

Increasing Your Emotional Intelligence Knowledge Course

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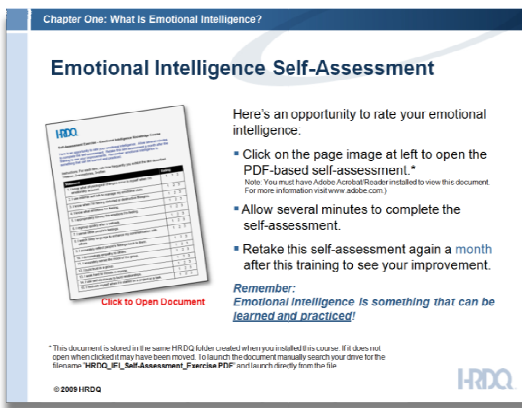
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Knowing Your Strengths and Limitations



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Chapter One: What is Emotional Intelligence?

How High Achievers Think

- "I told Erin, the training department manager, that she'd have to **limit costs** by 20 percent over the next year," says Steve, the CEO of a large bank.
- "I expected her to fly off the handle and have a very **stressful** reaction. Instead, she looked at it as an interesting challenge. She actually managed to improve the training while cutting costs. I was very pleasantly **surprised**."
- Erin is a **high achiever**. Her approach to work and problem solving helps her experience more success. She also experiences less frustration along the way than do many of her coworkers.



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Chapter Two: Managing Yourself

Four Facets of Awareness


Unconscious Incompetence	Conscious Incompetence
You don't know what you don't know	You know what you don't know
Unconscious Competence	Conscious Competence
A natural part of you	You know what you know

- **Blind spots** occur in the area of unconscious incompetence. For emotionally intelligent people, this facet is very small.
- A "Catch-22" about blind spots: To acknowledge them is to admit **shortcomings**, which we don't want to do, so instead we stay blind and resistant.

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Chapter Two: Managing Yourself

Motivating Yourself (Intrinsic)



Sources of Motivation:
The task itself (Intrinsic Motivation*)

- Content
- Choice
- Collaboration

* Note: Intrinsic motivation occurs when the job itself is fulfilling — when the content (tasks and responsibilities) is interesting to you, when you have choices and **control** over how you carry out your responsibilities, and when you have an opportunity to **collaborate** with others.

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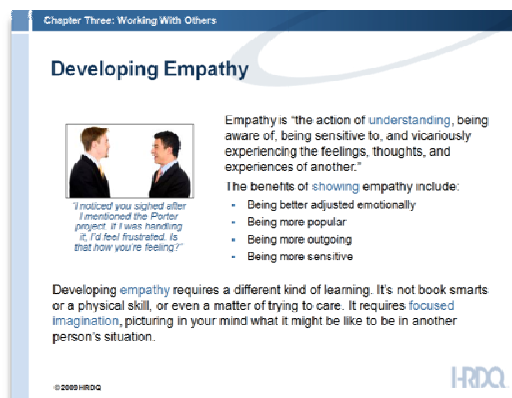
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