




Women's empowerment against sexist harassment in public space
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Emotional Intelligence for Managers






Victoria Shapkarina Rachiba
Project Manager
INDEPCIE

 <https://indepcie.com/>

 victoria@indepcie.com

 c/ Fernando Camacho, 15
14014, Córdoba
Spain

 [INDEPCIE](#)

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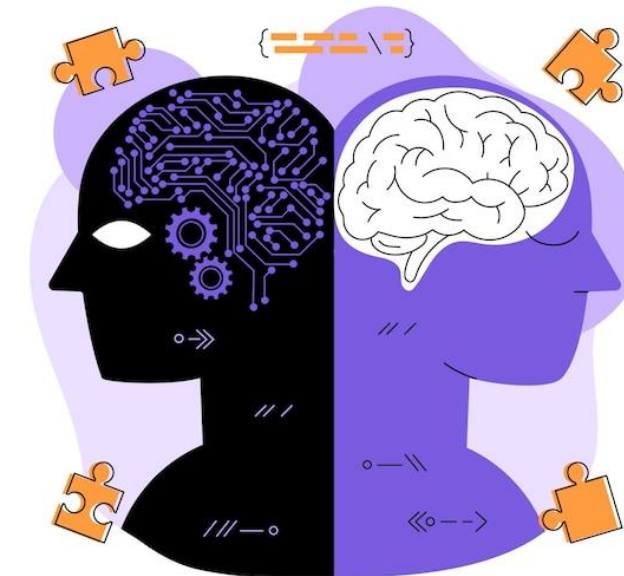
Let's
meet!



Emotional Intelligence Introduction

Emotional Intelligence (EI), also referred to as Emotional Quotient (EQ), as conceptualized by Daniel Goleman, refers to the ability to recognize, understand, and manage both our own emotions and the emotions of others (Goleman, 1995).

EI is increasingly recognized as a critical factor in personal and professional success, influencing areas such as leadership effectiveness, interpersonal relationships, and overall well-being.



Emotional Intelligence Components



Self-awareness

Understanding Your
Emotions



Self-regulation

Managing Your
Emotions



Social Skills

Interacting Effectively
with Others



Empathy

Understanding Others'
Emotions



Motivation

Driving Towards Goals



Self-Awareness for Managers



Self-awareness, the first component of Emotional Intelligence (EI), is crucial for managers in **understanding their own emotions**, strengths, weaknesses, and how they impact their behavior and decision-making processes.

Managers who possess high levels of self-awareness are better equipped to recognize their emotional triggers, biases, and patterns of behavior, enabling them to respond to challenges in a more constructive and effective manner.

Self-awareness Strategies:

- Implement self-assessment tools and reflective exercises
- Provide feedback opportunities and coaching programs
- Facilitate mindfulness practices and emotional intelligence training



Self-Regulation for Managers



Self-regulation, the second component of Emotional Intelligence (EI), is essential for managers in effectively **managing their emotions**, impulses, and behaviors, especially in challenging or high-pressure situations.

Cultivating self-regulation equips managers with the capacity to adeptly handle conflicts, steer through challenging conversations, and make well-considered decisions, fostering an environment of professionalism and trust within their teams.

Self-Regulation Strategies:

- Develop stress management programs and conflict resolution training
 - Establish policies promoting work-life balance
 - Offer access to support networks and resources



Social Skills for Managers

Social skills, a fundamental aspect of Emotional Intelligence (EI), empower managers to **navigate interpersonal interactions** with finesse and effectiveness, fostering strong relationships and collaborative environments.

Effective communication lies at the heart of social skills, enabling managers to convey ideas clearly, listen actively, and provide constructive feedback, thereby enhancing team cohesion and productivity.



Social Skills Strategies:

- Promote effective communication and active listening
 - Provide training in conflict resolution and team-building
 - Foster collaboration and recognition of diverse perspectives



Empathy for Managers

Empathy, is a vital skill for managers to cultivate as it enables them to understand and **resonate with the emotions,** perspectives, and experiences of their team members.

Empathy Strategies:

- Facilitate cross-functional collaboration and diversity awareness training
- Encourage active listening and recognition of acts of empathy
- Promote engagement in volunteer or community service activities



Empathetic managers are skilled at recognizing and addressing the needs and concerns of their team members, fostering a sense of belonging and psychological safety within the organization.



Motivation for Managers

Motivation, plays an important role in **empowering managers** to inspire and propel their teams towards achieving organizational goals.

Motivation Strategies:

- Create a culture of recognition and appreciation
- Offer opportunities for professional development and career advancement
- Establish challenging yet achievable goals and foster a supportive work environment

By harnessing their own intrinsic motivation and effectively communicating the significance of the team's objectives, managers can instill a sense of purpose and commitment among team members, driving engagement and productivity.





Emotional Intelligence and Gender Equity

Emotional Intelligence and Gender Equity intersect in significant ways across psychology, sociology, and organizational behavior. Emotional Intelligence encompasses the ability to recognize, understand, and manage emotions in oneself and others. Gender Equity, on the other hand, focuses on fairness and justice in treatment regardless of gender identity.

Research suggests that individuals with higher EI tend to exhibit greater empathy, communication skills, and conflict resolution abilities, all essential for fostering inclusive environments. Moreover, EI plays a crucial role in addressing gender biases and stereotypes, promoting empathy across diverse gender identities, and empowering individuals to challenge discriminatory practices. Understanding this relationship is vital for promoting diversity, inclusion, and social justice.



Emotional Intelligence and Gender Equity

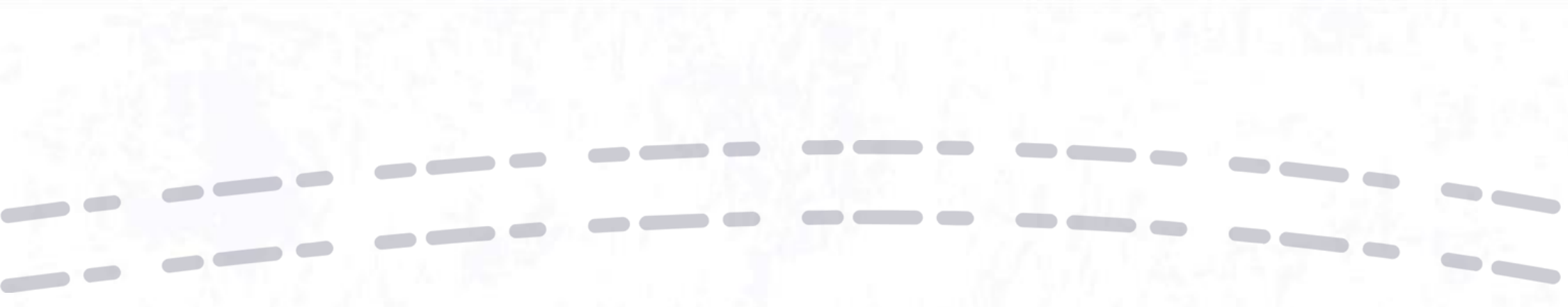


The relationship between emotional intelligence (EI) and gender equity has been the subject of study in various fields. Here are some key findings about this relationship:

- ❖ **Improved Communication and Interpersonal Relationships:** EI enhances understanding and management of emotions, fostering more effective communication and healthier relationships in the workplace. This promotes collaboration across genders, contributing to a more inclusive and equitable work environment.
- ❖ **Reduction of Bias and Discrimination:** EI fosters empathy, reducing gender-based biases and promoting fair decision-making processes. Individuals with high EI are more likely to challenge their own biases, leading to more objective judgments in matters related to gender.

- ❖ **Empathetic and Transformational Leadership:** EI is linked to empathetic and transformational leadership styles that prioritize personal and professional development. This type of leadership empowers women and underrepresented groups, promoting gender equity by providing opportunities for growth and advancement.
- ❖ **Constructive Conflict Resolution:** EI equips individuals with skills to handle conflicts collaboratively and seek solutions that meet everyone's needs. This fosters a more equitable and safe work environment by addressing gender-related issues like sexual harassment and wage inequality through constructive dialogue and resolution.





"Effective leaders are alike in one crucial way: they all have a high degree of what has come to be known as emotional intelligence. It's not that IQ and technical skills are irrelevant. They do matter, but...they are the entry-level requirements for executive positions. My research, along with other recent studies, clearly shows that emotional intelligence is the sine qua non of leadership."

— Daniel Goleman




How do I know if I'm Emotionally Intelligent?

Some key indicators of emotional intelligence and how to recognize them in oneself include:



- Recognizing and articulating others' emotions accurately.
- Being conscious of personal strengths and weaknesses.
- Demonstrating self-assurance and self-compassion.
- Letting go of past errors gracefully.
- Embracing and adapting to changes readily.

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- Exhibiting a genuine interest in understanding others.
 - Showing empathy and care towards others' well-being.
 - Displaying sensitivity towards others' emotions.
 - Taking accountability for one's mistakes.
 - Effectively managing emotions during challenging circumstances.



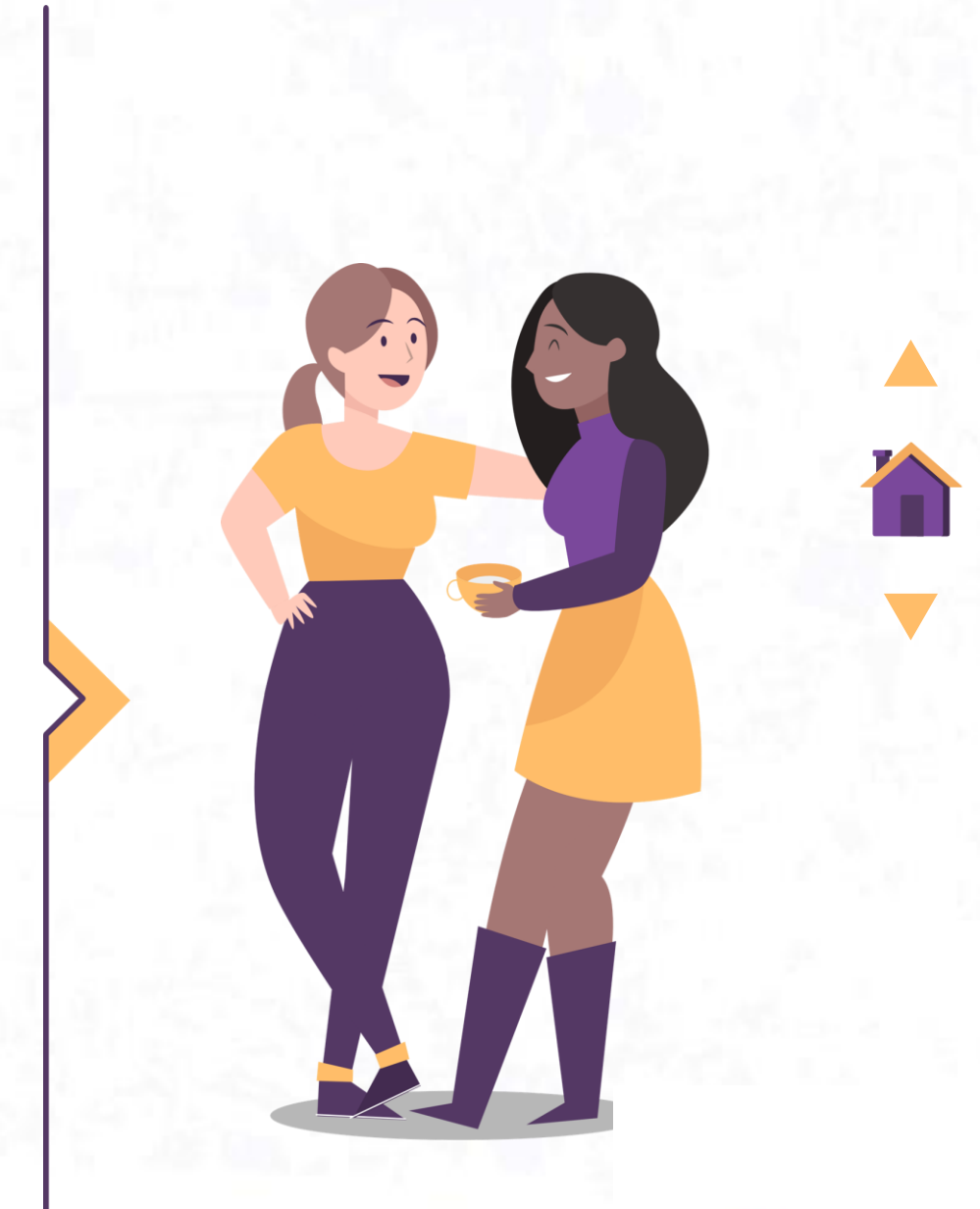
How Is Emotional Intelligence Measured?

Self-Report Questionnaires

One common approach to measuring EI involves self-report questionnaires, where individuals assess their own emotional abilities, competencies, and behaviors based on a series of statements or scenarios. These assessments often cover areas such as self-awareness, self-regulation, empathy, and social skills. Examples of self-report EI measures include the Emotional Intelligence Appraisal (EIA) and the Emotional Quotient Inventory (EQ-i).

Multi-Rater Assessments

Another method involves gathering feedback from multiple sources, such as peers, supervisors, and subordinates, to provide a more comprehensive view of an individual's emotional intelligence. Multi-rater assessments, also known as 360-degree feedback assessments, offer insights into how individuals perceive themselves compared to how others perceive them in terms of emotional competencies and behaviors.



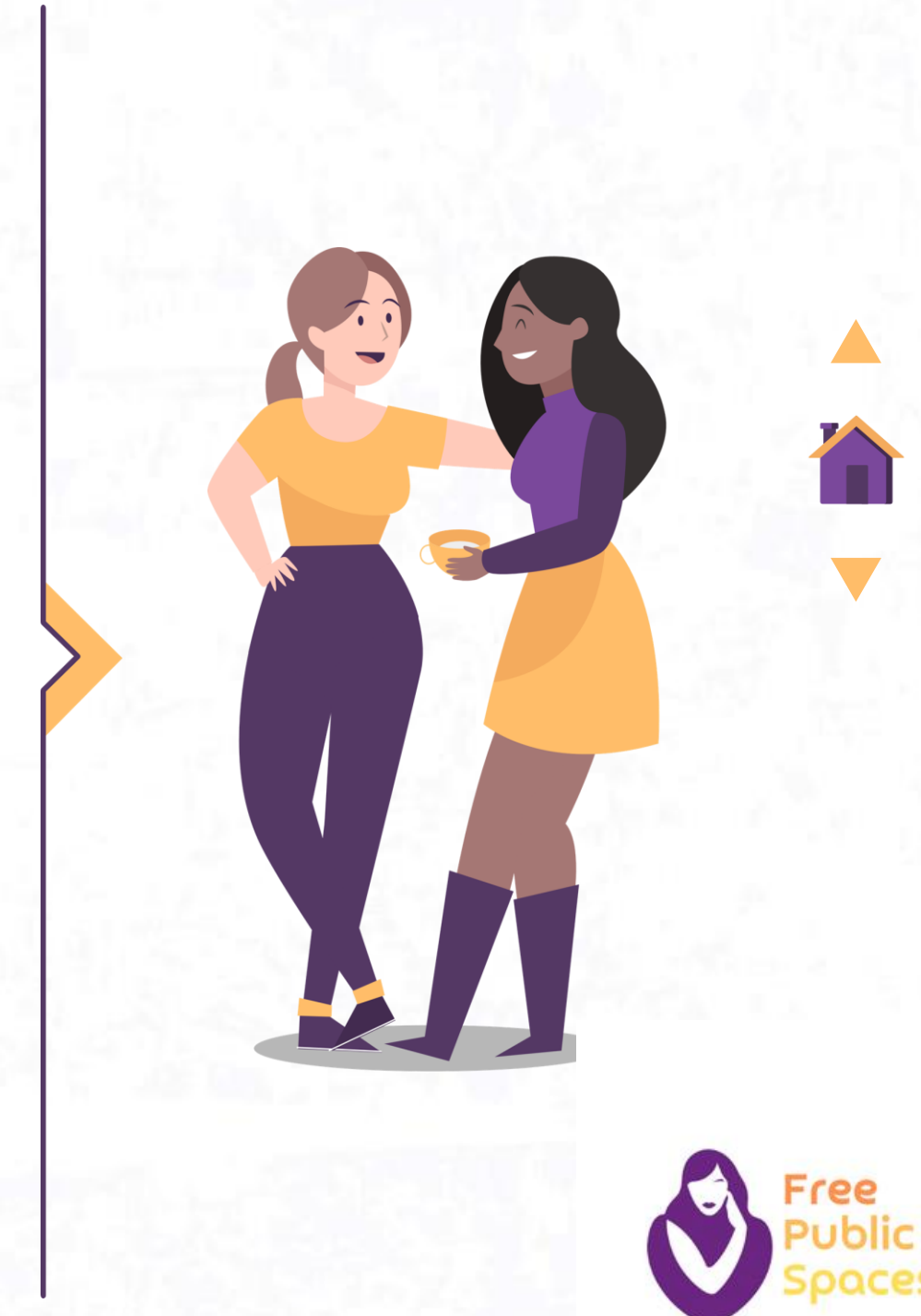
How Is Emotional Intelligence Measured?

Performance-Based Assessments

Performance-based assessments of EI involve observing individuals' actual behaviors and interactions in various situations to evaluate their ability to recognize, understand, and manage emotions effectively. These assessments often involve role-playing exercises, situational judgment tests, or real-life simulations designed to assess specific EI competencies such as emotional expression, empathy, and conflict resolution skills.

Ability Tests

Ability-based measures of emotional intelligence assess individuals' actual performance on tasks that require emotional understanding and regulation. These tests typically involve tasks such as identifying emotions in facial expressions, interpreting emotional cues in written scenarios, and solving emotional problems. The Mayer-Salovey-Caruso Emotional Intelligence Test (MSCEIT) is an example of an ability-based measure of EI.





EI Techniques for Managers



In today's workplace landscape, achieving gender equality and fostering respectful cultures are essential objectives. A key component of achieving these objectives is managers' development of Emotional Intelligence. Here are some examples of targeted interventions for managers to lead with EI:

1. Emotional Intelligence Training Programs

Implement training programs specifically designed to enhance EI skills among managers, focusing on areas such as self-awareness, self-regulation, empathy, and social skills.





EI Techniques for Managers



2. Coaching and Mentoring: Offer one-on-one coaching or mentoring sessions for managers to provide personalized guidance and support in developing their EI competencies. Encourage constructive feedback and reflection to facilitate continuous growth.

3. Role-Playing Exercises: Conduct role-playing exercises that simulate real-life workplace scenarios, allowing managers to practice applying EI skills in challenging situations such as conflict resolution, team collaboration, and diversity management.

4. Mindfulness Practices: Introduce mindfulness practices such as meditation, deep breathing exercises, and mindfulness-based stress reduction techniques to help managers cultivate self-awareness, emotional regulation, and resilience.



EI Techniques for Managers



5. Feedback Mechanisms: Establish regular feedback mechanisms, such as 360-degree assessments or anonymous surveys, to gather insights into managers' EI strengths and areas for improvement. Use this feedback to tailor training and development initiatives accordingly.

6. Peer Learning Groups: Facilitate peer learning groups or communities of practice where managers can share experiences, exchange best practices, and support each other in enhancing their EI skills. Encourage collaborative problem-solving and knowledge sharing.

7. Continuous Learning Opportunities: Provide access to ongoing learning opportunities such as workshops, seminars, webinars, and online courses focused on EI development. Encourage managers to stay updated on the latest research and trends in emotional intelligence.



EI Techniques for Managers



8. Leadership Modeling: Lead by example by demonstrating EI competencies in your own leadership practices. Model empathetic communication, active listening, and inclusive decision-making to inspire managers to emulate these behaviors in their own interactions.

9. Recognition and Reinforcement: Recognize and reward managers who demonstrate high levels of emotional intelligence and contribute to fostering gender equality and respectful workplace cultures. Reinforce desired behaviors through positive reinforcement and acknowledgment.

10. Organizational Support: Create a supportive organizational culture that values and prioritizes emotional intelligence development. Allocate resources, allocate resources, such as time, budget, and infrastructure, to support EI initiatives and integrate EI principles into organizational policies and practices.





Tips to Boost Your Emotional Intelligence



Take the time to truly listen to the experiences and perspectives of the women on your team. Show genuine empathy and understanding and let them know that their voices matter in shaping the work environment.

Imagine yourself in the shoes of the women you work with. Consider the challenges they may face and the support they need to thrive professionally. By understanding their perspectives, you can better support their growth and success.

Lead by example with kindness and compassion. Show appreciation for the unique contributions of each team member, including the women, and create a work culture where everyone feels valued and respected.

When providing feedback, do so in a supportive and empowering way. Focus on constructive criticism that helps women grow, and always highlight their strengths and accomplishments along the way.

Actively support the career growth and development of the women in your team. Offer mentorship, advocate for their advancement, and create opportunities for them to shine and succeed.





Recognize the importance of work-life balance for women. Support initiatives that promote flexibility and well-being and encourage them to prioritize self-care and personal fulfillment outside of work.

Challenge unconscious biases and stereotypes that may affect decisions about women in the workplace. Advocate for diversity and inclusion and ensure that everyone has an equal opportunity to thrive and succeed.

Invest in training and development programs that help women build their skills and confidence. Provide resources and opportunities for growth tailored to their needs and aspirations..

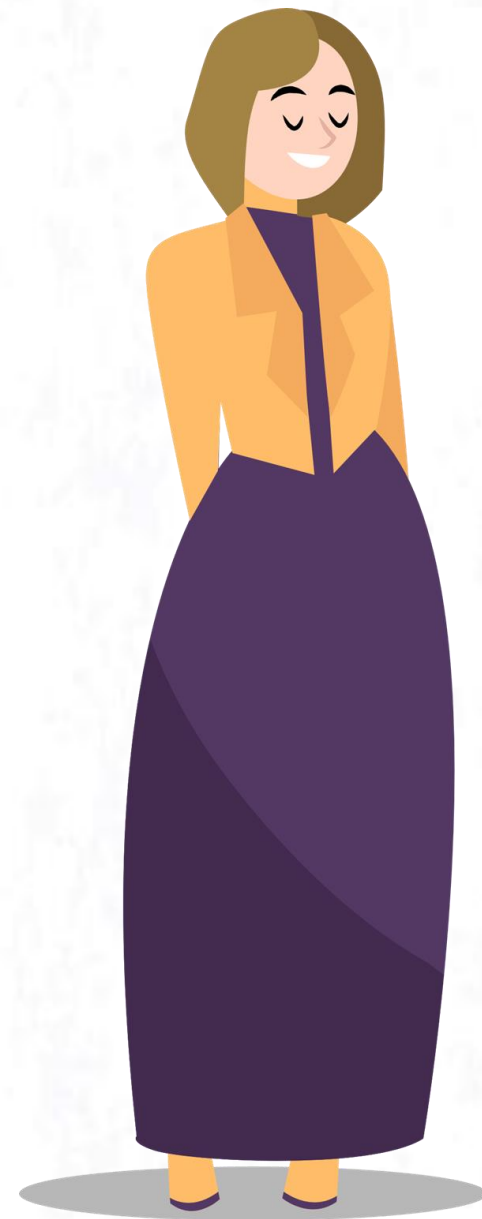
Celebrate the achievements and successes of the women in your team. Acknowledge their hard work and contributions and let them know that their accomplishments are valued and appreciated.

Stay humble and open to learning from the women around you. Embrace feedback as a gift that helps you grow and commit to continuous self-improvement in your journey toward greater emotional intelligence and support for gender equality.



Tips to Boost Your Emotional Intelligence





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