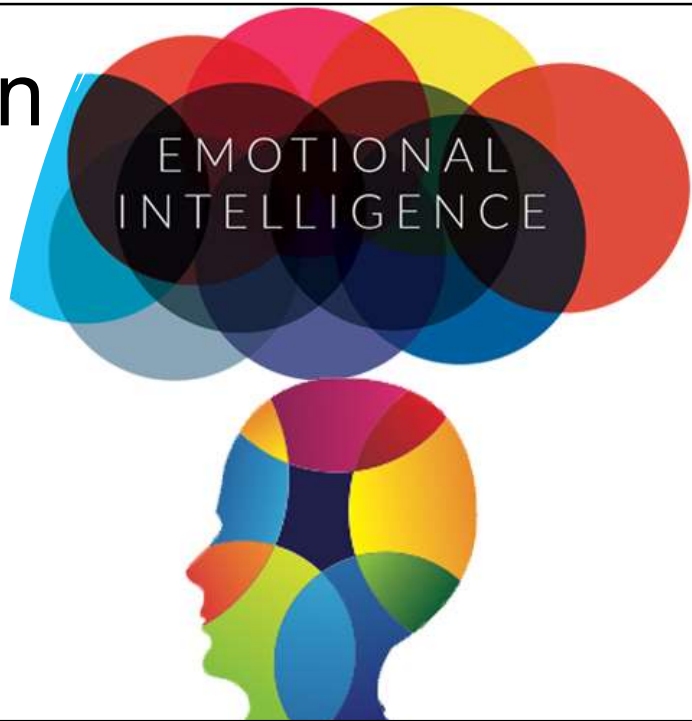


Interdisciplinary nephrology conference

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Today's
discussion
points

What is Emotional
Intelligence?

Core Principles of
Emotional Intelligence

Emotional Intelligence in
the Workplace

What is
emotional
intelligence?

Emotional intelligence (EI) is most often defined as the ability to perceive, use, understand, manage, and handle emotions.

Paired with the capacity to blend thinking and feeling to make optimal decisions.

EI means being smarter with your feelings and it drives personal and professional success.

Core Principles of emotional intelligence

SELF-
AWARE
NESS

SELF-
MANAG
EMENT

SOCIAL
AWARE
NESS

RELATI
ONSHIP
MANAG
EMENT



INCREASING YOUR SELF-AWARENESS

SELF-AWARENESS STRATEGY

- ❖ Check Yourself
- ❖ Observe The Ripple Effect From Your Emotions
- ❖ Know Who and What Pushes Your Buttons
- ❖ Stop and Ask Yourself *why*

Emotional Intelligence Why It's Important



Self-Awareness

A self-aware leader is better able to recognize the impact they have on the people around them.

Self managem nt

Self-management is our ability to manage our actions, behaviors, thoughts, and emotions productively.

The **self-management** facet of emotional intelligence builds based on **self-awareness** and is simply the ability to control your emotions so that they don't control you.

Increasing self-management

Never? Rarely? Sometimes? Usually? Almost Always?
Always?

- ❖ Am I Adaptable?
- ❖ Am I Conscientious?
- ❖ Do I Practice Self Control in Challenging Situations?
- ❖ Do I Resist The Desire To Act or Speak When It Will Not Help The Situation?





“Between stimulus and response there is a space. In that space is our power to choose our response. In our response lies our growth and our freedom.”

— Viktor Frankl

AWARENE

SS THE ABILITY TO
ACCURATELY
 PICK UP ON
 EMOTIONS IN
 OTHER PEOPLE
 AND
 UNDERSTAND
 WHAT IS REALLY
 GOING ON WITH



Increasing Social awareness

- ❖ Perceive What Others Are Thinking and Feeling
- ❖ See Situations From Another's Perspective
- ❖ Active Listening & Observing
- ❖ Resist the Urge to Interrupt



RELATIONSHIP MANAGEMENT

“

People aren't either wicked or noble. They're like chef salads with good things and bad things.



Lemony Snicket

RELATIONSHIP MANAGEMENT

- ❖ Not An Overnight Process
- ❖ Show People They Are Important To You
- ❖ Enhance Your Natural Communication Style
- ❖ Take Feedback Well
- ❖ Don't Avoid The Inevitable
- ❖ Recognize Your Mistakes



❖ Is There A Relationship In Need of

What the research tells us about EI in the workplace

EI IS THE STRONGEST PREDICTOR OF WORKPLACE PERFORMANCE.

DECADES OF RESEARCH NOW POINT TO EI AS BEING THE CRITICAL FACTOR THAT SETS STAR PERFORMERS APART FROM THE REST OF THE PACK

PEOPLE WITH HIGH EI ON AVERAGE MAKE \$29K MORE PER YEAR

PEOPLE WITH AVERAGE IQ'S YET STRONG EI SKILLS OUTPERFORM THOSE WITH THE HIGHEST IQ'S 70% OF THE TIME

90% OF TOP PERFORMERS HAVE HIGH EMOTIONAL INTELLIGENCE

TALENTSMART DATA: authors of Emotional Intelligence 2.0

