

## COMPLEMENTARY TRAINING MANUAL FOR USERS

**SKILL DEVELOPER:** INDEPCIE

**NAME OF THE SKILL:** EMOTIONAL INTELLIGENCE.

According to the WEF report, Emotional intelligence is defined as “being sensitive to others' needs and feelings and being understanding and helpful on the job. Being aware of others' reactions and understanding why they react as they do”. More in detail, EI “is the capacity for recognizing our own feelings and those of others, for motivating ourselves, and for managing emotions well in ourselves and in our relationships. Those high on emotional intelligence can help defuse stress and conflict, and enhance communication to achieve maximum effectiveness at work”. The link between greater emotional intelligence (EQ) and higher productivity has been well documented through studies in the past. EQ will remain among the top skills for employees despite the evolution of the job market by 2020.

### COMPETENCES:

- Self-regulation and impulse control in the working performance
- Understanding and management of other's reactions
- Management of stress and anxiety in the workplace
- Use of linguistic expressions for the emotional management of the organization
- Application and knowledge of the concept “emotional rentability”

### OBJECTIVES:

- To know the contributions of EI to a worker in the current labour market
- Understand the benefits that EI brings to businesses.
- To assume the risks of a bad emotional management to the companies
- Understand the advantages that EI implies in the daily performance of professionals.
- Incorporate EI techniques to specific situations in the company.

### OUTCOMES:

- Face emotional stressful situations (fear, anger, stress...)
- Incorporate EI skills to the personal performance.
- Create an emotionally balanced atmosphere in the workplace

- Emotional leadership.
- Use gratitude and recognition.

### INFO ABOUT THE EXPERT:

**Name:** Miguel Ángel Luque.



**Short bio:** Miguel Ángel has more of 15 years of experience as a SENIOR Professional Coach certified by ADESCO (Spanish Coaching Association) nº 10194. Master in Professional Coaching (IESEC, Valencia). Official Master's Degree in Psychology (UNED. National Open University). International Certification in Advanced Coaching with new code of NLP. Certified instructor in Firewalking and high impact motivation techniques by the Firewalking Institute of Research and Education of Texas. Team Coach specialist accredited by ICF (International Coach Federation). International Certification in Coaching by Values.

Certification in DISC methodology. Lecturer at the University of Cordoba (Master in Strategic HR Management). Academic Director of the Specialist Program in Professional Coaching accredited by ADESCO. Degree in Economics and Business Studies from ETEA. Training in Negotiation Techniques, Sales and Conflict Resolution. Specialist in Organizational and Team Leadership.

**Position.** CEO and Founder in TIM Talent in Motion.

**The company:** TIM - Talent In Motion is an organization founded by accredited experts in Coaching and in the implementation of Development and Change Processes in companies, as well as in training in Management Skills (Leadership, Teamwork, Communication, Emotional Intelligence, Negotiation, Empowerment, Coaching). TIM applies coaching as the main tool for accompaniment, change and transformation. We facilitate personal and professional growth processes. We help to identify, align and integrate your objectives, your goals.

TIM responds to the needs of Companies, Organizations and People, for the efficient management of the main resource they have: their personal talent and its transfer to the collective level. In TIM you will find our values: talent, innovation and motivation, without forgetting enthusiasm, commitment, team work, trust and professionalism.

## HOW TO IMPROVE THIS SPECIFIC SKILL:

- **Link to the podcast:**

- <http://lacjum.8p.pl/fs2022/IO1/pod/8/2.mp3>

- **Bibliography:**

- *Trait emotional intelligence and leadership in a European multinational company.* Siegling, Nielsen & Petredis (2014).

- *The effects of leader and follower emotional intelligence on performance and attitude.* Wong & Law (2002).

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- Emotional intelligence and company culture.

- <https://www.business.com/articles/company-culture-emotional-intelligence/>

- EI and performance

- <https://scienceforwork.com/blog/emotional-intelligence-performance>

- EI, a success predictor.

- <https://www.forbes.com/sites/sebastianbailey/2015/03/05/emotional-intelligence-predicts-job-performance-the-7-traits-that-help-managers-relate/#6921fd4412400>

- **Videography:**

- The power of Emotional Intelligence

- <https://www.youtube.com/watch?v=auXNnTmhHsk>

- Social Intelligence and leadership

- <https://www.youtube.com/watch?v=7Qv0o1oh9f4>

- Emotional Intelligence and job performance

- <https://www.youtube.com/watch?v=7nglFlmRRPQ>

- Emotional communication

- <https://www.youtube.com/watch?v=Vs7omJxlaw0>

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