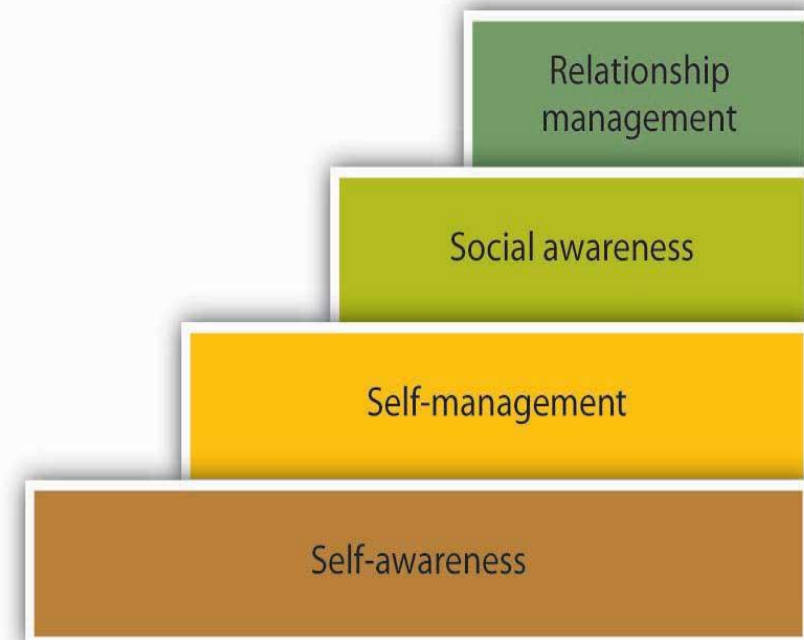
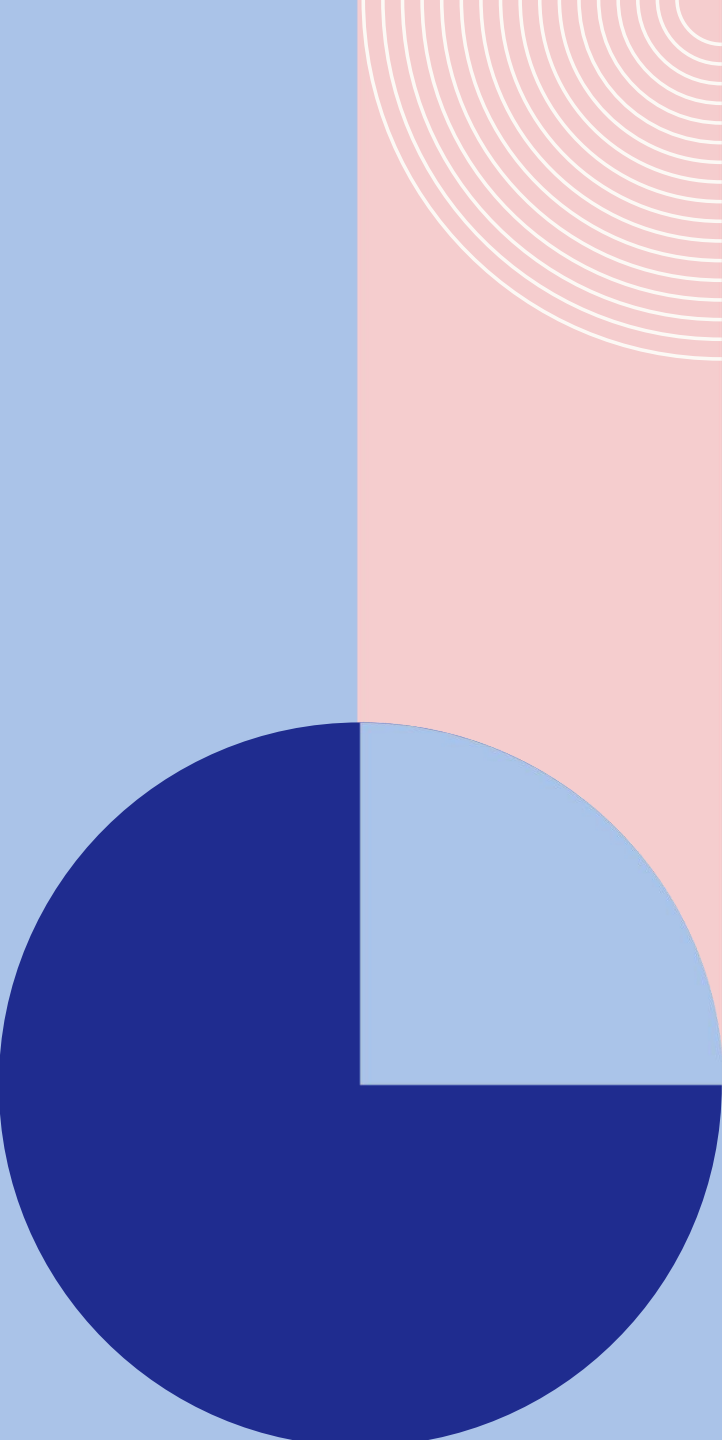


Emotional Intelligence: Enhancing Service Delivery Through Self-awareness

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Brain teaser

What is unusual about the following words : revive, banana, grammar, voodoo, assess, potato, dresser, uneven?

Outline

- Definition
- Key Aspects
- Benefits Of Emotional Intelligence
- Benefits In Service Delivery
- Application In Service Delivery
- Strategies For Developing Emotional Intelligence
- Conclusion

Definition

- Emotional Intelligence (EI): Ability to recognize and understand emotions in yourself and others
- Key aspects: Self-awareness, Empathy, Social Skills, Self-Regulation



Key aspects of emotional intelligence

*Self-Awareness:
Recognizing your
emotions and
their impact*

*Self-Regulation:
Managing your
emotions and
impulses*

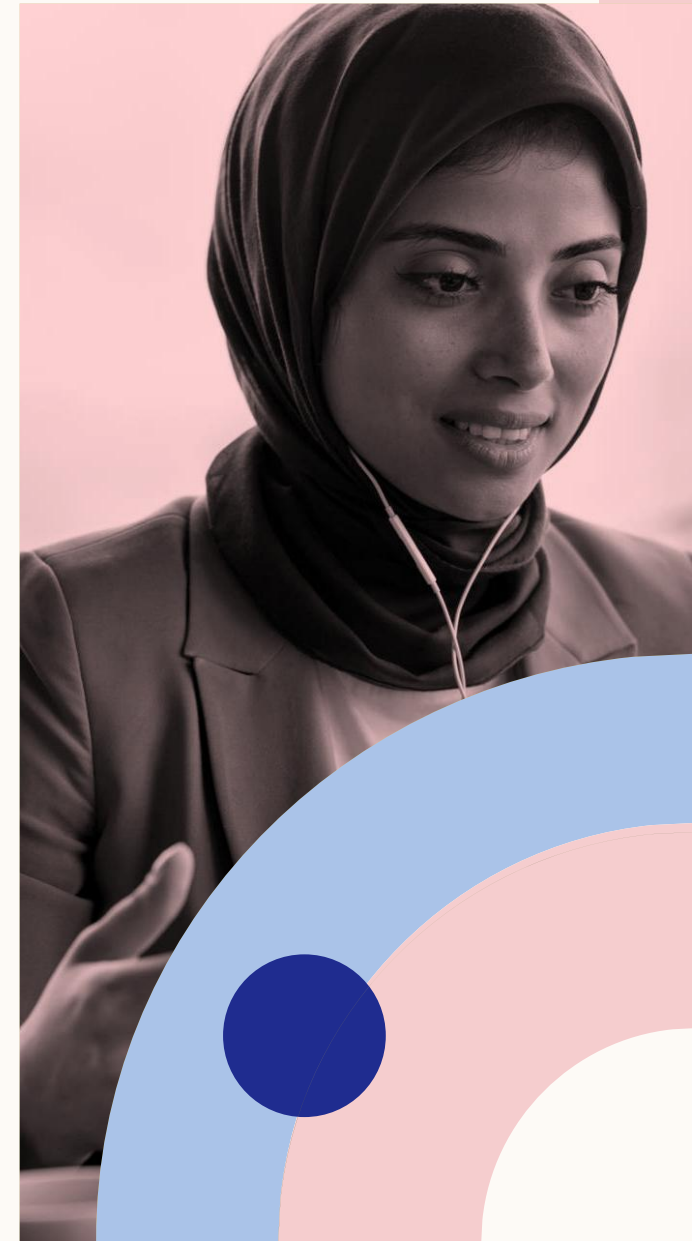
*Empathy:
Understanding
others' emotions
and perspectives*

*Motivation:
Driving positive
outcomes*

Social Skills

Key aspects of emotional intelligence cont'd.

- **Self-Awareness:**
Recognizing your emotions and their impact
- **Empathy:**
Understanding others' emotions and perspectives
- **Social Skills:**
Effective communication and relationship management
- **Self-Regulation:**
Managing your emotions and impulses
- **Motivation:** Driving positive outcomes



Benefits of emotional intelligence

- Improved relationships
- Enhanced communication
- Increased empathy
- Better conflict resolution
- Effective stress management
- Improved decision-making

Emotional intelligence

emotion
identification

emotion
understanding

emotion
expression

emotion
regulation

Benefits of EI in service delivery

- Enhanced customer satisfaction
- Improved patient outcomes
- Increased employee engagement
- Effective teamwork
- Better conflict resolution
- Improved adaptability





Application in service delivery

- Active listening
- Empathetic responses
- Effective communication
- Conflict resolution
- Emotional support
- Personalized care

Recognizing

Understanding

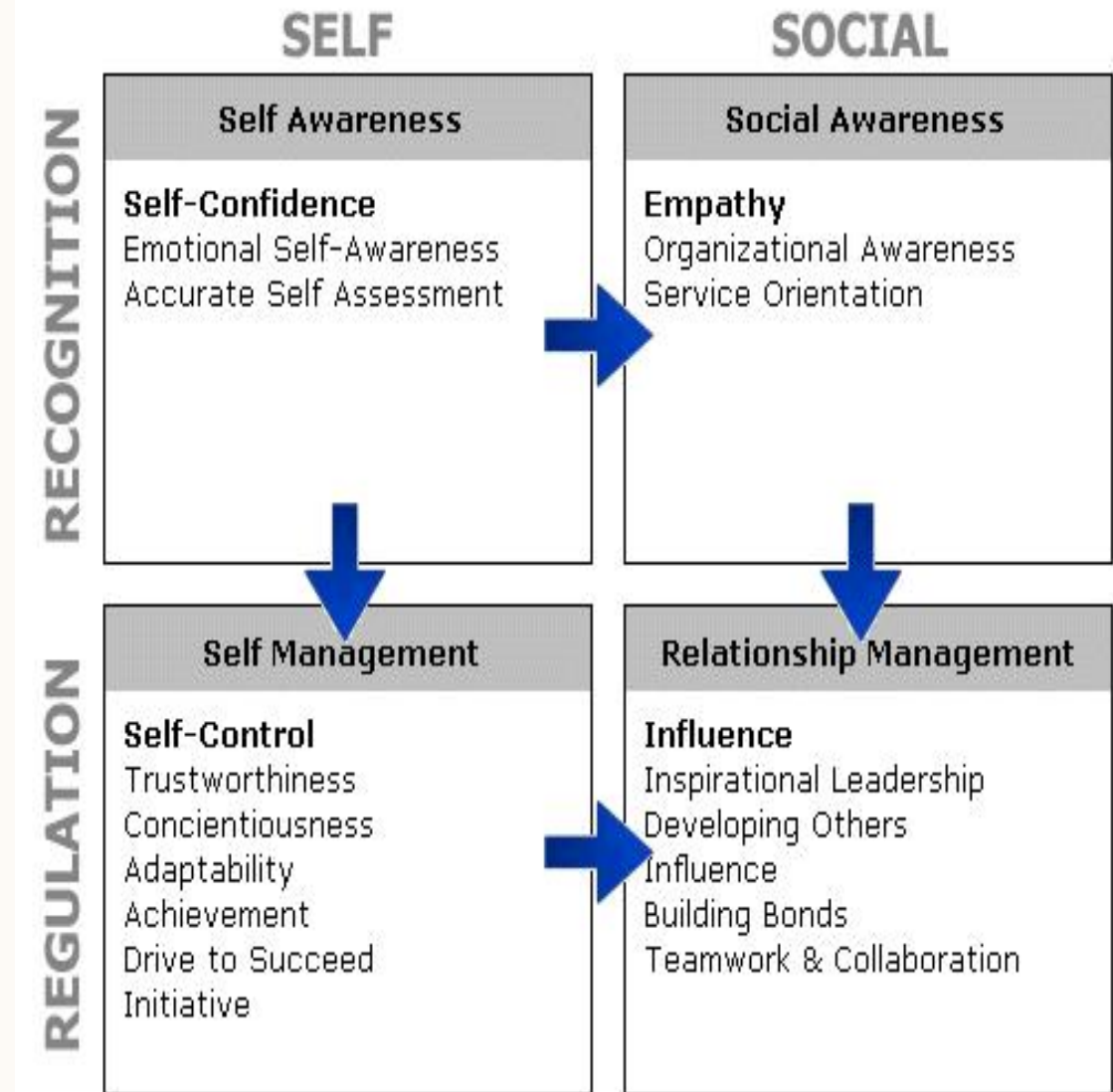
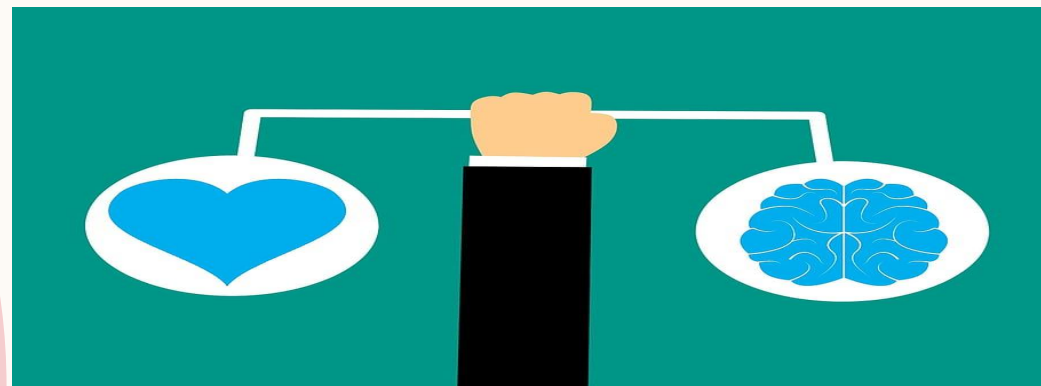
Labeling

Expressing

Regulating emotions

Strategies for Developing Emotional Intelligence

- Self-reflection
- Feedback seeking
- Empathy practice
- Social skills training
- Mindfulness



Conclusion

- Emotional Intelligence is crucial for effective service delivery
- Develop your EI to enhance customer satisfaction and outcomes
- Practice self-awareness, empathy, and social skills

Questions

