



Contents

Overview	5
The Value of Emotional Intelligence in the Workplace	5
1. The Impact of Your Emotions at Work	15
1.1 Develop Your Self-Awareness	16
1.2 Identify Your Emotional Stressors.....	19
1.3 Know Your Emotional Triggers and Manage Your Emotional Responses.....	22
1.4 Use Your Emotions to Motivate Positive Workplace Behaviour	23
1.5 Use Self-Reflection and Feedback to Develop Your Emotional Intelligence	26
2. Recognise and Respond to Emotional Cues	33
2.1 Assess Emotional Cues and Respond to Colleagues' Emotional States	34
2.2 Identify and Respond to Cultural Variations in Expressing Emotions	40
2.3 Flexibility when Dealing with Others.....	42
2.4 Consider the Emotions of Others when Making Decisions	44
3. Promote Emotional Intelligence in Others	49
3.1 Understand Personality Influences on Emotional Intelligence	50
3.2 Provide Opportunities for Others to Express their Thoughts and Feelings	52
3.3 Assist Others to be Aware of the Effect of their Workplace Behaviour and Emotions	54
3.4 Encourage Others in Developing their Emotional Intelligence	56
4. Utilise Emotional Intelligence to Maximise Team Outcomes	63
4.1 Positive Emotional Climate Builds Organisational Culture	64
4.2 Make Emotionally Intelligent Decisions to Improve Team Outcomes	66
Glossary	73