



Erasmus+



Infographics and iconographies

Emotional Intelligence on Labor Market (EILM)



Co-funded by the
Erasmus+ Programme
of the European Union

The European Commission's support for the production of this publication does not constitute an endorsement of the contents, which reflect the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

FUNDAȚIA DANIS
pentru Dezvoltare Managerială

Personnel
TRAINING

eduforma
...strumenti su misura per la persona

idea
Ajuntament d'Alzira

AA+



BUILD YOUR RESILIENCE

How to learn from failures and mistakes?

REACTIVE PEOPLE

Behaviors ← external conditions

Reactive people are driven by feelings, circumstances, conditions, or their environment. Their response to physical, social, or psychological stimuli is reactive.



MISTAKES/FAILURES

- self-justification
- self-deception
- "rational lies"



PROACTIVE & RESILIENT PEOPLE

Behaviors ← your decisions

Proactive people are driven by values. These are carefully thought about, selected and internalized. Their response to stimuli is a value-based choice, it is proactive.



MISTAKES/FAILURES

- acknowledgment
- correction
- learning



INTELLIGENT FAST FAILURE (IFF)



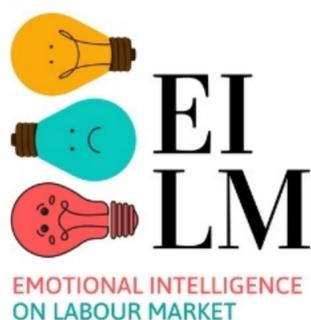
Intelligent = learn as much as possible from the failure



Fast = accelerate your learning from the failure, don't waste your time



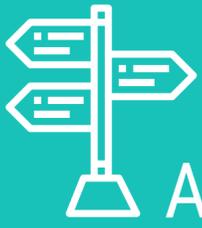
Failure = only an experiment that helps you grow



Erasmus+

RESOURCES:

TAHIRSYLAJ, S. 2012. *STIMULATING CREATIVITY AND INNOVATION THROUGH INTELLIGENT FAST FAILURE*, IN THINKING SKILLS AND CREATIVITY, 7, PP. 265-270.
COVEY, S.R. 2020. *THE 7 HABITS OF HIGHLY EFFECTIVE PEOPLE* REVISED AND UPDATED: 30TH ANNIVERSARY EDITION.



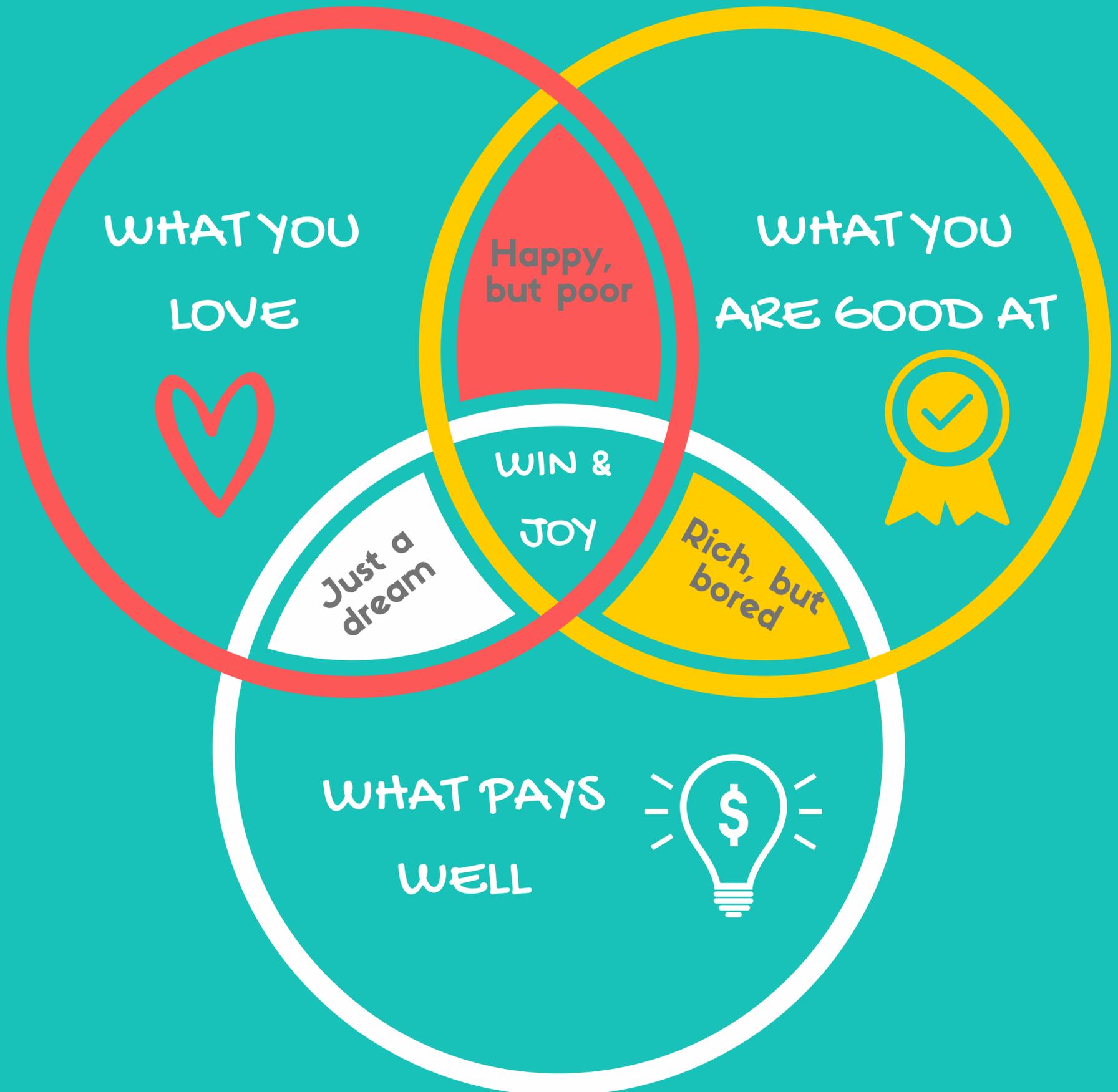
CHOOSE YOUR CAREER

A SHORTCUT IN SETTING PROFESSIONAL GOALS

Use the circles below and make three lists of things:

1. You love to do or care about (passions, "soul food", beliefs);
2. You are good at (you could achieve greatness, even if you don't enjoy doing them);
3. That pay well in the context you plan to live.

Now, contemplate what job/career could link at least one thing on each of the three lists. Be aware that if you manage to link only two lists (two circles), there are compromises on the way: being happy, but not having enough resources for living the life you like; being rich, but bored; or chasing a dream.



Erasmus+

RESOURCES:

KEMP, SIMON. 2013. CAREER PLANNING IN 60 SECONDS, AVAILABLE AT

[HTTPS://ESKIMON.WORDPRESS.COM/2013/08/17/CAREER-PLANNING-IN-60-SECONDS/](https://eskimon.wordpress.com/2013/08/17/career-planning-in-60-seconds/)

COLLINS, JAMES. 2001. FROM GOOD TO GREAT. WHY SOME COMPANIES MAKE THE LEAP... AND OTHERS DON'T.



EMPATHY

TYPES OF EMPATHY

COGNITIVE EMPATHY

Understanding what the others might be thinking

EMOTIONAL EMPATHY

Sharing the feelings of another person

COMPASSIONATE EMPATHY

Being concerned for the others



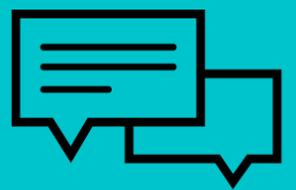
BASIC COMPETENCIES OF EMPATHY

Respectful listening

Feeling the impact on others

Service orientation

Being an active listener

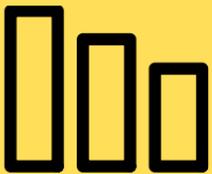


BENEFITS FOR THE WORK LIFE

Forming trust and thoughtful connections with the co-workers

High motivational levels

Increased productivity



HOW CAN YOU BE MORE EMPATHIC AT WORK?

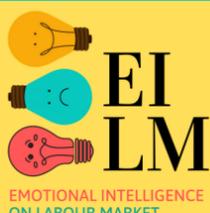
React with compassion!

Show sincere interest with the colleagues at work!

Learn listening skills!

Give your full attention!

Consider other people's perspectives



Erasmus+

CENTRO DE LIDERAZGO CREATIVO. (2020). LA IMPORTANCIA DE LA EMPATÍA EN EL LUGAR DE TRABAJO DE [HTTPS://WWW.CCL.ORG/ARTICLES/LEADING-EFFECTIVELY-ARTICLES/EMPATHY-IN-THE-WORKPLACE-A-TOOL-FOR-EFFECTIVE-LEADERSHIP/](https://www.ccl.org/articles/leading-effectively-articles/empathy-in-the-workplace-a-tool-for-effective-leadership/)

LYNN, A. (2008). LA ENTREVISTA DE EQ: ENCONTRAR EMPLEADOS CON ALTA INTELIGENCIA EMOCIONAL. AMACOM.

Active listening

Key techniques

- Show that you are listening - encourage the speaker to continue
- Provide feedback - ask questions, understand correctly
- Defer judgement - allow the speaker to finish his point
- Encourage the other person to offer ideas and solutions before you give yours
- Restate the key points you heard and ask whether they are accurate

Skills required

Withholding judgement

Summarizing

Reflecting

Clarifying

Sharing

DO's



- Respond appropriately - be open, honest, respectful
- Pay attention to what is being said
- Visualise what is being said
- Be comfortable with the silence
- Limit distractions
- Keep the eye contact

DON'Ts



- Don't think about something else while the other is speaking
- Don't think about what to say next
- Don't judge what the other is saying
- Don't listen with a specific goal
- Don't anticipate the other's person thoughts

NEGOTIATION



Conflict Management

Negotiation is a strategic discussion that resolves an issue in a way that both parties find acceptable.

The process continues until both parties agree to a resolution

Etymology:

Directly from Latin negotiationem (nominative negotiatio) "business, traffic," noun of action from past participle stem of negotiari "carry on business, do business, act as a banker," from negotium "a business, employment, occupation, affair (public or private),"

CONFLICT MANAGEMENT

Tips to handle with conflict management:

- **Clearly define your goals:** Before the discussion, make sure you are clear on what you want as well as your "walk-away" point (the minimum outcome you're willing to accept).
- **See the situation from all point of view:** Try to understand other people's needs and key concerns by telling them yours.
- **Determine the best timing for the discussion:** You'll want enough time for the discussion and to hold it when all parties are relaxed.
- **Listen, listen, and listen some more:** Spend more time listening than talking during the discussion.
- **Ask for what you want:** Don't be afraid to explain your needs and what you'd like to see occur as an outcome, but do so calmly and in a non-confrontational tone of voice.
- **Find a creative solution:** Think win/win, not that someone must walk away a winner and the other a loser. There's nothing wrong with working together to determine creative ways to meet the needs of both parties.

EMPATHY

"Empatheia" in Greek it means "feel inside yourself" but also "to perceive the subjective experience of the other". In conflict management both of these aspects are very important as the attention we pay to ourselves, it calms and allows us to easily and better welcome the other people; but at the same time if we want to learn how to manage conflicts we are face, we must don't forget other point of views, so it is important to put ourselves in listening conditions, to accept different point of view, emotions and needs.



ASSERTIVENESS

It means affirming yourself without overpowering the other people. If we imagine a line where one extreme is given by passivity and the other by aggression, assertiveness is placed exactly in the middle. This involves knowing how to express, stating other needs and emotions without judgment, blame or aggression. Yes, because if we really want to understand ourselves, it is essential to learn to support firstly our point of view among the others, rather than throwing accusations at them. This also includes the ability to say "No!" and set limits, always by respecting the other people.

YES

NO

ASPECTS INVOLVED (AT WORK)

- **Listening:** a good worker must know how to listen to all the parties involved in the conflict, giving everyone the opportunity to tell their version;
- **Team meeting:** destructive conflict is always to be avoided. If there are tensions within a working team it is good to talk together, to look for possible winning solutions.
- **Impartiality:** a good worker tries to mediate among the opposite parts and take the right time to reflect, before making any decision. We must never give in to prejudice, but rely only on objective interests, separating people from problem



SOFT SKILLS

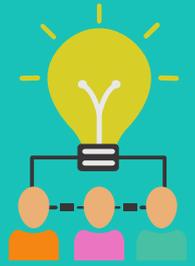
The soft skills that everyone should have to facilitate the resolution of conflicts are:

- relational skills
- communication skills
- problem solving





Erasmus+



working together to create or achieve the same thing



- expected behaviours;
- related to the "covered position";
- known and recognized



transmission of information and emotions

GOAL + METHOD + ROLES + LEADERSHIP +

- Leader:**
- Communicate a vision;
 - Clarifies expectations
 - Inspires and motivates;
 - Leads the example;
 - Represents the team



COMMUNICATION +

give support and warmth



MOOD + DEVELOPMENT

our skills grow along with the skills of the group

=



INFLUENCING OTHERS

HOW TO ACHIEVE INFLUENCING

SKILLS



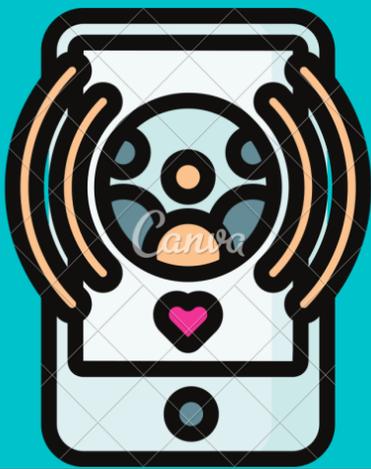
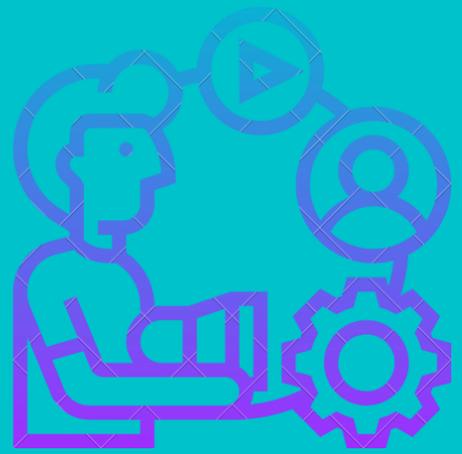
COMMUNICATION
SENDING CLEAR AND
CONVINCING MESSAGES



CONFLICT MANAGEMENT-
NEGOTIATING AND
RESOLVING
DISAGREEMENTS



LEADERSHIP: INSPIRING
AND GUIDING INDIVIDUALS
AND GROUPS



CHANGE CATALYST: INITIATING,
PROMOTING OR MANAGING CHANGE

RELEVANCE OF INFLUENCING SKILLS

EFFECTIVE INFLUENCERS HAVE THE EMOTIONAL INTELLIGENCE TO GAUGE HOW PEOPLE MIGHT REACT TO THEIR IDEAS AND TO ALTER THEIR COMMUNICATION TECHNIQUES ACCORDINGLY.



INFLUENCING SKILLS IS VERY RELEVANT WHEN IT COMES TO FIND A JOB, THOSE WHO ARE MOST INFLUENTIAL ARE THOSE THAT INSPIRE CONFIDENCE IN OTHERS



MASTERING EFFECTIVE INFLUENCING SKILLS OPENS DOORS TO INCREASED SALES, INTERACTION WITH INFLUENTIAL GROUPS OF PEOPLE AND IMPROVED SELF-ESTEEM GAINED THROUGH SELF-EXPRESSION.



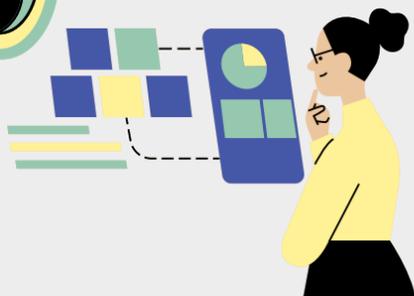
How influencing self can help you in the work-life?



- take more risks
- overcome challenges
- target better job opportunities
- grow
- succeed in taking on difficult tasks



Demonstrate confidence at the workplace avoiding the risk of being arrogant and offending others.



- Being more proactive in the search for job opportunities
- Be more independent and perform better in the workplace



- Better orientation in the job searching process
- Better evaluate the priorities both in the personal and professional occupations



- Self-confidence and optimism
- Increased motivation and eased labour integration



- Improved perseverance and effective problem solving
- Better health and freedom from trauma





PERSONAL

INFLUENCE

INFLUENCING SELF



"Self-management is seen as the ability to be in control of our emotions so that they do not control us". A. Mersino

Self-influence is determined by 5 key competences



SELF CONFIDENCE

- realistic evaluation of our abilities
- make difference between confidence and arrogance
- illustrating the abilities with concrete facts from the past and present.

INITIATIVE AND ACCOUNTABILITY

- train the proactivity and force of initiative
- evaluate the consequences of initiatives
- identify possible areas for initiatives in the work environment
- find the motivation to put the effort
- consider the accountability

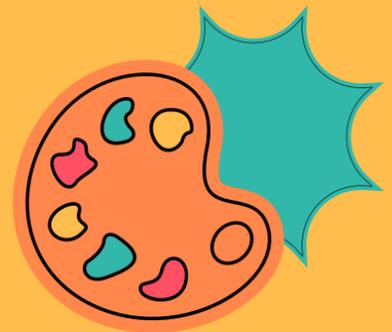


GOAL ORIENTATION

- make a difference between internal and external goals
- make a difference between initiative and goal orientation
- set personal goals for different social roles
- build an individual goal-setting system
- identify specific professional goals
- set a time framework for goals achievement
- deal with non-achievement of goals

OPTIMISM

- identify the level of optimism/pessimism
- see the difficulties as challenging opportunities
- face challenges with positive mood and good morale
- accept failure as a chance for improvement



FLEXIBILITY AND ADAPTABILITY

- increase the flexibility in thinking, making decisions and behaving
- be able to respond to ever-changing conditions
- be able to let go of the past and get ready for the future
- be able to rearrange and accommodate to others
- learn the relative dimension of a "successful behaviours"
- be able to understand the environment and then adjust the behaviour

REFERENCES

- Mersino, Anthony C. 2007. Emotional intelligence for project managers: the people skills you need to achieve outstanding results.
- Daniel Goleman, 1998. Working with Emotional Intelligence. Bathnal Books.
- Travis Bradberry and Jean Greaves, 2005. The emotional intelligence quick book: everything you need to know to put your EQ to work.
- Lynn, A. B. 2005. The EQ Difference: A Powerful Program for Putting Emotional Intelligence to Work.
- Lynn, A. B. 2008. The EQ Interview: Finding Employees with High Emotional Intelligence.

QUICK GUIDE THROUGH BASIC EMOTIONS

PART I

We tend to identify other people's emotions by their facial expressions. We know that someone is happy, when we see him/her smile, or angry when we see him/her scowling. How can we determine that basing only on visual cues?

PAUL EKMAN'S THEORY OF 6 BASIC EMOTIONS

FEAR

A primal emotion, important to survival, that triggers a fight or flight response



SADNESS

State characterised by feelings of grief, disappointment, hopelessness



HAPPINESS

State that evokes feelings of joy, satisfaction and contentedness



ANGER

State leading to feelings of frustration, hostility, irritation



SURPRISE

Positive or negative brief state, following something unexpected



DISGUST

An emotion that results in the feeling of being repulsed



EMOTIONS

change how we see the world and how we interpret the actions of others.

Paul Ekman
Emotions Revealed: Recognizing Faces and Feelings to Improve Communication and Emotional Life

Based on:

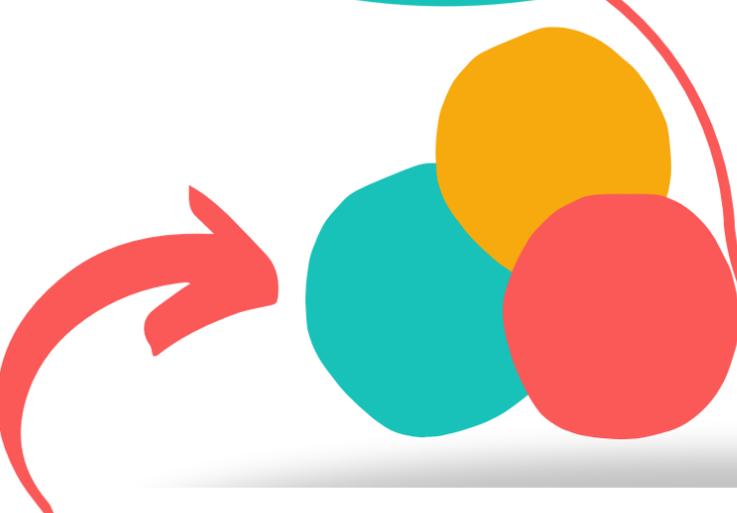
www.online.uwa.edu/infographics/basic-emotions/



Erasmus+



DIFFERENCES BETWEEN BASIC AND COMPLEX EMOTIONS



BASIC EMOTION

universally recognizable
automatic reaction
cannot be deconstructed

COMPLEX EMOTION

hard to recognise
requires processing
made up of multiple emotions



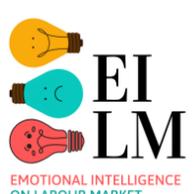
+

Based on:

www.online.uwa.edu/infographics/basic-emotions



Erasmus+



QUICK GUIDE THROUGH BASIC EMOTIONS

PART II

Other theories regarding basic emotions

THEORY OF 4 BASIC EMOTIONS OF INSTITUTE OF NEUROSCIENCE AND PSYCHOLOGY AT THE UNIVERSITY OF GLASGOW



ROBERT PLUTCHIK'S WHEEL OF EMOTIONS

consist of 8 basic emotions and shows various relations among them



Based on:

www.online.uwa.edu/infographics/basic-emotions/



Erasmus+

