What is Emotional Intelligence? And why should I care?

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What is Emotional Intelligence?

▪ Your ability to observe, identify & self-regulate your emotions and others
▪ Uses empathy to enhance thoughts and understanding of interpersonal dynamics
▪ It’s not about “being nice”; it’s about navigating social situations and conflicts
Why should you care about your own EQ?

▪ Single biggest factor that determines personal and professional **success**
▪ EQ overshadows IQ and technical abilities
▪ We can all improve; some of us are skilled in some aspects and weak in others
▪ When you have high EQ it supports our ability for: resilience, motivation, empathy, reasoning, stress management, communication, and our ability to read and navigate a plethora of social situations and conflicts
How to develop higher EQ?

- Develop self-awareness of emotions and associated behaviors – without becoming self-absorbed*
- Learn to pause and observe your emotions- allows you to self-regulate, puts you “at choice”
- Get curious about others – it suspends judgment and ineffective interactions

*People with SD or vocal cord disorders can tend to be self-absorbed in their voice – which puts distance between you and others
DTM’s Top 4 favorite EQ skills to learn

1. Active listening and communication
   a. Communication is THE single biggest weakness in every group – family or work
   b. Active listening = listen without intending to respond, listen for understanding and emotion, validate or play back understanding rather than moving forward
DTM’s Top 4 favorite EQ skills to learn

2. Constructive confrontation/communication
   a. Specific method and language
   b. Targets resolving a mutual problem while preserving relationship
   c. Minimize elevated emotions
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3. Conflict Management
   a. De-escalation
   b. Specific method and language
   c. Targets resolving a mutual problem while preserving relationship
DTM’s Top 4 favorite EQ skills to learn

4. Body language &/or micro expressions
   a. Be able to pick up emotions from others – so you can optimize and respond
   b. Body language is the larger physical expressions – people can learn to control these
   c. Micro expression are emotional responses of the face - small, fleeting but can’t be controlled
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