



EQ + Technical skills: Recipe for Success

Career Skills for Techies Webinar Series

Speaker: Jesal Gandhi - Cisco

Hostess: Kara Sullivan

6 April 2017

Welcome to the 3rd session of the Career Skills for Techies webinar series!

- Use the Q and A panel to ask questions.
- Use the Chat panel to communicate with attendees and panelists.
- A link to a recording of the session will be sent to all registered attendees.
- Please take the feedback survey at the end of the webinar.



Career Advantage Webinars

Career Skills for Techies Series



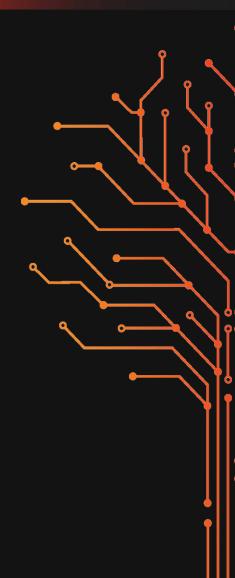


Problem Solving and Innovation Mindset



1 May - 9:00 A.M. PST

Register at: bit.ly/Skills4Techies

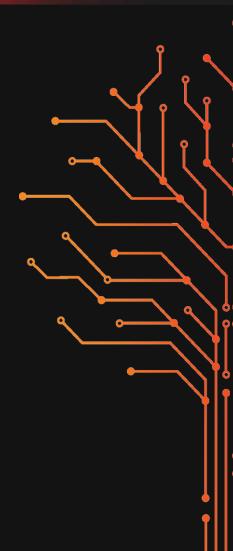




Jesal Gandhi

Project Manager Twitter: @jesaldg

Cisco, Career Ready Services Team

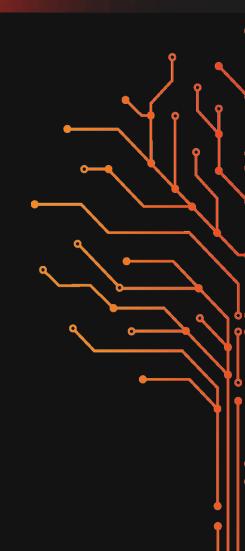


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Emotional Intelligence

To be aware of, in control of, & able to express one's emotions

Able to handle relationships thoughtfully & empathetically



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Attributes of Emotional Intelligence

Self-**Awareness**

Recognizing your own emotions and how they impact your behavior as well as actions

Mindfulness

Self-Management

> Ability to have a healthy understanding of your emotions

Beina in control of feelings and behavior as situations change

Social Awareness

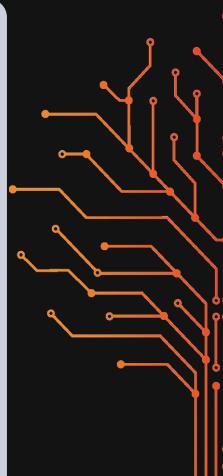
Ability to sense others' emotions and feelings with the understanding of how to react

Recognition of dynamics within various social situations

Relationship Management

> Ability to develop as well as maintain healthy relationships

Engage appropriately with others in social contexts



EMOTIONAL & SOCIAL **INTELLIGENCE**

Visual of the types of competencies based on the attributes of emotional intelligence





Be a Part of Today's Conversation

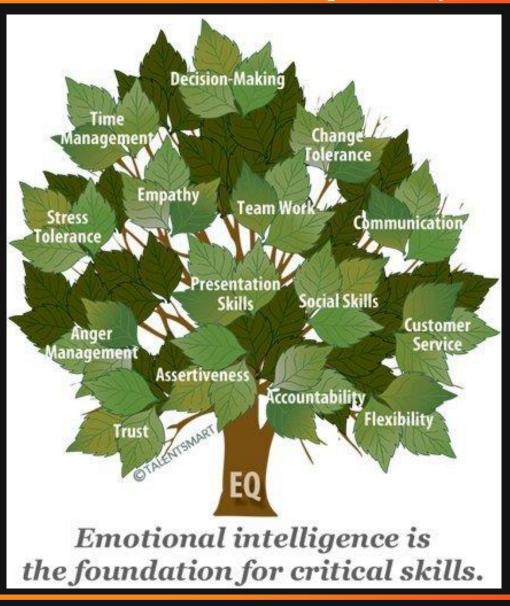
In our LinkedIn Group, share 1-2 sentences answering the below:

How do you plan on actively improving your emotional intelligence?

Give us one example or one way you will practice it daily or at least weekly.

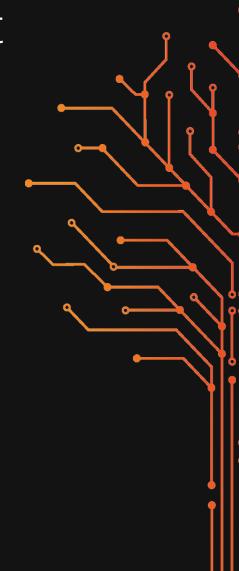


Cisco Networking Academy

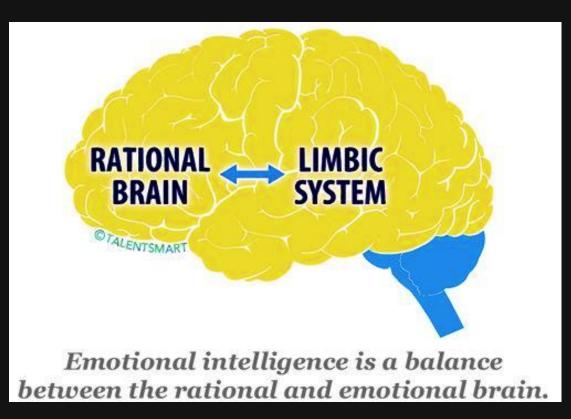


Why does this matter at work?

- Your non-technical skills rely upon your ability to understand and manage your own emotions – aka your EQ.
- Ability to engage professionally with coworkers and at the workplace is directly influenced by your EQ
- Just like your physical health, your mental health impacts your ability to be successful at work



Practice does lead to perfection



- More you practice emotionally intelligent behaviors – the more you will create a balance in your brain
- You have the ability to rewire your reflexes to social situations

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What should you do next?

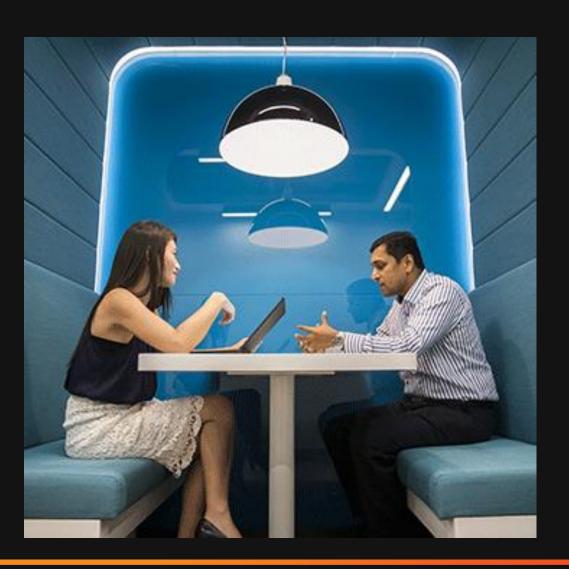
Be Mindful - especially of your nonverbals: facial expressions, body language, and gestures. Stay present in situations and respect those around you.

Reduce Stress – practice techniques that help you stay calm and relaxed even in high-stress situations. Try to analyze situations objectively – don't take things personally.

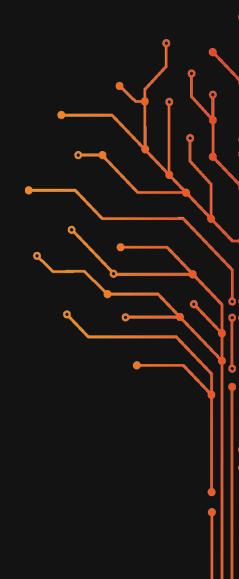
Practice Conflict Resolution – choose words carefully, keep conversations focused, and be ready to forgive. This will help everyone involved move forward.

Stay Positive - there is a silver lining in every situation, even when you fail because it is an opportunity to learn and improve. Fail, but fail fast- keep moving forward.

Be Introspective – reflect upon your thoughts, behaviors, actions each day – did you react in the most appropriate way? Is there a way to improve how you respond?



Why does emotional intelligence translate to being successful at work?





Q&A

