



**CAN WE TALK?**

---

---

The greatest ability in business is to get along  
with others and influence their actions.

**John Hancock**



**Self-management**



**Manage emotions**



**Better communication**

---

Workshop  
Objectives

# What is Emotional Intelligence?

*Any person  
capable of  
angering you  
becomes your  
master; he can  
anger you only  
when you permit  
yourself to be  
disturbed by him.*

***Epictetus***



# Self-Management

---

**Be consistent**

**Be accountable**

**Stick to the plan.**

**Educate yourself**

**Stay physically fit**

# Self-Awareness

---

**Your ability**

**Confidence**

**Accurately  
perceive**

**Skills and  
knowledge**

# Self- Motivation

Work towards a cause

Don't compare yourself

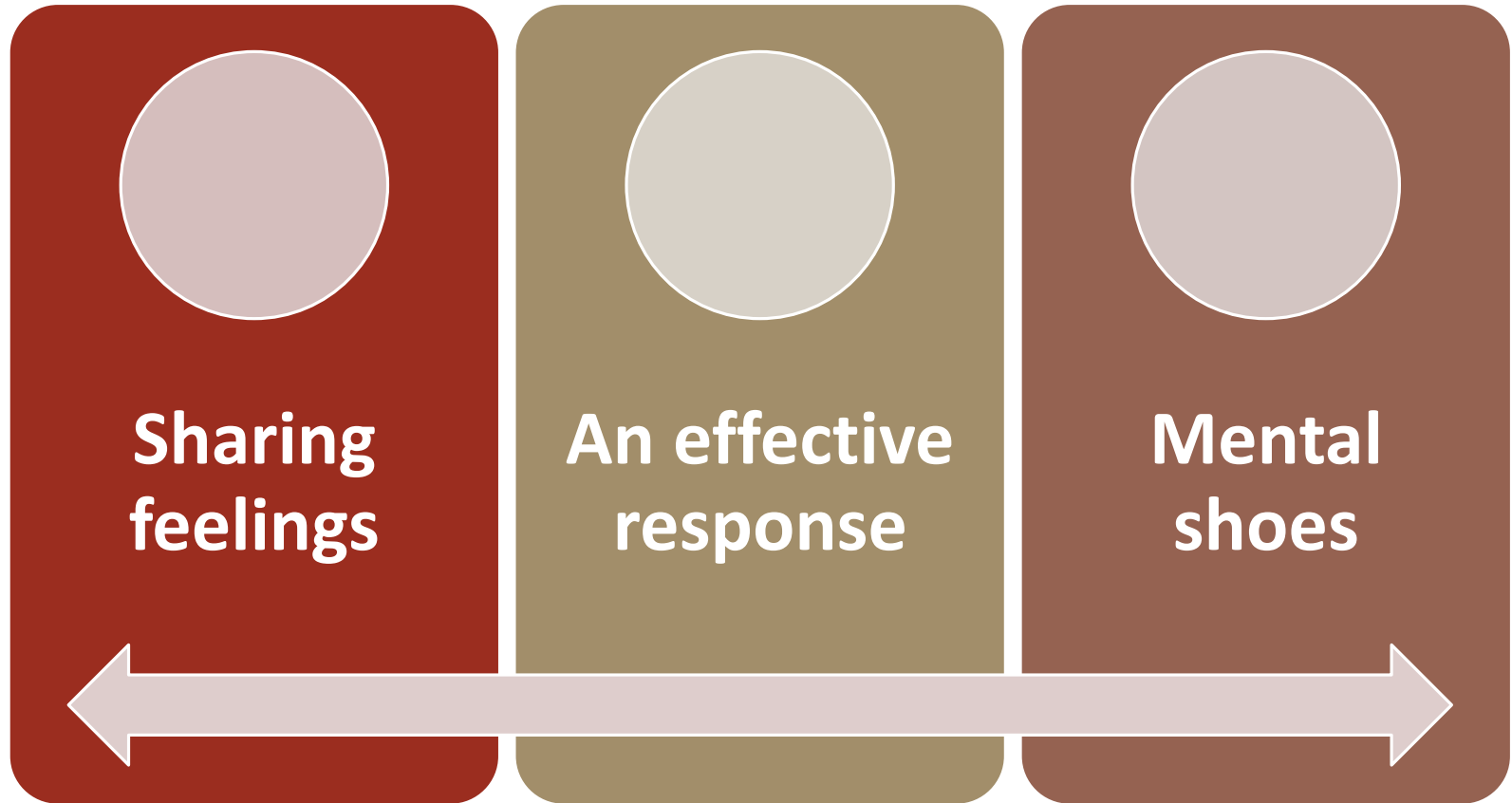
Conscious effort to not give up

Don't live in the past

Positive thinking

# Empathy

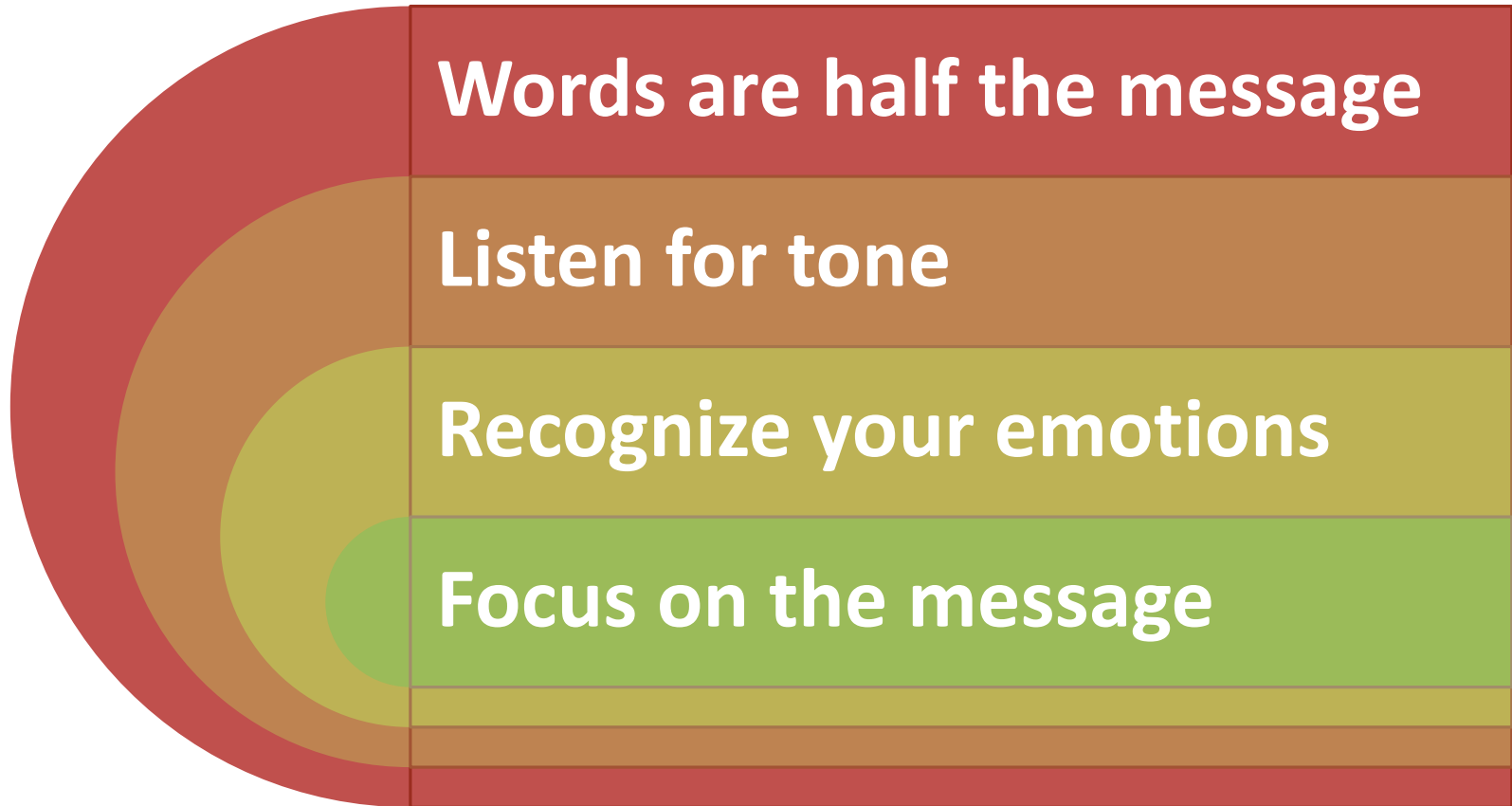
---





# How to Accurately Perceive Emotions

---



# Focused Listening

---

 **It is a skill**

 **Conscious effort**

 **Listener is multitasking**

# Asking Questions

---

**Goes hand-in-hand with focused listening**



**Probing questions**



**Relate them to the topic**



**Honest**



**Set a clear message**



**Do not sugar-coat**

Communicating  
with Flexibility  
and  
Authenticity

# Body Language

---

**Be conscious of it**

**Actions speak louder than words**

**Valuable skill**

**Form of communication**



**DETERMINES WHAT  
THE LISTENER HEARS**



**EMOTIONS**



**TONE**



**BODY LANGUAGE**

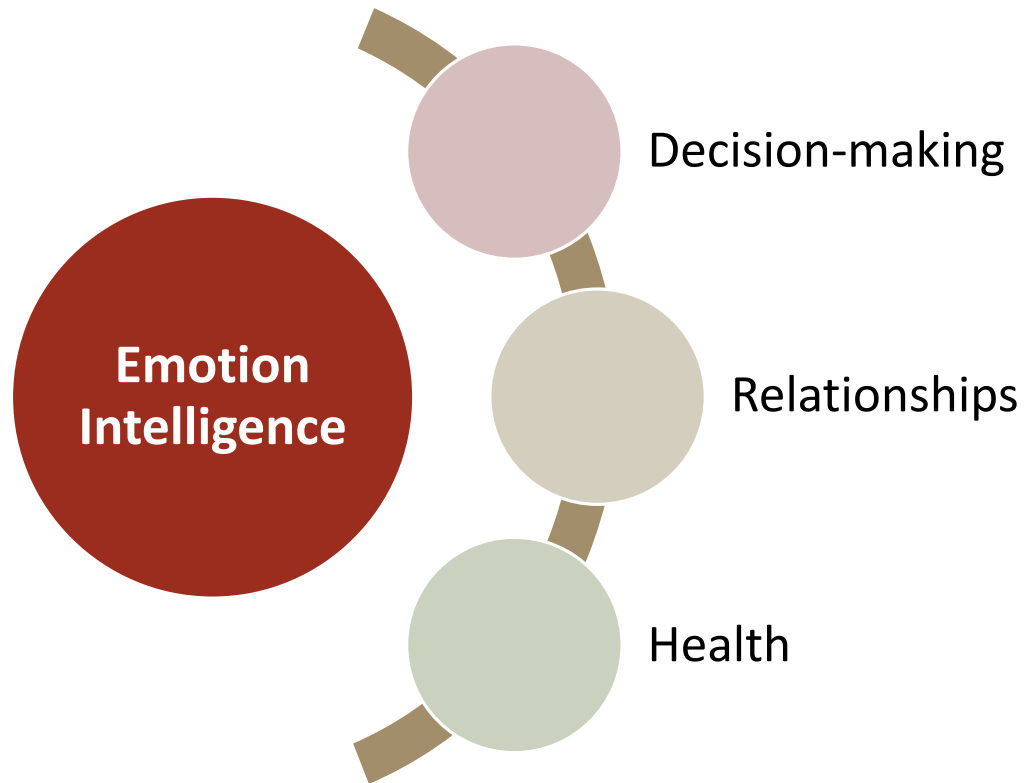


**PITCH**

It's Not  
What You  
Say,  
It's How  
You Say It

# Benefits of Emotional Intelligence

---



# Articulate your Emotions Using Language

---

**Emotions will  
never go away**


**Understand  
them**

**Effective and  
efficient  
manner**



# Seeing the Other Side

---



**Ask other  
people**

**Honest look  
at yourself**

**Valuable tool**

**Compromise**

**Accept other's ideas**

**Keep your beliefs**

**Finding a balance between the two**

**Giving in Without Giving Up**

# Using Coping Thoughts

---

**Take a deep breath**

**Step away from the issue**

**Use positive thinking**

# Understand Emotions and How to Manage Them in the Workplace

---

**Responsibility  
of each  
person**

**Stay in control**

**Listen**

**Positive  
outcome**

# Assessing a Situation

---

**Take a step back**



**Be aware of emotions**



**Know what you are  
getting into**





**Positive**



**Productive**



**Confirm their idea**

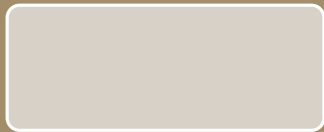


**Present your own**

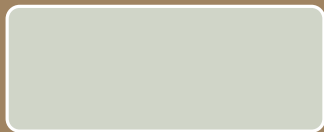
Disagreeing  
Constructively

# Optimism

---



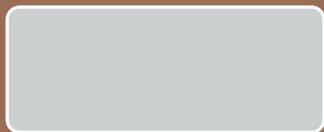
**Positive spin**



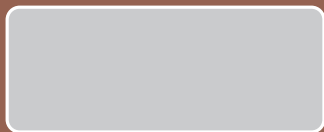
**More productive**



**Good for your health**



**Look past current problem**



**See a resolution**

# Pessimism

---



**Detrimental**

**Lowers morale**

**Higher stress**



# Being Zealous without Being Offensive

---

**Strike a  
balance**

**Focus on  
quality**

**Renewed  
excitement**

# BEFORE YOU SPEAK THINK

---

T: Is it True?

H: Is it Honest?

I: Is it Inspiring?

N: Is it Necessary?

K: Is it Kind?

# Contact Info

---

**Migdalia Gonzalez**  
**Senior Training Specialist**

**HUD**

**212-542-7115**

**Migdalia.n.Gonzalez@hud.gov**

