



Emotional Intelligence (E.Q.) 101

A Brief Introduction to Emotional Intelligence

What is it? Why it is important?

Includes a few simple exercises to help you define and clarify what it is you want and need to focus on in your journey.



Let Me Introduce Myself...
Hello, I'm Melinda Velasquez

- Trainer, Speaker, Writer and a Master Certified Life Coach (MCLC), with an advanced degree in Organization Development
- Myers-Briggs Type Indicator (MBTI) Certified Practitioner, and I have a working knowledge of the Enneagram system typology
- Diversity, Equity and Inclusion Qualified Administrator working with the Intercultural Development Inventory (IDI) assessment
- Developing and delivering trauma-informed training programs for staff and caregivers while working in mental health and child welfare

I believe Emotional Intelligence (E.Q.) is extremely important, and I have seen how effective it can be at enhancing people's lives, including my own. I'm passionate about sharing the knowledge and tools that have personally helped me, and so many others, not only develop their E.Q., but help guide them on their journey towards growth and healing.

This free guide will give you a brief glimpse into what E.Q. is, and why it is important. It barely skims the surface of what you will get out my E.Q. Training Series, but it is a great place to start! This free guide is meant to help you do some self-reflection, and begin to help you define and clarify your goals for where you put your focus.

I hope you decide to join me in taking my training series. This training series brings together what I believe to be some of the most valuable pieces of my life and professional experience, and I love nothing more than sharing what I've learned with others, and continuing to learn right alongside them.

Don't hesitate to reach out to me individually if you have questions about my training series or any of my services. I look forward to working with you! Enjoy the journey!

For more info, click the link or use the QR to visit my website: <https://www.melindavelasquez.com/>





Emotional Intelligence 101

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What is Emotional Intelligence?

The ability to identify, understand and manage your own emotions and identify and empathize with the emotions of others. Also referred to as E.Q. or EI.

People with a high emotional intelligence are able to:

- Name their feelings, connect with their emotions and identify the root causes of their responses to different stimuli and events
- Successfully regulate their emotions, which enables them to reduce anxiety and stress
- Be clear on what they want and make concrete plans to achieve their goals
- Learn from their mistakes, accept feedback and grow from it
- Work well with others, be good active listeners, ask for help when needed, not take things personally
- Speak and act from their heart rather than their ego
- Empathize with others and making connections, while maintaining healthy boundaries

E.Q. vs. I.Q.

<ul style="list-style-type: none"> • E.Q. = Emotional Quotient 	<ul style="list-style-type: none"> • I.Q. = Intelligence Quotient
<ul style="list-style-type: none"> • “E.Q. refers to your ability to recognize & regulate your emotions & to use social awareness in problem-solving” 	<ul style="list-style-type: none"> • “I.Q. refers to the result of a test used to measure both what people know & how quickly they can solve problems using reasoning”
<p><i>“Together IQ & EQ tests may give a fuller picture, a more holistic picture of human intelligence”</i></p> <p>Source: Rebecca Joy Stanborough, MFA Healthline.com article EQ vs. IQ</p>	

Why is E.Q. Important?

- *“71% of employers surveyed by Career Builder said they valued EQ over IQ, reporting that employees with high emotional intelligence are more likely to stay calm under pressure, resolve conflict effectively, and respond to co-workers with empathy,” (Lauren Landry, Harvard Business School Blog)*
- *“A partner who lacks emotional intelligence is dismissive of their own feelings, and therefore dismissive of the feelings of others,” (The Couples Center website: How to Deal with a Partner Who Lacks Emotional Intelligence)*
- *“Eight key areas where emotionally intelligent couples practice loving well”: (Source: Angela Bisigiano, PhD, Good Therapy.org article)*

1. Friendship

2. Deep Respect

3. Communication

4. Conflict Management

5. Encouraging the Relationship

6. Exercising Healthy Boundaries

7. Aware of Meaning, Value & Purpose

8. Sharing a Life



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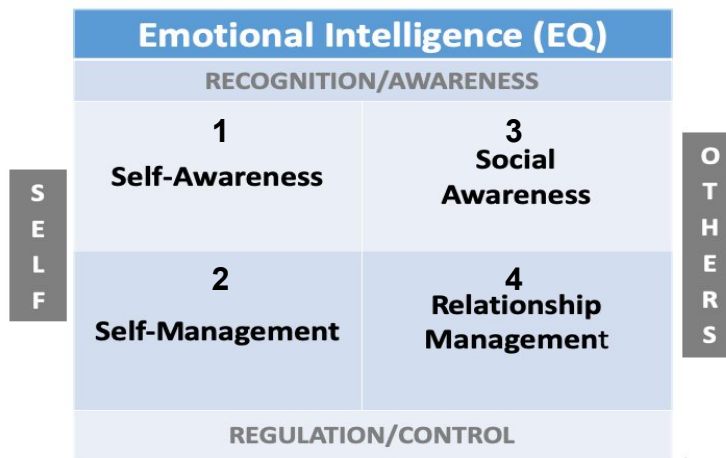
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“Emotional Intelligence, a different way of being smart, is a key to high performance at all levels, particularly for outstanding leadership. It’s not your IQ; it’s how you manage yourself and your relationships.”

~Daniel Goleman

Daniel Goleman’s Model: The Four Domains of Emotional Intelligence



Daniel Goleman’s Model: The Twelve Competencies of Emotional Intelligence

- | | | |
|-----------------------------|-----------------------------|------------------------------|
| 1. Emotional Self-Awareness | 5. Positive Outlook | 9. Coach & Mentor |
| 2. Emotional Self-Control | 6. Empathy | 10. Conflict Management |
| 3. Adaptability | 7. Organizational Awareness | 11. Teamwork |
| 4. Achievement Orientation | 8. Influence | 12. Inspirational Leadership |

Competency:

A skill needed to perform a role, or task.

Threshold Competency:

“The minimum one needs to handle the cognitive complexity of a given task.”

Distinguishing Competency:

A task or capability one is known for handling exceptionally well. At the same time, knowing that even though this is something one has strong grasp on, the real distinguishing factor is knowing there is always room for improvement.



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Read the brief descriptions for each of the 12 competencies & determine what you believe is your level of competency in each:

TC = Threshold Competency & DC = Distinguishing Competency

Domain #1: Self-Awareness



Competencies:

____ 1. Emotional Self-Awareness

The ability to understand our own emotions & their effects on our performance both personally and professionally. An awareness of your impact on others.

Domain #3: Social Awareness

Competencies:

____ 6. Empathy

Ability to sense others feelings & how they see things. You take an active interest in their concerns. You pick up cues to what's being felt in thought.

____ 7. Organizational Awareness

Ability to read a group's emotional currents & power relationships, identify influencers, networks, & the dynamics that matter in making decisions.

Domain #2: Self-Management



Competencies:

____ 2. Emotional Self-Control

Ability to keep your disruptive emotions & impulses in check to maintain your effectiveness under stressful or even hostile conditions.

____ 3. Adaptability

Flexibility and handling change & juggling multiple demands, adapting to new situations with new ideas or innovative approaches.

____ 4. Achievement Orientation

Strive to meet or exceed a standard of excellence.

____ 5. Positive Outlook

Ability to see the positive in people in situations & events. Persistence in pursuing goals despite setbacks & obstacles.

Domain #4 Relationship Management

Competencies:

____ 8. Influence

Ability to have a positive impact on others, to persuade or convince them to gain their support.

____ 9. Coach & Mentor

Ability to foster the learning or development of others by giving feedback and support.

____ 10. Conflict Management

Ability to help others through emotional or tense situations, to tactfully bring disagreements into the open & to define collaborative solutions.

____ 11. Teamwork

Ability to work with others toward shared goals, actively participate, share responsibility & rewards & contribute to the capability of the team.

____ 12. Inspirational Leadership

Ability to guide & motivate people to get the job done & to recognize & bring up their best.



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Do you find it easy or difficult to form connections with others?

Individual Reflection



*If you find it **EASY** to form connections with others:*

- Do you often feel overwhelmed by the demands on your time & energy?
- Do you often find yourself saying yes when you wish you said no?
- Are you able to set & maintain healthy boundaries?

*If you find it **DIFFICULT** to form connections with others:*

- Do you notice yourself talking more or listening more?
- Do you find it difficult showing your own or witnessing others' vulnerability?
- How difficult do you find adjusting your routine to allow for new experiences & people?

There can be positive and negative impacts of both. Based on this reflection, is there something about how you do or don't connect with others that you would like to change, or are you happy with the way things are?

Do you tend to lean into conflict and deal with it, or avoid it?

Individual Reflection



Lean in and deal with conflict:

- How was conflict dealt with in your family of origin?
- Have you always been able to lean in & deal with conflict, or was that a skill you developed with intention?
- When you find yourself in a conflict with another person, how do you approach the situation?
- How do you deal with a person who avoids conflict?

Avoid conflict:

- How was conflict dealt with in your family of origin?
- What is it about conflict that triggers your avoidance response?
- Are there certain situations or people that you find more difficult or emotionally charged when dealing with conflict?
- What does avoiding conflict look like for you?

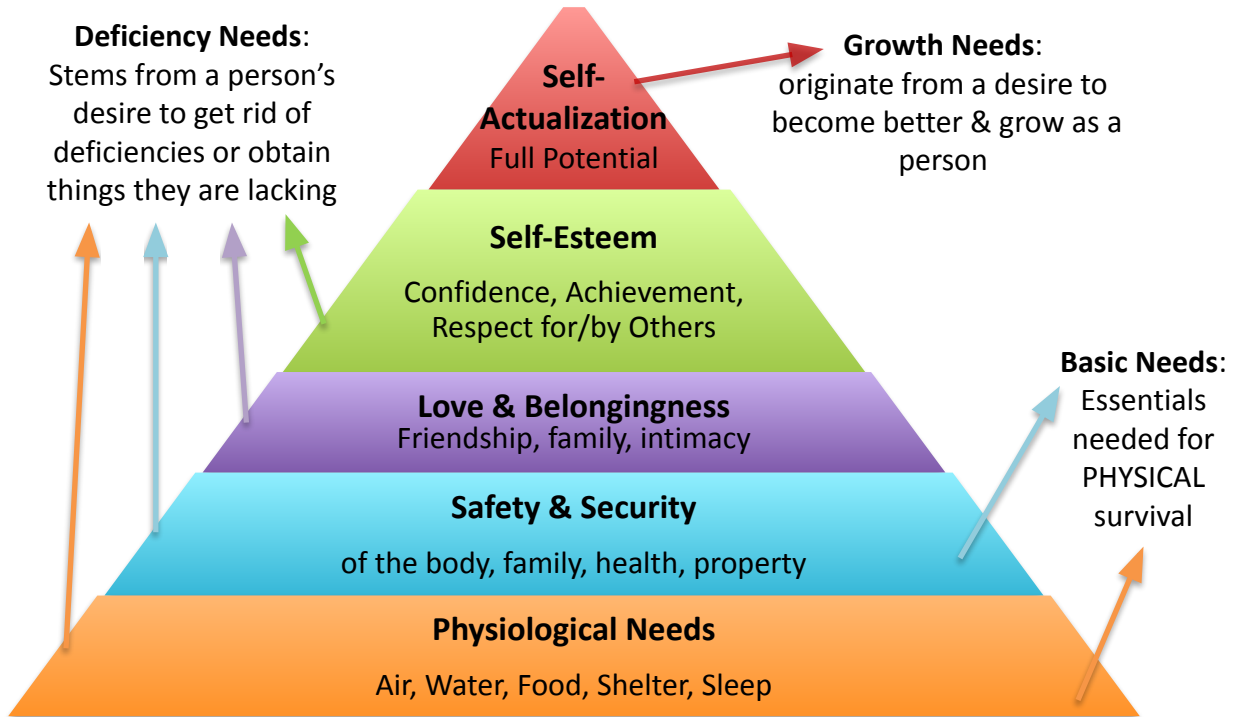


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Maslow's Hierarchy of Needs



Individual Reflection

Maslow's theory states that humans are motivated to fulfill their needs in hierarchical order, and that on **any given day** where we feel we are can change. Answer the following questions with that in mind.

- 1) Where do you feel you are today in the hierarchy?
- 2) If you feel that you are in the Deficiency Needs, what is currently happening in your life that has you stuck in Deficiency Needs? Can you identify 1-2 things YOU have the power to change to help move yourself out of that place?
- 3) With Basic Needs, even if you have never experienced a lack of these needs on an extreme level, most people have experienced it on some level. For example, how well you do or don't function if you are sleep deprived, or if you were in a situation where you weren't able to eat when you were hungry. What do you notice about your body, mind and emotions when you are exhausted or extremely hungry?

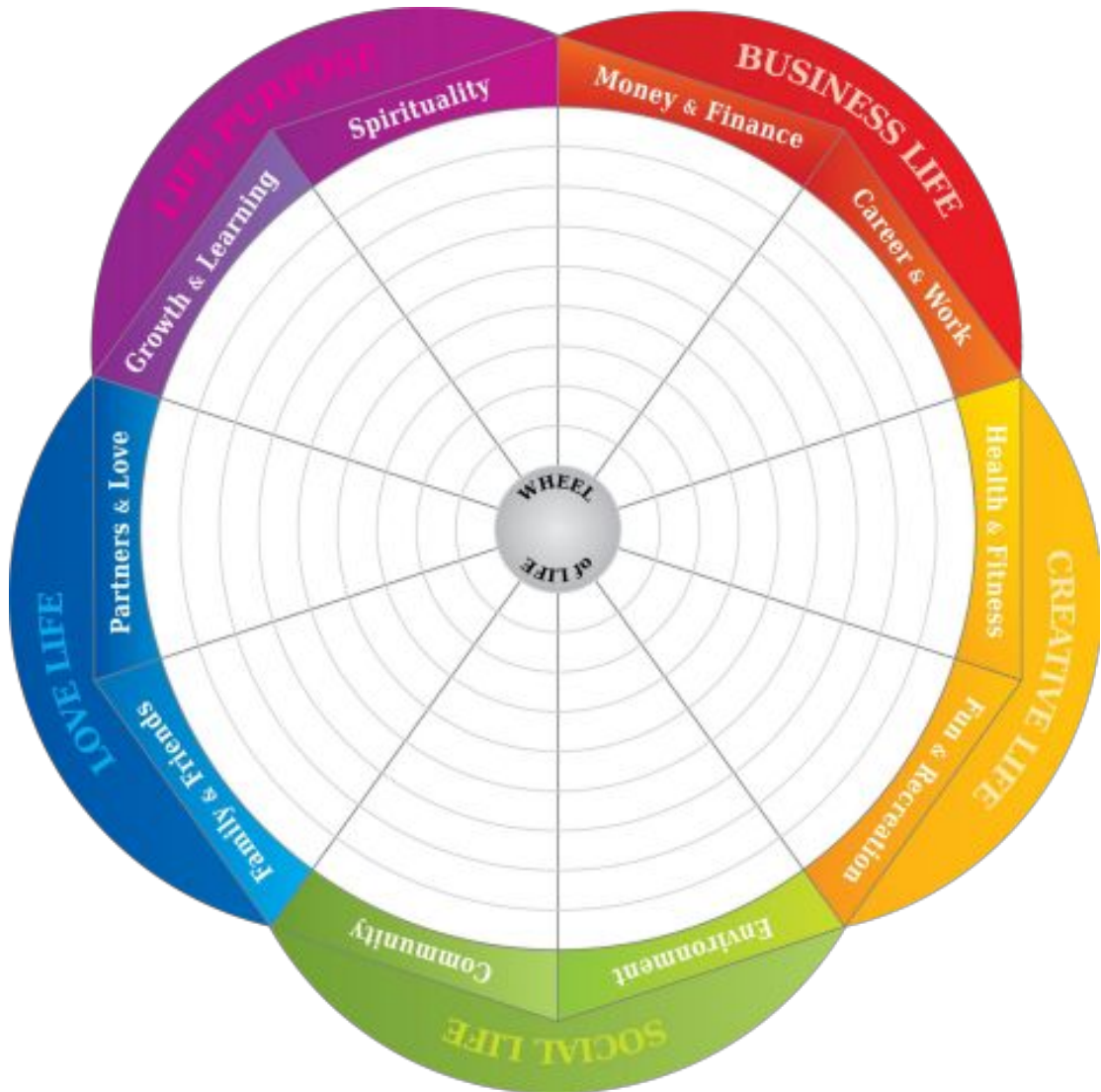


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Self Reflection: Life Wheel



Each section of the Life Wheel has a heading depicting different aspects of your life. Shade in each area starting from the center out.

Center of the wheel = less satisfied
Further out toward each heading = more satisfied



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What to Expect from my Emotional Intelligence Training Series

Each of the four modules is two hours in length, for a total of eight hours of instruction

Packed with helpful tools we practice in class and you can continue on your own

Limited class sizes and a safe container to understand and absorb the material, and connect with and learn from others

Interactive experiential learning with small and large group discussions

Customized handouts for all modules, with optional journal prompts and additional reflection activities

Google Classroom filled with additional resources, references and access to all videos included in the entire series

Live virtual workshops give the opportunity for engagement and connection all without adding in travel time or traffic—go to my website for dates, times and availability

Book a group training at your location and I will come to you—contact me directly and we can discuss pricing and availability

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"For people who are ready to take a hard look at their emotions, and communication, this training will give you a ton of helpful information, and give you a chance to get to know yourself better and improve. It was an excellent training and you can tell how much time, effort and care you took into creating it!! Thank you Melinda!!!"

Client Testimonials



I found the self-care toolkits extremely useful and handy when you really need them. I really wish I had taken an Emotional Intelligence class or workshop when I was younger. It would have saved me a lot of trial and error. I think it should be required in high school!!"

“ ”

"This workshop is incredibly well written and explained. Full of invaluable information about how and why we react to certain situations and people. It will invoke thoughts and understanding of people. It teaches you how to be a better communicator and listener."