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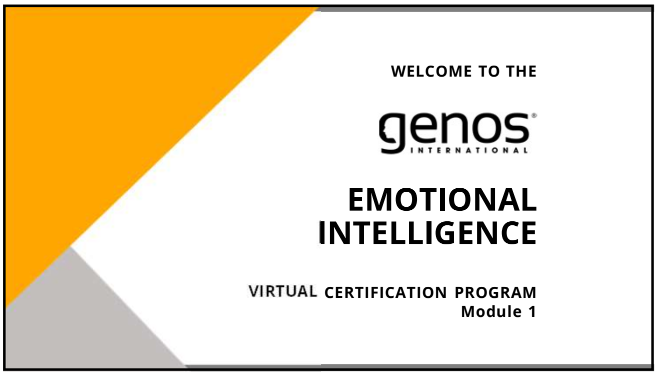

WELCOME TO THE

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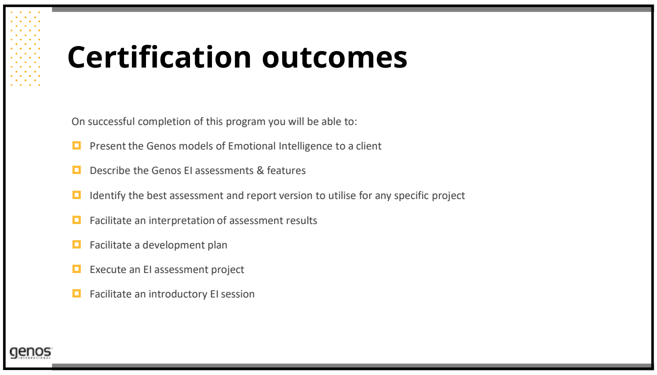
# EMOTIONAL INTELLIGENCE

VIRTUAL CERTIFICATION PROGRAM
Module 1



## Certification outcomes

On successful completion of this program you will be able to:

- Present the Genos models of Emotional Intelligence to a client
- Describe the Genos EI assessments & features
- Identify the best assessment and report version to utilise for any specific project
- Facilitate an interpretation of assessment results
- Facilitate a development plan
- Execute an EI assessment project
- Facilitate an introductory EI session

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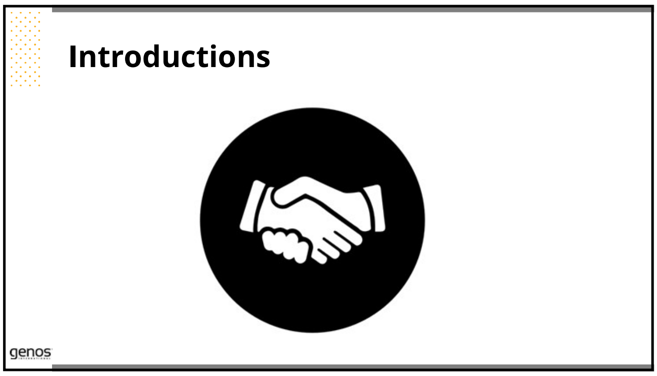


## Introductions

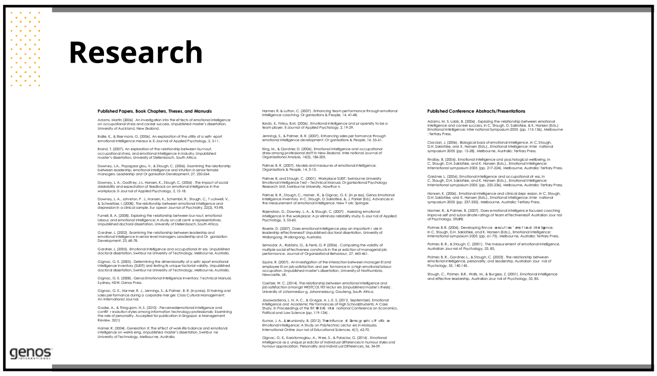
## INTRODUCTIONS

- My name is…
- I live in…
- The main focus of my business is…
- I'm here because…

## Module 1 – Learning Outcomes

At the end of this module you will be able to:

- ☐ Explain the science of emotions
- ☐ Describe what emotional intelligence is
- ☐ Describe the competencies of the Genos Model of Emotionally Intelligent Workplace Behaviour



## Research

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2017 TOP 20 COMPANY ASSESSMENT & EVALUATION TRAINING INDUSTRY
2018 TOP 20 COMPANY ASSESSMENT & EVALUATION TRAINING INDUSTRY
2019 TOP 20 COMPANY ASSESSMENT & EVALUATION TRAINING INDUSTRY
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EXCELLENCE IN LEARNING
2018

**Local focus. Global reach.**

Genos International has offices in Australia, Europe and North America, serving partners and clients in over 33 different countries in 17 different languages.

Recognised by Training Industry in the USA as one of the Top 20 Assessment and Evaluation firms to work with.

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## Working with iconic organisations everyday

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HUAWEI
NOVARTIS
RioTinto
SANOFI
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It's a pretty exciting time to be offering a world-class emotional intelligence development opportunity to people

## "Demand for emotional intelligence will increase 6-fold over the next 3 years"

The top 5 soft skills companies need most in 2019

1. Creativity
2. Persuasion
3. Collaboration
4. Adaptability
5. Time Management

Source: LinkedIn

The Rise of AI Makes Emotional Intelligence More Important

Top 10 skills in 2020

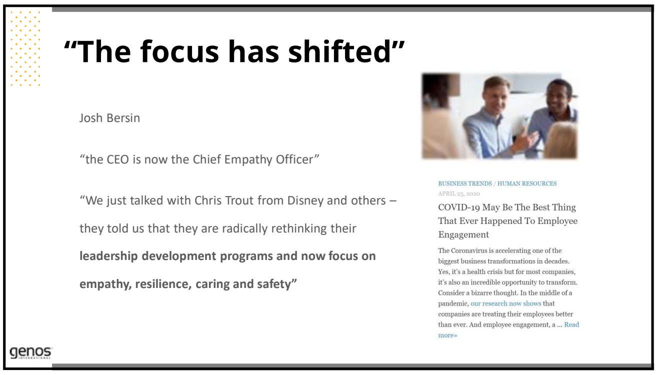
1. Complex Problem Solving
2. Critical Thinking
3. Creativity
4. People Management
5. Coordinating with Others
6. Emotional Intelligence
7. Judgment and Decision Making
8. Service Orientation
9. Negotiation
10. Cognitive Flexibility

Source: Future of Jobs Report, World Economic Forum 2016

Hard demand for soft skills

Accountants facing digital disruption should be brushing up on "soft skills" to raise their job market appeal.

Emotional intelligence– the essential skillset for the age of AI



## "The focus has shifted"

Josh Bersin

"the CEO is now the Chief Empathy Officer"

"We just talked with Chris Trout from Disney and others – they told us that they are radically rethinking their **leadership development programs and now focus on empathy, resilience, caring and safety"**

BUSINESS TRENDS / HUMAN RESOURCES
APRIL 25, 2020

COVID-19 May Be The Best Thing That Ever Happened To Employee Engagement

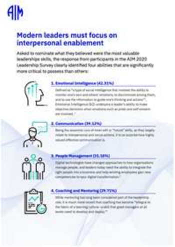
The Coronavirus is accelerating one of the biggest business transformations in decades. Yes, it's a health crisis but for most companies, it's also an incredible opportunity to transform. Consider a bizarre thought. In the middle of a pandemic, our research now shows that companies are treating their employees better than ever. And employee engagement, a ... Read more»

"Right now emotional intelligence is viewed as the most critical ability to possess, more critical than other soft skills and functional excellence"

AIM SEIZE THE FUTURE

THE EVOLUTION OF GOOD LEADERSHIP

Australian Institute of Management



**Modern leaders must focus on interpersonal enablement**

Asked to nominate what they believed were the most valuable leadership skills, the response from participants in the AIM 2020 Leadership Survey clearly identified four abilities that are significantly more critical to possess than others:

1. Emotional Intelligence (42.31%)

2. Communication (39.12%)

3. People Management (31.18%)

4. Coaching and Mentoring (29.75%)

"These skills comfortably trumped both traditional leadership abilities and hard skills such as:

- delegation (5.89%)
- functional excellence (3.03%), and
- financial management (3.03%)."

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# 24-hour emotions exercise

- 60 seconds to recall the feelings you experienced over the last 24hours
- Using the 'Feeling Words' list, write down as many additional feelings you can now recall feeling over the last 24 hrs
- Add up how may feelings you recalled in the two exercises
- Tick pleasant feelings on your list and add them up
- Cross unpleasant feelings and add them up

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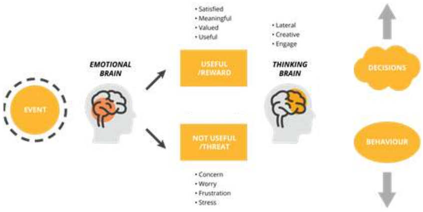
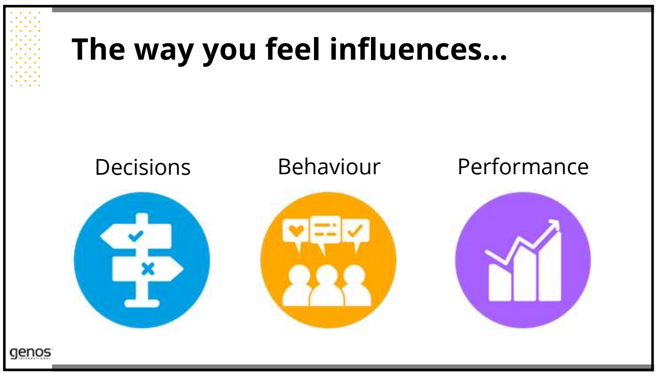
# The Science of Emotions


EVENT
EMOTIONAL BRAIN
• Satisfied
• Meaningful
• Valued
• Useful
USEFUL /REWARD
NOT USEFUL /THREAT
• Concern
• Worry
• Frustration
• Stress
• Lateral
• Creative
• Engage
THINKING BRAIN
DECISIONS
BEHAVIOUR

15



## The way you feel influences…

Decisions

Behaviour

Performance

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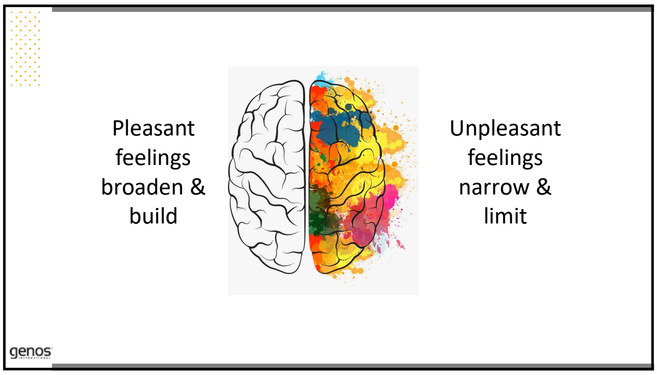

Pleasant feelings broaden & build

Unpleasant feelings narrow & limit

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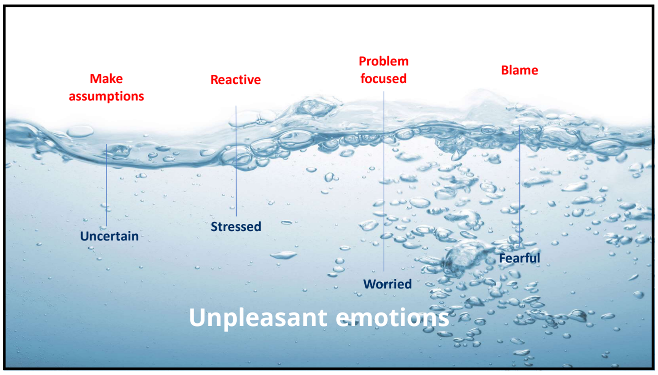


Make assumptions

Reactive

Problem focused

Blame

Uncertain

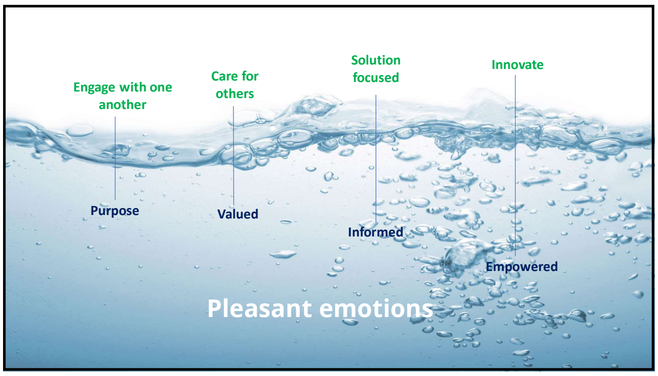
Stressed

Worried

Fearful

Unpleasant emotions

18



Engage with one another

Care for others

Solution focused

Innovate

Purpose

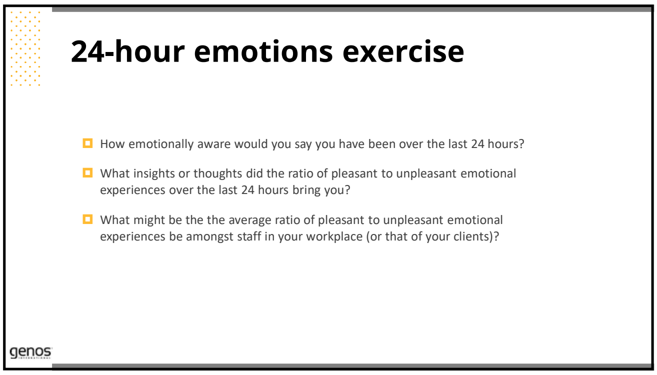
Valued

Informed

Empowered

Pleasant emotions

19



## 24-hour emotions exercise

- How emotionally aware would you say you have been over the last 24 hours?
- What insights or thoughts did the ratio of pleasant to unpleasant emotional experiences over the last 24 hours bring you?
- What might be the the average ratio of pleasant to unpleasant emotional experiences be amongst staff in your workplace (or that of your clients)?

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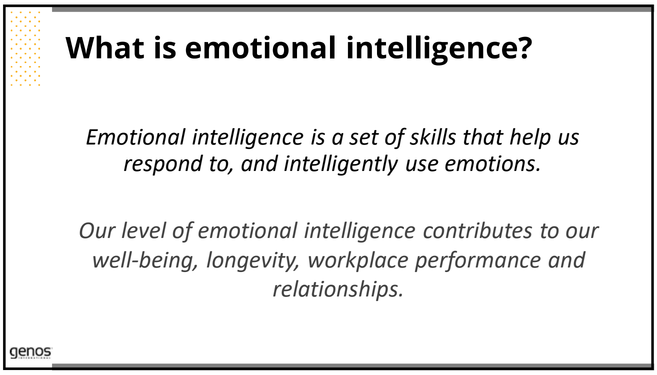

## What is emotional intelligence?

*Emotional intelligence is a set of skills that help us respond to, and intelligently use emotions.*

*Our level of emotional intelligence contributes to our well-being, longevity, workplace performance and relationships.*

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# Applications of emotional intelligence

Leading Evolutionary Change With Emotional Intelligence
An Emotional Approach to Strategy Execution
How Emotional Intelligence Is Key in Retaining Millennial Talents
Apply EI to the stages of innovation
Emotional Intelligence, Emotional Agility, and Leadership

DRIVING CHANGE

STRATEGY EXECUTION

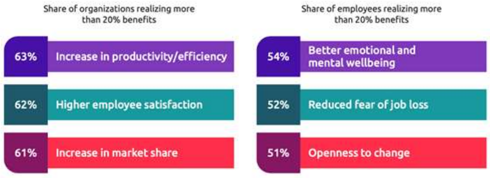
MENTAL HEALTH

ENGAGING MILLENIALS

LEADING INNOVATION

AGILE LEADERSHIP

# Emotional intelligence offers big benefits to the organization and the workforce



| Share of organizations realizing more than 20% benefits | | Share of employees realizing more than 20% benefits | |
|---|---|---|---|
| 63% | Increase in productivity/efficiency | 54% | Better emotional and mental wellbeing |
| 62% | Higher employee satisfaction | 52% | Reduced fear of job loss |
| 61% | Increase in market share | 51% | Openness to change |

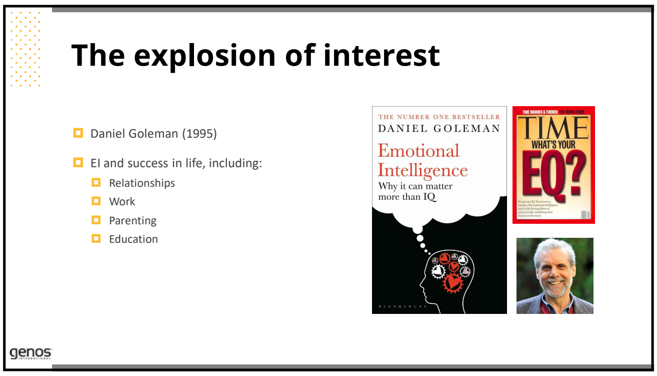
Sources: Capgemini Research Institute, Emotional Intelligence Research, Executive Survey, August–September 2019, N=750 executives.

Sources: Capgemini Research Institute, Emotional Intelligence Research, Employee Survey, August–September 2019, N=1,500 employees.

- Organizations can achieve returns up to four times higher by investing in EI skills.

# The history

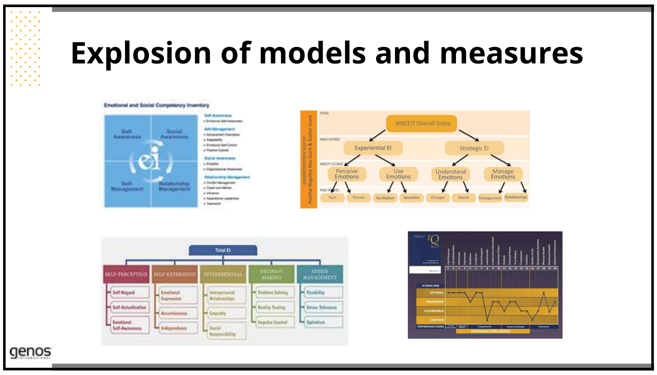
- Emotional Intelligence was conceptualised by Peter Salovey and Jack Mayer in 1990.
- Salovey and Mayer hypothesised that:
  - there may be abilities to do with emotions just as there are with words, numbers, shapes etc.
  - these abilities may be important because they could be developed and underpin many important areas of life such as success at work and the quality of interpersonal relationships.
- Their early definition: Emotional intelligence involves the ability to perceive, understand, utilise and regulate emotions.



# The explosion of interest

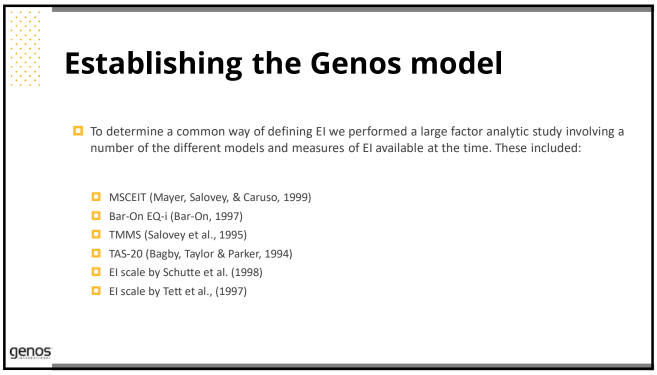
- Daniel Goleman (1995)
- EI and success in life, including:
  - Relationships
  - Work
  - Parenting
  - Education

THE NUMBER ONE BESTSELLER
DANIEL GOLEMAN
Emotional Intelligence
Why it can matter more than IQ
TIME
WHAT'S YOUR EQ?



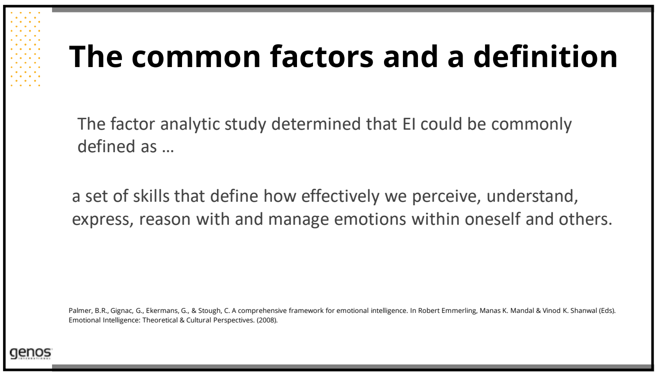
# Explosion of models and measures

Emotional and Social Competency Inventory
Self-Awareness
Social Awareness
Self-Management
Relationship Management
ei
TOTAL
MSCEIT Overall Score
AREA SCORES
Experiential EI
Strategic EI
ABILITY SCORES
Perceive Emotions
Use Emotions
Understand Emotions
Manage Emotions
TASK SCORES
Face
Picture
Facilitation
Sensation
Changes
Blends
Management
Relationships
supplementary scores
Positive Negative Bias Score & Scatter Score
Total EI
SELF-PERCEPTION
SELF-EXPRESSION
INTERPERSONAL
DECISION MAKING
STRESS MANAGEMENT
Self-Regard
Self-Actualization
Emotional Self-Awareness
Emotional Expression
Assertiveness
Independence
Interpersonal Relationships
Empathy
Social Responsibility
Problem Solving
Reality Testing
Impulse Control
Flexibility
Stress Tolerance
Optimism
EQ MAP
SCORING GRID
OPTIMAL
PROFICIENT
VULNERABLE
CAUTION
PERFORMANCE ZONES
EMOTIONAL INTELLIGENCE



# Establishing the Genos model

- To determine a common way of defining EI we performed a large factor analytic study involving a number of the different models and measures of EI available at the time. These included:
  - MSCEIT (Mayer, Salovey, & Caruso, 1999)
  - Bar-On EQ-i (Bar-On, 1997)
  - TMMS (Salovey et al., 1995)
  - TAS-20 (Bagby, Taylor & Parker, 1994)
  - EI scale by Schutte et al. (1998)
  - EI scale by Tett et al., (1997)

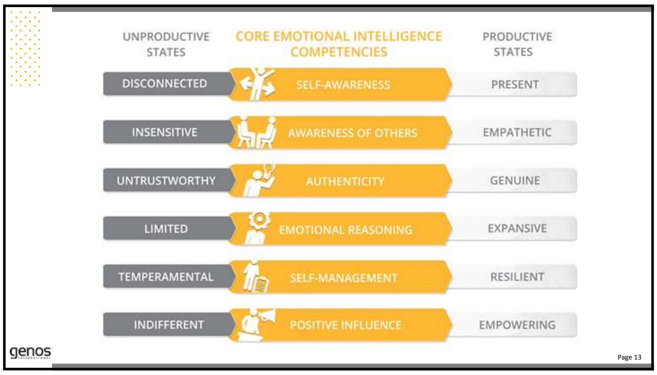


## The common factors and a definition

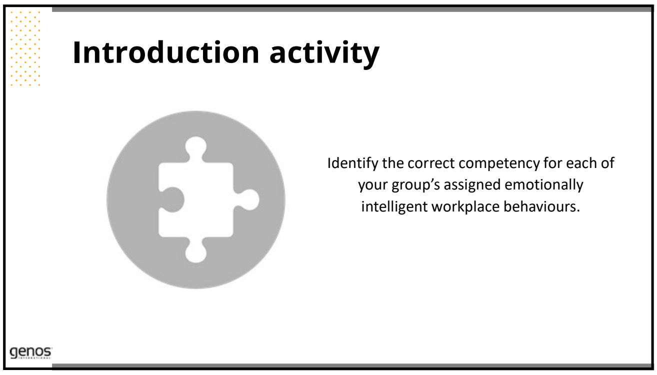
The factor analytic study determined that EI could be commonly defined as …

a set of skills that define how effectively we perceive, understand, express, reason with and manage emotions within oneself and others.

Palmer, B.R., Gignac, G., Ekermans, G., & Stough, C. A comprehensive framework for emotional intelligence. In Robert Emmerling, Manas K. Mandal & Vinod K. Shanwal (Eds). Emotional Intelligence: Theoretical & Cultural Perspectives. (2008).

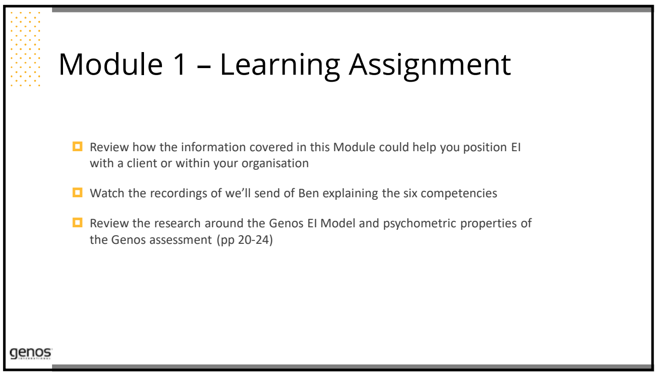


| UNPRODUCTIVE STATES | CORE EMOTIONAL INTELLIGENCE COMPETENCIES | PRODUCTIVE STATES |
|---|---|---|
| DISCONNECTED | SELF-AWARENESS | PRESENT |
| INSENSITIVE | AWARENESS OF OTHERS | EMPATHETIC |
| UNTRUSTWORTHY | AUTHENTICITY | GENUINE |
| LIMITED | EMOTIONAL REASONING | EXPANSIVE |
| TEMPERAMENTAL | SELF-MANAGEMENT | RESILIENT |
| INDIFFERENT | POSITIVE INFLUENCE | EMPOWERING |



## Introduction activity

Identify the correct competency for each of your group’s assigned emotionally intelligent workplace behaviours.



## Module 1 – Learning Assignment

- Review how the information covered in this Module could help you position EI with a client or within your organisation
- Watch the recordings of we'll send of Ben explaining the six competencies
- Review the research around the Genos EI Model and psychometric properties of the Genos assessment (pp 20-24)

*Game changing for business*
*Life changing for people*

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