

You are about to take an unexpected journey...

- I. If we have to make a decision, where does our information come from?
 - a. Informational Intelligence-IQ
 - b. Emotional Intelligence- EQ
 - c. Spiritual Intelligence-SQ
- II. Presentation Objectives
 - a. **To define “Emotional Intelligence” and its connection with our ability to respond to life situations.**
 - b. **To recognize various behavioral patterns that may lead to conflict.**
 - c. **To identify conflict as a process and discuss use of various conflict styles to help improve collaboration and productivity.**
 - d. **Understand the fundamental element of “Emotional Intelligence” and our ability to recognize and effectively resolve conflict.**
 - e. **Examine Conflict-Mode Styles(s).**
 - f. **Verbalize skills and techniques to effectively resolve conflict utilizing personal conflict -mode styles.**
- III. Direction to take
 - a. Potential for conflict is continually present in today’s workplace.
 - i. Rather than leaving our reaction of a conflicting situation to chance, take time to make a “conscious decision” prior to *jumping ahead*
- IV. Emotional Intelligence
 - a. Proficiency in interpersonal skills in the areas of self management, social awareness, and social skills.
 - b. *Complete EQ Quiz*
 - c. EQ Competencies
 - i. Personal Competence
 1. Self Awareness Skills
 2. Self Management Skills
 - ii. Social Competence
 1. Social Awareness
 2. Social Management
- V. Conflict
 - a. Questions to consider
 - i. *Were any warning signs present?*
 - ii. *Was thought given about how to handle the conflict?*
 - iii. *What emotions did you see involved?*
 - iv. *What was the outcome or cost of the conflict?*
 - b. Phases of an event
 - i. Event
 - ii. Escalation

