



Emotional & Social Intelligence (ESQ)

Managing Life & People During Pandemic

A Presentation by Lanre Farotimi

**Intelligence
Quotient – IQ**



**Emotional
Intelligence –
EQ**



**Social
Intelligence –
SQ**

- Emotional Intelligence is the capacity to recognize our own feelings and those of others, and to manage emotions effectively in ourselves and our relationships. It is about much more than just having empathy or being “sensitive”.
- Emotional and Social Intelligence are each a learned capacity, based on Emotional Intelligence, which contributes to effective performance at work – and often greater satisfaction in *life* as well.

IQ Gets You Hired!

EQ Gets You Promoted!

SQ Makes Your Relationship Great!



**SELF
AWARENESS**

**SELF
MANAGEMENT**

**SOCIAL
AWARENESS**

**RELATIONSHIP
MANAGEMENT**

**EMOTIONAL
SELF
AWARENESS**

**EMOTIONAL
SELF
CONTROL**

ADAPTABILITY

EMPATHY

INFLUENCE

**COACH
and
MENTOR**

**ACHIEVEMENT
ORIENTATION**

**POSITIVE
OUTLOOK**

**ORGANI-
ZATIONAL
AWARENESS**

**CONFLICT
MANAGEMENT**

TEAMWORK



Ever Heard of Emotional Leakage?

Emotional leakage is getting mad at **Buhari** and taking it out on **Lanre Idris**. Not right, not fair, not fun. Taking a negative emotion out on someone who wasn't involved? How RUDE can you get?

So how do we cure emotional leakage? It's a quick 5 Step Process.

1. Stop what you're doing.
2. Take a deep breath.
3. Put on a phony smile (yes, you can).
4. Regain your professional composure.
5. And then talk with the person – in person or on the phone.

Emotionally leaking on someone is NEVER right, good or fair. There are times when we'll get emotionally leaked on by others. Think how you feel when that happens to you...and then remember to never emotionally leak on others.

Emotional Social Intelligence (ESQ) During The Pandemic

Think of emotional intelligence is your delivery system: As your conduit of influence, EQ delivers IQ.

In the years ahead, your people will remember two things about the coronavirus pandemic: How they got through it and the leaders who led the way. How will they remember you?

The COVID-19 pandemic is proving to be the greatest test of emotional intelligence in our generation. These tips will help wade through this period...

1. Balance your thinking and feeling brain.
2. Create psychological safety.
3. Welcome dissent
4. Model empathy and remove the risk of ridicule.
5. Invite challenges and prepare to be wrong

Remember the words of the poet Maya Angelou: "I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."



Thank
you



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