

ELEVATE YOUR SERVICE



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The world looks different from here.

emotional intelligence

5 key principles to elevate your leadership skills and customer service



EQ #1: SELF PERCEPTION

Focus on your "inner self", understand how different emotions impact your thoughts and actions.

Includes:

- Emotional self-awareness - understand your feelings and their impact
- Self-regard - respect and accept your strengths and weaknesses
- Self-actualization - improve yourself and pursue meaningful objectives



EQ #2: SELF EXPRESSION

Focus on how you present your emotions and how they are perceived by others. Express your thoughts and feelings in a constructive and friendly way.

Includes:

- Emotional expression - express your feelings verbally and non-verbally
- Independence - be self-directed and free of emotional dependency

EMOTIONAL INTELLIGENCE



EQ #3: INTERPERSONAL

Focus on people skills – your ability to develop and maintain relationships based on trust, understanding others’ perspectives and showing concern for others.

Includes:

- Interpersonal relationships – develop and maintain mutually satisfying relationships
- Empathy – recognize, understand, and appreciate the feelings of others
- Social responsibility – contribute to society and the well-being of others



EQ #4: DECISION MAKING

Focus on understanding the impact emotions have on decision-making

Includes:

- Reality testing – remain objective when emotions are involved
- Problem solving – use a systematic process to solve problems when emotions influence thinking
- Impulse control – resist or delay an impulse or temptation

EQ #5: STRESS MANAGEMENT



Focus on coping with emotions when things change

Includes:

- Flexibility – adapt feelings, thinking, and behaviour to change
- Stress tolerance – effectively cope with stressful or challenging situations
- Optimism – remain positive and resilient despite setbacks



EQ BONUS: WELL-BEING AND HAPPINESS

Happiness is about feeling satisfied with your life. It is often associated with cheerfulness and enthusiasm. The happier you are, the better your emotional intelligence and emotional functioning.

Includes:

- Self-regard
- Optimism