

# Career Skills for Techies Webinar Series

Session 2: Emotional Intelligence and Your Workplace  
Success

Cisco Talent Bridge



# EMOTIONAL INTELLIGENCE

To be aware of, in control of, and able to express one's emotions

Able to handle relationships thoughtfully and empathetically



# Attributes of Emotional Intelligence



## Self-Awareness

Recognizing your own emotions and how they impact your behavior as well as actions

Mindfulness



## Self-Management

Ability to have a healthy understanding of your emotions

Being in control of feelings and behavior as situations change



## Social Awareness

Ability to sense others' emotions and feelings with the understanding of how to react

Recognition of dynamics within various social situations



## Relationship Management

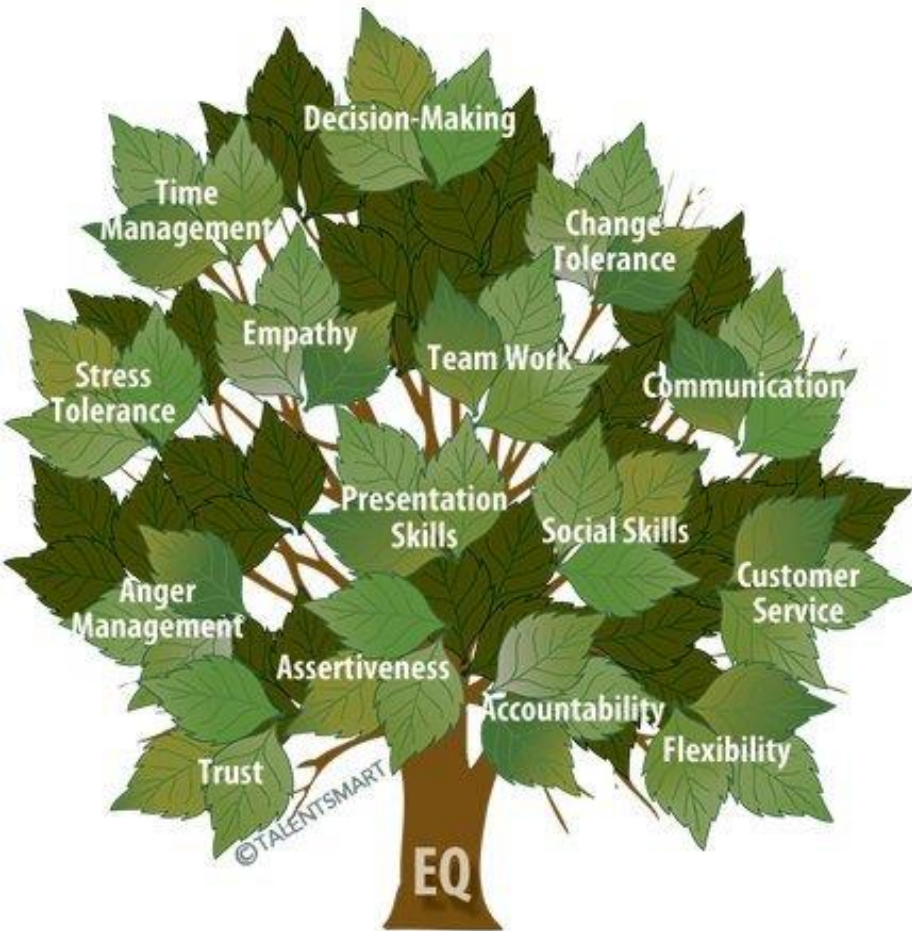
Ability to develop as well as maintain healthy relationships

Engage appropriately with others in social contexts

# Types of competencies based on the features of emotional intelligence



# Why does this matter at work?

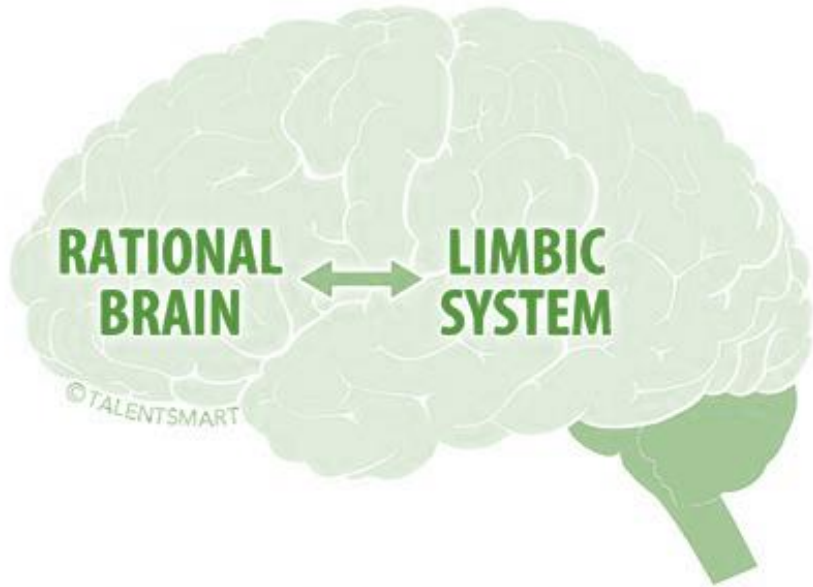


- Your non-technical skills rely upon your ability to understand and manage your own emotions – aka your EQ.
- Ability to engage professionally with coworkers and at the workplace is directly influenced by your EQ
- Just like your physical health, your mental health impacts your ability to be successful at work

***Emotional intelligence is the foundation for critical skills.***



# Practice does lead to perfection



*Emotional intelligence is a balance between the rational and emotional brain.*

- More you practice emotionally intelligent behaviors – the more you will create a balance in your brain
- You have the ability to rewire your reflexes to social situations

# What should you do next?

**Be Mindful** – especially of your nonverbals: facial expressions, body language, and gestures. Stay present in situations and respect those around you.

**Reduce Stress** – practice techniques that help you stay calm and relaxed even in high-stress situations. Try to analyze situations objectively – don't take things personally.

**Practice Conflict Resolution** – choose words carefully, keep conversations focused, and be ready to forgive. This will help everyone involved move forward.

**Stay Positive** – there is a silver lining in every situation, even when you fail because it is an opportunity to learn and improve. Fail, but fail fast- keep moving forward.

**Be Introspective** – reflect upon your thoughts, behaviors, actions each day – did you react in the most appropriate way? Is there a way to improve how you respond?

Why does emotional intelligence translate to being successful at work?







# Talent Bridge for Networking Academy

