

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

DTM's Top 4 favorite EQ skills to learn

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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