



Club Founder
Dr. Mahmoud Bahgat



**International Sales Management Club
ISMC**

Emotional Intelligence

**Saturday 17TH August
10pm KSA Egy - 11pm UAE**



**Dr. Sameh Mansour
Sales Manager
Novo Nordisk-Gulf**



Co-Founder & Host:
Dr. Ahmed Abdelwahab



About Myself

Sameh Mansour

Educational background:

- Pharmacist.
- Master degree in Strategic Management & leadership, Pearson, UK.
- MBA, Cardiff Met. University, UK.

Professional background:

- MSD.
- Takeda.
- Novo Nordisk.
- Sales & Marketing.



EMOTIONAL INTELLIGENCE

Sameh Mansour

Overview

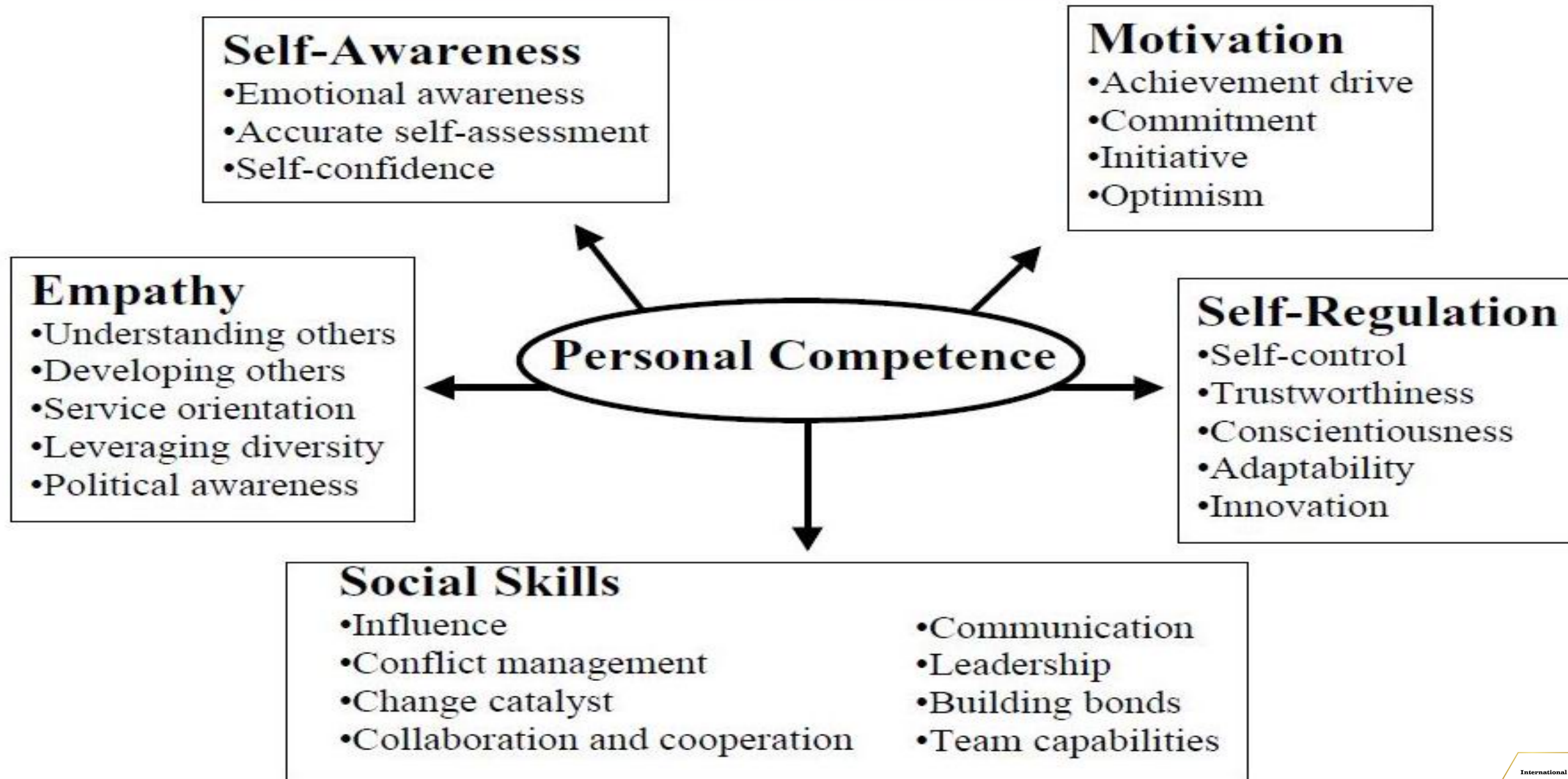
- Definition of Emotional Intelligence
- Why it's Important
- Misconceptions
- The Five Competencies
- Case Studies
- Strategies to Increase Skills



Definitions

- 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.
- Includes **five** emotional and social competencies:
 - ✓ *Self-awareness*
 - ✓ *Empathy*
 - ✓ *Social skills*
 - ✓ *Self-regulation*
 - ✓ *Motivation*

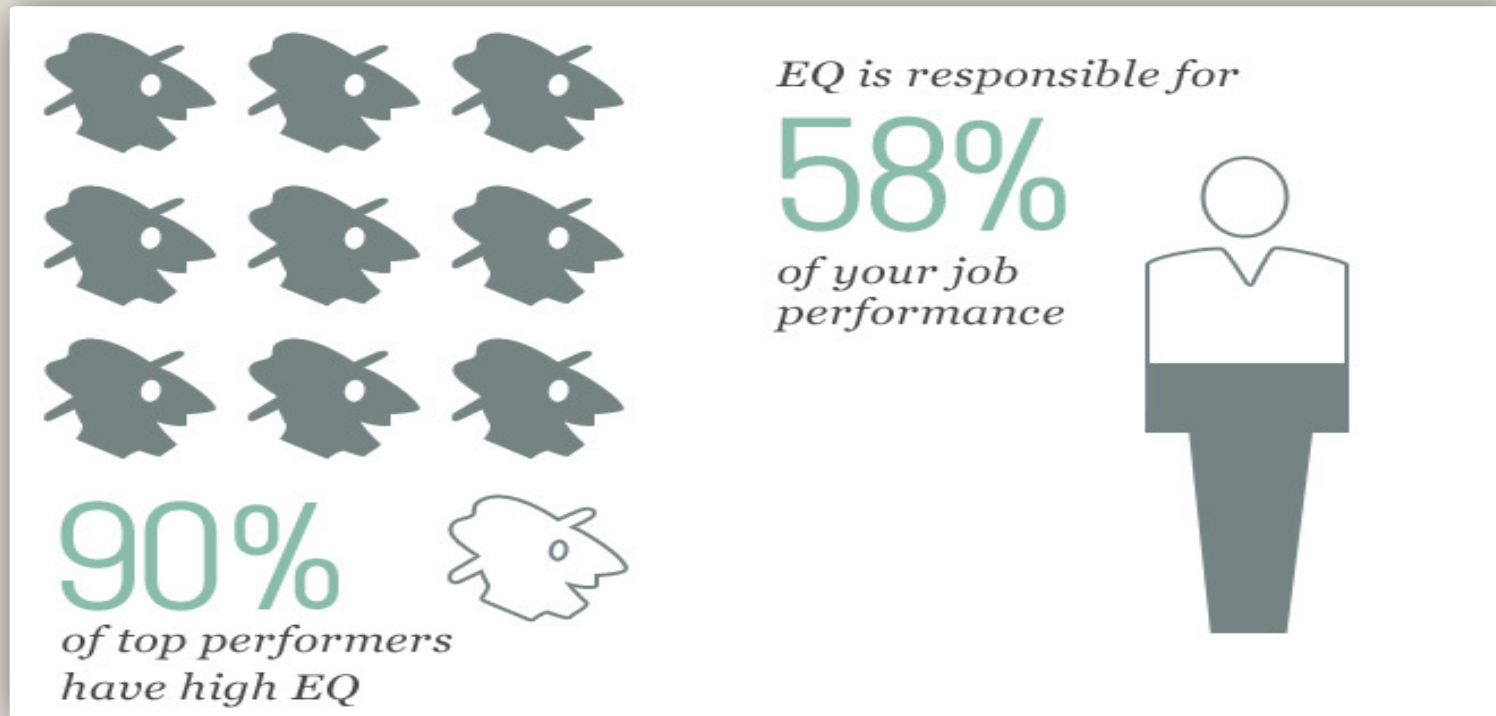
The Emotional Competence Framework



Why Do You Think Emotional Intelligence Is Important?



The Case for Emotional Intelligence



Misconceptions

- It's just about being nice to everyone and thinking positively
- It means letting emotions run freely, or being completely robotic
- Women are better at it
- It's connected with intellectual or cognitive abilities
- It's fixed or genetic

Self-Awareness

- Recognize your emotions early on and their effects
- Know your strengths and limits
- Have a strong sense of self-worth and capabilities



Self-Awareness

Mark rushed in and interrupted Tonya during a meeting to get information he had been waiting for. In a stressful-demanding tone, Joe stated that he hadn't heard back from Sarah and he must have it before the end of the day.

1. If you were Mark, how would you handle this differently?
2. Should Sarah and/or the meeting members respond or say anything?
3. How do you think Sarah views Mark's behavior?
4. How do you think Mark's interruption was perceived by members of the meeting?

Self-Awareness Checklist

- ✓ Take time for mental pauses, and solitary reflection regularly
- ✓ Be attuned to and identify your emotions early on
- ✓ Accept that emotions are normal
- ✓ Exclude negative judgements
- ✓ Ask why
- ✓ Recognizing how your emotions will shape what you PERCEIVE, THINK, and ACT
- ✓ Learn from your experiences and mistakes
- ✓ Recognize where you need to improve
- ✓ Be open to candid feedback and new perspectives

Internal Dialogue

Overthinking

"I absolutely ***must*** do well on this presentation!"

"I have to give this presentation ***exactly*** as it's written."

VS

Realistic Thinking

"I want to do well, and I'll be well prepared and do my very best on it."

"If I miss a line, it won't be the end of the world." The concept is sound and well developed already."

Rewrite the thoughts that script your emotions

Empathy

- Genuinely sense and understand people's feelings and needs
- Actively listen to others' perspectives
- Understanding group differences

It is something that you can learn at any age!

Empathy

Mark and Joyce are having a conversation at work. Joyce reports to Mark.

Amal

“This situation I am dealing with has proven to be especially difficult. It’s involved exceptionally long hours and it’s really tested my patience and stamina. I feel like it’s never going to be enough and my main workload is starting to suffer. Frankly, I’m exhausted.”

Jay

“Joyce, you know that we’re super busy right now and we’ve had these crunch times many times before this. Everyone has to go the extra mile here. I’m super-stretched too but this is how it works here. I don’t see any way I can help you right now. And it might be some time before we get back to normal. By the way... how far along are you on the other project? It has to be completed by Monday.”

Empathy

Case Study #2 - Questions

1. What was **Amal** trying to communicate to **Jay**, and what did she want from him?
2. What do you think was going through Jay's mind?
3. How do you think Amal reacted to Jay's comments, and what will she think as a result of this conversation?
4. How would you handle this differently? If you were Jay, what would you say instead?
5. How can you learn to be empathic even if it's not your natural tendency?

Empathy Checklist

- ✓ Acknowledge feelings first, and let the other person know they have been heard (even if you can't change the situation)
- ✓ View the situation from the standpoint of the other person
- ✓ Probe and listen to hear what's important
- ✓ Verbalize and/or normalize their concerns
- ✓ Take the other person seriously by making eye contact or nodding
- ✓ As a supervisor/mentor, give timely coaching, and offer assignments that challenge and foster a person's skills

Social Skills

- Nurture instrumental relationships
- Build rapport and keep others in the loop
- Work with others towards a shared goal
- Find common ground
- Be persuasive

Social Skills

True or False?

Having strong social skills and being easy to talk with are both signs of high emotional intelligence.

Social Skills

Emily's boss, Kate, has asked that she partner with Ron, the most negative employee in the department.

How should Emily respond?

1. Roll her eyes, sigh, and say “Okay, whatever.”
2. Ask her boss for strategies on how to collaborate best with Ron based on his working style.
3. Have a discussion with Ron letting him know she doesn't want his negativity to affect the project.
4. All of the above.

Social Skills

Case Study #3 - Questions

1. How could Kate, Ron's boss, approach him about his negativity?
2. How could Ron help himself to be perceived as less negative?
3. How can Emily be more effective in dealing with Ron?

Social Skills Checklist

- ✓ Value others
- ✓ Balance a focus on task with as much attention to relationships
- ✓ Collaborate and openly communicate
- ✓ Promote a friendly, cooperative climate
- ✓ Share credit with team members
- ✓ Handle and influence other people's emotions effectively

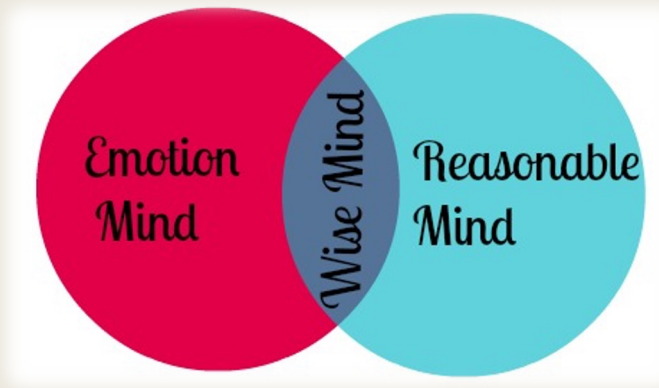
Self-Regulation

- Who is driving who? emotions or yourself
- Flexibility in handling change and challenges
- Being open to new information or perspectives



Self-Regulation

- Learn to balance between the rational and emotional centers of the brain.



Self-Regulation

Sarah receives an email stating that she will not be able to take vacation time when she requested it. Sarah kicks her desk and immediately turns to Jason, her co-worker that sits next to her and says loudly:

Jason agrees with Sarah, and they continue discussing their complaints for a while – getting more and more riled up.

“

“I just received a nasty gram from that jerk in benefits saying that I can’t take vacation time. This is ridiculous! I am a senior employee and should be able to take time off when I want too! This sucks!!”

Questions:

1. If you were Sarah, how would you handle this? What about Jason?
2. How do you think their conversation will effect the rest of the co-workers that can hear them?
3. What other consequences do you anticipate this can cause in the short and long term?

Motivation

- Strive to improve or meet a standard of excellence
- Personal drive to achieve goals
- Show initiative and optimism



Motivation

Lately Saleh has been dealing with a lot of changes at work, de-moralized co-workers, and some personal problems at home. This past week, Saleh has noticed that he hasn't been his usual self, and that it is probably impacting others. Saleh reminds himself that his role in the organization is really important, and that many people depend upon him. This helps Saleh to begin to get back on track.

1. What are some other strategies that Saleh can use?
2. What are the characteristics of a motivated person?
3. What can you do to stay motivated if there are barriers like **organizational change**?

Motivation Checklist

- ✓ Develop a sense of personal satisfaction/fulfillment from being interested in what you are doing
- ✓ Seek out other motivated individuals
- ✓ Use realistic self talk and remind yourself of previous positive experiences
- ✓ Set challenging goals and take calculated risks
- ✓ Persist despite setbacks -- which are viewed as a manageable circumstance
- ✓ Operate from hope of success
- ✓ Know when to access outside resources or help to get back on track

Summary

	<i>Successful</i>	<i>Failure</i>
Self-Control	Composed and calm under pressure	Moodiness and angry outbursts
Conscientiousness	Taking responsibility, fixing the problem and quickly moving forward	Acting defensive, covering up and assigning blame
Trustworthiness	High integrity and concern for others	Undermining the process and trying to get ahead at any cost
Social Skills	Empathic, tactful and show consideration	Lack empathy, abrasive, arrogant, and/or intimidating
Building Bonds	Cooperative and appreciate diversity	Insensitive and manipulative



THANK YOU

