

EIPM

Dr.Rajendra Barve

Some people related observations from IT projects (1/2)

- People are very young
- People are highly intelligent and qualified
- General knowledge and social consciousness is high
- Access to information is excellent
- Money is very good
- More and more women are joining the workforce
- Boss-subordinate age gaps are low
- Work life involves long working hours

Some people related observations from IT projects (2/2)

- Call centers are exposing users to cross cultural interactions
- Workstation environment has reduced face-to-face interaction
- Modes of interaction have dramatically increased
- Voice response applications are replacing human responders
- Telecommunication has increased the number of virtual teams

Some More About EI

- Some things involve more than just intelligence
- What is human intelligence?
- Thinking man
- Solving Complex problems
- Replicating nature's designs

From ape to super ape, the brain evolved

- Was that possible only with intelligence?
- Answer lies in human brain

Human intelligence

- Problem solving skills
- Comprehending the outer and inner world
- Replicate natural models of processes and designs
- Create new models of processes and designs
- Create symbols/knowledge in words, images, visuals, and associations
- Bring internal processes in alignment with body mechanisms

Emotional Intelligence: Challenging the corporate world

- Is intelligence enough for success in life?
 - Daniel Goleman challenged this concept
- Answer lied in deeper understanding of human brain

Can emotions be intelligent?

- ✓ Are they two sides of the same coin?
- ✓ Is being emotional/sentimental same as emotional intelligent?
- ✓ Is EI an old wine in new bottle?

Emotional Intelligence: Definition

Emotional intelligence is ability to understand your emotions and those of the client and team members/colleagues in order to communicate the same and meet their requirements of working, relating & learning.

Learning emotional skills is like learning to ride a cycle

- Solve problems using both LOGIC (HEAD) and FEELINGS (HEART)

Emotional intelligence enablers

- ✓ flexible in changing situations
- ✓ create comfort zone to express their needs and discomforts for self
- ✓ And others
- ✓ Calmly and thoughtfully respond to difficult people
- ✓ Create and maintain an optimistic outlook
- ✓ Continuously learn from experience.

EI Concept

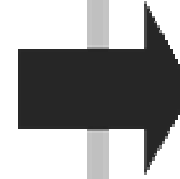
RECOGNITION

SELF-AWARENESS

Emotional Self-awareness
Accurate Self-Assessment
Self-Confidence

SOCIAL AWARENESS

Empathy
Organisational Awareness
Service Orientation



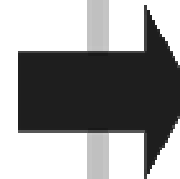
REGULATION

SELF-MANAGEMENT

Self-Control
Transparency
Adaptability
Achievement Drive
Initiative

RELATIONSHIP MANAGEMENT

Inspirational Leadership
Developing Others
Influence
Change Catalyst
Conflict Management
Building Bonds
Teamwork & Collaboration



EI Skills

- Learning to recognize emotions
- “Expressing emotions”
- Horse rider is one who rides the horse not the other way around
- EI: a new perspective
 - A skilled way of looking at and relating with self, people and the world

Concept of Skill Development

AWARENESS



ROLE BEHAVIOR



Emotional skills with practice