



Career Tips Thursday: Session 21

Developing EQ in managing your career

UNOG/HRMS/CLM

IAEA/MTHR/L&D

UNV/HRS/CDT





Warm-up activity



How are you feeling?



X =

Y =

Enraged	Panicked	Stressed	Jittery	Shocked	Surprised	Upbeat	Festive	Exhilarated	Ecstatic
Livid	Furious	Frustrated	Tense	Stunned	Hyper	Cheerful	Motivated	Inspired	Elated
Fuming	Frightened	Angry	Nervous	Restless	Energized	Lively	Enthusiastic	Optimistic	Excited
Anxious	Apprehensive	Worried	Irritated	Annoyed	Pleased	Happy	Focused	Proud	Thrilled
Repulsed	Troubled	Concerned	Uneasy	Peeved	Pleasant	Joyful	Hopeful	Playful	Blissful
Disgusted	Glum	Disappointed	Down	Apathetic	At ease	Easygoing	Content	Loving	Fulfilled
Pessimistic	Morose	Discouraged	Sad	Bored	Calm	Secure	Satisfied	Grateful	Touched
Alienated	Miserable	Lonely	Disheartened	Tired	Relaxed	Chill	Restful	Blessed	Balanced
Despondent	Depressed	Sullen	Exhausted	Fatigued	Mellow	Thoughtful	Peaceful	Comfy	Carefree
Despair	Hopeless	Desolate	Spent	Drained	Sleepy	Complacent	Tranquil	Cozy	Serene

High Energy

Low Energy

Low Pleasantness

High Pleasantness



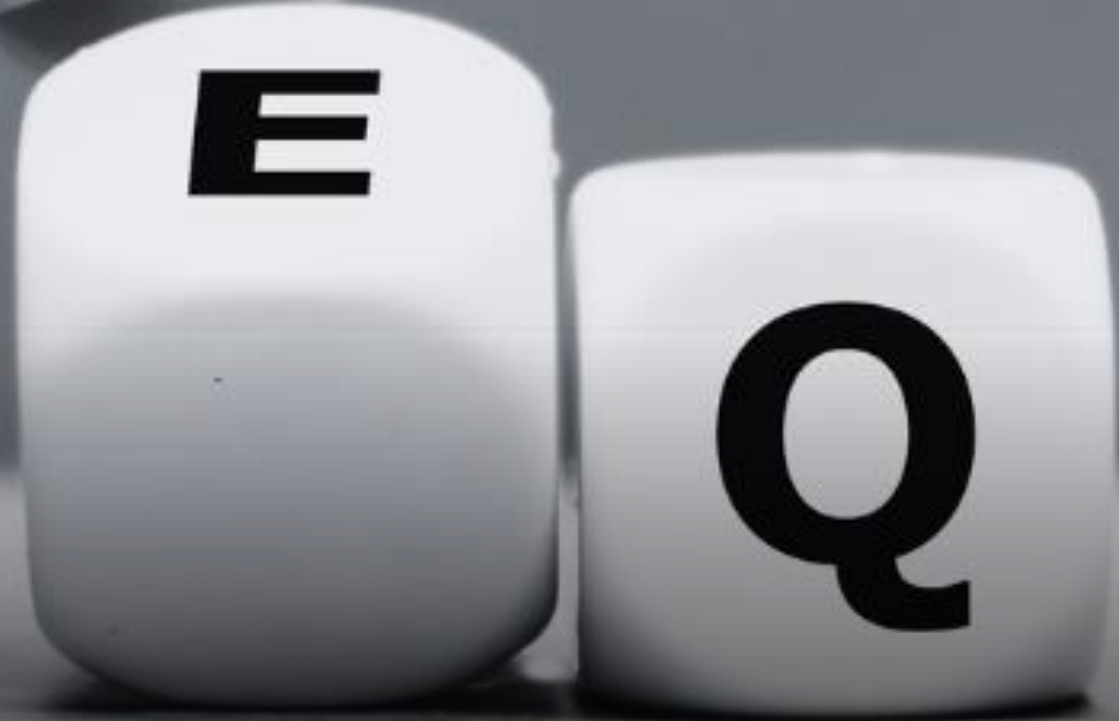
Previous session

- Setting your **career (development) compass** for 2023
- Getting into the **international professional category** (G to P examination)
- Managing your career according your **strengths**
- Dealing with your **saboteurs** to manage your career



Agenda

- Introduction to **Emotional Intelligence (EQ)**
 - What is **EQ** and why it matters
- Being “**predictably irrational**”
- Working **on yourself**
- Working **with others**
- **Q&A** session



What is EQ



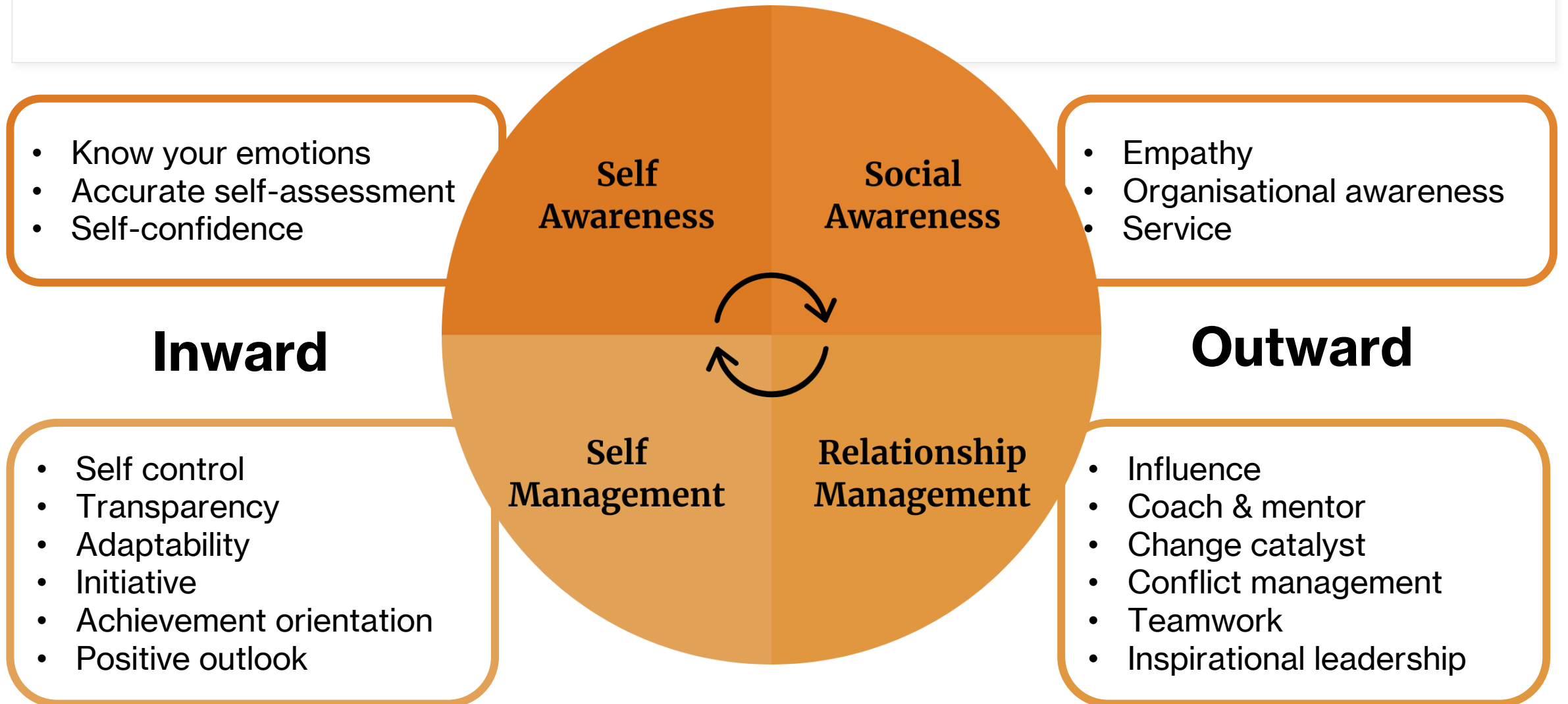
EQ

“The ability to **monitor** one’s own and other people’s **emotions**, to **discriminate** between **different emotions** and **label** them appropriately, and to use emotional information to guide (wise) thinking and behaviour.”

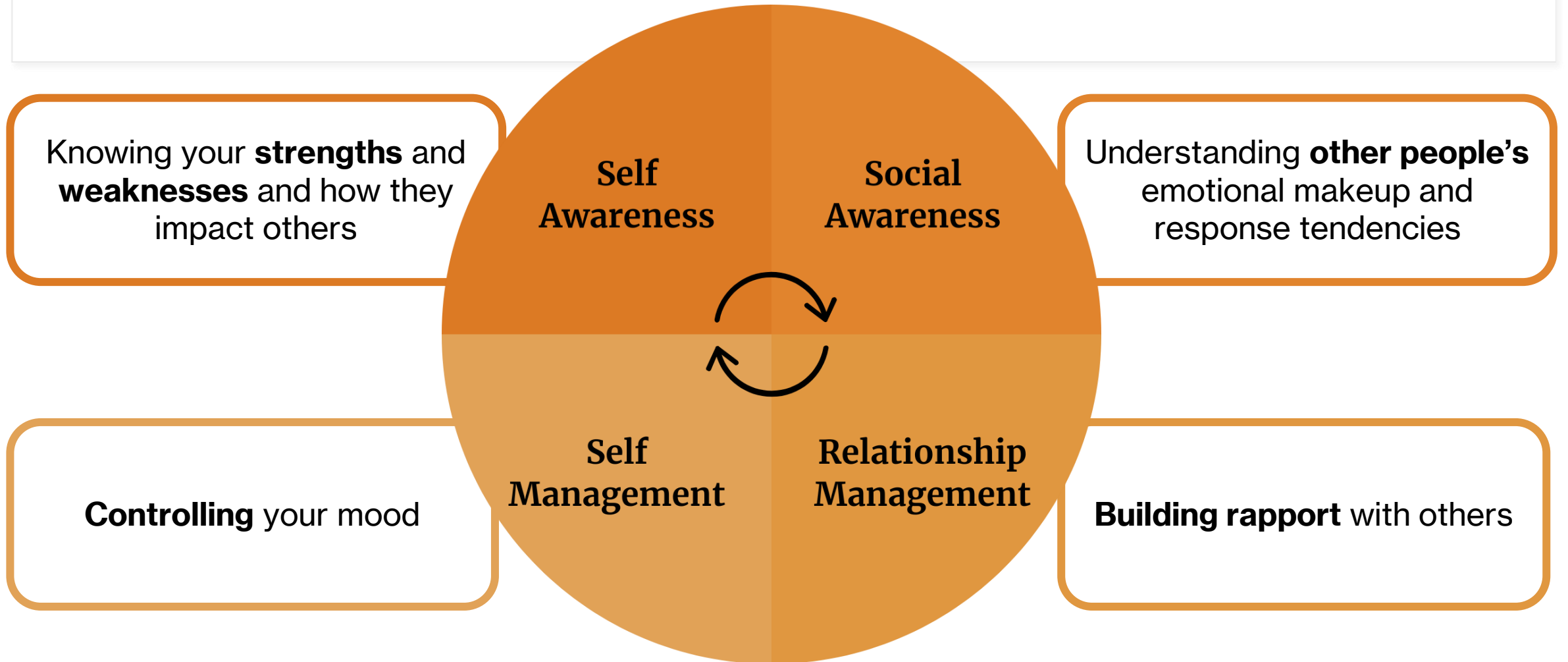
(Peter Salovey and John Mayer)



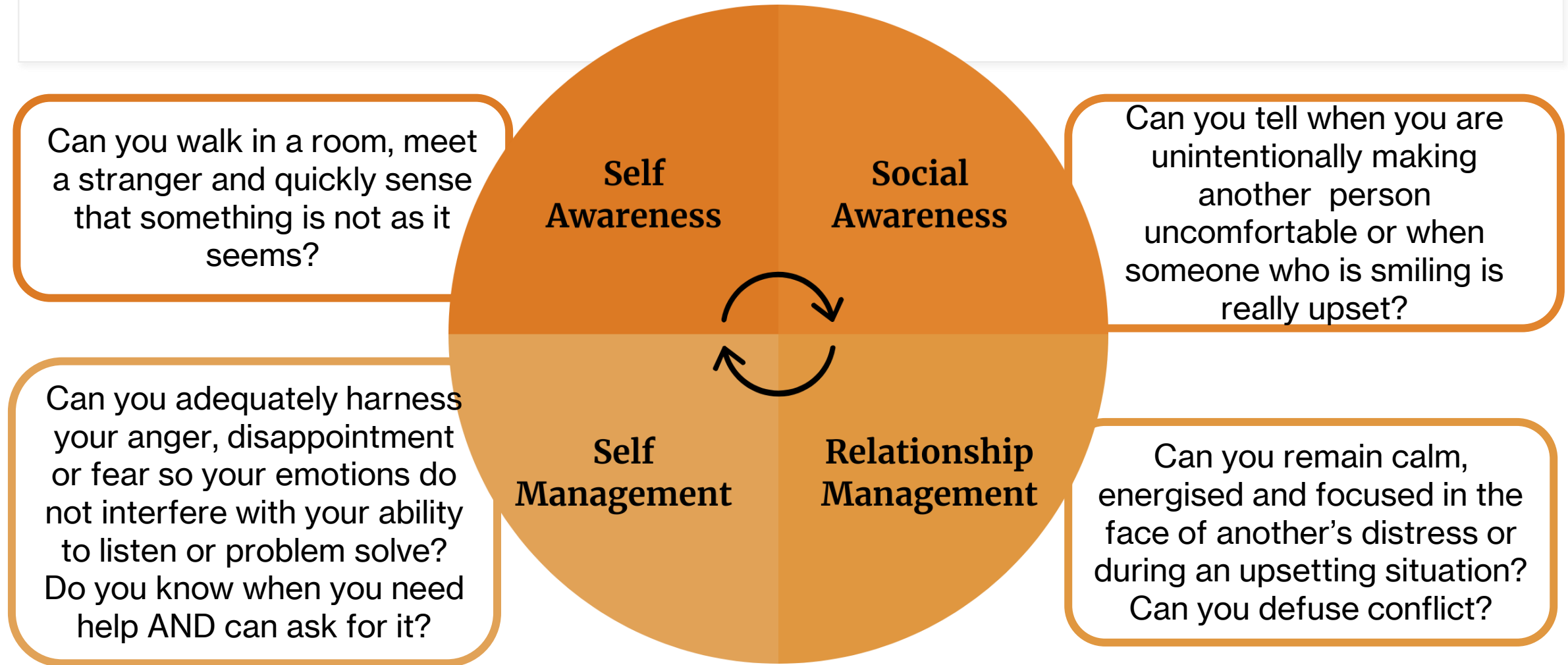
Goleman's domains of EQ



EQ elements



EQ elements



Can you walk in a room, meet a stranger and quickly sense that something is not as it seems?

Self Awareness

Social Awareness

Can you tell when you are unintentionally making another person uncomfortable or when someone who is smiling is really upset?

Can you adequately harness your anger, disappointment or fear so your emotions do not interfere with your ability to listen or problem solve? Do you know when you need help AND can ask for it?

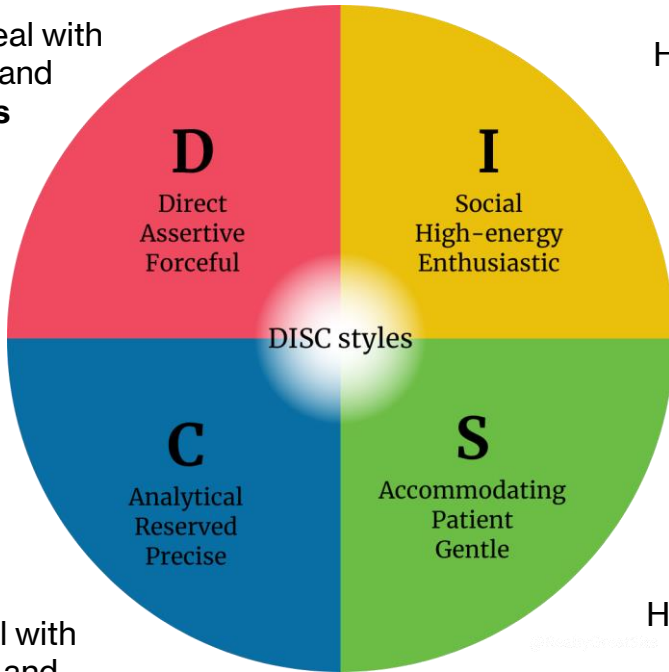
Self Management

Relationship Management

Can you remain calm, energised and focused in the face of another's distress or during an upsetting situation? Can you defuse conflict?

EQ indicators

How we deal with **problems** and **challenges**



How we deal with **people** and **contact**

How we deal with **procedures** and **constraints**

How we deal with the **pace** and **consistency of the environment**

Low
Emotional
Intelligence

High
Emotional
Intelligence

Aggressive
Demanding
Egotistical
Bossy
Confrontational



Assertive
Ambitious
Driving
Strong-Willed
Decisive

Easily Distracted
Glib
Selfish
Poor Listener
Impulsive



Warm
Enthusiastic
Sociable
Charming
Persuasive

Resistant to Change
Passive
Un-Responsive
Slow
Stubborn



Patient
Stable
Predictable
Consistent
Good Listener

Critical
Picky
Fussy
Hard to Please
Perfectionistic



Detailed
Careful
Meticulous
Systematic
Neat



Poll 1

Where do you fall in terms of your energy colour?



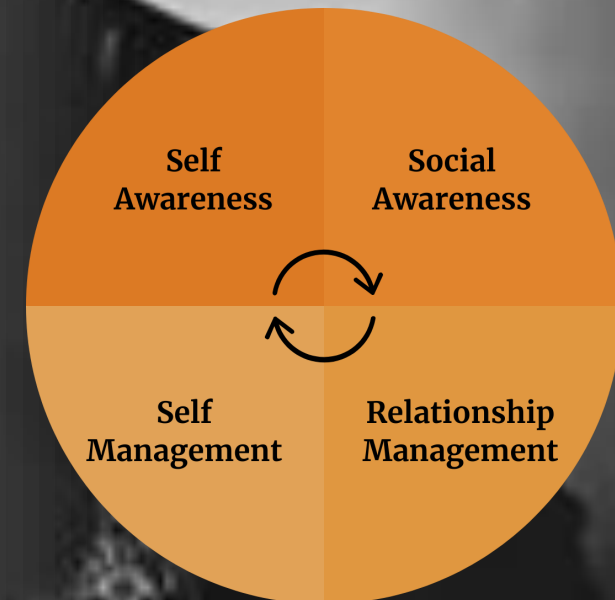
Why it matters in your work

- Working with others
- Better connections/relationships
- Increased productivity
- Effective communicators
- Better decision making
- Conflict management
- Resilience
- Building a good reputation
- Good leadership

Why it matters in your career

The “Maya Angelou rule”

"People will forget what you said. People will forget what you did. But people will never forget how you made them feel."





Being “predictably irrational”





Poll 2

What makes you the angriest in the workplace?



Common workplace triggers

- Unfair treatment
- Lack of respect
- Underappreciation
- Feeling unheard or ignored
- Pressure from unrealistic expectations



Managing emotions

- Managing own thoughts, emotions and beliefs
- Regulating our emotions
- Recognising “brain tricks”
- Requires:
 - Self-awareness
 - Self-reflection

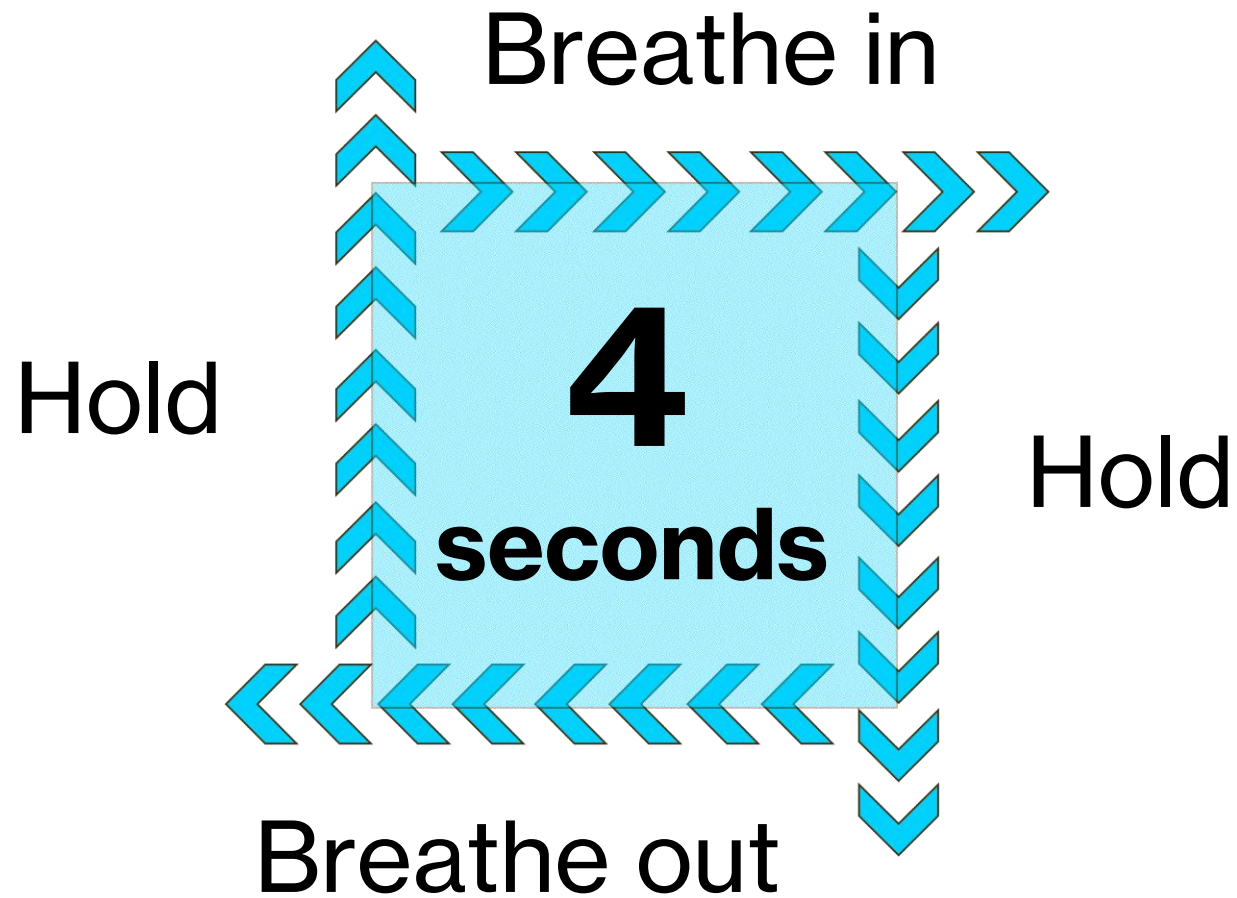
Managing emotional responses 1

- Intercept your Saboteurs
- Strengthen your Sage “muscles”

PQ Reps



Managing emotional responses 2



Box
breathing
technique


A top-down view of a dark desk with various items: a white smartphone, a pencil, a notebook with glasses on it, and a keyboard. A yellow bar is at the bottom.

EQ assessment

Exercise (1/2)

8
minutes

- **Group - Use exercise 1 in the worksheet:**
 - Complete the Emotional Intelligence Self-Assessment
 - Rank each statement as follows:
 - **0** (Never), **1** (Rarely), **2** (Sometimes), **3** (often), **4** (Always)
 - The assessment is divided into 4 parts
 - **Self-Awareness**
 - **Self-Management**
 - **Social Awareness**
 - **Relationship Management**
 - Calculate your results
 - Mark your **strongest** and **weakest EQ skills**



Poll 3 and 4

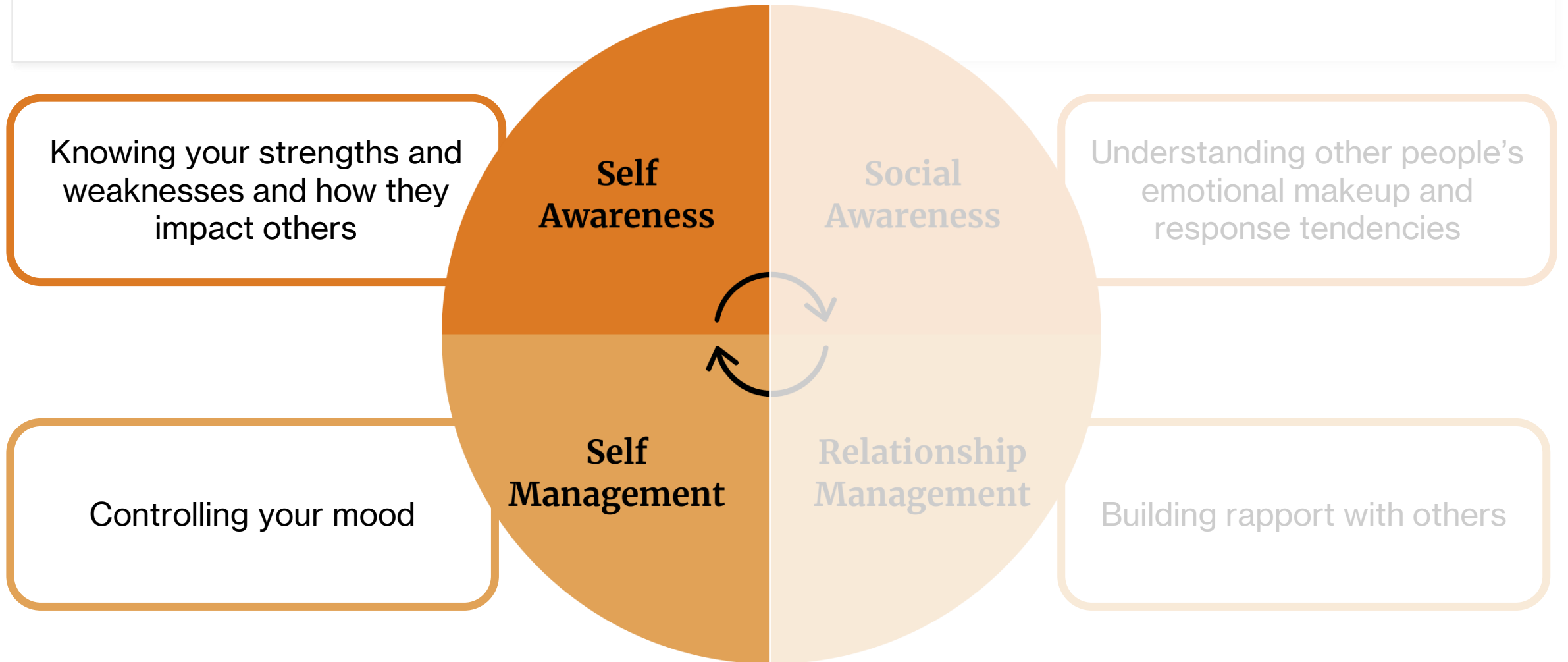
What is your **strongest** EQ skill?

What is your **weakest** EQ skill?

A glass bottle is partially visible on the right side of the image, and a dark chess piece, possibly a king or queen, stands on a dark surface next to it. The background is a light gray gradient.

Working on yourself

Inward focus



Developing EQ – First step

1. Notice, label and monitor what **you are feeling**
2. Use this information to **guide thinking and behaviour**

Benefits

- Self-awareness
- Emotional regulation
- Decision-making
- Self-care and well-being
- Improved relationships

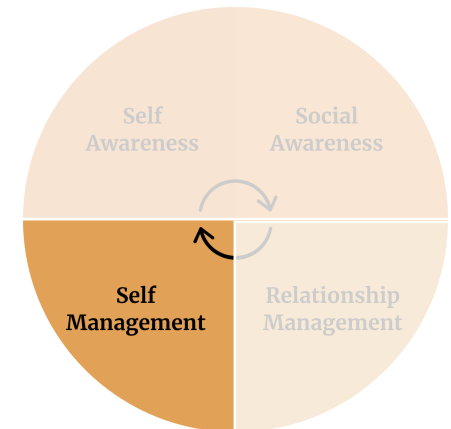
Tips – Developing Self-Awareness

- Use the Mood Meter
- Practice mindfulness
- Keep a journal
- Seek feedback
- Practice emotional check-ins
- Self reflect
- Seek support – therapist, coach, counselor
- Use self-assessment tools



Tips – Developing Self-Management

- Identify triggers (Saboteurs)
- PQ Reps, Box Breathing Technique, mindfulness meditation
- Physical activity
- Engage in a hobby
- Set clear goals
- Prioritise and delegate
- Seek support
- Self-reflect
- Growth mindset, problem solving
- Accountability partner - mentor

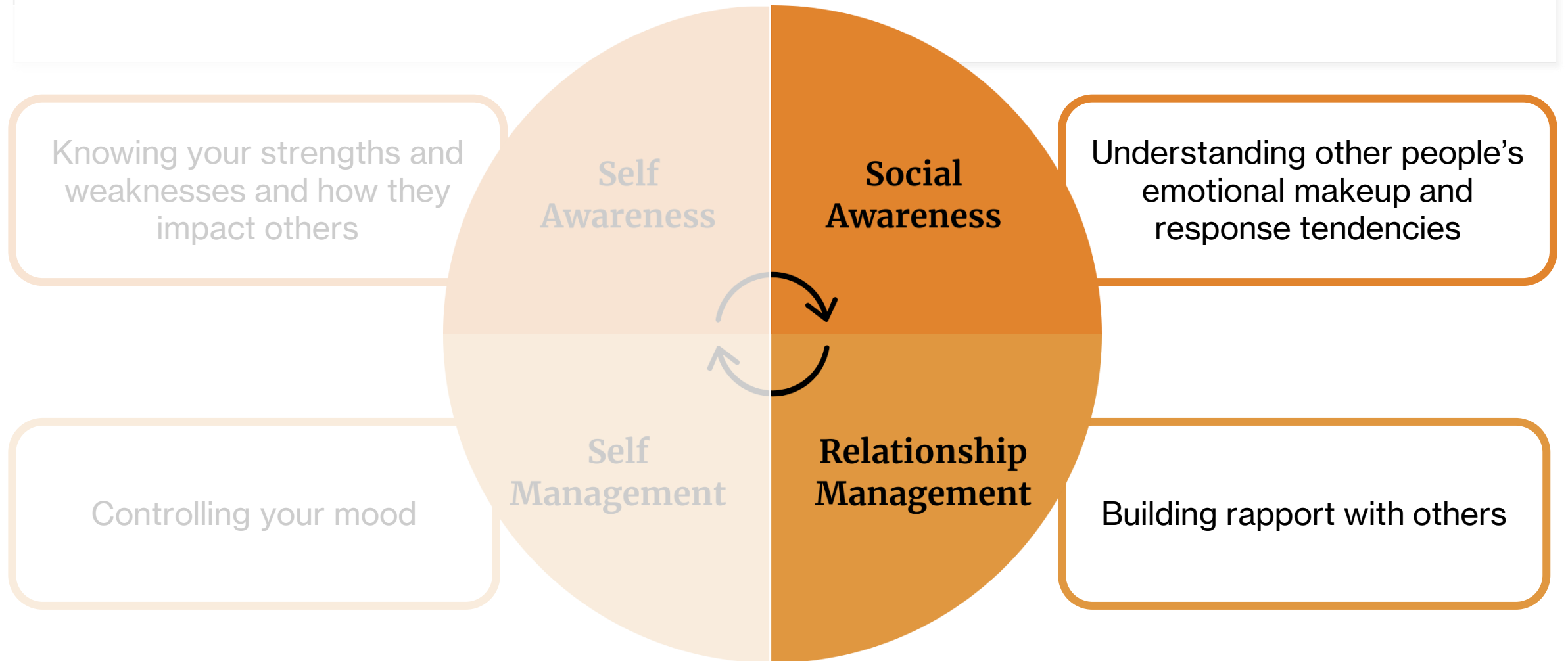




Working with others



Outward focus



Developing EQ – Second step

1. Notice, label and monitor what **others are feeling**
2. Use this information to **guide thinking and behaviour**

Benefits

- Enhanced empathy
- Improved communication
- Strengthened relationships
- Conflict resolution
- Increased team effectiveness

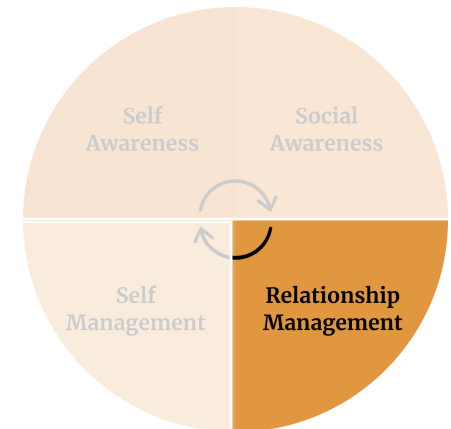
Tips – Developing Social Awareness

- Practice active listening
- Observe body language
- Cultivate empathy
- Boost cultural sensitivity
- Seek feedback
- Expand your perspectives
- Volunteer/engage in cultural activities



Tips – Developing Relationship Management

- Understand yourself first
- Pay attention to others' feelings (show empathy)
- Be open
- Acknowledge other people's feelings
- Show that you care
- Listen to others
- Express respect and appreciation
- Manage conflict
- Seek feedback



Exercise

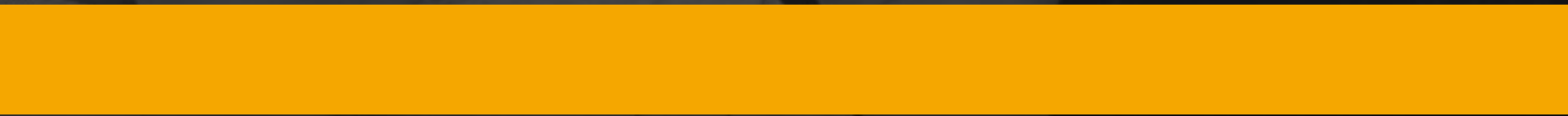


Exercise (2/2)

- **Self-Reflection - Use exercise 2 in the worksheet:**
 - Write down **steps** you can take to **strengthen** yourself in your weakest EQ domain
 - List **3 strategies** you will practice based on the tips you received
 - Name a **person** who you know is gifted in your chosen EQ skills who would be willing to provide feedback on your progress



Remember





Increasing your EQ

- Practice **empathy** and **active listening**
- Increase **self-awareness** through reflection, journaling, or seeking feedback from others
- Develop self management skills, such as **breathing, mindfulness** or **relaxation techniques AND PQ Reps**
- Improve **social skills**, such as assertiveness, conflict resolution, and communication
- Seek out **diverse experiences** and **perspectives** to broaden your understanding and empathy for others.



Do you have any questions?

Upcoming CTT sessions

22 June 2023

Managing your reputation

28 September 2023

Creating your personal brand

26 October 2023

Session for General Service staff - Getting into the international professional category – Moving to a different Agency