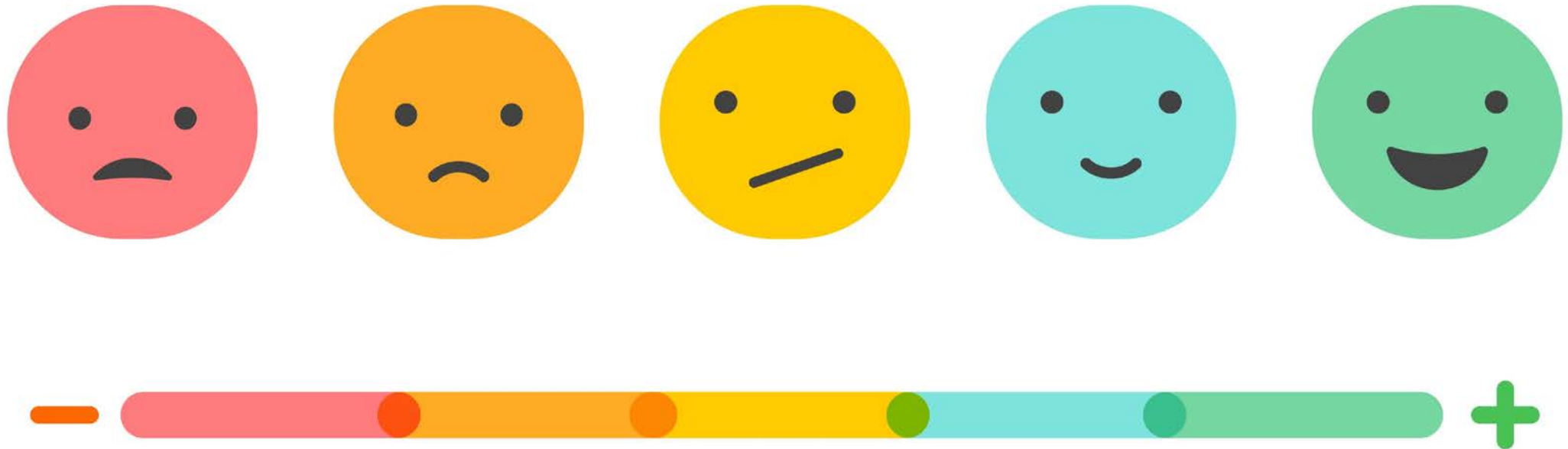
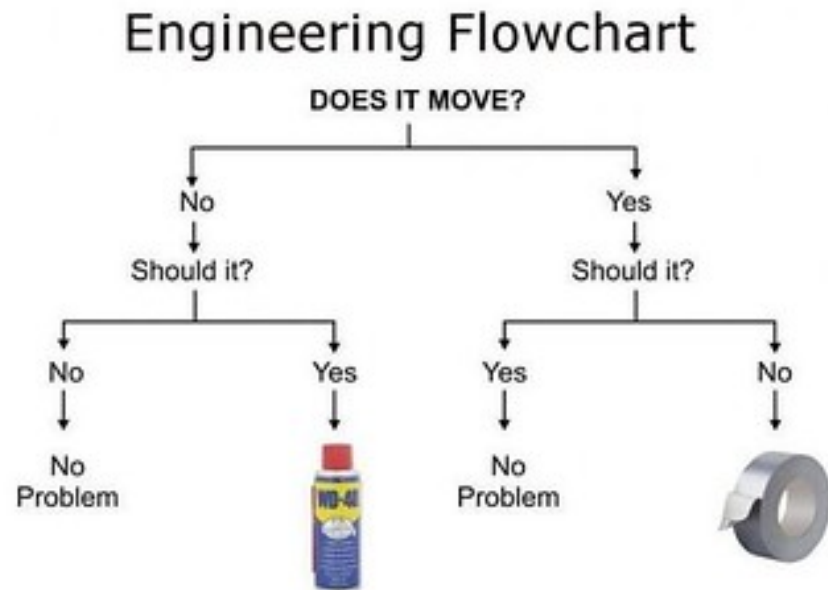


Customer Focus: Utilizing Emotional Intelligence and The Feedback Loop in EHS



It Might Seem Obvious, But...



**"Yes, I think I have good people skills.
What kind of idiot question is that?"**

Dictionary

Search for a word



**The ability to make emotions
work for you, instead of against
you**

relationships judiciously and empathetically.

"emotional intelligence is the key to both personal and professional success"



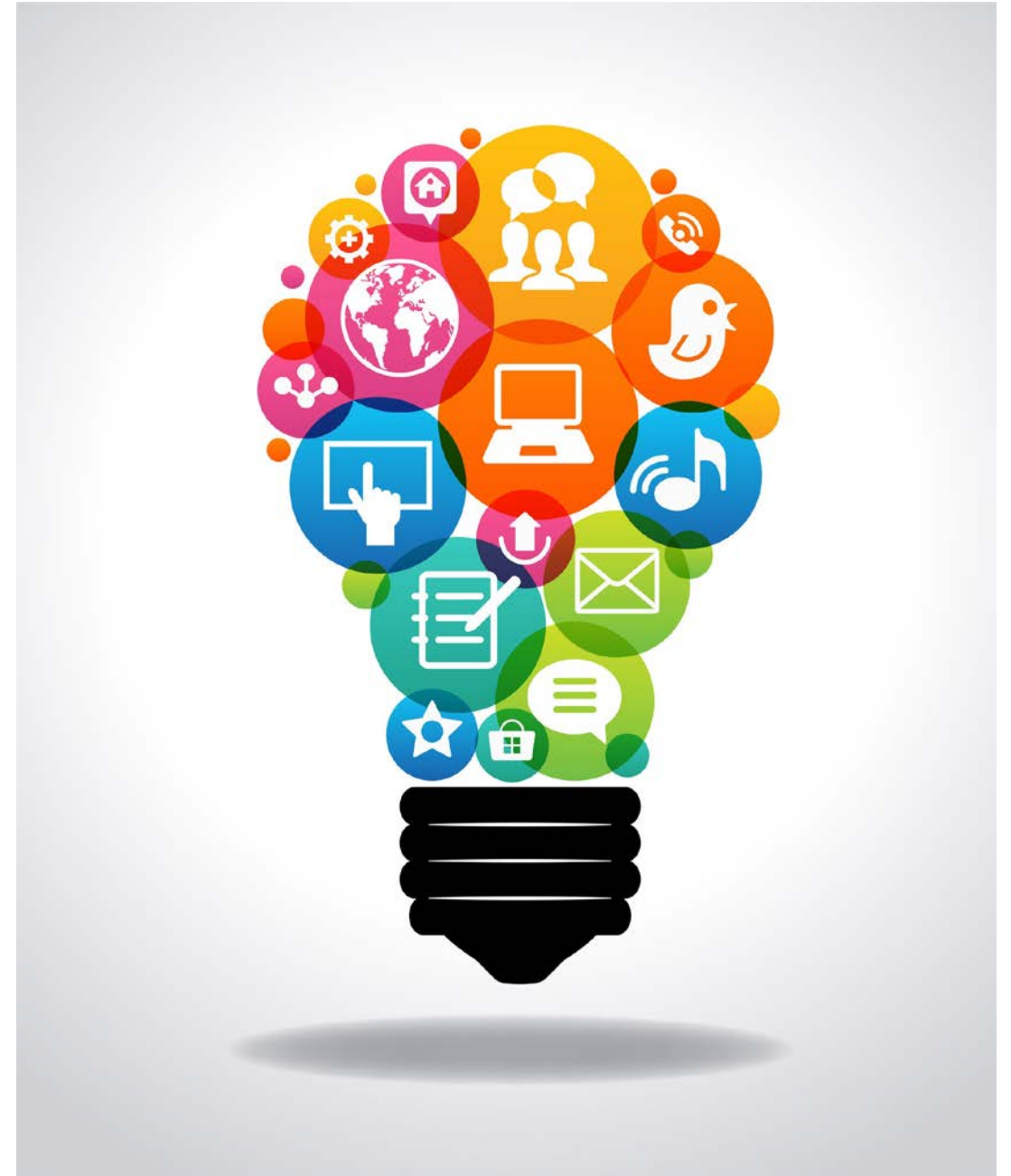
Translations, word origin, and more definitions

From Oxford

Feedback

Why's It Important?

- Giving and receiving feedback
- Meeting tight deadlines
- Dealing with challenging relationships
- Not having enough resources
- Dealing with change
- Dealing with setbacks and failure





by GABE ULLA SEP 8, 2016

THE COUNTRY'S LEADING CHEF RESPONDS TO THE CRITICS AND TALKS ABOUT WHAT HE HAS PLANNED FOR HIS RESTAURANT EMPIRE.

"E

everyone around me was freaking out." Thomas Keller, six foot
two and dressed in a white chef's coat, stood before me at the noisy
California, waving his hand

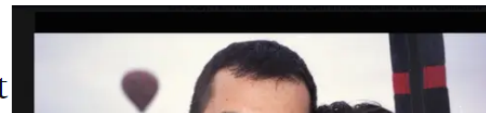
BUSINESS
INSIDER

**Statistics from Harvard, Stanford, and
Carnegie Foundation show that 85–
87% of our success accounts from soft
skills, emotional intelligence, and
personal skills, yet we only pay**

attention to them 10% of the time
**Facebook's Sheryl Sandberg helps bring extended
bereavement leave to her late husband's company**

Becky Peterson Aug 7, 2017, 3:42 PM

Facebook COO Sheryl Sandberg has
helped bring extended bereavement



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Microsoft

| Official Microsoft Blog

Microsoft On the Issues

The AI Blog

Transform

Learning from Tay's introduction

Mar 25, 2016 | Peter Lee - Corporate Vice President, [Microsoft Healthcare](#)

launched a chatbot called Tay. We are deeply sorry for
y, which do not represent who we are or what we
ie and we'll look to bring Tay back only when we
nt that conflicts with our principles and values.

So How Do We Define It?

Recognize, understand, and manage our own emotions

Recognize, understand, and influence the emotions of others



**SELF
AWARENESS**

**SELF
MANAGEMENT**

**SOCIAL
AWARENESS**

**RELATIONSHIP
MANAGEMENT**

**EMOTIONAL
SELF
AWARENESS**

**EMOTIONAL
BALANCE**

**ACHIEVEMENT
ORIENTATION**

EMPATHY

INFLUENCE

**COACH
and
MENTOR**

ADAPTABILITY

**POSITIVE
OUTLOOK**

**ORGANI-
ZATIONAL
AWARENESS**

**CONFLICT
MANAGEMENT**

TEAMWORK

**INSPIRATIONAL
LEADERSHIP**

Self Awareness

Self-Awareness concerns knowing one's internal states, preferences, resources, and intuitions.

- Emotional Awareness: Recognizing one's emotions and their effects.
- Accurate Self-Assessment: Knowing one's strengths and limits.
- Self-Confidence: A strong sense of one's self-worth and capabilities.



Self Management

Self-Management refers to managing ones' internal states, impulses, and resources.

- Emotional Self-Control: Keeping disruptive emotions and impulses in check.
- Transparency: Maintaining integrity, acting congruently with one's values.
- Adaptability: Flexibility in handling change.
- Achievement: Striving to improve or meeting a standard of excellence.
- Initiative: Readiness to act on opportunities.
- Optimism: Persistence in pursuing goals despite obstacles and setbacks.



Social Awareness

Social Awareness refers to how people handle relationships and awareness of others' feelings, needs, and concerns.

- Empathy: Sensing others' feelings and perspectives, and taking an active interest in their concerns.
- Organizational Awareness: Reading a group's emotional currents and power relationships.
- Service Orientation: Anticipating, recognizing, and meeting customers' needs.



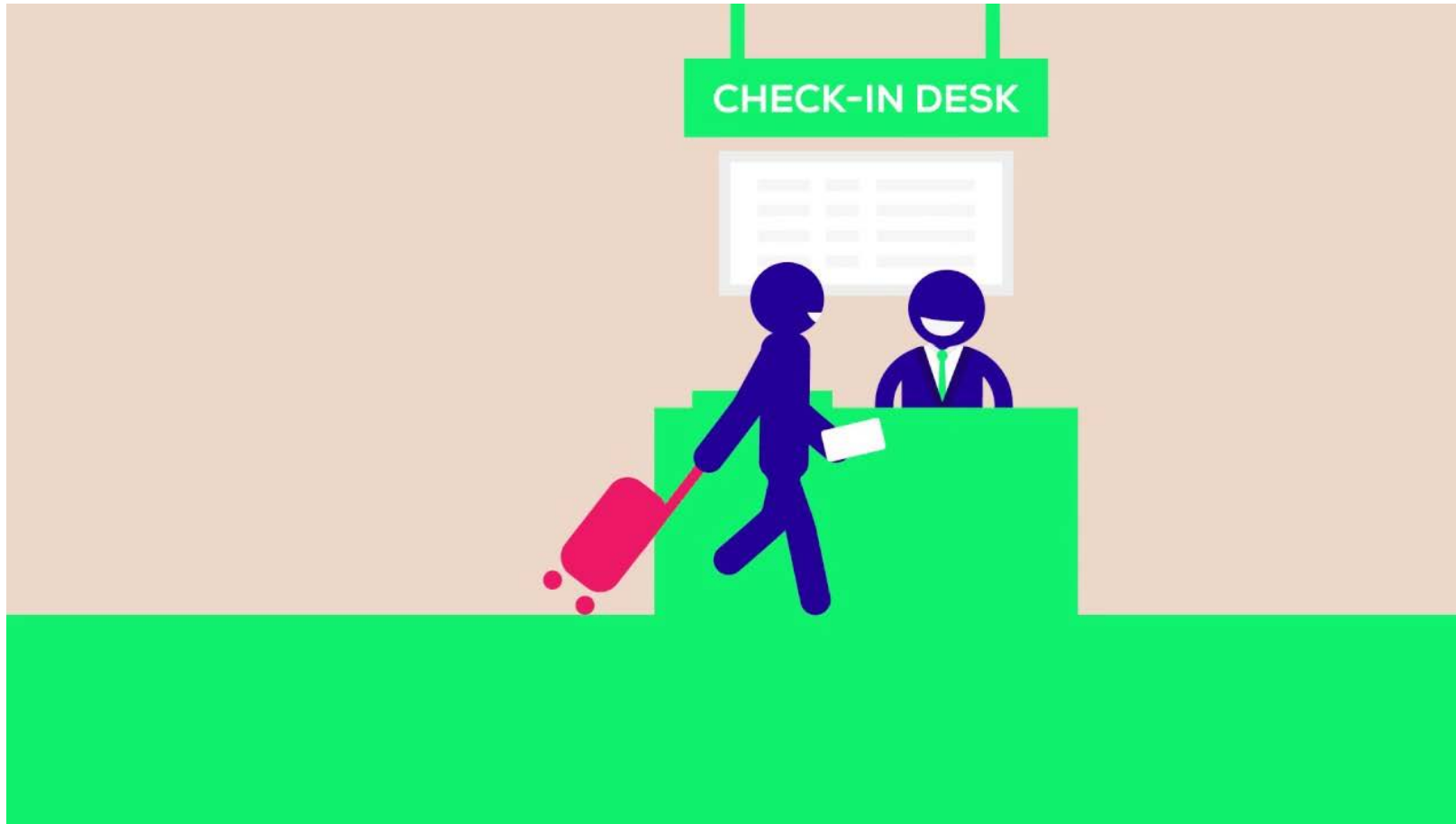
Relationship Management

Relationship Management concerns the skill or adeptness at inducing desirable responses in others.

- Developing Others: Sensing others' development needs and bolstering their abilities.
- Inspirational Leadership: Inspiring and guiding individuals and groups.
- Change Catalyst: Initiating or managing change.
- Influence: Wielding effective tactics for persuasion.
- Conflict Management: Negotiating and resolving disagreements.
- Teamwork & Collaboration: Working with others toward shared goals. Creating group synergy in pursuing collective goals.



How Do You Think You Did?



Ability to Reduce Negative Emotions

Probably the most IMPORTANT aspect of EQ. Our ability to effectively manage our own negative emotions, so they don't overwhelm us and affect our judgment.

- Reduce Negative Personalization. When you feel adversely about someone's behavior, avoid jumping to a negative conclusion right away. Instead, come up with multiple ways of viewing the situation before reacting. When we avoid personalizing other people's behaviors, we can perceive their expressions more objectively. People do what they do because of them more than because of us. Widening our perspective can reduce the possibility of misunderstanding.
- Reduce the Fear of Rejection. One effective way to manage your fear of rejection is to provide yourself with multiple options in important situations, so that no matter what happens, you have strong alternatives going forward. Avoid putting all of your eggs in one basket (emotionally) by identifying a viable Plan B, and also a Plan C, should Plan A not work out. For example:
 - Increased fear of rejection: "I'm applying for my dream job. I'll be devastated if they don't hire me."
 - Decreased fear of rejection: "I'm applying for three exciting positions. If one doesn't pan out, there are two more I'm well qualified for."



The Ability to Stay Cool and Manage Stress

- Most of us experience some level of stress in life. How we handle stressful situations can make the difference between being assertive versus reactive, and poised versus frazzled. When under pressure, the most important thing to keep in mind is to keep our cool.
 - If you feel nervous and anxious, get some fresh air.
 - If you feel fearful, depressed, or discouraged, energize yourself. The way we use our body affects greatly the way we feel. Motion dictates emotion.



The Ability to Be Assertive and Express Difficult Emotions When Necessary

- There are times in all of our lives when it's important to set our boundaries appropriately – Let People Know Where You Stand
 - Exercise your right to disagree (without being disagreeable)
 - Say "no" without feeling guilty.
 - Set your own priorities, getting what we paid for, and protecting ourselves from duress and harm.



The Ability to Stay Proactive, Not Reactive in the Face of a Difficult Person

- Most of us encounter unreasonable people in our lives. We may be “stuck” with a difficult individual at work or at home. It’s easy to let a challenging person affect us and ruin our day.



The Ability to Bounce Back from Adversity

“I've missed more than 9000 shots in my career. I've lost almost 300 games. 26 times, I've been trusted to take the game winning shot and missed. I've failed over and over and over again in my life. And that is why I succeed.”

- — Michael Jordan
- Life is not always easy. Obviously....
 - How we choose the way we think, feel, and act in relation to life's challenges can often make the difference between hope versus despair, optimism versus frustration, and victory versus defeat. With every challenging situation we encounter, ask questions such as “What is the lesson here. The higher the quality of questions we ask, the better the quality of answers we will receive.

Remember...

- Emotional intelligence isn't inherently virtuous. Like any ability, it can be used ethically or unethically. For example, a person with high emotional intelligence could use it to document and expose the egomania of a narcissist, or to bully or manipulate others.

**Learn to make your
emotions work for you,
not against you**

- So the best defense is to work to increase your own!

