Emotional Intelligence
As Your Competitive Advantage

Presented by
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“We are being judged by a new yardstick; not just how smart we are, or by our training and expertise, but also how well we handle ourselves and each other.”

“Up to 85% of what sets apart a great manager from a good is down to Emotional Intelligence skill.”

Daniel Goleman, Ph.D.

Working with Emotional Intelligence
The Four Elements Of EI

Self
Awareness

Empathy

Self
Management

Social Skills

Positive impact on others
“Anyone can become angry – that is easy. But to become angry with the right person to the right degree at the right time, for the right purpose and in the right way – this is not easy.”

Aristotle, The Nicomachean Ethics, ca. 350 BC
A landmark study was conducted into graduates who derailed when starting their first job. The five most common traits of those who failed were:

- Rigidity
- Not Managing Themselves Well
- Poor Relationships
- Poor Communication Skills
- Not Focusing On Outcomes

Daniel Goleman, *Working With Emotional Intelligence*
How To Be At Our Best

- **Physiology**: How we walk, breathe, sit, stand, and move minute to minute.
- **Focus**: Everything that you spend time on in your head.
- **Language**: The words that programme us.

**State**
If your emotions are negative, then nothing else matters!
Our Thoughts Control Our Emotions

60,000 thoughts per day
95% the same as the day before

53% Anger/Negativity

19% Happiness
The most important thing to do before leaving the office

Write down 3 good things that happened today!

Look at them.

Smile!

Then leave the office.
“We judge others by their behaviour. We judge ourselves by our intentions.”
EVERYONE YOU MEET IS FIGHTING A BATTLE YOU KNOW NOTHING ABOUT.
BE KIND.
ALWAYS.
The Psychological Contract
3 parts of the brain

- Reptile
- Chimp
- Human

Reptile and Chimp are responsible for up to 95% of our responses!
E + R = O

Event plus Reaction equals Outcome
Arbeitskreis Wissenschaft und Wirtschaft

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