

EMOTIONAL INTELLIGENCE

Participant Toolkit

FHSU



Emotional Intelligence

Program Description

The Emotional Intelligence workshop helps participants enhance their ability to recognize and manage emotions in themselves and others, fostering better relationships and increased workplace productivity. The program focuses on building skills such as self-awareness, self-control, social perception, and social effectiveness. Participants will explore strategies for creating positive team dynamics and achieving personal and professional growth through actionable insights and practical tools like the BlueEQ™ Heat Map.

Learning Outcomes

1. Increase your emotional intelligence.
2. Create impact in your career and business.

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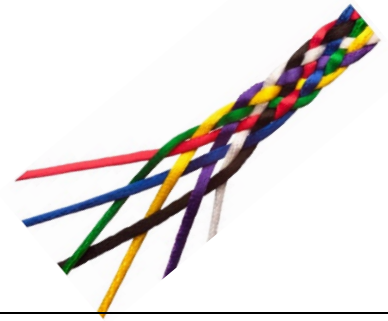
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Emotional Intelligence

Emotional Intelligence refers to the capacity to recognize and manage our feelings and to recognize and respond effectively to those of others.

REFLECT

What does this picture represent or say to you?



Why Learn About Emotional Intelligence?

- Build more meaningful relationships at work.
- Position yourself more effectively.
- Happier co-workers and happier you.
- Increased productivity.

Fill in the blank:

According to Harvard Business Review, “Emotional Intelligence accounts for nearly _____% of what sets high performers apart.”

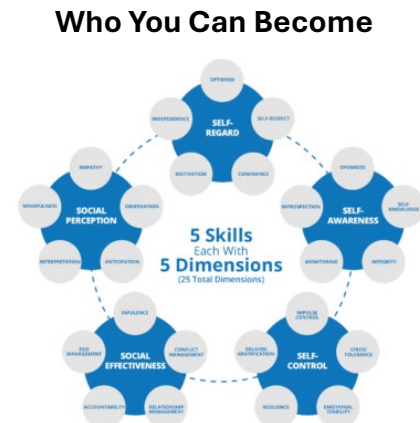
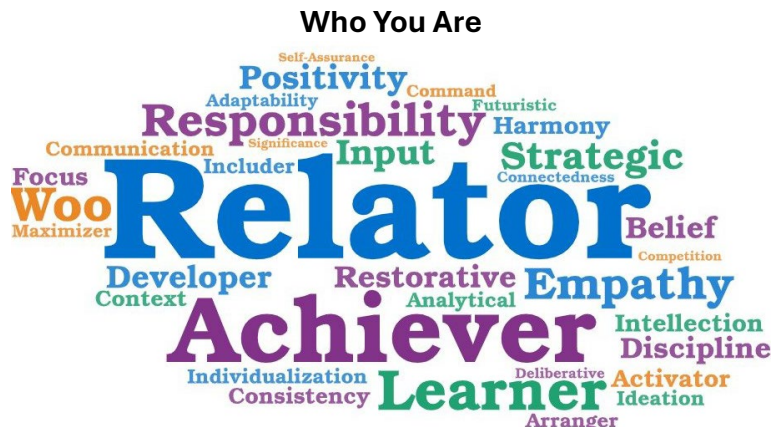
Why Should You Care?

- People with the highest levels of IQ outperform their lower IQ peers only 20% of the time, while people with average intelligence and high EQ outperform their high IQ peers 70% of the time. – Dr. Travis Bradberry
- EQ is so crucial to the workplace that it accounts for 58% of performance - TalentSmartEQ
- Every 1-point increase in EQ results in a \$1,300 increase in salary. TalentSmartEQ
- Reduces stress in the workplace – the silent killer.

Skills & Dimensions

Fixed Trait vs. Learnable Skill

A "fixed trait" is an unchangeable characteristic, while a "learnable skill" can be developed with effort. According to BlueEQ and experts, emotional intelligence is a learnable skill, meaning you can improve it over time.



REFLECT

What is your why?

5 Key Skills of Emotional Intelligence

Daniel Goleman, a renowned expert in emotional intelligence, developed a widely recognized framework that outlines five core skills, each comprising multiple dimensions or competencies.

1. Self-regard



Self-regard is how you evaluate yourself, your abilities, and your achievements.

"Wanting to be someone else is a waste of the person you are."
- Marilyn Monroe

Finish these sentences:

- I can _____
- I am good at _____
- I am proud of _____
- In the future, I want to _____

2. Self-awareness



Self-awareness is recognizing your personality and perceiving how you interact with others. According to Harvard Business Review, 10-15% of people are self-aware.

Plot yourself by marking an X on where you think you currently stand:

	Low external self-awareness	High external self-awareness
High internal self-awareness	INTROSPECTORS They're clear on who they are but don't challenge their own views or search for blind spots by getting feedback from others. This can harm their relationships and limit their success.	AWARE They know who they are, what they want to accomplish, and seek out and value others' opinions. This is where leaders begin to fully realize the true benefits of self-awareness.
Low internal self-awareness	SEEKERS They don't yet know who they are, what they stand for, or how their teams see them. As a result, they might feel stuck or frustrated with their performance and relationships.	PLEASERS They can be so focused on appearing a certain way to others that they could be overlooking what matters to them. Over time, they tend to make choices that aren't in service of their own success and fulfillment.

3. Self-control



Self-control is the ability to control your emotions, especially under stress. It includes showing restraint and mastering your will. Self-control is like a tube of **toothpaste**. Once it's squeezed out, it can **never** be put back in.

In what ways do you apply self-control in your life?

"Between stimulus and response, there is a space. In that space is our power to choose our response. In our response lies our growth and freedom."
- Stephen Covey

Reflect on something you are currently working on.

4. Social Perception



Social perception is recognizing and understanding people's emotions and intent. Being aware of social dynamics.

What is empathy to you?

5. Social Effectiveness



Social effectiveness is shaping outcomes through positive interpersonal influence and helping others manage their emotions.

Reflect on a professional relationship in need of TLC.

1. Where can I make a difference?
2. What can I do this week to make a slight improvement?
3. Am I willing to commit to that? If so, when do I plan to implement it?

BlueEQ

The BlueEQ™ report offers a user-friendly, 35-page analysis of emotional intelligence featuring the unique BlueEQ™ Heat Map. This visual tool uses color-coded categories to display scores across five EQ skills and 25 dimensions, showing the organization's emotional competency levels for each. Below each skill, a column outlines the corresponding dimensions, providing clear, actionable insights.

Sample Heat Map:



INTERPRET

Research shows that individuals can focus on no more than three development goals at a time. Identify one skill area and three dimensions to work on:

PRIORITIZE

Take turns sharing the skill/dimension you will focus on first. Give suggestions on how to prioritize that skill/dimension.

"Most human behavior is learned observationally through modeling; from observing others." – Albert Bandura

PRACTICE

Use the chart below to monitor your progress. Once a week, try putting some time aside to practice the items you picked. Under "task," write what you decided to implement and how. Place a checkmark in the last box to indicate that you have completed the task.







Date	Task	Completed

Emotional Intelligence Reflection

What is a key insight or takeaway from today's workshop?

Assessments

If you wish to take the assessment we referred to during the session or want to try different assessments, look at the information below.

BlueEQ  <i>Blueeq.com</i>	Greater Good  https://greatergood.berkeley.edu/quizzes/ei_quiz/take_quiz	Last 8%  <i>Ihhp.com/free-eq-quiz/</i>
Global Leadership Foundation  <i>globalleadershipfoundation.com/geit/eitest.html</i>	Truity  <i>Truity.com/test/emotional-intelligence-test</i>	EQ Test  <i>Idrlabs.com/emotionalintelligence/test.php</i>

References

Bradberry, T. (2025). *The New Emotional Intelligence*. Bruyere Publishing

Emotional Intelligence Training, Coaching, & Assessment | TalentSmartEQ. (n.d.). TalentSmart.
<https://www.talentsmarteq.com/>

Why BlueEQ - BlueEQ. (2025, March 14). BlueEQ. <https://blueeq.com/best-leadership-company/>

NOTES

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