



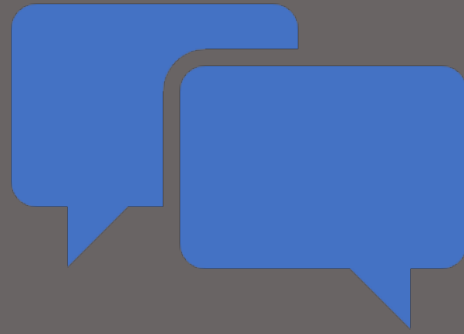
EMOTIONAL INTELLIGENCE

**Welcome to tomorrow's
management**

CONFERENCE - BORDEAUX

04-15-2020

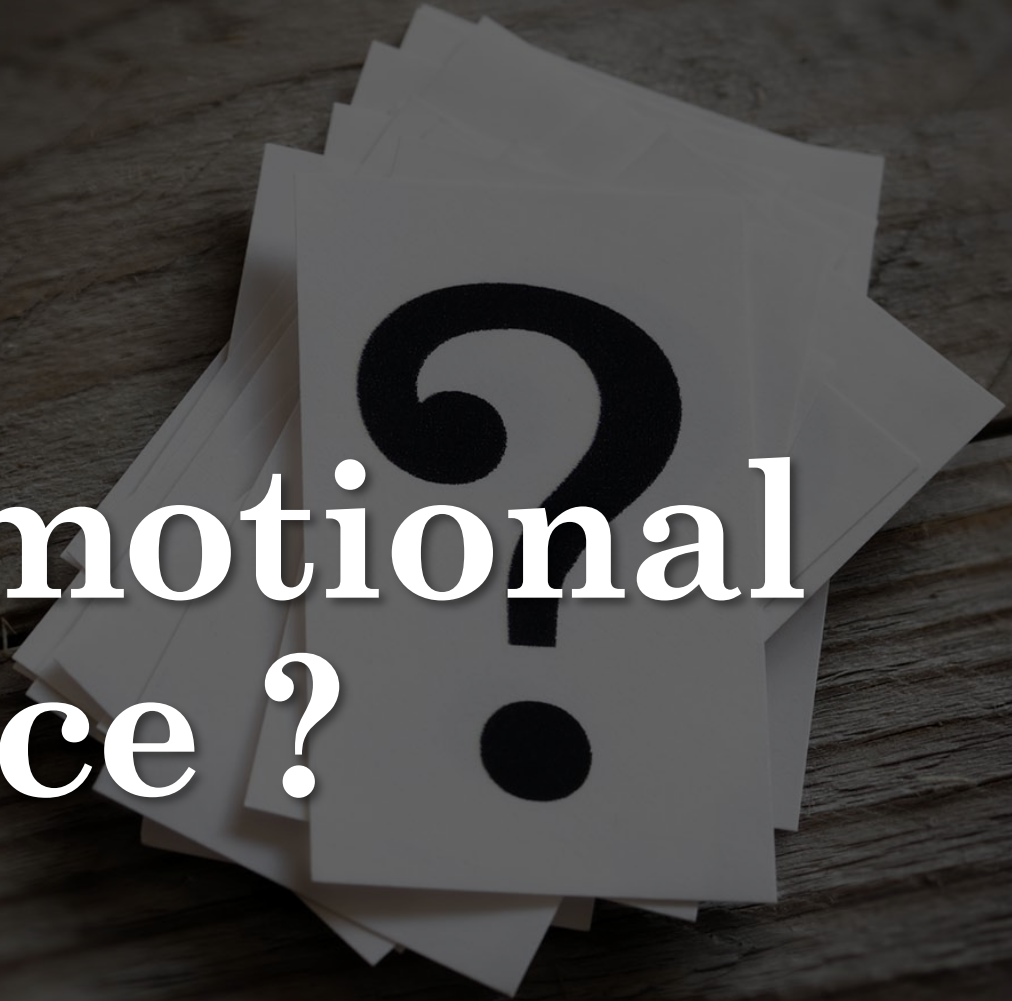
*"Before you can lead others, before you can help
them, you have to discover yourself."*



Emotional intelligence

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Ingrid VINCENT – NEMCI Consulting

**What is emotional
intelligence ?**





Definition of Emotional Intelligence

“Emotional intelligence is the ability of an individual to recognize, understand and control his or her own emotions and to deal with those of others. So empathy is very much a part of the concept of emotional intelligence.”

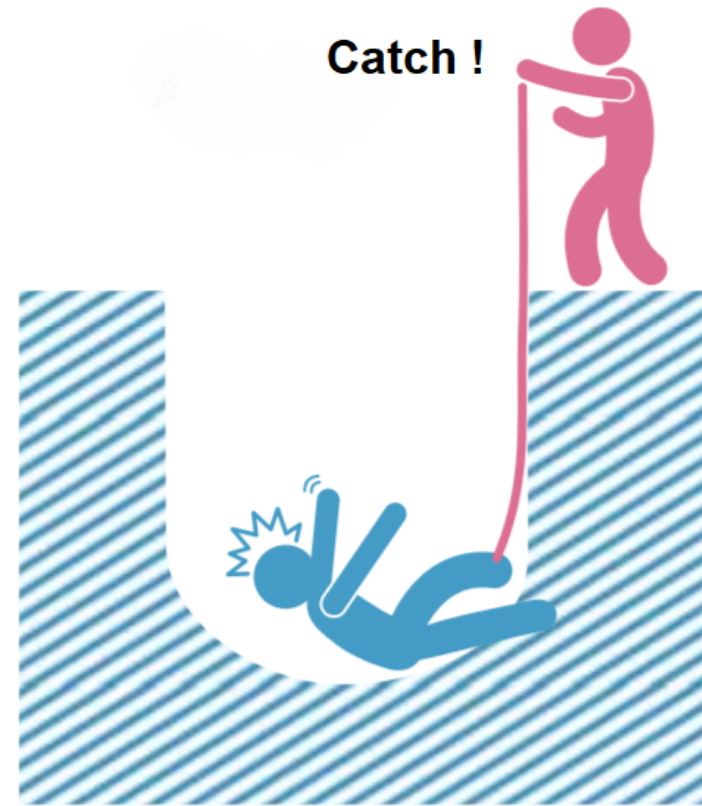
**The difference
between sympathy
and empathy?**

A close-up photograph of a hand holding a pen, positioned behind the text. The hand is dark-skinned and the pen is silver. The background is a soft, out-of-focus grey.

Sympathy, empathy: what's the difference ?

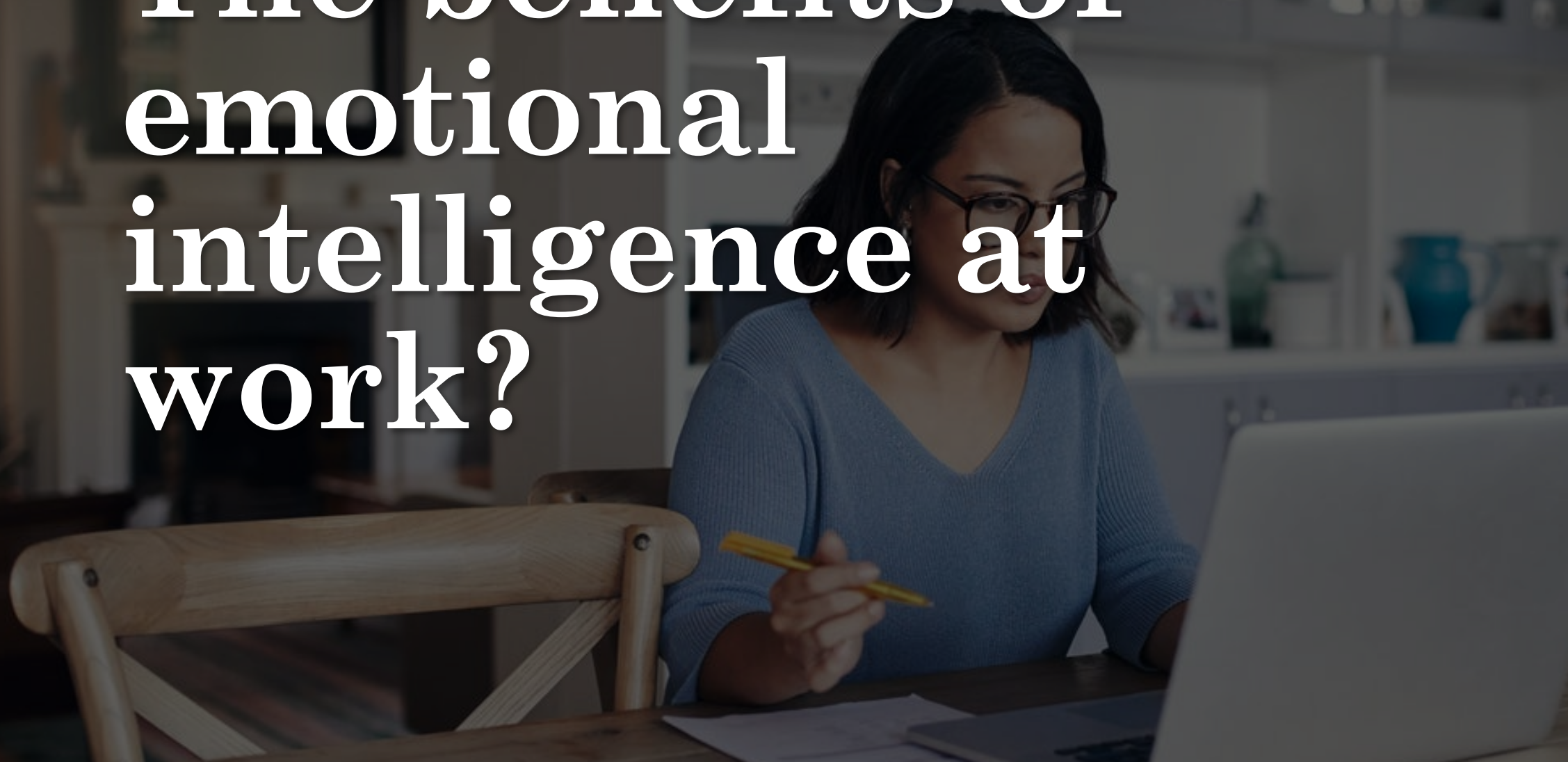


Sympathy



Empathy

**The benefits of
emotional
intelligence at
work?**





The benefits of emotional intelligence at work ?

- 1 . Effective collaboration with colleagues
2. Effective management of difficult situations
3. Fostering communication and exchange
4. Gaining respect for others and developing from relationships with others
5. Recognize people's emotional reactions to situations and know how to adapt accordingly
6. Develop your motivation and enthusiasm to do things
7. Manage your stress levels

What can emotional intelligence do for me ?



Emotional support strategy (7 parts)



1 : The presentation : The person presents the situation where managing his emotion is difficult.

↳ Question : *“What is the situation ?”*

2 - The perception : The person expresses his feelings, his discomfort and the emotions that bother him.

↳ Question : *“What exactly are you feeling ?”*

3 - The plurality : We bring the person to the awareness that he or she can experience several feelings in the same experience and that it is appropriate to identify them.

↳ Question : *“According to you, what are the different feelings that make up this emotional experience ?”*

4 - Prioritize : The person will prioritize the percentage of each feeling in his or her experience.

↳ Question : *“How much importance do you give to each of these feelings as a percentage?”* (write them down)

5 - Positive : The person then clarifies the message sent by the emotion and becomes aware of his or her reason for being.

↳ Question : *“If each feeling carried a message of change for you, what would be the message of each of your feelings ?”*

6 - Plan : Identify the action signals and lead the person to clarify the actions to be taken in order to respond to the intelligence of the emotion.

↳ Question : *“What are the actions you need to take in response to each feeling ?”*

7 - Program :

↳ Question : *“Where are you going to start ?”*

An illustration featuring two dark silhouettes of human heads in profile, facing each other. Above the heads, a complex arrangement of gears in various sizes and colors (red, blue, grey) is depicted. A central lightbulb with a glowing red starburst inside is positioned at the top center, appearing to be part of the gear mechanism. The word "Kahoot!" is written in a white, serif font across the middle of the image, overlapping the space between the two heads.

Kahoot!



Thank you!