



Emotional Intelligence: Managing Emotions to Enhance Performance

Participant Guide for



“When dealing with people, remember you are not dealing with creatures of logic, but creatures of emotion.”

~ Dale Carnegie

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As a workplace culture expert, Tracy Stock provides individuals and organizations with strategies to enhance employee engagement, energize workplace culture, and empower high performance.

Program Overview:

Imagine if you couldn't understand when a co-worker was angry, your supervisor was frustrated, or a friend was feeling sad. The ability to understand, interpret, and respond to the emotions of others has a crucial impact on professional and personal success. Discover how achieving a greater understanding of and better managing our own emotions—while influencing those of others—can significantly enhance performance, build stronger relationships, and achieve higher levels of success for ourselves and the organizations we work for.

Learning Objectives:

- Discover four core abilities that determine one's level of emotional intelligence and the impact it has on performance in the workplace.
- Realize how your emotions and actions affect the people around you, and the view you portray when they get the best of you.
- Better control emotions that have a negative impact on your decision-making ability and behavior.
- Learn and apply key skills to further develop your emotional intelligence—enhancing your ability to perform at a higher level, increase self-confidence, and build stronger, more collaborative relationships.

Definition:

Emotional Intelligence (EI) is the ability to identify, use, _____ and manage our emotions in positive and constructive ways.

Four Core Abilities of Emotional Intelligence:

1. Self-Awareness
2. Self-Management
3. Social Awareness
4. Relationship Management



Self-Awareness

The ability to _____ your own emotions and how they affect your thoughts, behavior and performance. You see yourself as others see you and you have a good sense of your abilities and limitations.

Strategies to Enhance Self-Awareness:

- Ask for feedback, try to understand it, and own it—without excuses.
- Don't underestimate the negative impact words and actions have.
- Discuss patterns of behavior that resulted in a negative effect.
- Keep a journal. Capture thoughts and reflect on what you write.
- Label feelings to gain awareness of that emotion when it surfaces again.
- Recognize and accept what you can't change.

Self-Management

The ability to stay focused and to think clearly even when experiencing powerful emotions. It is also about managing your emotions in healthy ways, taking initiative, following through on commitments, and adapt to changing circumstances.

Strategies to Enhance Self-Management:

Social Awareness

The ability to sense, understand, and respond to what other people are feeling. It is about picking up on emotional cues, feeling comfortable socially, and recognizing the power dynamics in a group or organization.

Strategies to Enhance Social Awareness:

- Watch the emotional _____ of other people; seek out trusted colleagues to obtain candid feedback.
- Become more observant of the environment around you.
- Show others you care by being more empathetic—it usually helps increase the level of respect and loyalty of your team.

Relationship Management

The ability to develop and maintain good relationships, handle emotions involved with them, inspire and _____ others, work well in a team environment, and manage conflict as needed.

Strategies to Enhance Relationship Management:

Speaker Biography:

Tracy Stock is one of the most in-demand and top-rated female speakers in North America today because of her ability to inspire behavior change and *achieve positive outcomes*. She proudly holds the designation of Certified Speaking Professional® (CSP), the highest honor in her profession, held by only 12 percent of speakers *worldwide*.

As a former director of learning and development for a mutual property and casualty insurance company, Tracy was accountable for talent management and employee development, and parlayed her career to become a workplace culture expert—as an engaging keynote speaker, live and virtual training expert and a best-selling author with five published titles. With 20+ years of speaking experience, a few of her trusted clients include the U.S. Army, Motorola, True Value, US Bank and Subway.

As an engaging and interactive speaker of choice, Tracy is committed to helping energize workplace culture, enhance employee engagement and empower high performance. For more information or to connect with her:

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