

Let's improve our
**Emotional
Intelligence**



What is emotional intelligence?

Awareness that emotions can drive behaviour, impact people, and management of emotions under pressure



The components

Self-awareness

Know your talents, weaknesses and be honest about your motives

Self-regulation

The ability to manage your emotions

Empathy

Recognise different needs and perspectives

Social skills

Meet people, create and nurture connections and be available to help





Indicators of emotionally intelligent communication

- Avoid why & leading questions, lead with gratitude and curiosity
- Replace “Why would you suggest that?” with “Hmmm. Thank you for sharing”

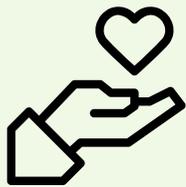
- Never trivialise
- Replace “That happens to everyone” with “Oh! that must have been hard”



Indicators of emotionally intelligent communication

- While giving feedback, assume positive intent and avoid blame
 - Replace “What you did didn’t really work” with “I know you tried something different, but maybe there’s a better way?”
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- Start sentences with “I” or “We” instead of “You”
 - Replace “You need to be realistic!” with “We need to stick to the budget.”

**With the help of Wellbeing on the web
WoW, help your employees build a
strong emotional foundation**



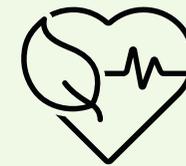
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Nutritionists



Diagnostics



Pharmacy



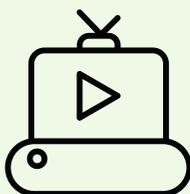
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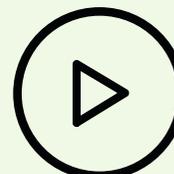
Self-assessments



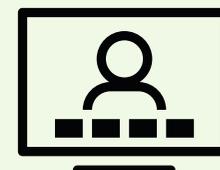
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