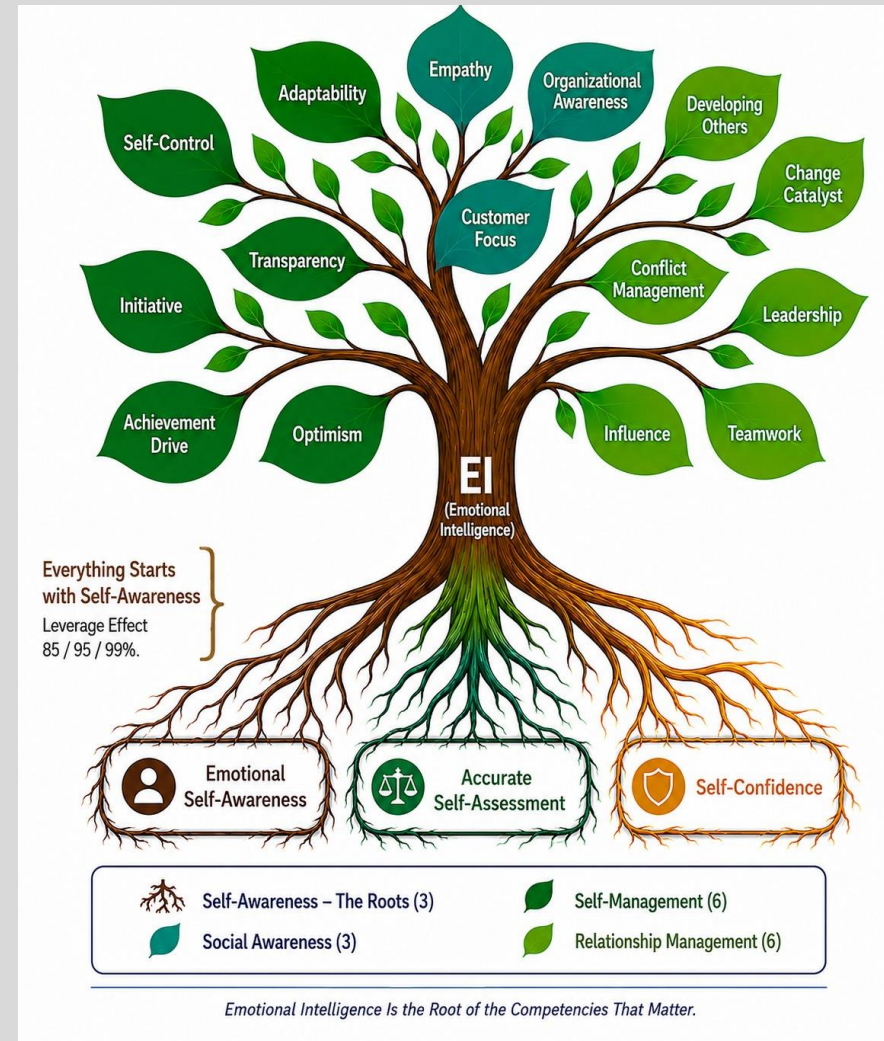


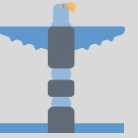


Emotional Intelligence

*Identify, understand, and regulate your own emotions —
and navigate those of others.*

François Durnez — Inspiring Organizations





1

Why EI

IQ, EQ, and what truly makes the difference

2

The model — the tree

4 dimensions, 18 competencies

3

Self-assess

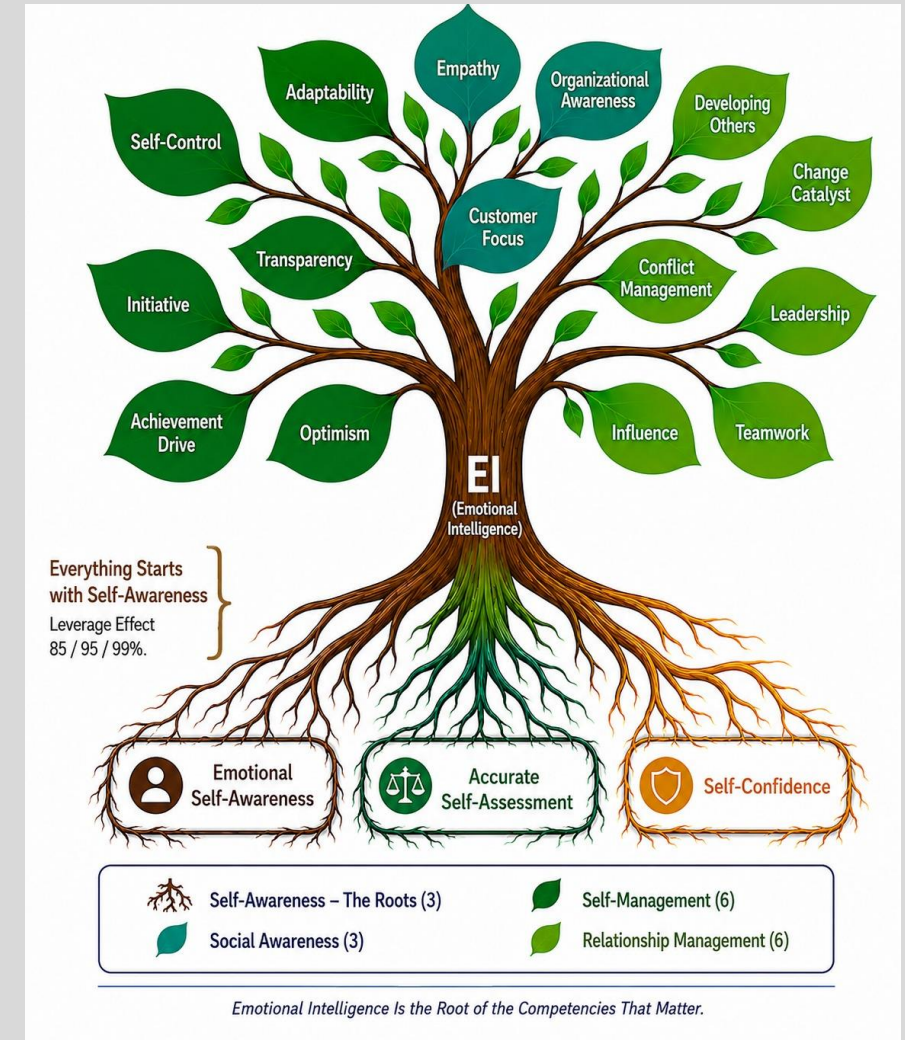
identify your strengths and what to build on

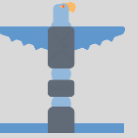
4

Grow your EI

target · practice · embed

3 hands-on exercises — you work on *YOUR* own profile.





IQ is essential — it gets you in the door. But it's **EQ that makes the difference**, with others and over the long run.



Essential

Hard skills and IQ: the prerequisite for entering the profession.



Not enough on its own

On its own, it says nothing about the ability to collaborate, handle pressure, or go the distance.



EQ sets you apart

With others and over time, it's what drives performance — and it can be developed.

65 %

EQ

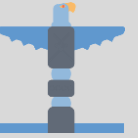
35 %

IQ

Key takeaway

EQ accounts for most of workplace performance. Hard skills are a prerequisite; soft skills make the difference over time.

Source: Bradberry & Greaves, Emotional Intelligence 2.0



A simple definition:

**identify, understand, express, and regulate
your own emotions —
and do the same with those of others.**

A concept formalized by Salovey & Mayer (1990) and popularized by Goleman (1995). **El has two inseparable sides.**



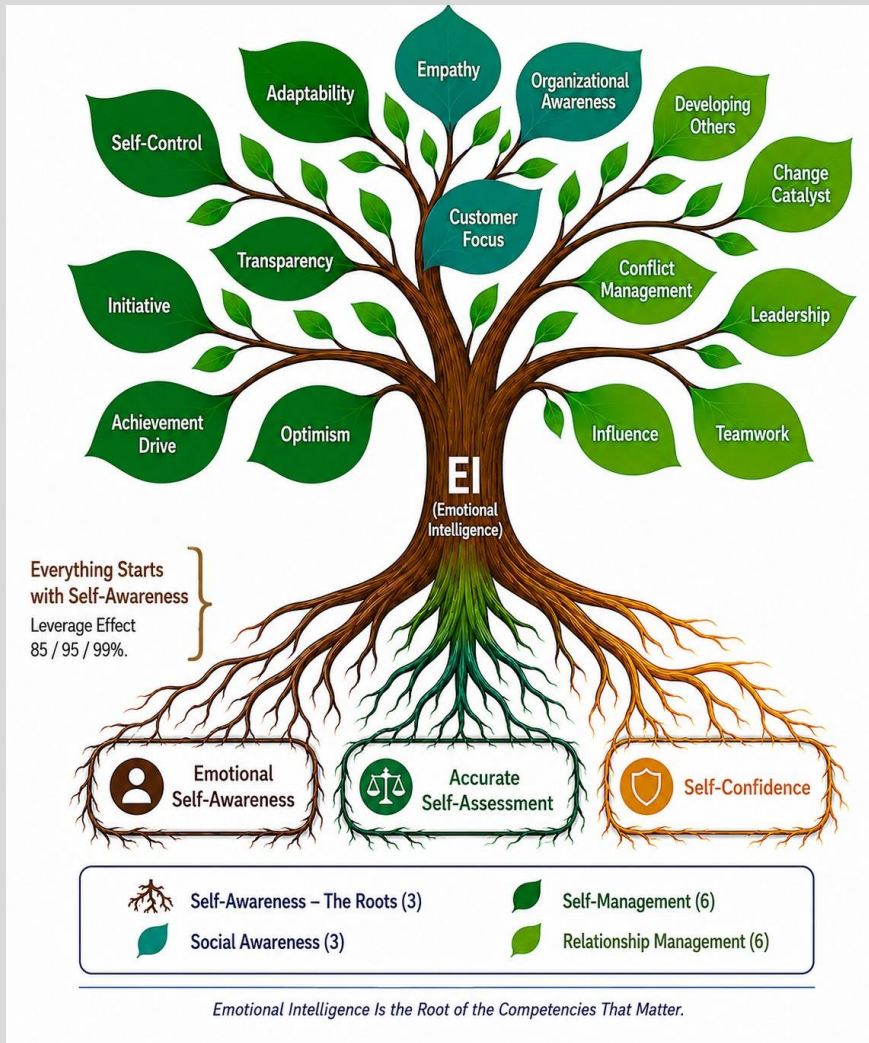
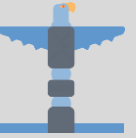
Emotional (intra)

The relationship with yourself: awareness and control of your emotions.



Relational (inter)

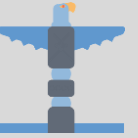
The relationship with others: empathy and the quality of relationships.



A metaphor that ties it all together:

- **The root — Self-Awareness**
know yourself: the foundation that feeds everything (3)
- **The trunk — EI**
what is built on this root
- **Branches — Self-Management**
regulate, adapt, persevere (6)
- **Branches — Social Awareness**
read others and the group (3)
- **Branches — Relationship Management**
influence, develop, collaborate (6)

Emotional Intelligence : The model : the tree : 4 dimensions, 18 competencies



Daniel Goleman's model organizes emotional intelligence into 4 dimensions grouping 18 competencies.

INTRA-PERSONAL — Why

SELF-AWARENESS (3 competencies)

Aware
ness

- 1 Emotional Self-Awareness
- 2 Accurate Self-Assessment
- 3 Self-Confidence

Self-Awareness

SELF-MANAGEMENT (6 competencies)

Manage
ment

- 4 Emotional Self-Control
- 5 Adaptability
- 6 Initiative
- 7 Transparency
- 8 Achievement Orientation
- 9 Optimism

Self-Management

INTER-PERSONAL — How

SOCIAL AWARENESS (3 competencies)

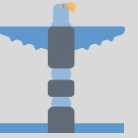
- 10 Empathy
- 11 Organizational Awareness
- 12 Service Orientation

Social Awareness

RELATIONSHIP MANAGEMENT (6 competencies)

- 13 Coach and Mentor Others
- 14 Change Catalyst
- 15 Conflict Management
- 16 Inspirational Leadership
- 17 Influence
- 18 Teamwork & Collaboration

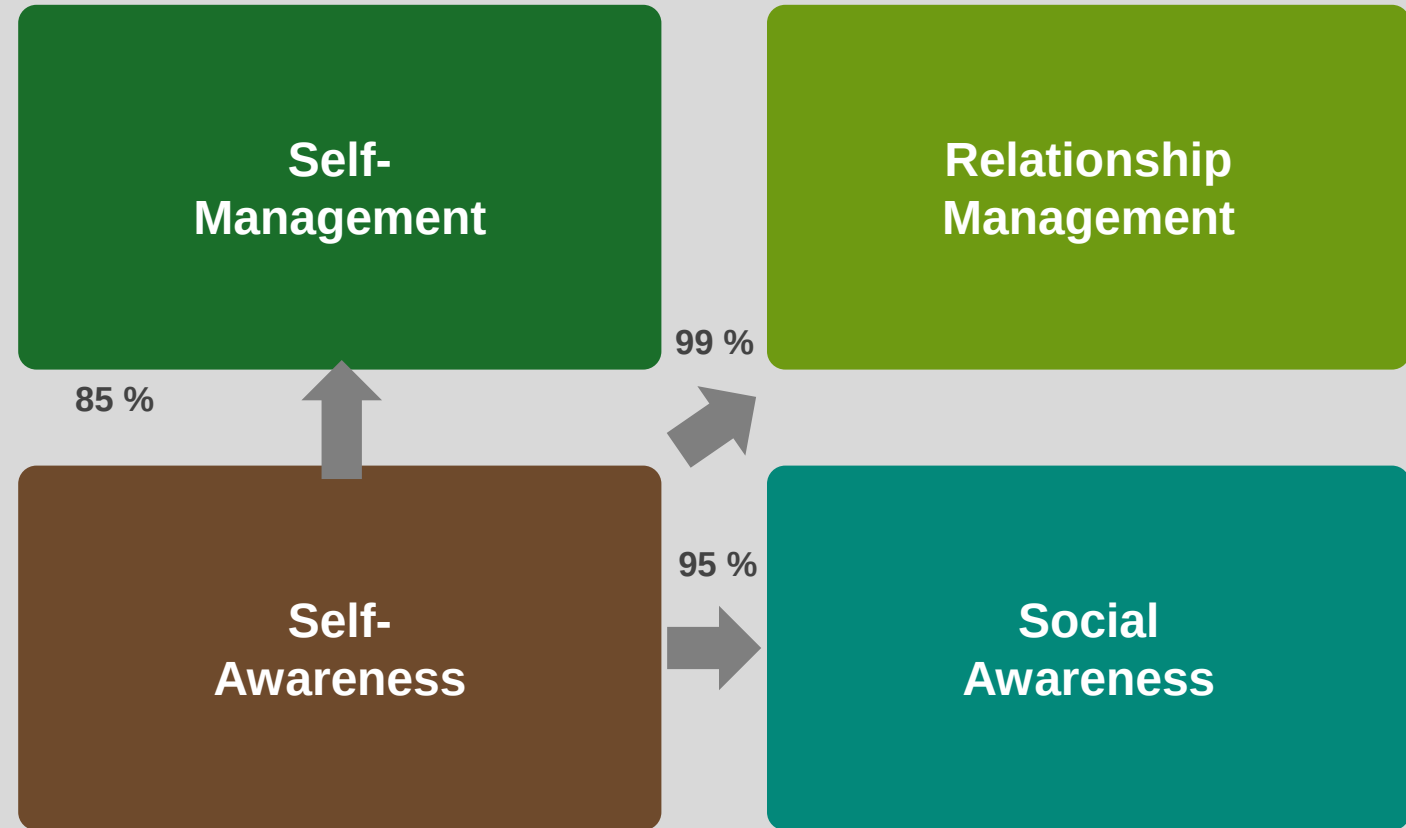
Relationship Management



The root before the branches.

You can't regulate an emotion you haven't noticed. **Self-awareness underpins every other competency.**

The more clearly you see yourself, the more everything else becomes within reach — in a cascade.



Key takeaway — 85% of self-management · 95% of social awareness · 99% of relationship management *depend on self-awareness.*



 **EXERCISE 1** — for each competency, rate yourself honestly on a scale of 1 to 4.

Take stock of your **18 emotional competencies** across 4 dimensions. For each one, pick the level that best describes your current practice. In 10 minutes, spot your strengths, choose a priority and leave with an action plan.

Name
(optional)

Team
(optional)

Start the self-assessment →

● **Self-awareness** — knowing yourself — the root

1. Emotional self-awareness

Ability to identify one's own emotions, their triggers and their consequences.

- 1 **TO BUILD**
Endures emotions without naming them; does not perceive what triggers them.
- 2 **BUILDING**
Identifies emotions after the fact; starts to spot some recurring triggers.
- 3 **PROGRESSING**
Names emotions in everyday situations; starts to link emotion, trigger and consequence.
- 4 **ACQUIRED**
Names emotions in the moment and understands their causes in most situations.
- 5 **MASTERY / TALENT**
Reads with subtlety their emotions, bodily sensations and intuition; uses them to guide decisions.
- 6 **ROLE MODEL / INSPIRES**
Makes self-awareness a living discipline; voices feelings to enlighten the collective and inspires the same lucidity around them.

4 dimensions to review

- Self-Awareness (3)
- Self-Management (6)
- Social Awareness (3)
- Relationship Management (6)

☐ **10 min, on your own**



EXERCISE 2 — identify 1 strength · 1 competency to develop · per dimension

1 strength per dimension

Your highest-rated competencies — what you can lean on.

1 to develop per dimension

The competencies that could hold you back — high-impact ones to strengthen.

Then grow my priority — **target · practice · embed**



1. Target

One competency at a time — the priority you've chosen.



2. Practice

Small, repeated actions in real situations.



3. Embed

Feedback and consistency — observe and adjust.



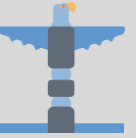
EXERCISE 3 — in pairs, turn your priority into concrete action steps.

- 1** Present your priority to your partner, with a situation where it let you down.
- 2** Pick 1 or 2 suggested steps for this competency... or come up with your own.
- 3** Make them concrete: what, when, in which situation — and how your partner will follow up with you.

A useful action step is...

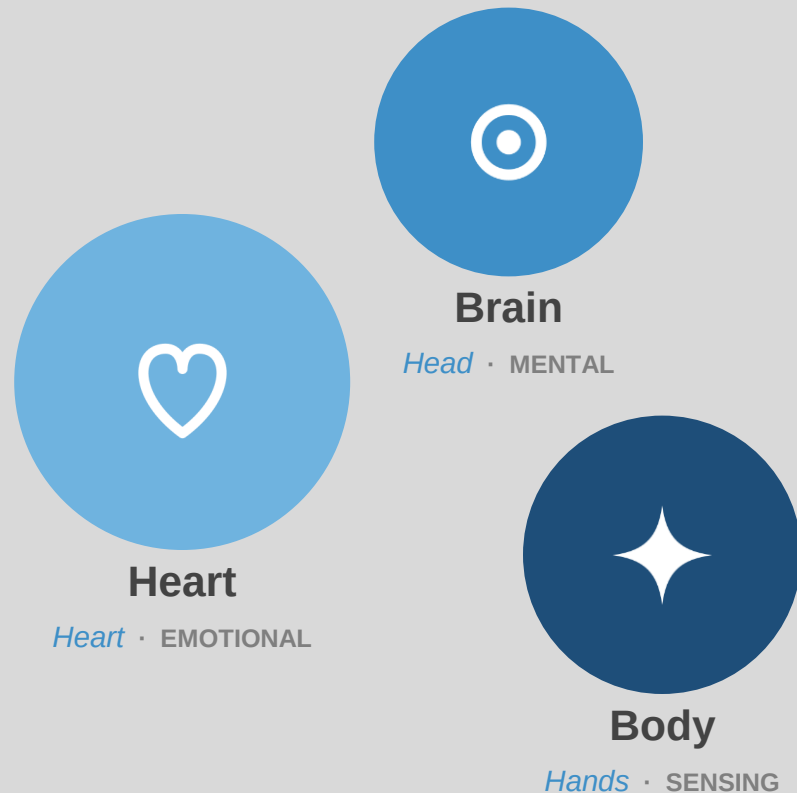
- ✓ specific (an observable behavior)
- ✓ small (doable this week)
- ✓ repeatable (not a one-off)
- ✓ grounded in a real situation

☐ **15 min in pairs**



Emotional Intelligence : Broaden : **the 3 centers** — and AI

Three centers of intelligence, one whole person. AI throws into relief what is distinctly human.



Brain → **Intellectual intelligence (IQ)**

Reason, analyze, memorize · Gardner: linguistic, logical-mathematical, spatial

Heart → **Emotional intelligence (EQ)**

Feel, connect, collaborate · Gardner: intra- and inter-personal

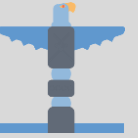
Body → **Intelligence of gesture & instinct**

Sense, act, adapt · Gardner: bodily-kinesthetic, naturalist

AI → **Artificial intelligence**

Powerful on the cognitive side (computation, memory, language) — but with no heart and no body

Key takeaway — the Heart sends, the Head shapes, the Body acts. AI accelerates the Head; the Heart and Body remain human — maturity is making the three work together.



1

EQ is a lever

IQ is bankable; EQ, on the other hand, develops throughout life.

2

It all starts at the root

Self-awareness underpins everything else (85/95/99%).

3

One competency at a time

Target · practice · embed — through small, repeated actions.

4

Heart, Head, Body

Three centers to bring into dialogue — where AI can't go.