

By Nick Henley, Talent Technologies (Asia) Co. Ltd

Improve your business through Emotional Intelligence

Motivation... Attitude... Adaptability... Mindset

THESE are just four of the people challenges companies approach us with every week. And while their circumstances may be markedly different, in almost all cases one of the common threads running through all these challenges is this: a lack of Emotional Intelligence.

With Tony Hayward just having resigned as CEO of BP at time of going to press, the importance of managers skilled in Emotional Intelligence is as salient as ever. While, in BP's case, many of the mistakes that happened were cost-driven, the handling of the aftermath of the Deepwater oil spill by the BP management demonstrated a singular lack of Emotional Intelligence. It remains to be seen how much BP's handling of the crisis will impact the company's brand, business opportunities and ability to recruit and retain the very best talent going forward.

What is EI?

Emotional Intelligence (EI) was popularised by Daniel Goleman and is the skill of 'managing feelings so that they are expressed appropriately and effectively, enabling people to work together smoothly toward their common goals.'

As opposed to cognitive intelligence (IQ), or brainpower based largely around problem-solving, EI is the ability to understand emotion and its impact on others, as well as the whole 'chain' of cause and effect that comes with it.

Research has shown that while some people are naturally more gifted at this than others, Emotional Intelligence is still a skill that can be acquired.

EI made easy

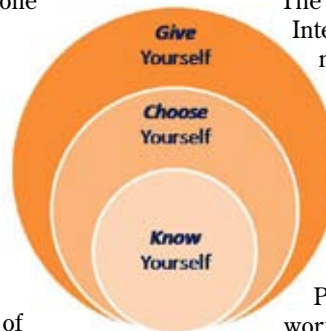
This may sound simple, but dig deeper and understanding emotions and presenting them in a coherent, actionable way isn't so straightforward.

We use the Goleman EI model, and the simple mantra of 'Know Yourself, Choose Yourself, Give Yourself'.

Know Yourself is the skill of increasing self-awareness, and the emotional story going on within. *Choose Yourself* is the pause or reflection that takes place before you respond to a

stimulus, and *Give Yourself* is the choice you make to respond and then the style in which you do so.

The mantra makes it easy to work with Emotional Intelligence in the heat of the moment - when it is most required.



Good Boss, Bad Boss

Learning some of the skills in the three domains makes not only common sense but also business sense. Imagine a boss who is self-serving, judgmental and controlling. What kind of emotions do those behaviours invoke? Probably feelings of frustration, stress, and worthlessness. These feelings, in turn, typically kick off a wave of behaviours such as risk aversion, sabotage and the good old job search. Cost to the company?

Now contrast this to a boss who listens, gives credit, and is open-minded. The feelings evoked from these behaviours are probably those of trust, loyalty and creativity. Benefit to the company?...You get the idea.

Four Critical Concepts

Emotional Intelligence is a hugely important skill and one well worth exploring further. I would like to leave you with four *Critical Concepts* of EI:

- 1 We are each of us in control of, and responsible for, our feelings and actions
- 2 Feelings and behaviour are *separate*. We can change our behaviour by influencing our feelings
- 3 Feelings, moods and states are different. Each needs to be understood for what it is for change to take place
- 4 All people have a natural tendency towards growth and health



Talent Technologies offers Emotional Intelligence programmes as one or two day options. Details of all our management training programmes can be found on www.talent-technologies.com

7th Home Decoration Fair 2010

Aug 7 - 15 at Queen Sirikit National Convention Center

QUALITY furniture products and stylish home décor items go on offer at irresistible prices. Open each day 11am - 9pm. For more info: www.homedecorationfair.com

18th Home Builder 2010

Aug 18 - 22 at Queen Sirikit National Convention Center

OVER 50 forefront home-building companies will showcase the latest designs and floor plans. Several financial institutions will offer housing loans at special rates.

Open each day 10am - 8pm. For more info: www.hba-th.org

19th Home Buyers' Expo 2010

Aug 19 - 22 at Queen Sirikit National Convention Center

THIS large fair showcases a vast array of premium-quality homes and condominiums available at special prices. Open each day 10am - 8pm. For more info: www.home.co.th

19th Fashion & Beauty Brand

Aug 19 - 22 at Queen Sirikit National Convention Center

AIMED squarely at shopaholics, this fair features brand name

clothes, jewelry and foods, all at discounted prices. Open each day 10am – 8pm. For more info: www.mac-exhibition.com
Queen Sirikit National Convention Center

19th EYP: Euro Café

Aug 19th at TBA

THE European Young Professionals kick-starts its new series of cordial lunchtime gatherings with an interactive presentation by Prof. Ian Fenwick from Sasin, who will provide a Web marketing safari for businesses large and small, showing a variety of 'good, bad and ugly' sites. For more info: www.eypglobal.org/bangkok

20th EYP lite: Viva España

Aug 20 at Spanish on 4, Silom Road, Soi 4

CAN'T wait for the European Young Professionals' next big event? Then take yourself along to this more intimate gathering (around 50 people) and enjoy some tasty Spanish Tapas while getting to know the EYP team and making new contacts. For more info: www.eypglobal.org/bangkok

25th Consumer Electronics Mart

Aug 25 - 29 at Queen Sirikit National Convention Center

TECHNO junkies can peruse and buy all the latest gadgetry at this technological fair. For more info: www.cemartthailand.com

26th Thailand Baby & Kids Best Buy

Aug 26 - 29 at Queen Sirikit National Convention Center

BRINGS together a broad spectrum of products and interesting activities for mothers and kids. Open each day 10am – 8pm. For more info: www.thailandbabybestbuy.com

26th Thailand Health & Wellness

August 26 - 29 at Impact Convention Center, Hall 5-6

LEARN more about the latest health and wellness services for children and adults at this annual fair. Open each day 10am – 8pm. For more info: www.thailandhealthandwellness.com

28th Bangkok Furniture Fair

Aug 28 - Sept 5 at BITEC

ANYONE looking to replace their coffee stained sofa will find plenty to choose from at this popular annual furniture fair. For more info: www.worldfair.co.th

31st The International Parenting Network (IPN)

Aug 31 at Bangkok Hotel Lotus, Sukhumvit Soi 33 (BTS Phrom Phong)

MEETING the last Tuesday of every month, IPN offers a wide range of parenting support services to parents and childcare

professionals through events, seminars and workshops. This month's topic is 'Childhood Vaccines: Does Your Child Need Them?' Speaking at the event will be Dr Prasong Pruksananonda. Cost: Free for members; 400 baht for nonmembers (includes wine and snacks, door prizes).
Tel: 081-8647861, 081-8262399 email: ipn@ipnthailand.com visit: www.ipnthailand.com

Sept 2nd SME Thailand Expo 2010

Sept 2 - 5 at Impact Convention Center, Hall 3-4

THIS event presents an opportunity for entrepreneurs in Thailand to make new contacts and attend seminars and workshops. For more info see: www.smethailandclub.com

Sept 7th Bangkok Gems & Jewelry Fair

Sept 10 - 11 at Impact Convention Centre

VIEW and buy exquisite gems and jewelry from more than 1,000 international companies. Categories include handcrafted, contemporary, traditional, urban jewelry, precious, and semi-precious stones. Open Sept 7 - 10 from 10am – 6pm; Sept 11 from 10am – 5pm. Entry is 100 baht. For more info: www.bangkokgemsfair.com

Sept 9th Asian Living Showcase

Sept 9 - 11 at Impact Convention Centre, Hall 4

THIS huge fair provides everything you need to deck out your dream home or business – furniture, decorative items, kitchenware, lighting, hotel and restaurant supplies, and much more. For more info: www.asianlivingshowcase.com

Sept 10th TEN (Thailand Educators Network)

Sept 10 at Roadhouse Barbecue

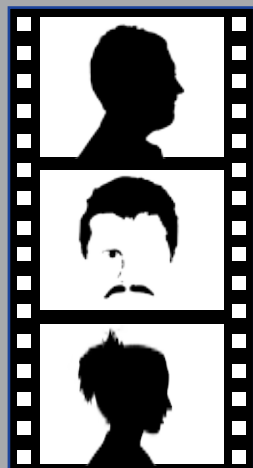
IT'S all in the name really. This Networking for Success evening is perfect for anyone working or considering an educational career. Meeting monthly at the Roadhouse Barbecue, corner of Surawongse and Rama IV, each evening includes a featured speaker, time to socialize, and great food and drinks.

Members 280 Baht. Non-members 380 Baht. 6pm – 8.30pm. For more information, visit: thaiednet.org or email tim@thaiednet.org

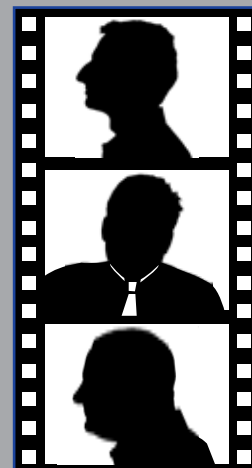
The details:

- Impact Convention Center, Muang Thong Thani, 99 Popular Road, Banmai Subdistrict, Pakkred District, Nonthaburi. Tel: 02 833 4455 www.impact.co.th
- BITEC, 88 Bangna-Trad Road (Km.1), Bangna, Bangkok. Tel: 02 749 3939 www.bitec.net
- Queen Sirikit National Convention Center, 60 New Rachadapisek Road, Klongtoey, Bangkok. Tel: 02 229 3000 www.qsncc.co.th

Bangkok's best networking group is back!



THE
EYP
PROFESSIONALS
Return



Next event coming soon. See www.eypglobal.org/bangkok