

CAB Training Cards



कृषि बैंकिंग महाविद्यालय, भारतीय रिज़र्व बैंक
विद्यापीठ मार्ग, पुणे-411016
College of Agricultural Banking, Reserve Bank of India
University Road, Pune-411016



Understanding importance of Emotional Intelligence at Workplace

Our feelings influence the way we react or respond to situations. Some people just get along with others naturally, respond carefully even in the face of challenge, and truly connect with people. All these come from a set of skills called Emotional Intelligence, or EI. EI, therefore, is your ability to recognize and understand emotions in yourself and others, and your ability to use this awareness to manage your behavior and relationships

El Vs IQ (Intelligence Quotient)

- EI is twice as important as IQ in determining future career success
- Leaders with higher EI are more likely to make better decisions, engage and influence more effectively, and create the right culture for the job.
- While IQ can't be developed beyond what one is endowed with, EI can be developed as much as one wants.

El Skills include the following aspects

Personal Competencies (Self)

1. **Self-Awareness:** Knowing about your emotions and being willing to talk about your weaknesses.
2. **Self-Management:** Having the ability to control your impulses and channel them for good purposes.

Social Competencies (others)

3. **Social Awareness/Empathy:** Taking others' feelings into account when making decisions.
4. **Social Skills:** Building rapport with others, inspiring them to cooperate, and moving them in the direction you desire.

Self-aware leaders and managers

1. Understand what they do well and areas they need to work on.
2. Know what motivates and satisfies them.
3. Which people and situations trigger their emotions?

Skilled self-managers know

1. When to act and when not to act.
2. How to stay flexible.
3. How to manage their reactions to people and situations.

Socially aware leaders and managers know how to...

1. Accurately read the emotions of others and understand what they are really feeling.
2. Listen and observe without coloring the situation with their own emotions.

Strategies to Improve Emotional Intelligence

Self-Awareness Strategies

- Confront your discomfort
- Know what triggers your emotions
- Journalize your triggers
- Seek feedback from people you trust

Self-Management Strategies

- Under-react
- Sleep on it, or set it aside for a little while
- Seek advice from a skilled self-manager
- Smile more, laugh more, have more fun
- Visualize success

Social Awareness Strategies

- Body language speaks volumes
- Show up to social gatherings prepared
- Learn and practice the art of listening
- Make the effort to walk a little in their shoes
- Learn to read the mood of the room

Social Skill Strategies

- Sincerely acknowledge the other persons feelings before making your response
- Have a compliment in your back pocket for everyone you meet
- Explain your decisions, don't just make them
- Provide direct, respectful and constructive feedback

Not only can Emotional Intelligence be improved, it can be continually improved throughout your lifetime.

Compiled by
Dr. S. Mugunthan,
GM & MOF

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