



EMOTIONAL INTELLIGENCE

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You Matter Most

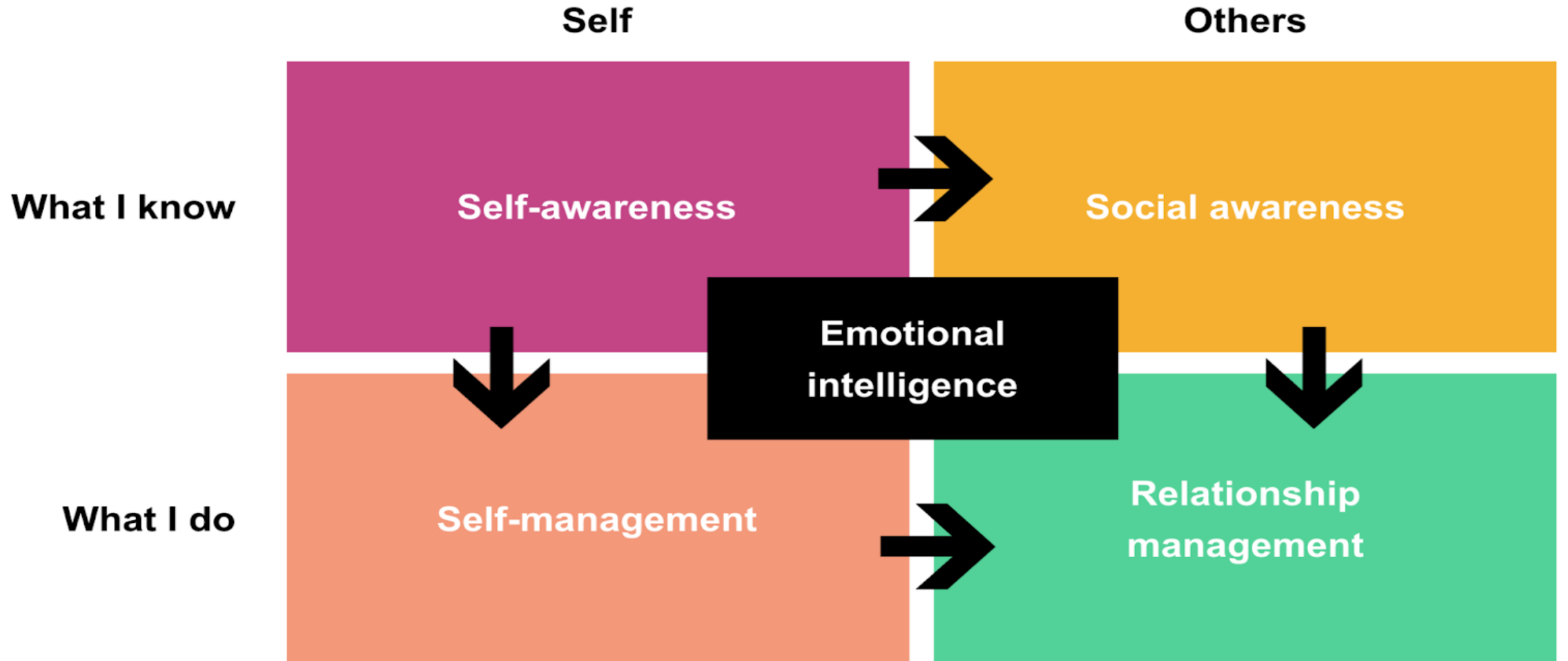
WHAT WE SEE VS REAL ISSUES



Emotional Intelligence: The ability to recognize, understand, use and manage emotions, behaviors and perceptions in a positive way



DEFINING EMOTIONAL INTELLIGENCE



Components of EI

Self Awareness

Accurate Self Assessment

Emotions & Values

Confidence & Self Esteem

Social Awareness

Empathy

Social Environment
(Time & Place)

Self Regulation

Adaptability

Self Control

Self Introspect

Relationship Management

Inspire & Motivate

Foster Teamwork

Conflict Management

AREAS REQUIRING AWARENESS

Emotions

Cohesion

Ego & status

Place/ Environment

Time

Verbal & Non-Verbal Communication

Regulating Emotions

- ❑ Assess impact of your emotions- Empathy or avoid suppressing them
- ❑ Disengage from Intensity of emotions e.g temporary removal or mental distancing
- ❑ Reframe Negative thoughts and focus on positives and learnings
- ❑ Express emotions constructively, **How you communicate!!! Calm but Assertive, skillful response.**
- ❑ Focus on Solutions not the problem- Motivate and Inspire. Sandwich Feedback Approach.
- ❑ Acceptance of situations calms the nervous system and regain emotional equilibrium

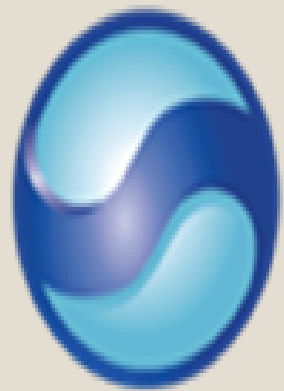
BENEFITS OF EMOTIONAL INTELLIGENCE

- Useful for formulating strategy to deal with situations
- Great for Team building
- Improves Communication amongst team members
- Improves Employee engagement
- Problem Solving made easier
- Improved Mental Health
- Improves how we give and accept feedback

Great leaders understand that the right attitude will set the right atmosphere, which enables the right response from others.

John C. Maxwell

Thank You



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