



Emotional Intelligence

Emotional Intelligence is the ability to recognize and understand emotions (self and others) and use that awareness to manage self and build effective relationships with others. According to research by Talentsmart, EQ accounts for 58% of performance in all types of jobs.

Gale's Emotional Intelligence Certifications:

- EQ-i^{2.0} – Multi-Health Systems (MHS)
- Impact EQ Learning™ - Talentsmart, Inc.
- Developing EQ™ - Talentsmart, Inc.

Emotional Intelligence Services:

- EQ Assessment - EQ-i^{2.0} *Model of Emotional Intelligence* – MHS, 2011
 - Individual
 - Leader
 - Team
- This is a very robust leadership assessment that measures:
 - Self-Perception
 - Self-regard (respecting oneself; confidence)
 - Self-actualization (pursuit of meaning; self-improvement)
 - Emotional self-awareness (understanding own emotions)
 - Self-Expression
 - Emotional expression (constructive expression of emotions)
 - Assertiveness (communicating feelings and beliefs; non-offensive)
 - Independence (self-directed; free from emotional dependency)
 - Interpersonal
 - Interpersonal relationships (mutually satisfying relationships)
 - Empathy (understanding, appreciating how others feel)
 - Social responsibility (Social consciousness; helpful)

- Decision Making
 - Problem solving (find solutions when emotions are involved)
 - Reality testing (objective; see things as they really are)
 - Impulse control (resist or delay impulse to act)
- Stress Management
 - Flexibility (adapting emotions, thoughts and behaviors)
 - Stress Tolerance (coping with stressful situations)
 - Optimism (positive attitude and outlook on life)

Gale provides individual and team coaching upon completing the assessment.

Emotional Intelligence (EQ) Training:

Gale provides training to build individual as well as team emotional intelligence skills. These workshops are customized to provide practical techniques to improve performance in each of the EQ areas including:

Self-Awareness - ability to accurately recognize emotions as they happen and to understand one's behavioral tendencies in different situations.

Self-Management - ability to manage emotions, adapting and responding effectively in different emotional states.

Social Awareness - ability to recognize and understand the emotional state of other individuals and entire groups of people. Skills include active listening, reading non-verbal cues and demonstrating empathy.

Relationship Management – ability to effectively interact with others. Includes skills such as communicating clearly with transparency, giving and receiving feedback, conflict resolution, showing appreciation, demonstrating optimism and making social investments in relationships.

High Impact Training to Grow Your Organization