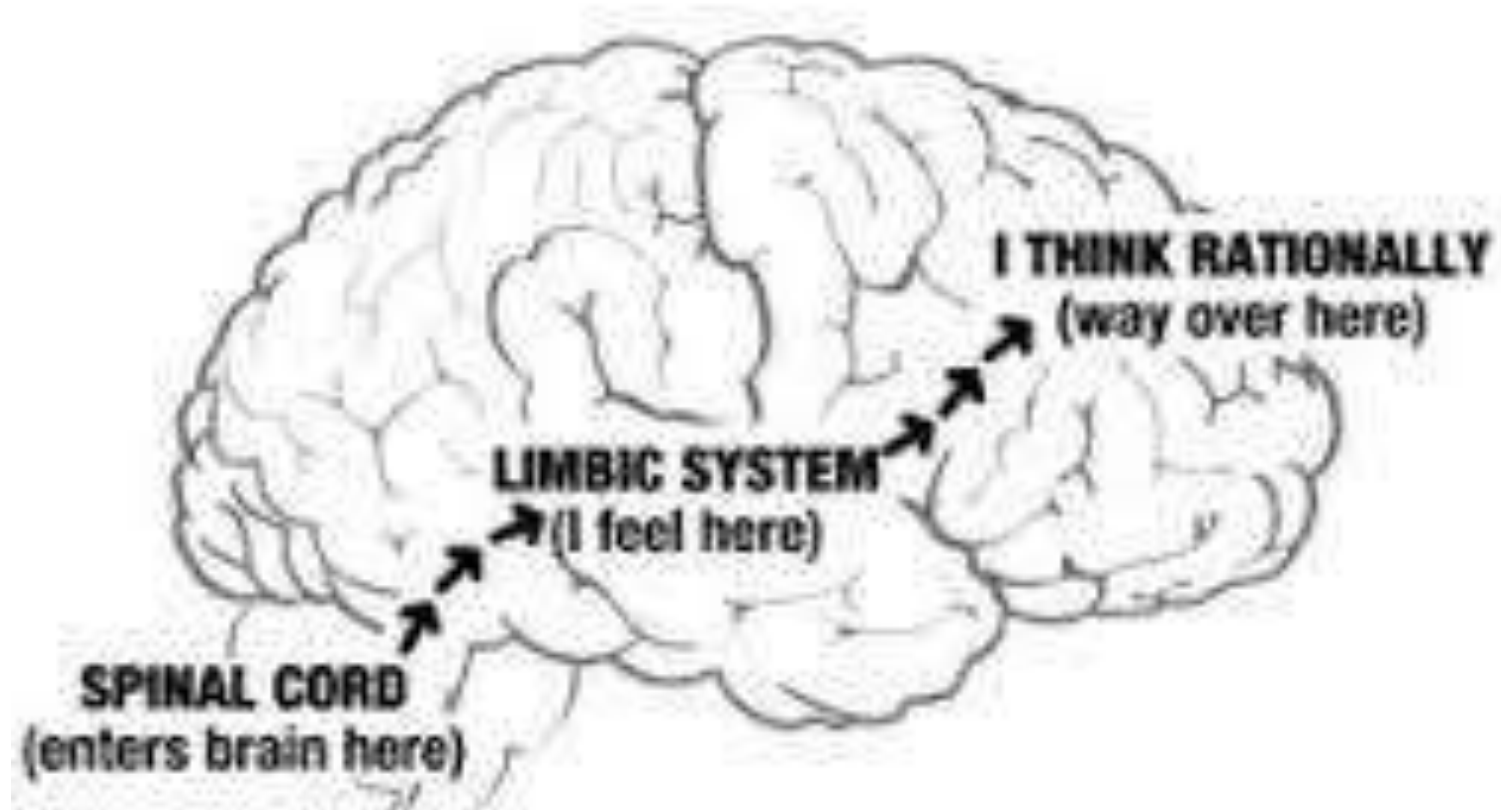
Characteristics of Low EQ

- Emotional outbursts
- Difficulty listening to others
- Being argumentative
- Blaming others
- Believing that others are overly sensitive
- Difficulty maintaining friendships and relationships
- Stonewalling or being evasive

You have high EQ if you:

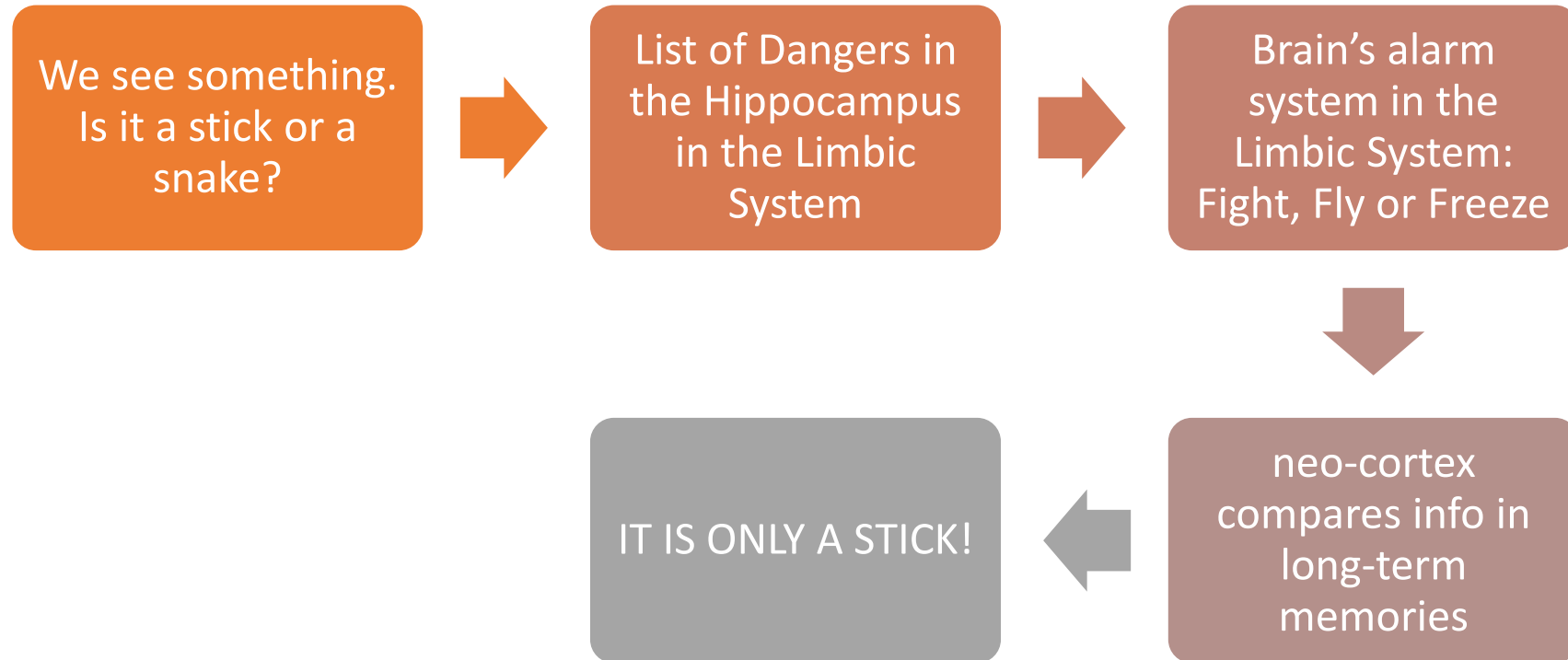
- Regulate your emotions & control impulsive feelings
- Develop your strengths & work on your weaknesses
- Realize when a situation is heading towards conflict
- Build consensus and win people's support
- Recognize others' strengths and offer appropriate challenges
- Cultivate an extensive network of colleagues, acquaintances and friends
- Communicate effectively

Processing Emotions



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Handling Incoming Signals/Messages



Enhanced Emotional Intelligence

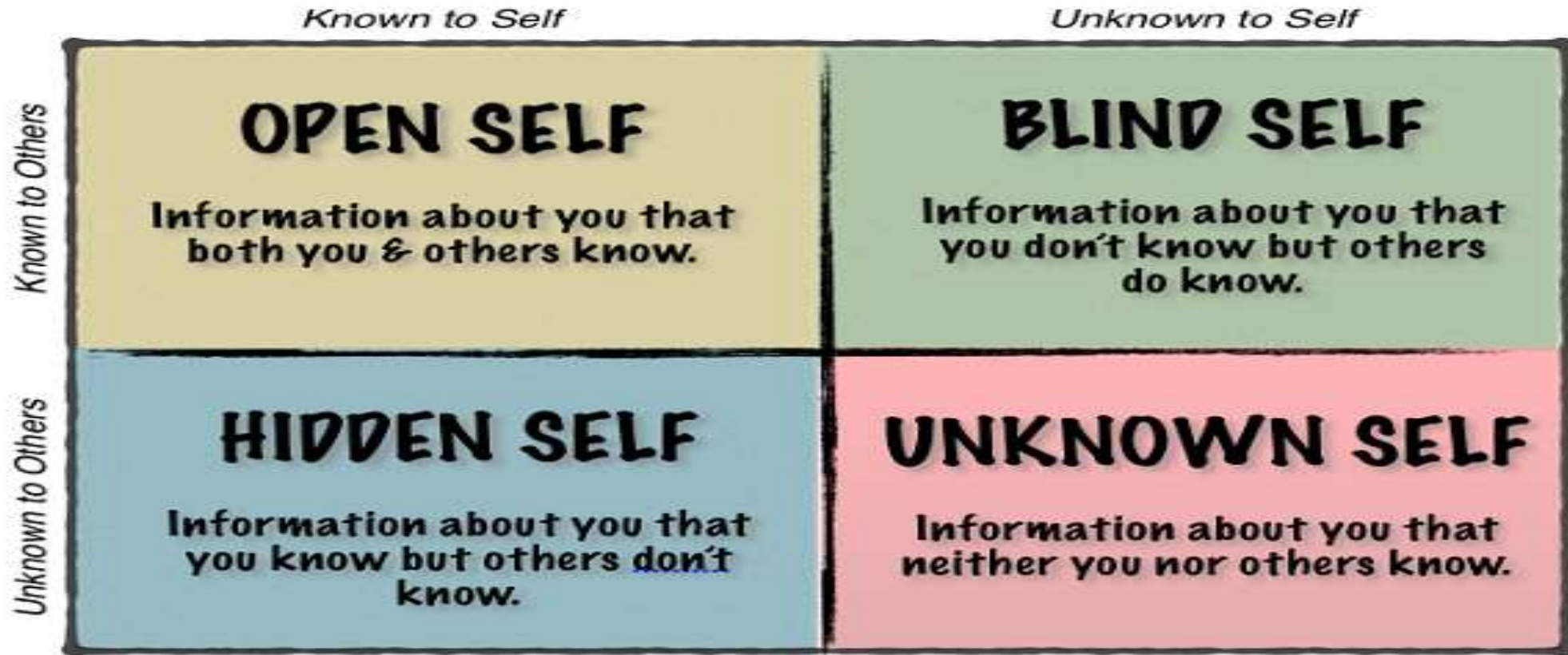
Competencies EQ Domains



Self Awareness

- What do I feel today? Now?
- Why do I feel so?
- Use feelings as a guide to your actions and decisions
- Know who and what causes you to be stressed
- Know what drives you and gives you pleasure in your work

Self Awareness – Johari's Window



Self Management

- Emotional Self Control: Breathe and respond, don't react impulsively
- Positive Outlook: Keep your self-talk positive and focused on what works for you
- Achievement Orientation
- Adaptability
- Learn a valuable lesson from everyone you meet

Social Awareness



- Know the organizational culture and context in which you work/operate
- Empathy: the capacity to put yourself in others' shoes
- Listen closely to others, without developing counter arguments in your head

“Jeff, you’re still a young boy. One day you will learn that it’s harder to be kind than clever”

Relationship Management



- Influence
- Inspirational Leadership
- Teamwork
- Coach and Mentor
- Conflict Management
- Acknowledge others' feelings
- Explain the reasoning behind your decisions
- Give constructive and specific feedback

Power of EQ on Corporate Governance



- EQ is the index of competencies necessary for introducing and sustaining good governance
- Transparency, Integrity, Accountability, Empathy, Collaboration, Honesty among others are all related to emotional intelligence
- Without the ability to understand one's own and others' behaviour, can an individual positively influence others, lead teams and inspire people?

Further Reading:

- Daniel Goleman (1995): Emotional Intelligence, New York: Bantam Books
- Daniel Goleman (2000): Working with Emotional Intelligence, New York: Bantam Books
- Richard Boyatzis and Annie McKee (2005): Resonant Leadership: Renewing Yourself and Connecting with Others through Mindfulness, Hope and Compassion, Boston: Harvard Business School Press
- Ezzi, Ferdaws; Azouzi, Mouhamed Ali; Jarboui, Anis (2016) : Does CEO emotional intelligence affect the performance of the diversifiable companies?, Cogent Economics & Finance, ISSN 2332-2039, Taylor & Francis, Abingdon, Vol. 4, Iss. 1, pp. 1-17, <http://dx.doi.org/10.1080/23322039.2016.1230958>

Emotional Intelligence



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