



# Emotional Intelligence in Business

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# Why EI in Business?

It's not the business skills that are at the forefront of the minds of today's business owners. Business forerunners appreciate the benefits of People Skills and Emotional Intelligence training to ensure the success of their organisation. The reason for the change in focus is that they can see that positive happy people are productive people.

As a business owner, how do you see your future?

# Four key elements of a successful TEAM

## Self Awareness

The ability to manage the emotional self and stay aware of emotions as they occur



## Self-Management

The ability to manage emotions and maintain positivity.



## Social Awareness

An ability to read and interpret emotions of others.



## Relationship Management

An ability to use emotional awareness to maintain healthy relationships.





# Self Awareness

How is past and limiting beliefs affecting the way your employees react in the workplace?



## Recognising your own emotions

What feeds your emotions?  
Can you name all emotions  
and understand where they  
stem from?



## Limiting Beliefs

How much do your limiting  
beliefs contribute to your  
emotional reactions?



## Past experience

How much does your past  
contribute to how you react in  
different situations today?

# Self Management

What can you do to manage your emotional responses?



## Awareness

Understanding what is happening and why is the key.



## Mindfulness

Being in the moment will help you prevent reacting in a negative way. Pause, observe, assess then respond.



## Practise

Practising mindfulness and meditation will train your mind to be in the moment more than on autopilot



# Social Awareness

Common sense is and cannot be common for as long as we have different personalities and experiences.



## Understanding others

Crucial to forming healthy relationships is to understand the differences between people without expecting others to be and think like us.



## How you see others

If you see others as if they are going to do you harm, you will behave accordingly which will affect your relationships.



## Strengths

Use your strengths and those around you to create thriving and productive environment.

# Relationship Management

Communications skills are vital part of emotional intelligence. A good communicator sees not only what they need to say but also how the recipient will receive the message.



## Interpersonal Intelligence

Being able to work positively with the emotions of others instead of letting ego take over.



## Self-esteem

Work on your own self-esteem because it does affect how you interact with others and how they perceive you. Behaviour breeds behaviour



## Empathy

Being able to 'walk in other's shoes' instead of judging them based on your beliefs and values

# Emotionally aware vs Reactive Employee

## Reactive Person will:

- feel that they are who they are and will never change. It's others who should adapt to them
- say what comes first without considering the consequences
- not understand why others react in a negative way
- will judge others quickly and without considering what could be the reason behind someone's negative reaction

## Emotionally Aware Person will:

- understand why their past or limiting beliefs might affect their reactions
- STOP before their reaction can escalate into a conflict
- consider the best way to manage their emotions to minimise conflict and maintain healthy relationships
- not judge others based on assumptions, instead they will look for the core of the emotion and respond accordingly





# Thank You

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