



# Emotional Intelligence at Work

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# Agenda

- ✓ Introduction
- ✓ What are Emotions?
- ✓ What is Emotional Intelligence?
- ✓ Why do we need EI at work?
- ✓ Reflections!
- ✓ Final tips & takeaways

# What is success in your opinion?

- Please take a few minutes to List down what does success mean to you?
- What was your success definition when you were in College?
- What was your success definition before you joined this job?

What CHANGED?

# Reflections

- Name one Manager in your organization you like.
- What are the special traits you like?
- Who is your favorite person in your life?



**Be your best  
FRIEND!**



# What is an Emotion?



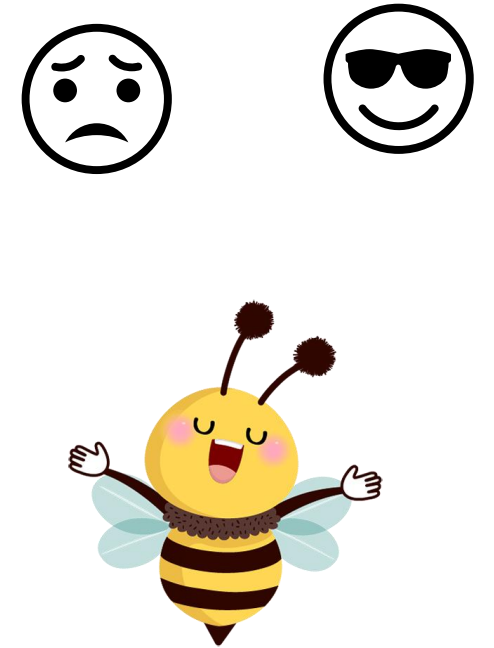
# What are Emotions?

Emotions are natural responses to situations.

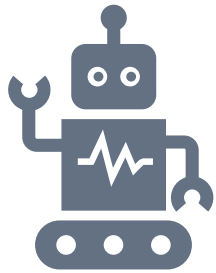
They influence our thinking and behavior.

There are two types of Emotions.

- Positive (Motivation, enthusiasm, confidence)
- Negative (Frustration, Anger, Anxiety)



# What are Emotions?



**Engineers often deal with high-pressure situations.**



**Recognizing emotions is the first step to managing them effectively.**





# How do emotions influence us?



**Cognitive Impact:** Stress can reduce focus, while confidence enhances problem-solving.

**Interpersonal Impact:** Emotions shape communication—frustration can lead to conflicts, while empathy builds strong teams.

**Decision-Making:** Impulsive reactions can cause mistakes, while emotional balance ensures logical thinking.

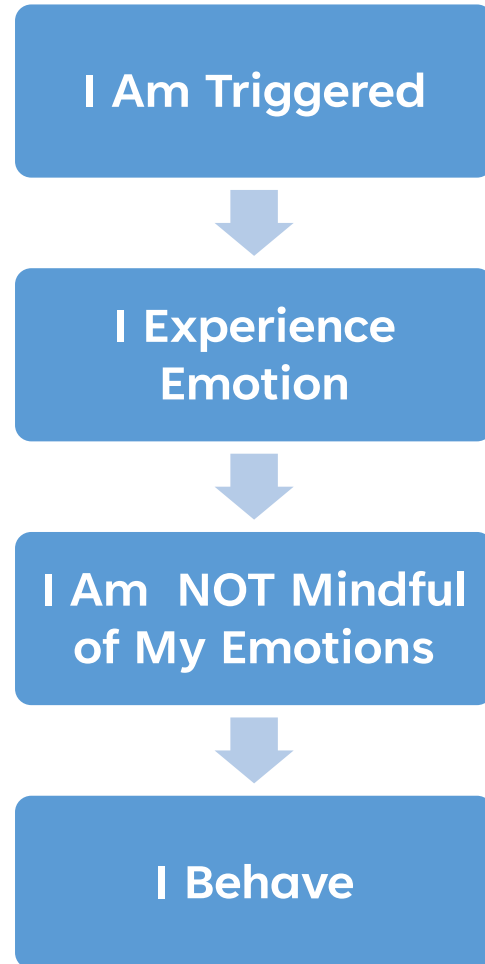
"Being aware of how emotions influence actions helps in making rational decisions".

**“It is not our differences  
that divide us. It is our  
inability to recognize,  
accept, and celebrate  
those differences.”**

**– Audre Lord,** *American  
poet, teacher and activist*



# Triggers, Emotions and Behavior



Driving to work, someone cuts in front of me.



I am scared and then aggravated, and my heart rate increases.

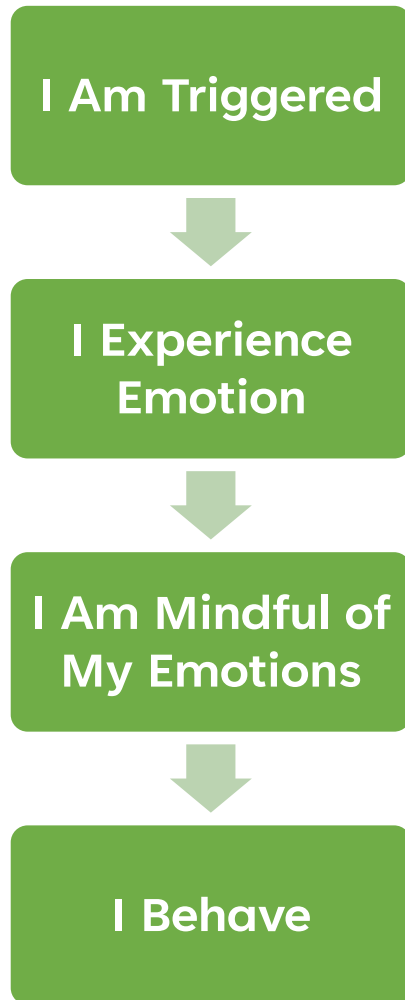


I take up an altercation with the other driver. Disturbed mood.



I arrive at work, shout at others even without provocation.

# Triggers, Emotions and Behavior



Driving to work, someone cuts in front of me



I am scared and then aggravated, and my heart rate increases



I take a deep breath and assume positive intent in the other driver

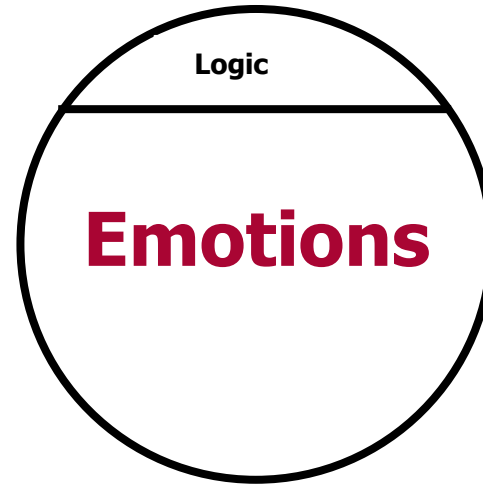


I arrive at work, enter the building and hold the door for my colleague

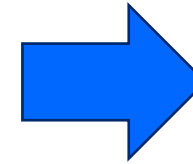


# Stop Judging!

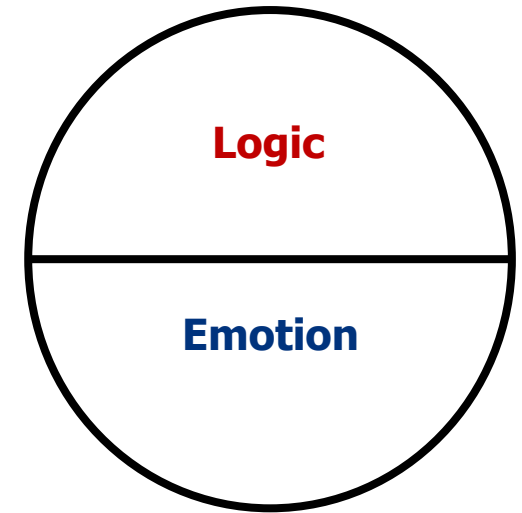
**Discord/  
Disharmony**



**Overwhelmed  
with emotion -  
"Out of your mind!"**



**Homeostasis/  
Harmony**



**A healthy balance  
of logic and emotion**

What happens when there is NO EMOTION,  
only LOGIC??

# EMOTIONAL INTELLIGENCE

High Self Regard

High Regard for others

High Self Awareness

High Awareness of Others



# Activity 1

Your first task is to go down both columns, calling out whether each word is printed in lowercase or in uppercase. When you are done with the first task, go down both columns again, saying whether each word is printed to the left or to the right of centre by saying (or whispering to yourself) “LEFT” or “RIGHT.”

LEFT

left

right

RIGHT

RIGHT

left

LEFT

right

upper

lower

LOWER

upper

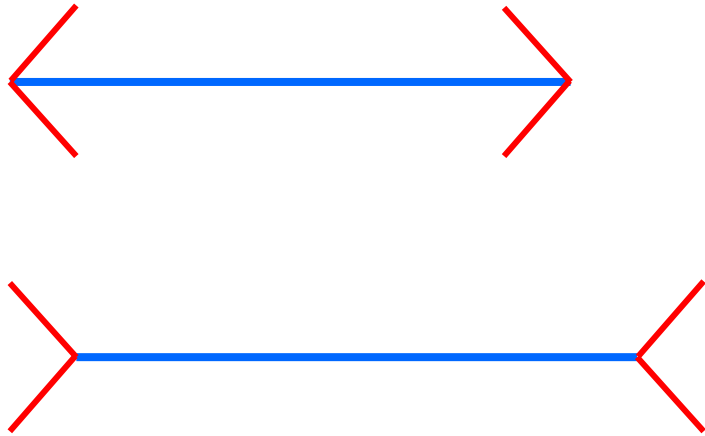
UPPER

lower

LOWER

upper

## Activity 2

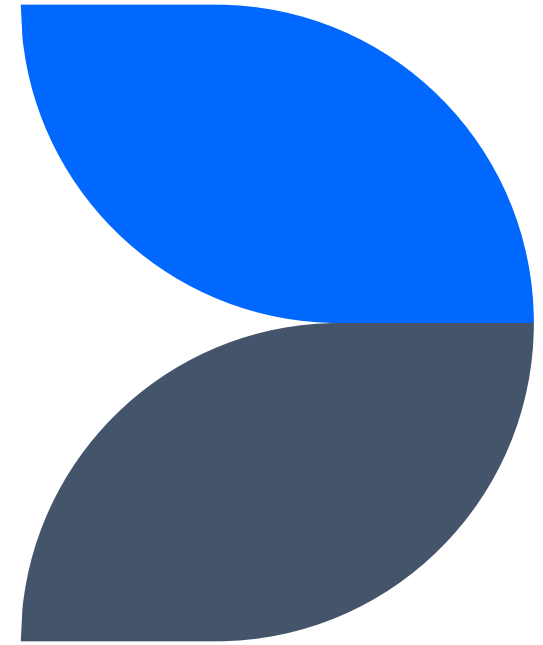


Are the two lines equal or different in length?



# Activity 3

Go through the following pictures and write down what do you think is happening in each situation?





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# Reflections



# Key Learnings!



Two different people may look at the same thing and interpret in two diagonally opposite ways.

Who is right? Who is wrong?

Is my way the only way?



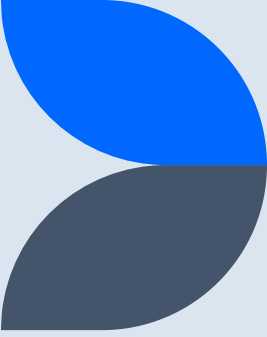
# Perceptions

Can you list a few things where you see things differently from your team member, yet both could be right?

# Key Learnings!

What makes these differences?

- ❖ Core traits
- ❖ Value System
- ❖ Fears
- ❖ Needs
- ❖ Self Image
- ❖ Any other?



# Case Study:

Arun, a senior electrical engineer, is leading a power substation project. A delay in equipment delivery puts the deadline at risk. The procurement engineer, Ramesh, is frustrated due to supplier issues. In a heated meeting, Arun and Ramesh argue, worsening the situation.

## Discussion Questions:

What emotions are at play in this situation?

How could Arun and Ramesh apply emotional intelligence?

How can they turn the conflict into collaboration?



# Key takeaways



**Self-Regulation** : Arun should manage his frustration and focus on solutions.



**Empathy** : Understanding Ramesh's challenges helps in finding a common ground.



**Social Skills** : A calm, solution-oriented discussion leads to better teamwork.



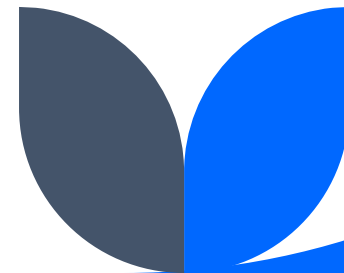
Blaming others, shouting, raising the voice, victimizing, shaming, labelling ; Did they ever work?



# Empathy Vs Sympathy

**Sympathy** involves feeling pity or sorrow for someone else's misfortune. It means you acknowledge someone's emotional state and might offer comfort, but you don't necessarily understand or share their feelings on a deep level.

**Empathy** involves understanding and sharing the feelings of another person. It's putting yourself in their shoes and experiencing their emotions as if they were your own.



# Empathy Vs Sympathy



**Connection:** Empathy is about connecting with others on a deeper emotional level, while sympathy is more about offering comfort and support from a distance.



**Emotional Engagement:** Empathy requires you to feel what the other person is feeling, while sympathy allows you to remain more emotionally detached.



**Understanding:** Empathy involves a more profound understanding and sharing of emotions, while sympathy acknowledges the other person's feelings without truly experiencing them.

# How does Emotional Intelligence Help?



- **Handling Stress:** Pause before reacting in high-pressure situations.
- **Improving Communication:** Listen actively and respond calmly.
- **Enhancing Collaboration:** Understand team members' perspectives to avoid conflicts.
- **Making Better Decisions:** Balance logic with emotional awareness.
- **Building Leadership:** Inspire and influence without being authoritarian.

# Practical Strategies for Applying EI at Work

- **Practice Active Listening:** Give full attention, acknowledge emotions.
- **Develop Empathy:** Put yourself in others' shoes.
- **Pause and Reflect:** Before reacting emotionally, take a deep breath.
- **Use Positive Self-Talk:** Replace self-doubt with constructive thoughts.
- **Seek Feedback:** Regularly assess your emotional responses and adjust.





**Share One incident how  
Emotional Intelligence worked  
better.**



# Remember!

Not every problem is worth Solving

Not every problem is Solvable

No one is Perfect

Nothing is Permanent

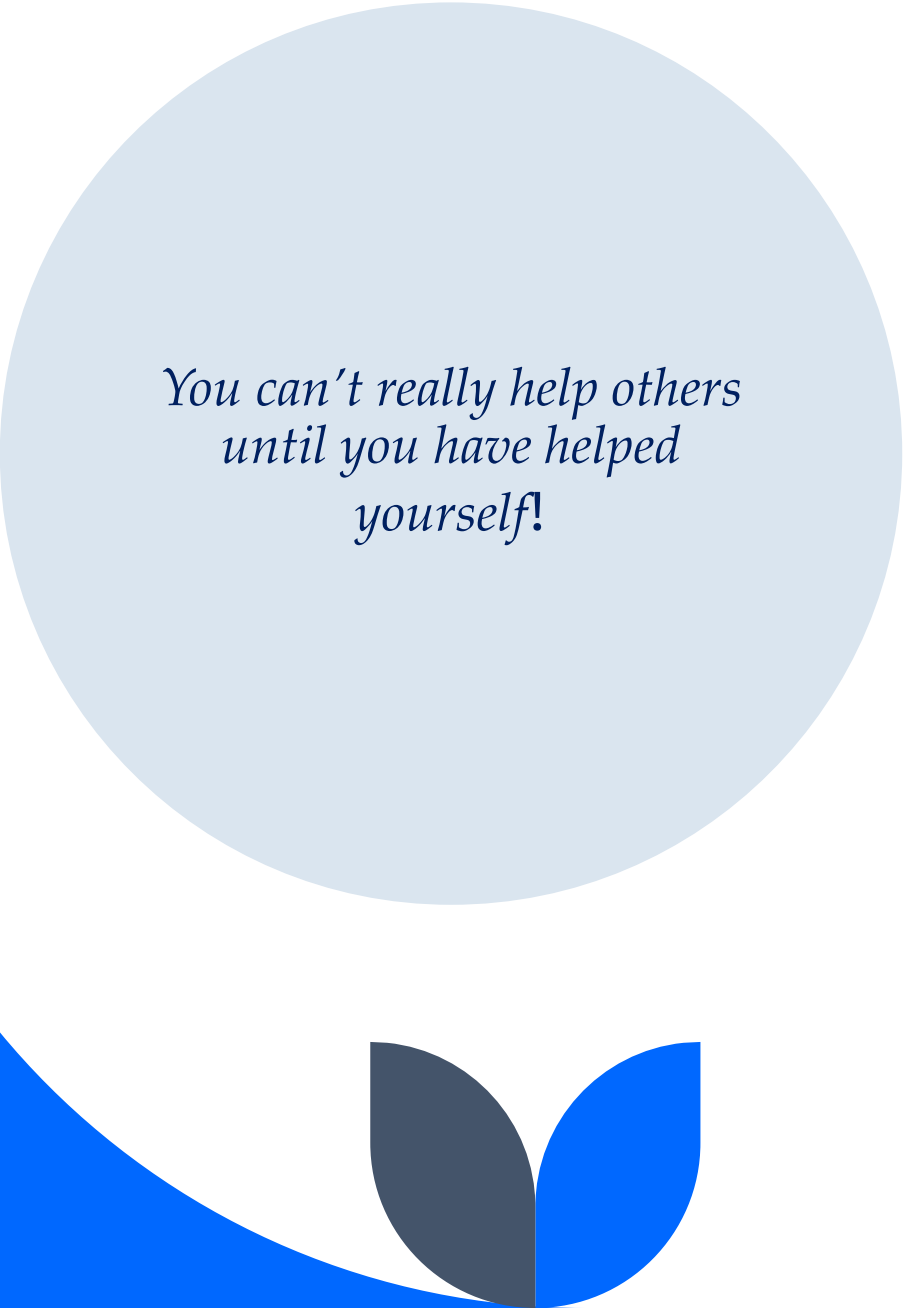
# 8 WAYS TO DISPLAY EMOTIONAL INTELLIGENCE

By Justin Wright



## Emotional Intelligence at Work





*You can't really help others  
until you have helped  
yourself!*

# Final Tips & Takeaways

- Are you controlling the emotions?
  - Do not let emotions control you
- Pause, listen and Act
  - Don't react in impulse
- First Understand Others viewpoint
  - Easy to attribute motives. Give a benefit of doubt
- Accept What is!
  - Acknowledging and Accepting situation on hand is the first step to finding a solution

# Action Items

1. Write down three things that you want to change at Work?
2. What perceptions you want to revisit?
3. What characteristics define the new version of yourself?



# Thank you

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