



**Questions and Answers from
 "Emotional Intelligence- The Best Career Insurance That Money Can't Buy"
 May 12, 2011**

Message	Response Message
<p>If you think you are missing the "cues" of others, what are some tips a person can use to get more in tune with others?</p>	<p>When someone says, "I'm fine," that really doesn't convey much information, does it? Instead of taking what someone says on <i>face value</i>...look at his or her <i>face</i>! Look at the story the eyes are telling you. Are they rolling up, as if to say, "You've got to be kidding"? Shifting left and right, expressing discomfort or even deception? Looking back at you in a relaxed and confident way? Next look at the smile. Is there one? Is it forced or natural? Then be more aware of other body language – sitting up straighter than usual? More fidgety than usual? Here's the best tip of all to get in tune with another person: ask questions and listen actively, patiently, and thoughtfully to the answers.</p>
<p>If you know you need to improve your EQ, as well as want to teach skills to your team - what are the first steps? Work on yourself first for a few months? It seems that tackling the entire team at once will be hard to keep everyone aware of their growth...</p>	<p>Here's an idea we didn't have time to discuss during our webinar. There are assessments that measure the emotional intelligence of a team. Not the individuals, but the team itself, as if it was one organism. Each member of the team would fill out an assessment about how well (or not) he or she thinks the entire team deals with managing emotions and managing relationships, internally and externally. Before announcing the results, the team would need a seminar to learn about the definitions and importance of emotional intelligence in the workplace. Using that approach, you will accelerate the awareness of EQ and be able to coach individuals differently, but using similar concepts they learned with you in a communal setting.</p>



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<p>What does a supervisor do when I have to supervise individuals who are so self-focused and seem to have a very low EQ? How do I encourage them to try and change?</p>	<p>Rather than taking a theoretical approach, I'd recommend coaching an individual as soon as possible after he or she has demonstrated a lack of, say, Self-Management. Ask what the person meant to accomplish. Ask if he or she felt that the mission was accomplished successfully. Ask the person if he or she noticed that a colleague seemed shocked or hurt or angry (for example.) Then ask the person to "rewind the tape" and think of another way the incident might have been handled. Finally, generalize from this incident (assuming that this wasn't the first time this type of behavior has occurred) and alert the person that he or she needs to work on managing emotions in the workplace.</p>
<p>What suggestions do you have dealing with people who are not interested in solving the emotional issue?</p>	<p>Once you've tried the usual methods, begin to talk about consequences. "Susan, it seems that you aren't taking this constructive criticism seriously. I need you to know that your lack of self-awareness about how your emotional outbursts affect your co-workers is beginning to create serious issues with our association's morale and productivity. I am happy to work with you on these issues, but first I need you to understand that, despite your excellent skills, your management of your emotions in the workplace must change." As we discussed during our webinar, don't "save up" these comments for Susan's or Sam's annual performance evaluation. As that <i>Emotional Intelligence 2.0</i> strategy for improving Relationship Management cautioned: Don't Avoid the Inevitable.</p>



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